

# **Ridership Analysis:**

## Southeastern Regional Transit Authority

### FY15 – 12 Month Report

#### July 1, 2014 – June 30, 2015

**Prepared by:**

Southeastern Regional Planning and Economic Development District  
88 Broadway  
Taunton, MA 02780

October 27, 2015



**SRPEDD Administration:**

Jonathan Henry – SRPEDD Chair  
Sandy Conaty – Interim Executive Director  
Paul Mission – Transportation Planning Manager

**SRPEDD Staff Contributors:**

Shayne M. Trimbell, AICP – Director of Transit Planning  
Angela Azevedo – Senior Transportation Planner/Mobility Manager  
Jennifer Chaves – Principal Transportation Planner  
Kyle Richard – Transportation Planning Technician

**Federal Disclaimer**

The preparation of this report has been financed in part through a grant from the Federal Transit Administration, U.S. Department of Transportation, under the Metropolitan Transportation Planning program, Section 5303 of Title 49, U.S. Code through Massachusetts Department of Transportation contract 81198. The contents of this report do not necessarily reflect the official views or policy of the U.S. Department of Transportation.

**Notice of Nondiscrimination Rights and Protections to Beneficiaries**

The Southeastern Massachusetts Metropolitan Planning Organization (SMMPO) through 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 administrated 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.

**State Nondiscrimination Protections**

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**.

**Additional Information**

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

SRPEDD

Lilia Cabral, Title VI/Nondiscrimination Coordinator

88 Broadway, Taunton, MA 02780

Phone: (508) 824-1367

Fax: (508) 823-1803

Email: [lcabral@srpedd.org](mailto:lcabral@srpedd.org)

[www.srpedd.org](http://www.srpedd.org)

**Complaint Filing**

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

**Requests for Translation**

**English:** If this information is needed in another language, please contact the SRPEDD Title VI Specialist at 508 824-1367.

**Portuguese:** Caso esta informação seja necessária em outro idioma, favor contar o Especialista em Título VI do SRPEDD pelo telefone 508 824-1367.

**Spanish:** Si necesita esta información en otro idioma, por favor contacte al especialista de SRPEDD del Título VI al 508 824-1367.

Presented here are the results of an in-depth analysis of ridership trends for the Southeastern Regional Transit Authority (SRTA) fixed route service performed by the Southeastern Regional Planning and Economic Development District (SRPEDD). This analysis evaluates ridership data for SRTA Fiscal Year 2015 beginning July 1, 2014 and ending June 30, 2015.

Ridership data was collected by SRPEDD on January 5, 2015, February 5, 2015, February 9, 2015, and July 15, 2015 and was extracted using the Sheidt & Bachmann terminal in the SRTA Administrative office. SRPEDD utilized data provided in the following reports for this analysis: Route Ridership by Garage and Product Type Report, Route Ridership by Garage and Time of Day Report, Route Ridership by Week Day Report, TVM SOT Revenue by Pass Type, and Cash Collected per Route Report.

Values for revenue miles and revenue hours are calculated by using scheduled route mileage, scheduled trip counts, and scheduled trip times. Scheduled values are used because detailed monthly operational data for actual revenue miles and actual revenue hours are available only in the aggregate of all routes. Due to the fact that the detailed operational data required for this analysis is not available by route, the values contained herein may vary from those reported by SRTA. This report is prepared as an aide for service planning and is not prepared as an audit of SRTA operations and therefore should not be considered official operational data.

**Key Terms Used in this Report:**

**Ridership** is the number of trips recorded on SRTA fixed route vehicles.

**Revenue Miles** is the distance traveled by a fixed route vehicle in service with the ability to collect revenue.

**Revenue Hours** is the number of hours a fixed route vehicle is in service with the ability to collect revenue.

**Passengers per Revenue Mile (PPRM)** is the calculation of the number of passengers traveling on a fixed route vehicle per revenue mile.

**Passengers per Revenue Hour (PPRH)** is the calculation of the number of passengers traveling on a fixed route vehicle per revenue hour.

**Operating Cost per Passenger** is the calculation of the total operating costs divided by the total ridership. Operating costs were provided by SRTA and are used solely for the purpose of determining the operating cost for passenger.

**Cost Recovery** is the calculation of fare value redeemed on each route multiplied by total ridership compared with the total operating costs for the route. Operating costs are calculated by multiplying the system-wide cost per revenue mile by the total revenue miles for a given route.

**Farebox Recovery Ratio** is the ratio of total cash collected in the farebox per route divided by the total operating cost per route.

**Non-Route Specific Boardings:** Boardings that are recorded by the farebox but cannot be attributed to a route because the appropriate route information had not been indicated by the farebox. This accounts for the difference between the sum of all route ridership and the systemwide ridership.

**Fare value Assumptions:**

To determine the cost recovery and farebox ratio per route, SRPEDD assigned a value for each fare type accepted by SRTA. The values are calculated by dividing the revenue received through the sales of each fare type by the total usage of each fare type. The values are a calculated index based on fare media usage and are used solely for determining a cost per ride for each fare media. The fare value assumptions are a planning tool and should not be used in a financial analysis of the SRTA system. The fare value assumptions are as follows:

<b>Fare Type</b>	<b>Cost per Ride</b>
10 Ride Ticket	\$1.40
10 Ride Ticket Reduced	\$0.74
31 Day Pass	\$0.83
31 Day Pass reduced	\$0.45
31 Day Pass student	\$0.72
7 Day Pass	\$1.18
All Day Pass	\$1.41
Cash Free	\$0.00
Cash Full	\$1.50
Cash Half	\$0.75
Cash Other	\$1.63
Cash School Fare	\$0.75
Disable Pass	\$0.57
One Ride Magnetic Ticket	\$1.50
Stored Value	\$1.40
Stored Value Reduced	\$0.70
Transfer	\$0.00

**Key Findings:*****System wide***

SRTA Ridership is strong and increasing. For FY2015 total system ridership was 2,607,964 trips; this is an increase of 10% over FY14 ridership of 2,360,466. Thirteen of the twenty-two routes experienced an increase in ridership over the same period from last year; nine experienced a decrease in ridership. The route with the highest growth in ridership was the Fall River Route 8 - Bristol Community College / Durfee High School which increased its ridership by 126%; the route with the largest decline was the Fall River Route 10 - Rodman Street, which decreased 26%.

Route productivity is also strong, carrying 20.56 passengers per revenue hour and 1.80 passengers per revenue mile. The New Bedford Intercity Route - New Bedford to Fall River was the most productive route, carrying 34.71 passengers per revenue hour; the New Bedford North End Shuttle remains the least productive route, only carrying 6.93 passengers per revenue hour.

Cash remains the dominant form of fare payment, comprising 26% of all fares; transfers comprise 19% of fares, indicating that riders are using multiple routes as part of their journey. Use of the Charlie Card

stored value is low; the combined full and reduced fare usage of the stored value card is only 4% of total fares collected.

Operating cost per passenger is down 21% over the previous year. Total revenue miles decreased by 5% from the same period in FY14 compared to FY15. The SRTA Advisory Board took action on four poor performing routes, and chose not to continue service on those routes in FY15; the decrease in revenue miles can be attributed to this change.

### ***Fall River***

In Fall River, the total ridership was 1,102,531. The route with the highest ridership was the Fall River Route 8 - Bristol Community College / Durfee High School with 259,501. The route with the lowest ridership was the Fall River Route 10 - Rodman Street with 48,634. Both routes also experienced the largest change compared to the same period from last year: Fall River Route 8 - Bristol Community College / Durfee High School increased 126%, Fall River Route 10 - Rodman Street decreased by 26%.

The route with the greatest productivity was the Fall River Route 8 - Bristol Community College / Durfee High School which carried 38.14 passengers per revenue hour. The route with the lowest productivity was the Fall River Route 14 – Swansea Mall which carried 13.03 passengers per revenue hour.

### ***New Bedford***

In New Bedford, the total ridership was 1,505,433. The route with the highest ridership was the New Bedford Intercity Route - New Bedford to Fall River with 283,080. The route with the lowest ridership was the New Bedford North End Shuttle with 16,629. The route with the highest increase in ridership compared with the same period of last was the New Bedford 10 – Dartmouth Mall with an increase of 13%; the route with the largest decline was the New Bedford Route 5 - Rivet Street with an 8% decrease.

The route with the greatest productivity was the Bedford Intercity Route - New Bedford to Fall River which carried 32.60 passengers per revenue hour. The route with the lowest productivity was the New Bedford North End Shuttle which carried 7.92 passengers per revenue hour.

### ***Individual Route Analysis***

***Fall River Route 1 – South Main Street:*** This route experienced a 10% increase in total ridership over FY14 along with a 14% improvement in passengers per revenue hour.

***Fall River Route 2 – North Main Street:*** This route experienced a 2% increase in total ridership over FY14 however saw a 25% decrease in passengers per revenue miles. The decline in passengers per revenue miles is likely attributable to the addition of two trips to accommodate peak demand to Durfee High School in the morning and afternoon.

***Fall River Route 3 – Laurel Street:*** This route experienced an 8% increase in total ridership over FY14 and saw a 18% increase in passengers per revenue hour.

***Fall River Route 4 – Robeson Street:*** This route experienced a 26% increase in total ridership over FY14 and saw a 33% increase in passengers per revenue hour.

***Fall River Route 5 – Stafford Road:*** This route experienced a 4% decrease in total ridership over FY14 and saw a 16% decrease in passengers per revenue hour. The decline in passengers per revenue hour is

likely attributable to the addition of four trips to accommodate peak demand to Durfee High School in the morning and afternoon.

*Fall River Route 6 – Pleasant Street:* This route experienced a 4% decrease in total ridership over FY14 and saw a 3% increase in passengers per revenue hour. This route was changed in October of 2014 which extended the length of the route.

*Fall River Route 7 – Bay Street:* This route saw a 7% decrease in total ridership over FY14 however it saw a 28% decrease in passengers per revenue hour. The decline in passengers per revenue hour is likely attributable to the addition of four trips to accommodate peak demand to Durfee High School in the morning and afternoon.

*Fall River Route 8 – Bristol Community College/Durfee High School:* This route experienced a 126% increase in total ridership over FY14 and saw an 86% increase in passengers per revenue hour. The growth of this route is likely due to changes in scheduling which shifted student ridership to Durfee High School to this route.

*Fall River Route 9 – Bedford Street:* This route experienced a 33% increase in total ridership over FY14 and saw a 31% increase in passengers per revenue hour. This route was changed in October of 2014, to which the growth in ridership and passengers per revenue hour can be attributed.

*Fall River Route 10 – Rodman Street:* This route experienced a 26% decrease in total ridership over FY14 and saw a 5% decrease in passengers per revenue hour. This route was changed in October of 2014 which shortened the route. It is likely that the decrease in ridership and passengers per revenue hour is a result of this change.

*Fall River Route 14 – Swansea Mall:* This route experienced a 2% increase in total ridership over FY14 and saw a 5% increase in passengers per revenue hour. This route continues to fall into the “Monitor” category for performance standards. The route uses I-195 to travel between Fall River and Somerset, to which lower ridership can be attributed. At the conclusion of the construction project at I-195 and MA-79, it is recommended that the route be changed to use Davol Street and the Veteran’s Memorial Bridge to travel between Fall River and Somerset. This change will increase the opportunities to board passengers.

*New Bedford Route 1 – Fort Rodman:* This route experienced a 6% increase in total ridership over FY14 and saw a 39% increase in passengers per revenue hour. It is likely that a portion of the growth is due to a routing change that realigned the New Bedford Route 5 – Rivet Street and the New Bedford Route 1 – Fort Rodman. The increase in ridership on Route 1 far exceeds the decrease in ridership on Route 5 indicating that Route 1 growth can only be partially attributed to this change.

*New Bedford Route 2 – Lund’s Corner:* This route experienced a 5% increase in total ridership over FY14 and a 10% increase in passengers per revenue hour.

*New Bedford Route 3 – Dartmouth Street:* This route experienced a 13% increase in total ridership over FY14 and saw a 0% increase in passengers per revenue hour.

*New Bedford Route 4 – Ashley Boulevard:* This route experienced a 8% increase in total ridership over FY14 and saw a 4% increase in passengers per revenue hour.

*New Bedford Route 5 – Rivet Street:* This route experienced an 8% decrease in total ridership over FY14 and a 32% increase in passengers per revenue hour. This route was changed in December of 2014, and it is likely that the decrease in ridership and increase in passengers per revenue hour are related to the change. The route changes should be reexamined to determine if the changes are beneficial to the riding public.

*New Bedford Route 6 – Shawmut/Rockdale:* This route experienced a 4% decrease in total ridership over FY14 and saw a 17% decrease in passengers per revenue hour. The Buttonwood Community Center stop is being considered for elimination due to low usage. The change is not expected to significantly affect ridership or passengers per revenue hours.

*New Bedford Route 8 – Mt. Pleasant Street:* This route experienced a 1% decrease in total ridership over FY14 and saw a 1% decrease in passengers per revenue hour.

*New Bedford Route 10 – Dartmouth Mall:* This route experienced a 13% increase in total ridership over FY14 and saw no increase in passengers per revenue hour.

*New Bedford Route 11 – Fairhaven:* This route experienced a 2% increase in total ridership over FY14 however saw a 10% decrease in passengers per revenue hour.

*New Bedford North End Shuttle:* This route experienced a 4% decrease in total ridership over FY14 however experienced a 18% increase in passengers per revenue hour. This route continues to underperform when compared against the system average. SRPEDD is currently conducting a thorough ridership analysis to identify recommendations for service improvement.

*New Bedford Intercity Route – New Bedford to Fall River:* This route experienced a 11% increase in total ridership over FY14 and saw a 14% decrease in passengers per revenue hour. The Intercity Route continues to be the top performing route in the SRTA system. SRTA increased service on this route in August, 2015 and SRPEDD will conduct a monitoring program to determine the impact of the increased service.

**Performance Analysis of Service**

SRTA has adopted performance standards by which each route is monitored with the purpose of identifying underperforming routes. The performance standards are quantitative indicators that measure individual route performance against the system-wide average. The indicators used to monitor performance are: passengers per revenue mile, passengers per revenue hour, and operating cost per passenger.

The criteria for monitoring passengers per revenue mile and passengers per revenue hour are the same and are as follows:

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 performance

The criteria for operating cost per passenger are as follows:

50-100%	no action required
135-150%	staff review and report to advisory board every two years with the exception of a 5% change
>150%	route may be eliminated and/or actions will be taken to help improve performance

***Passengers per Revenue Hour***

The New Bedford North End Shuttle did not exceed 50% of the system average at any point in FY2015, and for six months did not exceed 35% of the system average. The route is in the “Monitor” category. All other routes exceed the minimum standards to either require monitoring or to be considered failing.

***Passengers per Revenue Mile***

Two routes did not exceed the minimum standards for monitoring: Fall River Route 14 – Swansea Mall continues to require monitoring as it did not exceed 50% of the system-wide average. The New Bedford North End Shuttle did not exceed 35% of the system-wide average and is considered to be a failing route.

***Operating Cost per Passenger***

Fall River Route 2 – North Main did not exceed the minimum standard for “Monitoring.” Two routes did not exceed the minimum standards for “Fail”: Fall River Route 14 – Swansea Mall and New Bedford North End Shuttle. Both Fall River Route 14 – Swansea Mall and New Bedford North End Shuttle remains a failing route as it exceeded 150% of the system average.

**Recommendations:**

The New Bedford North End Shuttle continues the trend of underperformance. The route has remained in either the “Monitor” or “Failing” category for the entirety of FY14 and entirety of FY15. An in-depth analysis of the route is currently underway to determine options for improving route performance.

The Fall River Route 14 – Swansea Mall remains in the “Monitor” category for Passengers per Revenue Mile, and remains in the “Failing” category for Operating Cost per Passenger. This is due in part to the route using Interstate 195 to travel between Fall River and Somerset. Changes to the route should be considered upon the completion of the highway construction project at MA-79 and I-195. It is likely that this route will continue to underperform while the route uses I-195.

New Bedford Route 5 – Rivet Street ridership has decreased from FY14, however has experienced a 31% increase in operating cost per passenger. Route changes implemented in December 2014 increased the revenue miles of the route. The decrease in ridership and the increase in operating cost per passenger suggest that the changes implemented in December 2014 are not having the beneficial impacts that were expected with the changes. The changes to the route included rerouting to use MacArthur Boulevard to serve the waterfront and a loop to continue serving Boa Vista Apartments. It is unclear where along the route the decrease in ridership is occurring. The route should be monitored to identify where changes may be made to restore route performance to pre-change levels.

Cash remains the dominant method of payment for riders indicating that the Charlie Card Stored Value Card is not being adopted despite the savings for stored value card users. Further study of this issue may provide an understanding to why regular riders have not adopted the Charlie Card Stored Value Card. Shifting ridership from cash to Charlie Cards will be beneficial to route performance by decreasing the time required to board passengers; it will reduce the amount of cash that requires sorting, counting, and deposit in a bank; and passengers will benefit by reduced fares. Current fare policy provides free transfers for all passengers, which are being used extensively; consideration should be given to a change in this policy so that transfers are provided free of charge to Charlie Card users and that cash customers pay a nominal transfer fee. This change would require a fare equity study to determine the impact on low-income customers.

*Page intentionally left blank*

### Passengers per Revenue Hour Scorecard - FY15

Route	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	12 Mo. Average
FR1	15.30	15.63	25.04	25.28	23.87	21.12	18.89	20.05	24.95	22.87	24.77	23.21	21.73
FR2	12.97	14.07	16.34	15.95	15.18	14.36	13.41	13.41	14.49	14.82	15.30	15.07	14.64
FR3	22.47	24.28	28.35	28.62	27.34	25.07	20.77	22.89	27.22	26.17	27.21	26.03	25.58
FR4	15.40	14.65	20.01	20.52	18.62	17.97	15.64	13.83	17.07	17.48	19.26	18.41	17.48
FR5	11.92	11.15	17.60	19.42	17.20	16.73	13.86	14.02	18.37	17.38	17.22	15.78	16.00
FR6	16.82	17.73	36.51	33.53	28.78	26.44	24.85	21.70	23.94	25.24	26.84	28.94	25.80
FR7	15.54	17.48	24.53	24.79	23.80	21.32	17.31	17.58	22.36	19.35	21.49	19.40	20.58
FR8	14.48	12.36	55.04	54.80	48.01	40.02	35.05	38.74	57.26	45.62	49.79	38.50	41.51
FR9	7.12	7.62	14.20	16.06	16.94	17.03	15.24	15.82	19.58	16.98	18.13	17.13	14.89
FR10	23.14	24.22	36.11	30.66	26.59	25.29	21.24	20.23	22.40	24.15	24.03	25.20	25.28
FR14	14.55	15.47	14.27	13.89	12.93	13.14	11.33	10.12	11.38	13.11	13.13	12.75	13.03
NB1	31.85	32.77	34.26	34.12	34.45	31.27	28.60	28.35	32.43	33.92	34.51	34.16	32.60
NB2	24.43	24.41	25.05	25.01	25.24	23.49	21.50	20.96	24.42	26.16	26.37	25.42	24.41
NB3	16.99	17.36	12.86	12.92	12.89	12.11	11.66	11.49	13.00	13.18	13.47	13.34	13.29
NB4	25.49	26.25	26.86	27.24	25.68	21.59	22.10	21.54	23.49	24.54	26.11	24.99	24.64
NB5	15.25	15.22	16.48	16.65	17.45	14.03	12.40	10.41	12.61	13.81	14.01	13.84	14.36
NB6	11.82	11.82	17.05	18.26	16.94	14.96	13.65	11.85	15.78	15.53	16.20	15.11	14.91
NB8	31.28	35.04	30.57	30.94	30.16	31.57	22.25	20.45	26.11	29.78	29.93	31.32	29.14
NB9	28.79	32.09	34.68	32.44	31.80	26.70	25.00	28.33	29.28	32.39	31.05	30.07	30.21
NB10	26.55	31.13	25.26	25.73	27.75	24.75	22.07	21.93	25.36	27.46	27.42	28.33	26.08
NB11	16.65	16.83	16.97	16.92	17.79	18.18	14.06	13.80	14.83	16.93	17.38	16.17	16.39
NES	7.29	8.07	9.27	9.07	7.47	9.70	7.10	6.41	7.61	7.58	7.77	7.56	7.92

Pass &gt;=50% of System Average

Monitor &lt;50% of System Average

Fail &lt;35% of System Average

System Average	18.46	19.35	24.42	24.22	23.04	21.22	18.55	18.36	22.00	22.02	22.79	21.85	21.39
50% System Average	9.23	9.67	12.21	12.11	11.52	10.61	9.27	9.18	11.00	11.01	11.40	10.93	10.69
35% System Average	6.46	6.77	8.55	8.48	8.06	7.43	6.49	6.43	7.70	7.71	7.98	7.65	7.48

### Passengers per Revenue Mile - FY15

Route	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	12 Mo. Average
FR1	1.66	1.70	2.69	2.71	2.57	2.26	2.04	2.15	2.67	2.45	2.67	2.48	2.34
FR2	0.81	0.88	1.08	1.06	1.00	0.95	0.88	0.88	0.96	0.98	1.01	1.00	0.96
FR3	2.23	2.42	3.01	3.03	2.90	2.66	2.20	2.43	2.89	2.77	2.88	2.76	2.68
FR4	1.10	1.04	1.59	1.63	1.48	1.42	1.24	1.10	1.35	1.39	1.53	1.46	1.36
FR5	0.90	0.84	1.54	1.70	1.51	1.46	1.22	1.23	1.61	1.52	1.51	1.38	1.37
FR6	1.97	2.08	3.92	3.60	3.11	2.82	2.71	2.34	2.55	2.71	2.90	3.09	2.82
FR7	1.27	1.43	2.60	2.63	2.52	2.27	1.82	1.86	2.38	2.05	2.27	2.07	2.10
FR8	0.85	0.73	3.85	3.83	3.36	2.79	2.47	2.71	4.00	3.19	3.49	2.69	2.83
FR9	0.63	0.68	1.07	1.21	1.28	1.29	1.16	1.20	1.48	1.28	1.37	1.29	1.16
FR10	2.32	2.43	3.29	2.79	2.43	2.29	1.97	1.85	2.03	2.20	2.21	2.28	2.34
FR14	0.73	0.78	0.74	0.72	0.67	0.68	0.59	0.52	0.59	0.68	0.68	0.66	0.67
NB1	2.95	3.03	3.20	3.19	3.22	2.93	2.67	2.65	3.03	3.17	3.23	3.20	3.04
NB2	2.30	2.29	2.35	2.35	2.37	2.22	2.00	1.97	2.30	2.46	2.47	2.40	2.29
NB3	1.21	1.24	1.27	1.28	1.27	1.22	1.15	1.13	1.29	1.30	1.33	1.32	1.25
NB4	1.98	2.04	2.34	2.38	2.23	2.11	1.91	1.87	2.05	2.13	2.26	2.18	2.13
NB5	1.49	1.49	1.62	1.64	1.72	1.39	1.23	1.03	1.24	1.36	1.38	1.36	1.41
NB6	0.89	0.89	1.25	1.34	1.24	1.11	1.01	0.87	1.16	1.14	1.19	1.11	1.10
NB8	3.10	3.47	3.38	3.42	3.34	3.49	2.46	2.26	2.89	3.29	3.31	3.47	3.17
NB9	1.70	1.90	2.20	2.06	2.02	1.87	1.59	1.80	1.86	2.05	1.97	1.91	1.91
NB10	1.84	2.15	2.07	2.11	2.27	2.28	1.81	1.81	2.09	2.26	2.26	2.34	2.11
NB11	1.28	1.29	1.31	1.30	1.37	1.40	1.08	1.06	1.14	1.30	1.34	1.25	1.26
NES	0.39	0.43	0.42	0.41	0.34	0.44	0.32	0.29	0.34	0.34	0.35	0.34	0.37

Pass &gt;=50% of System Average

Monitor &lt;50% of System Average

Fail &lt;35% of System Average

System Average	1.53	1.60	2.13	2.11	2.01	1.88	1.61	1.59	1.90	1.91	1.98	1.91	1.85
50% System Average	0.76	0.80	1.06	1.05	1.01	0.94	0.81	0.80	0.95	0.96	0.99	0.95	0.92
35% System Average	0.53	0.56	0.74	0.74	0.70	0.66	0.57	0.56	0.67	0.67	0.69	0.67	0.65

### Operating Cost per Passenger - FY15

Route	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	12 Mo. Average
FR1	\$5.22	\$5.11	\$3.23	\$3.21	\$3.39	\$3.85	\$4.26	\$4.03	\$3.26	\$3.54	\$3.26	\$3.50	\$3.72
FR2	\$10.67	\$9.85	\$8.04	\$8.23	\$8.68	\$9.11	\$9.89	\$9.82	\$9.03	\$8.87	\$8.63	\$8.69	\$9.06
FR3	\$3.89	\$3.60	\$2.89	\$2.86	\$3.00	\$3.27	\$3.95	\$3.58	\$3.01	\$3.13	\$3.01	\$3.15	\$3.24
FR4	\$7.93	\$8.34	\$5.48	\$5.35	\$5.88	\$6.11	\$6.99	\$7.93	\$6.43	\$6.27	\$5.69	\$5.96	\$6.39
FR5	\$9.67	\$10.32	\$5.64	\$5.11	\$5.76	\$5.94	\$7.12	\$7.07	\$5.41	\$5.71	\$5.75	\$6.30	\$6.35
FR6	\$4.40	\$4.17	\$2.22	\$2.42	\$2.80	\$3.08	\$3.20	\$3.72	\$3.40	\$3.21	\$2.99	\$2.81	\$3.08
FR7	\$6.85	\$6.09	\$3.34	\$3.30	\$3.45	\$3.83	\$4.78	\$4.67	\$3.65	\$4.23	\$3.83	\$4.20	\$4.15
FR8	\$10.16	\$11.90	\$2.26	\$2.27	\$2.58	\$3.11	\$3.53	\$3.20	\$2.17	\$2.72	\$2.49	\$3.23	\$3.07
FR9	\$13.73	\$12.83	\$8.09	\$7.15	\$6.77	\$6.75	\$7.52	\$7.25	\$5.87	\$6.76	\$6.33	\$6.71	\$7.49
FR10	\$3.75	\$3.58	\$2.64	\$3.12	\$3.57	\$3.80	\$4.42	\$4.70	\$4.29	\$3.95	\$3.94	\$3.81	\$3.71
FR14	\$11.84	\$11.14	\$11.75	\$12.07	\$12.98	\$12.75	\$14.84	\$16.59	\$14.71	\$12.79	\$12.79	\$13.14	\$12.93
NB1	\$2.95	\$2.86	\$2.71	\$2.72	\$2.70	\$2.97	\$3.25	\$3.28	\$2.86	\$2.74	\$2.69	\$2.72	\$2.85
NB2	\$3.78	\$3.79	\$3.69	\$3.69	\$3.67	\$3.92	\$4.34	\$4.42	\$3.77	\$3.53	\$3.52	\$3.62	\$3.79
NB3	\$7.18	\$7.02	\$6.84	\$6.81	\$6.83	\$7.14	\$7.56	\$7.66	\$6.76	\$6.68	\$6.54	\$6.59	\$6.94
NB4	\$4.39	\$4.26	\$3.71	\$3.66	\$3.89	\$4.12	\$4.56	\$4.65	\$4.24	\$4.07	\$3.84	\$3.99	\$4.09
NB5	\$5.83	\$5.83	\$5.36	\$5.30	\$5.05	\$6.23	\$7.08	\$8.47	\$7.01	\$6.39	\$6.29	\$6.39	\$6.14
NB6	\$9.77	\$9.76	\$6.95	\$6.50	\$6.98	\$7.80	\$8.60	\$9.96	\$7.52	\$7.61	\$7.27	\$7.85	\$7.89
NB8	\$2.81	\$2.50	\$2.57	\$2.54	\$2.60	\$2.49	\$3.53	\$3.84	\$3.01	\$2.64	\$2.63	\$2.51	\$2.75
NB9	\$5.11	\$4.58	\$3.94	\$4.21	\$4.30	\$4.64	\$5.47	\$4.83	\$4.68	\$4.23	\$4.41	\$4.56	\$4.54
NB10	\$4.73	\$4.04	\$4.20	\$4.12	\$3.83	\$3.80	\$4.79	\$4.81	\$4.16	\$3.84	\$3.85	\$3.72	\$4.12
NB11	\$6.78	\$6.71	\$6.65	\$6.67	\$6.34	\$6.21	\$8.02	\$8.17	\$7.61	\$6.66	\$6.49	\$6.98	\$6.88
NES	\$22.52	\$20.34	\$20.71	\$21.18	\$25.69	\$19.82	\$27.00	\$29.96	\$25.27	\$25.35	\$24.70	\$25.42	\$23.56

Pass &gt;=50% of System Average

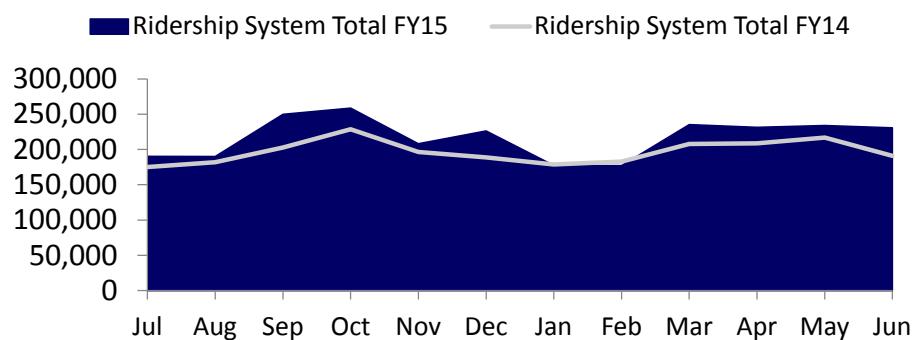
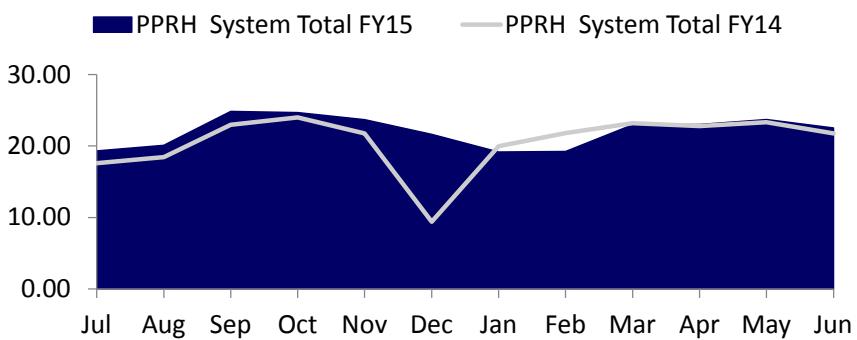
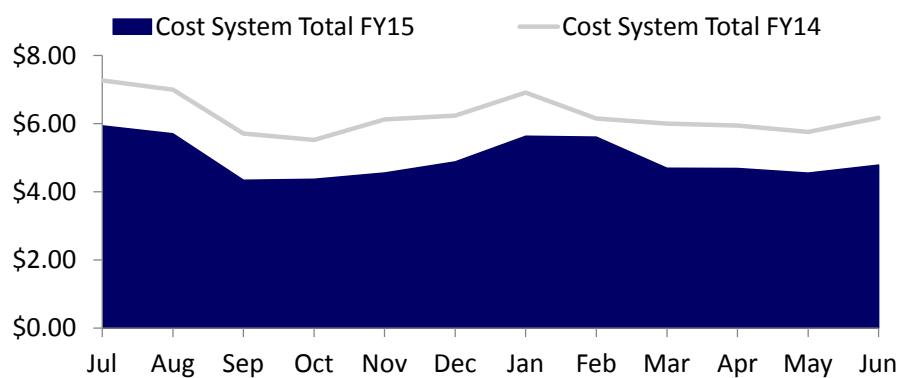
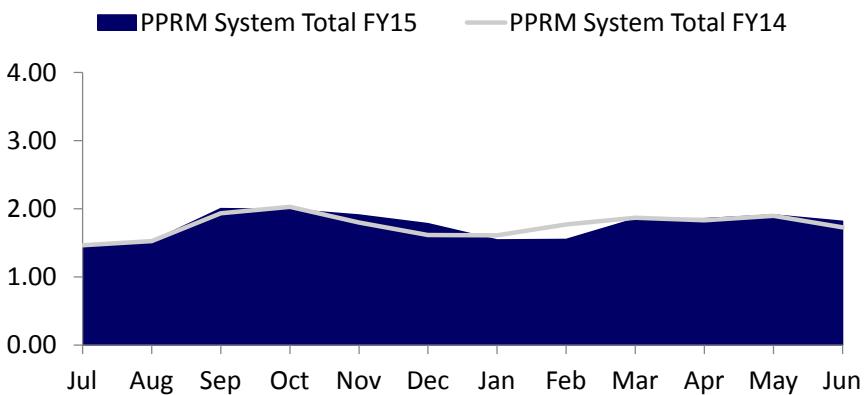
Monitor &gt;135% of System Average

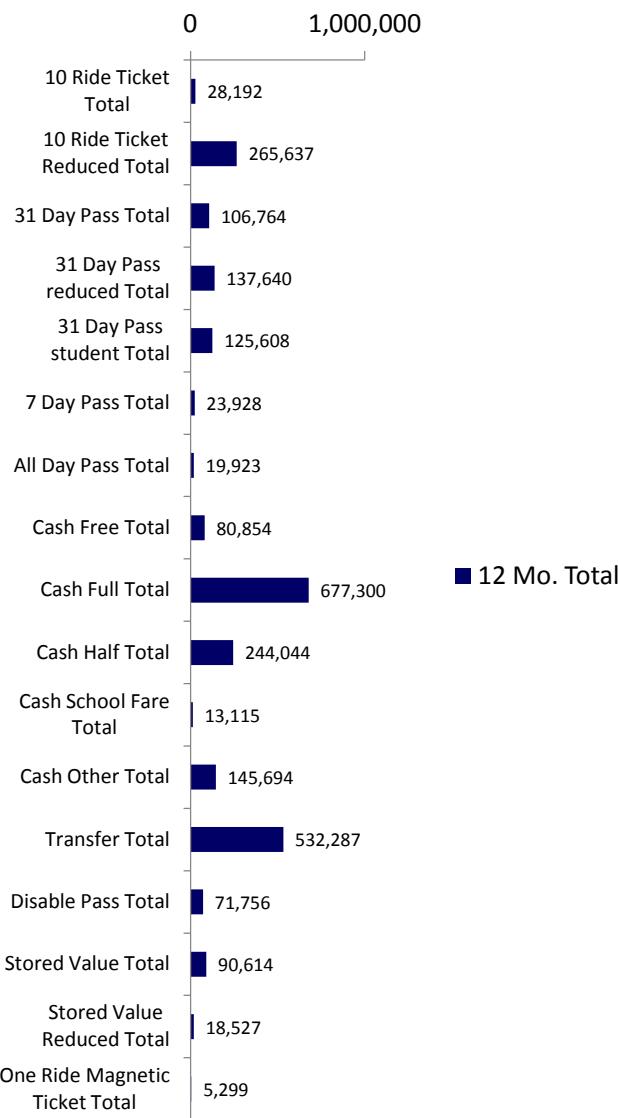
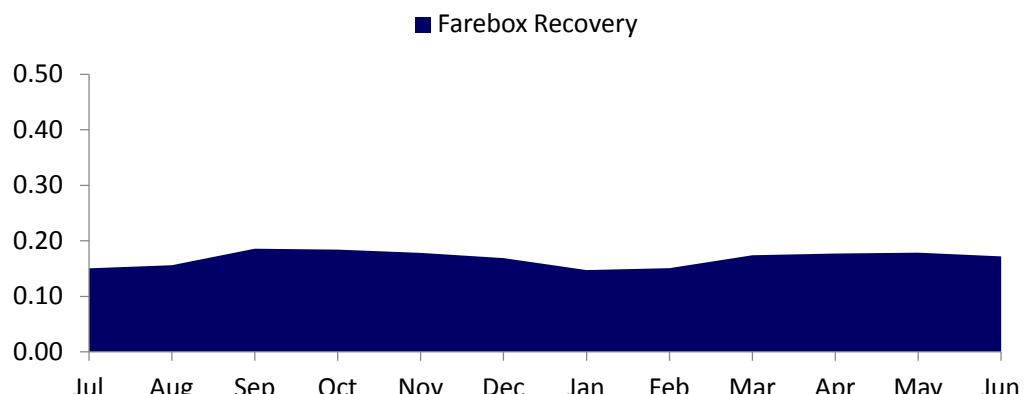
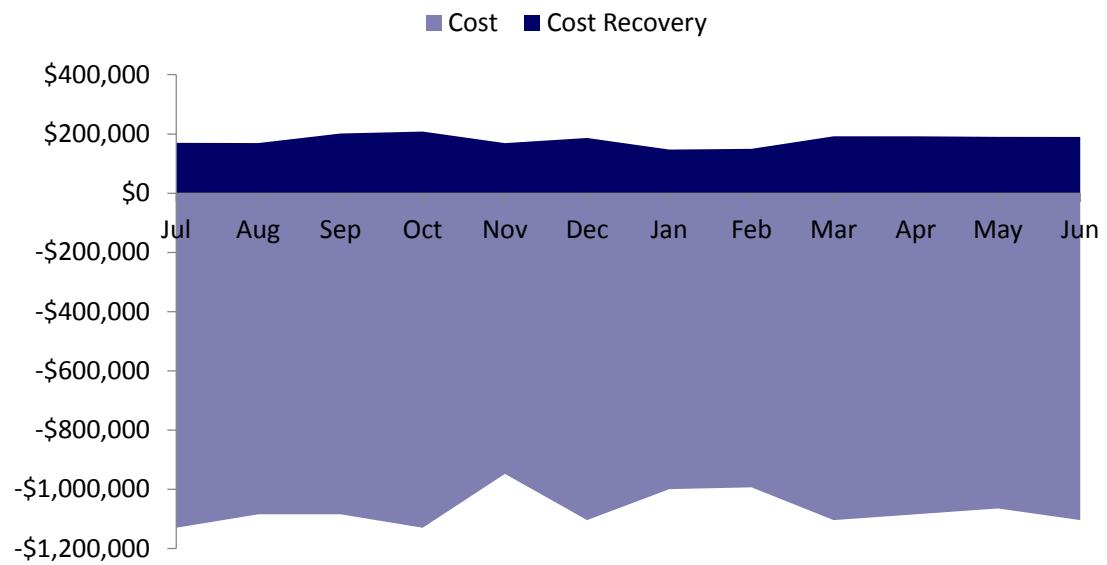
Fail &gt;150% of System Average

System Average	\$7.45	\$7.21	\$5.59	\$5.57	\$5.94	\$5.94	\$7.03	\$7.39	\$6.28	\$6.13	\$5.95	\$6.17	\$6.22
135% System Average	\$10.06	\$9.73	\$7.54	\$7.52	\$8.02	\$8.02	\$9.49	\$9.98	\$8.48	\$8.28	\$8.03	\$8.34	\$8.39
150% System Average	\$11.18	\$10.81	\$8.38	\$8.35	\$8.91	\$8.91	\$10.55	\$11.09	\$9.42	\$9.20	\$8.93	\$9.26	\$9.32

**SRTA - All Routes**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY15 12 Mo. Subtotal	Change FY14
Ridership - Total	190,317	190,105	249,849	258,642	208,190	226,297	177,446	177,175	235,272	231,424	233,990	230,739	2,609,446	11%
PPRH	19.32	20.10	24.85	24.68	23.69	21.64	19.16	19.24	22.97	23.02	23.71	22.53	22.40	9%
PPRM	1.46	1.52	2.00	1.99	1.91	1.78	1.54	1.55	1.85	1.85	1.91	1.82	1.77	1%
Cost per Passenger	5.94	5.70	4.34	4.37	4.55	4.88	5.63	5.61	4.69	4.68	4.55	4.78	4.92	-21%

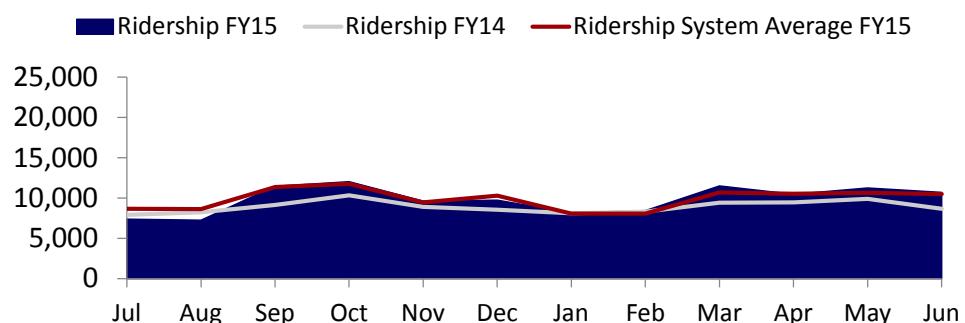
**Ridership****Passengers per Revenue Hour****Operating Cost per Passenger****Passengers per Revenue Mile**

**SRTA - All Routes****Fare Payment Method****Fare Media Usage****Farebox Recovery Ratio****Cost Recovery**

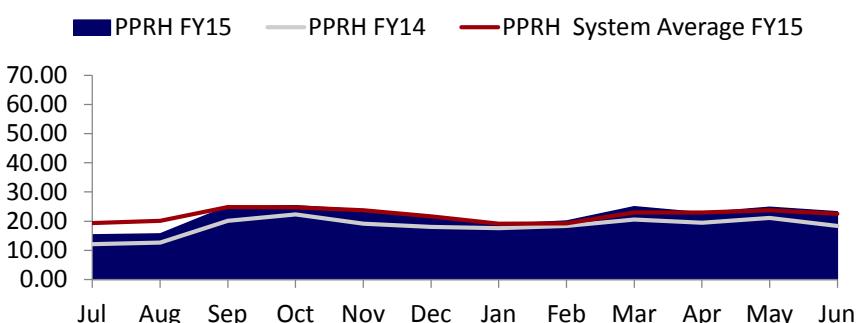
## Fall River Route 1 - South Main Street

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY15 12 Mo. Total	Change FY14
Ridership - Total	7,380	7,251	11,451	12,024	9,610	9,733	8,163	8,439	11,498	10,461	11,244	10,697	117,951	10%
PPRH	15.30	15.63	25.04	25.28	23.87	21.12	18.89	18.89	24.95	22.87	24.77	23.21	21.73	14%
PPRM	1.66	1.70	2.69	2.71	2.57	2.26	2.04	2.15	2.67	2.45	2.67	2.48	2.34	2%
Cost per Passenger	5.22	5.11	3.23	3.21	3.39	3.85	4.26	4.03	3.26	3.54	3.26	3.26	3.72	4%

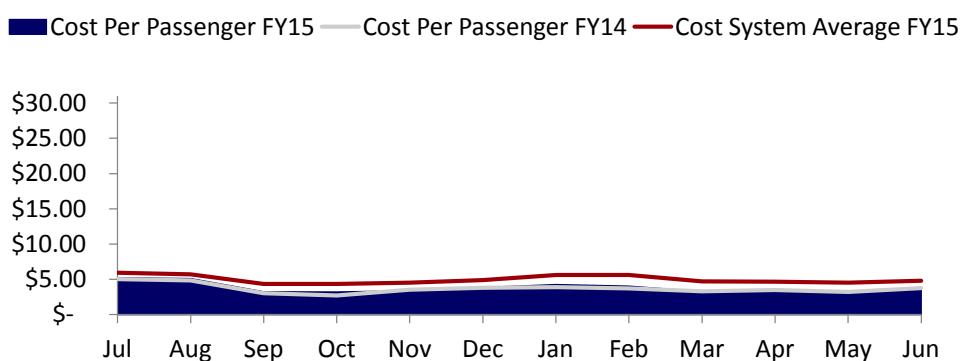
### Ridership



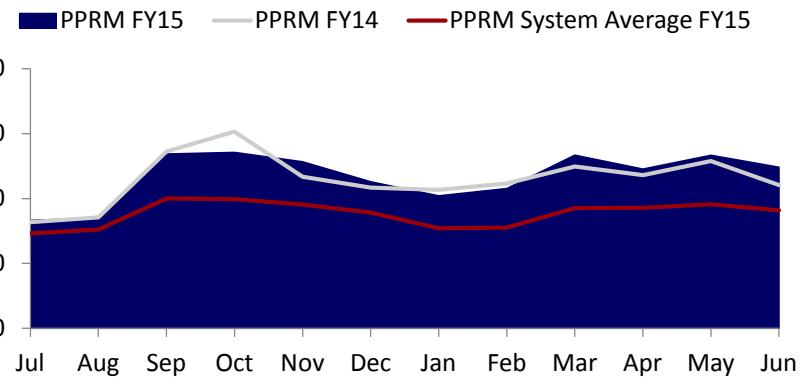
### Passengers per Revenue Hour



### Operating Cost per Passenger

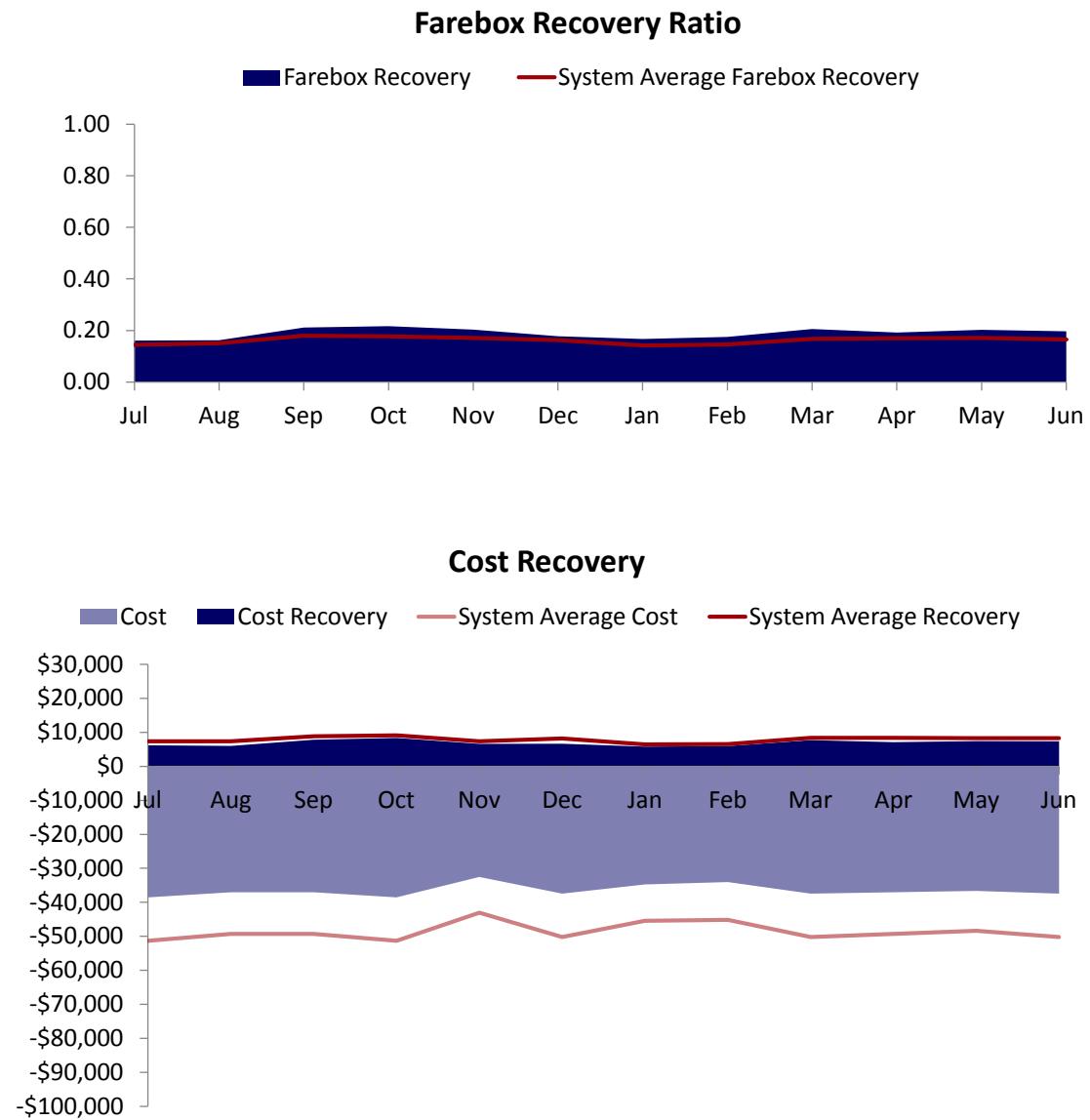
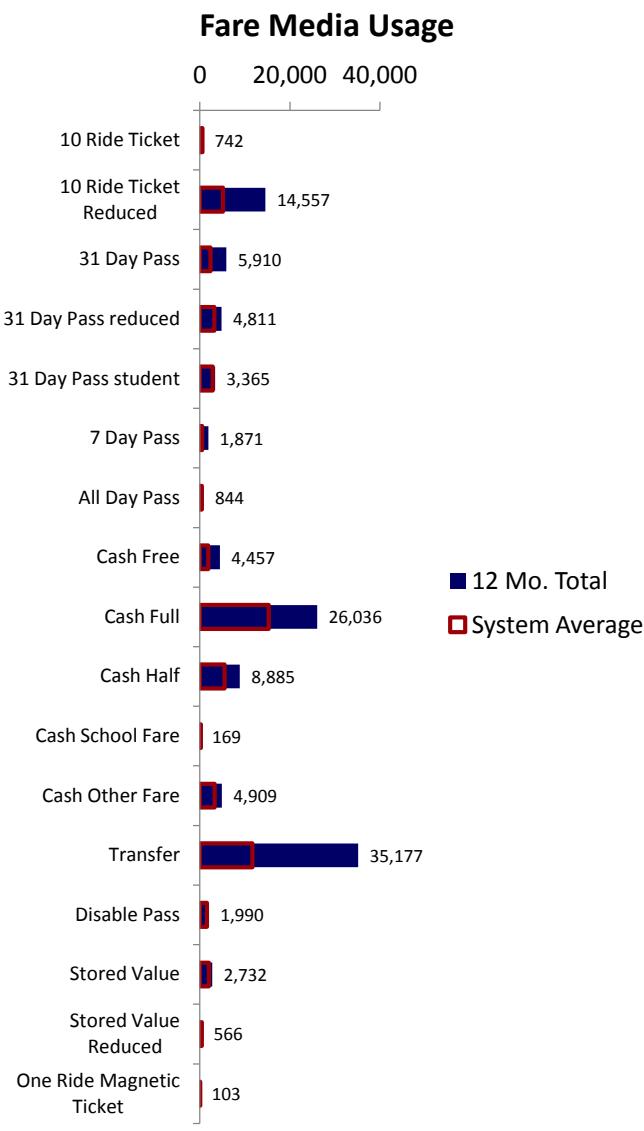


### Passengers per Revenue Mile



## Fall River Route 1 - South Main Street

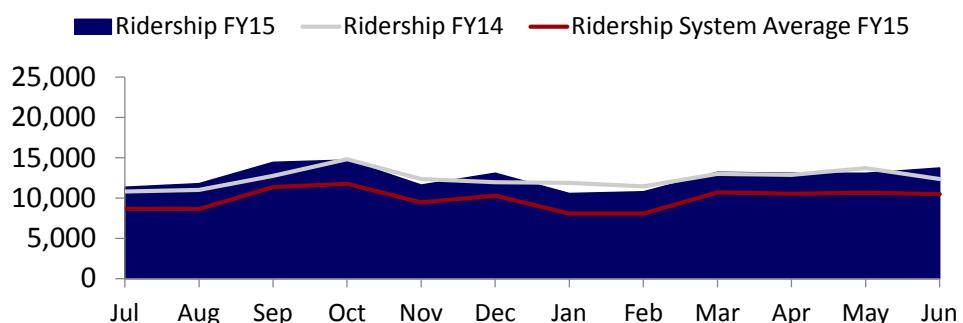
### Fare Payment Method



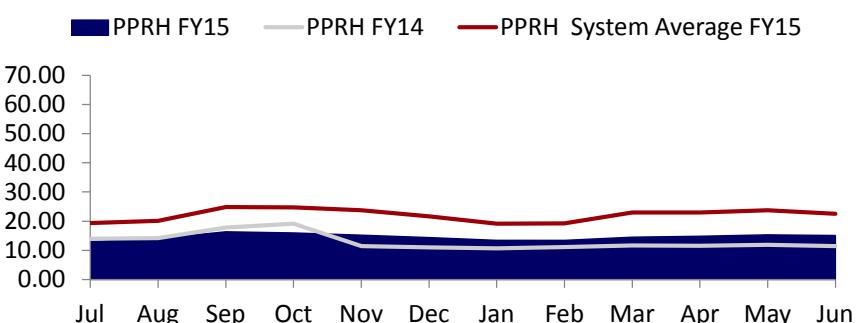
## Fall River Route 2 - North Main Street

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY15 12 Mo. Total	Change FY14
Ridership - Total	11,342	11,781	14,426	14,706	11,611	13,077	10,564	10,778	13,197	13,077	13,073	13,724	151,356	2%
PPRH	12.97	14.07	16.34	15.95	15.18	14.36	13.41	13.41	14.49	14.82	15.30	15.07	14.64	14%
PPRM	0.81	0.88	1.08	1.06	1.00	0.95	0.88	0.88	0.96	0.98	1.01	1.00	0.96	-25%
Cost per Passenger	10.67	9.85	8.04	8.23	8.68	9.11	9.89	9.82	9.03	8.87	8.63	8.63	9.06	37%

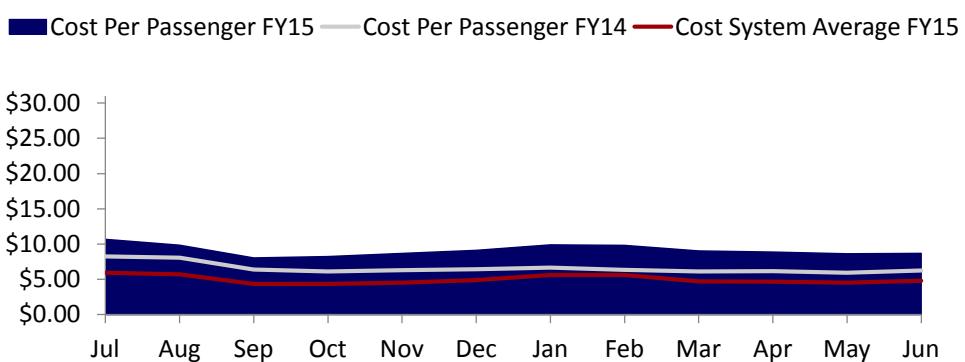
### Ridership



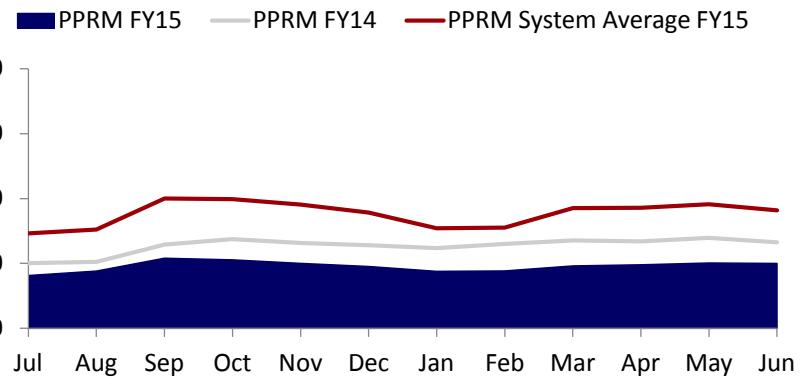
### Passengers per Revenue Hour



### Operating Cost per Passenger

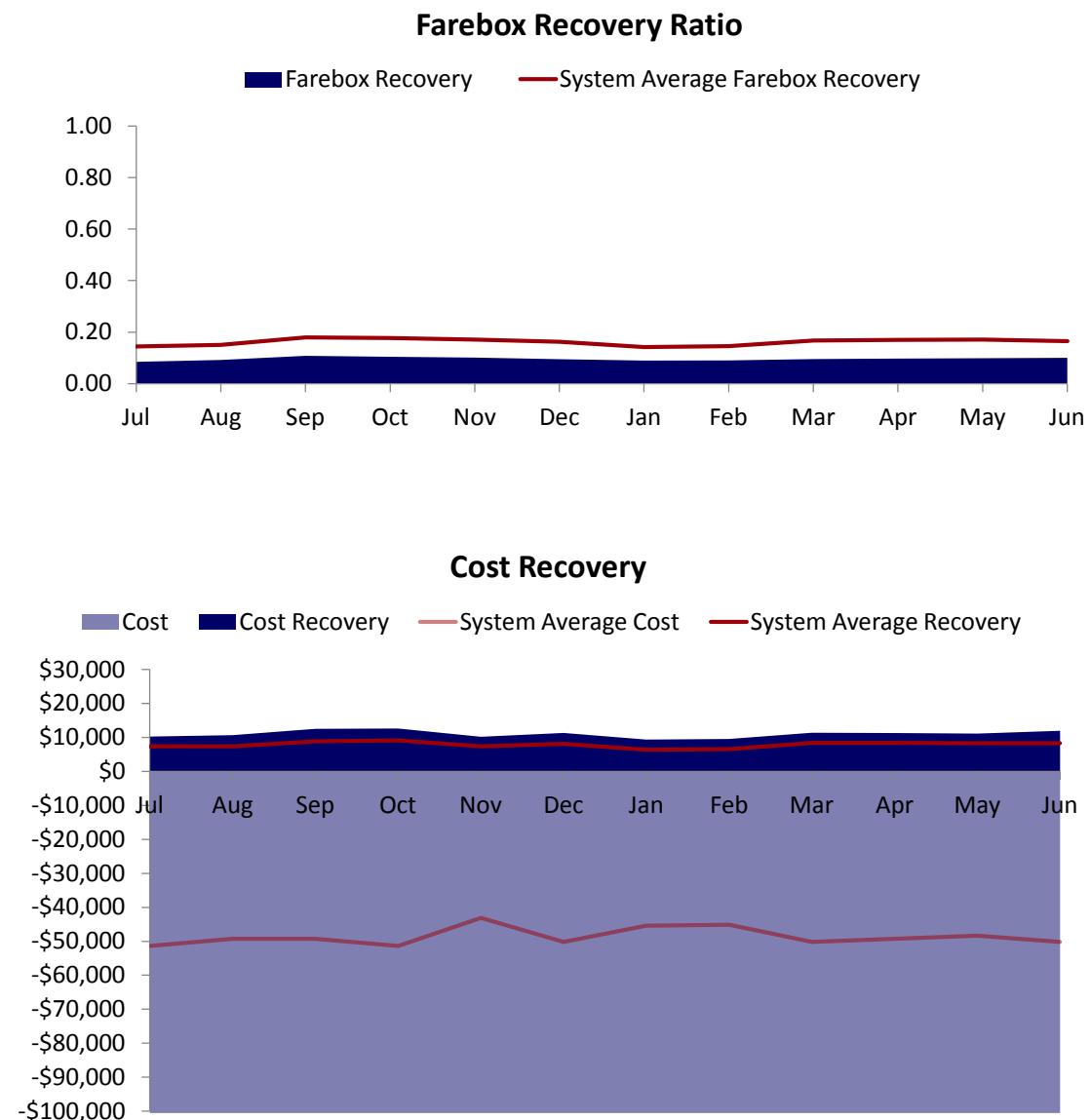
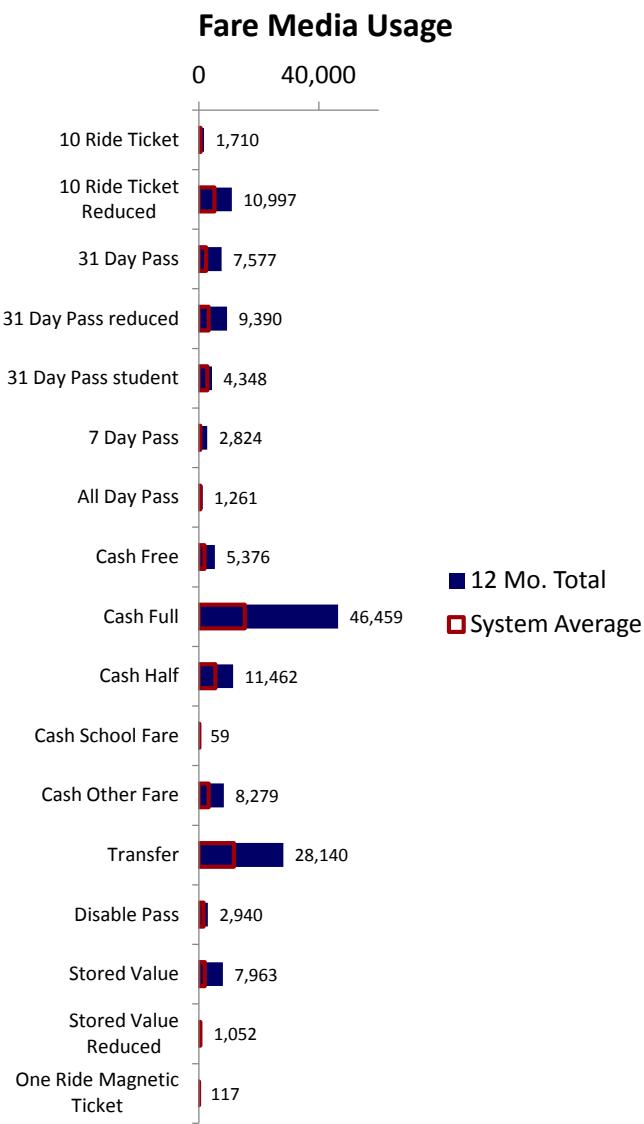


### Passengers per Revenue Mile



## Fall River Route 2 - North Main Street

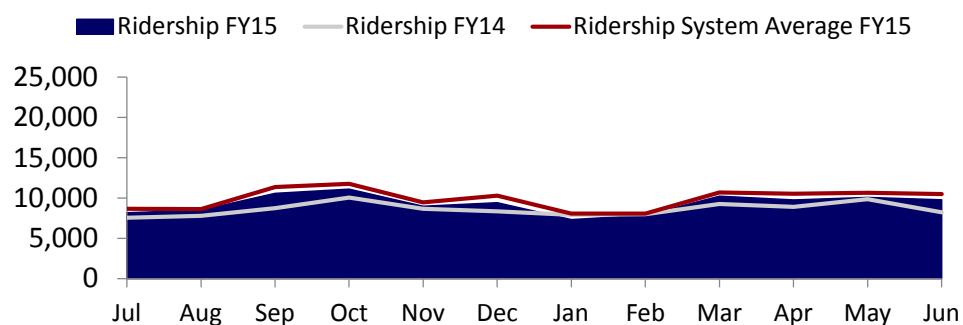
### Fare Payment Method



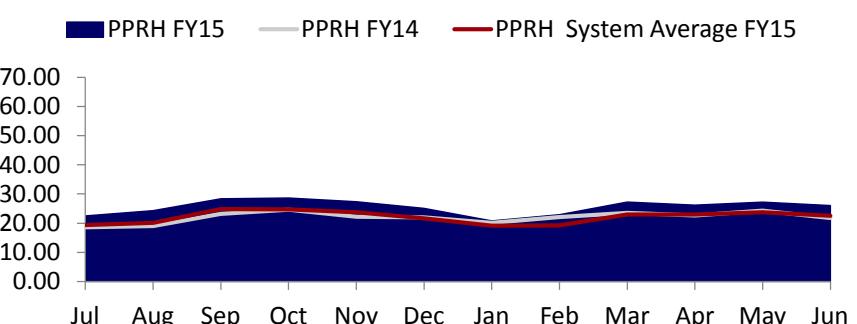
### Fall River Route 3 - Laurel Street

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY15 12 Mo. Total	Change FY14
Ridership - Total	8,175	8,499	10,577	11,101	8,979	9,419	7,327	7,859	10,229	9,763	10,075	9,780	111,783	8%
PPRH	22.47	24.28	28.35	28.62	27.34	25.07	20.77	20.77	27.22	26.17	27.21	26.03	25.58	18%
PPRM	2.23	2.42	3.01	3.03	2.90	2.66	2.20	2.43	2.89	2.77	2.88	2.76	2.68	1%
Cost per Passenger	3.89	3.60	2.89	2.86	3.00	3.27	3.95	3.58	3.01	3.13	3.01	3.01	3.24	2%

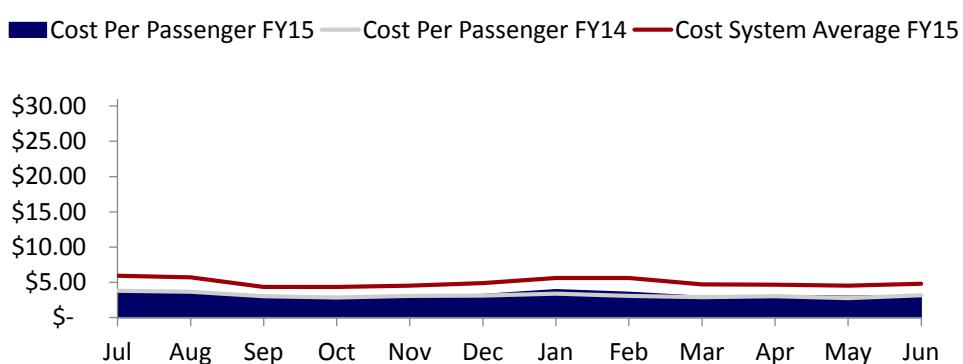
#### Ridership



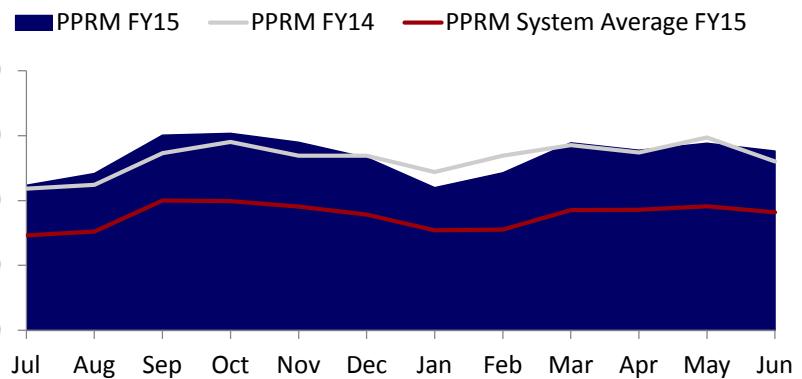
#### Passengers per Revenue Hour



#### Operating Cost per Passenger

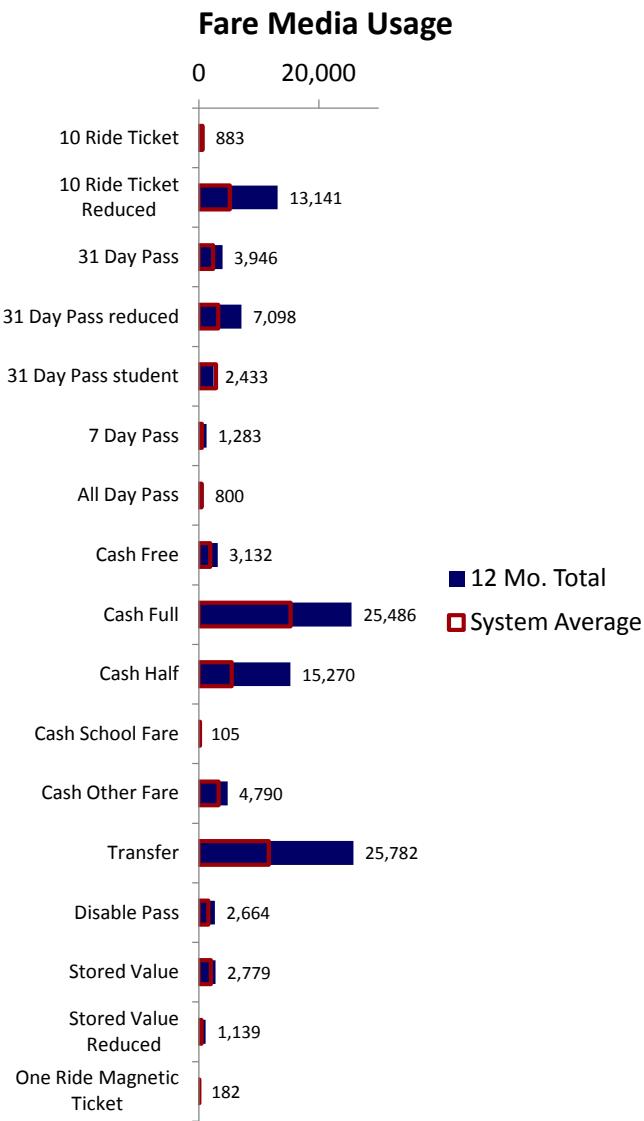


#### Passengers per Revenue Mile

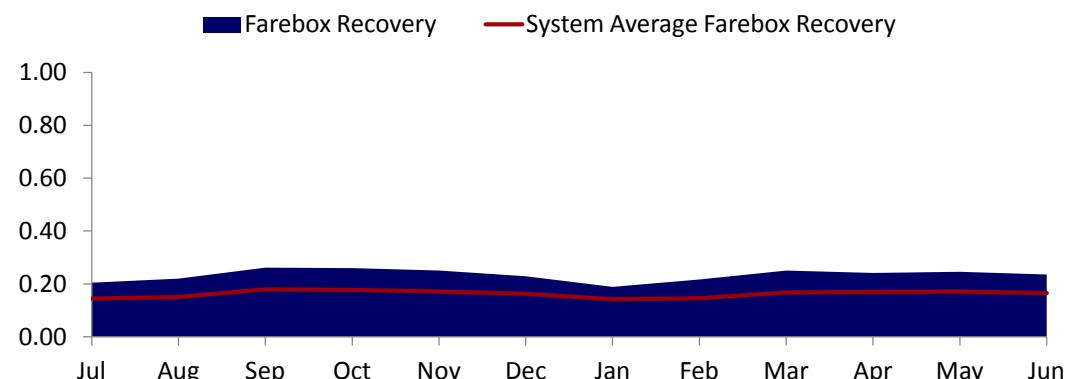


## Fall River Route 3 - Laurel Street

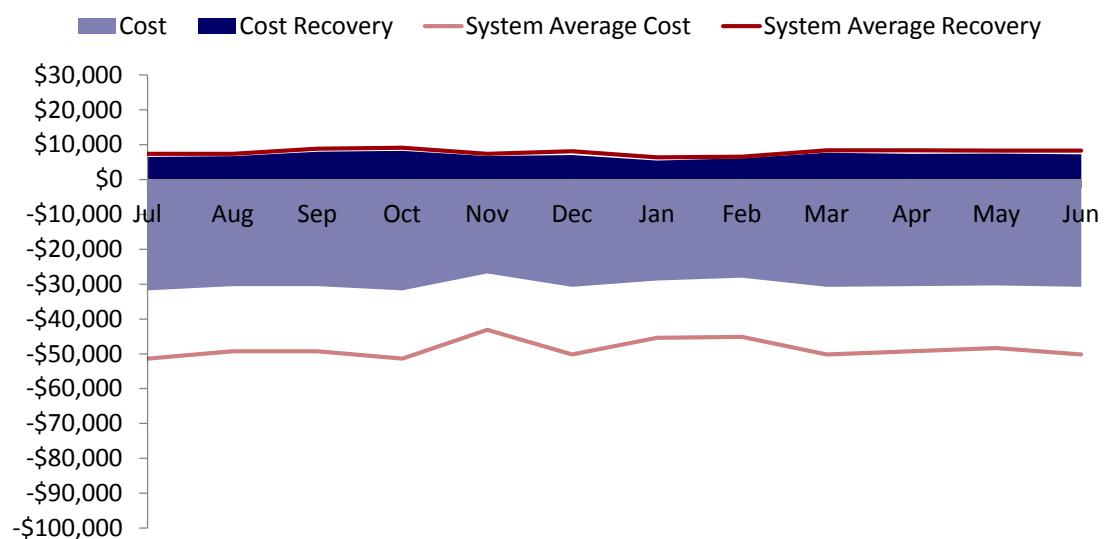
### Fare Payment Method



### Farebox Recovery Ratio



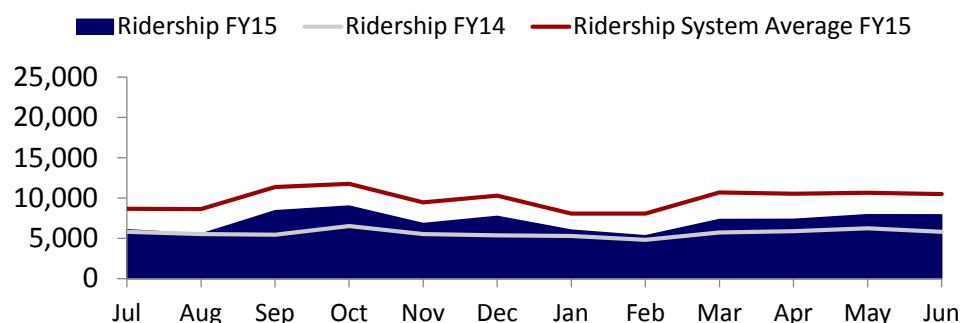
### Cost Recovery



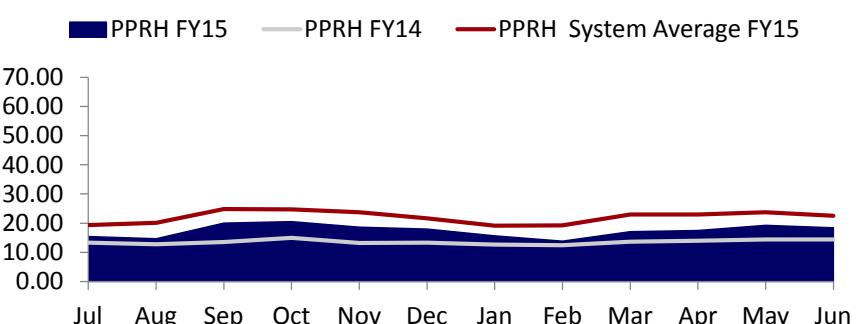
### Fall River Route 4 - Robeson Street

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY15 12 Mo. Total	Change FY14
Ridership - Total	6,067	5,535	8,422	9,001	6,836	7,725	6,021	5,323	7,338	7,356	7,930	7,914	85,468	26%
PPRH	15.40	14.65	20.01	20.52	18.62	17.97	15.64	15.64	17.07	17.48	19.26	18.41	17.48	33%
PPRM	1.10	1.04	1.59	1.63	1.48	1.42	1.24	1.10	1.35	1.39	1.53	1.46	1.36	21%
Cost per Passenger	7.93	8.34	5.48	5.35	5.88	6.11	6.99	7.93	6.43	6.27	5.69	5.69	6.39	-14%

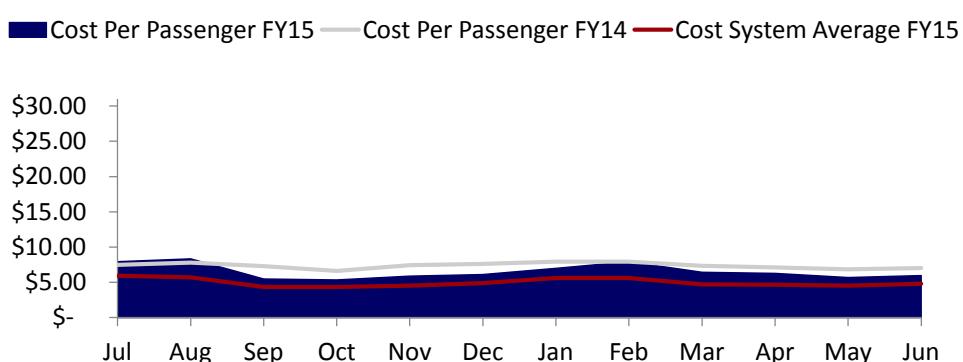
### Ridership



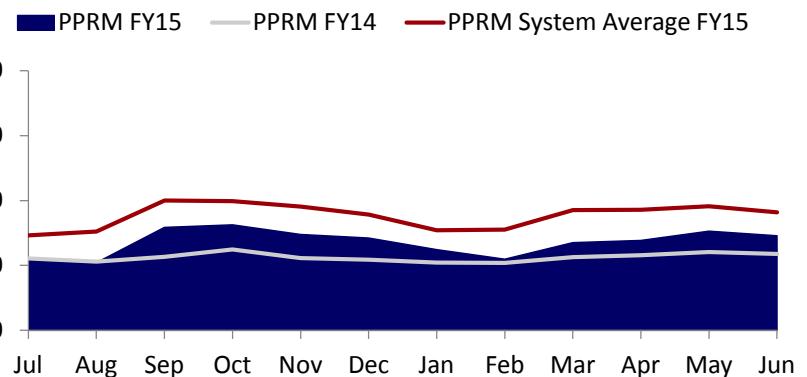
### Passengers per Revenue Hour



### Operating Cost per Passenger

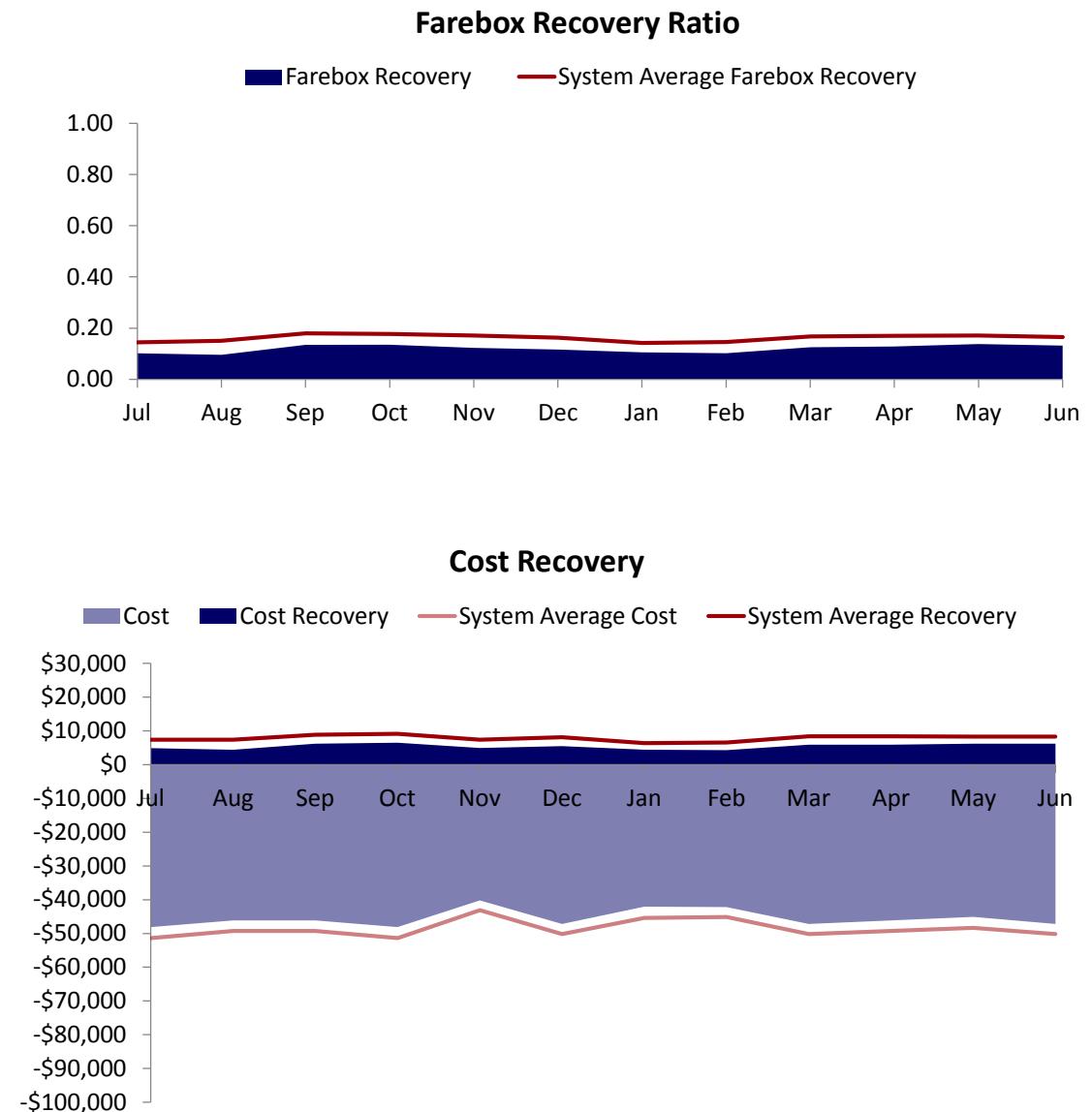
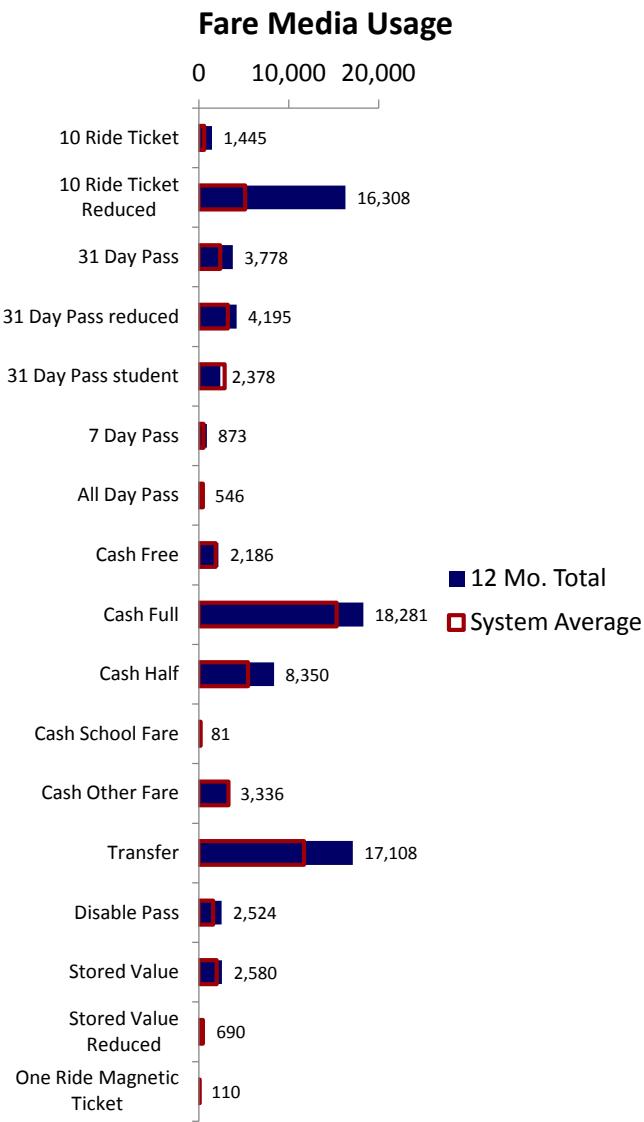


### Passengers per Revenue Mile



## Fall River Route 4 - Robeson Street

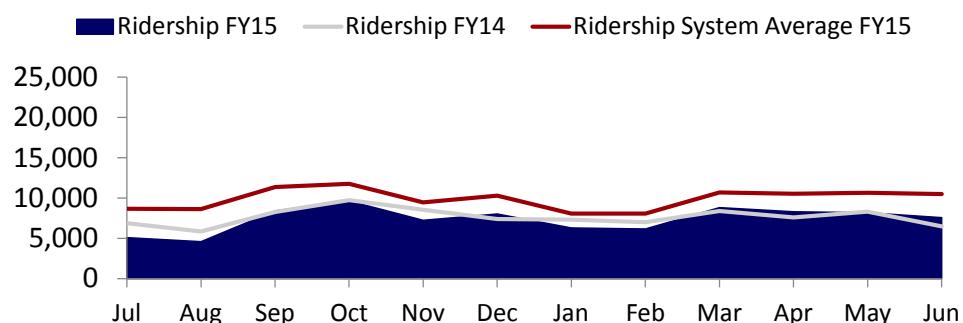
### Fare Payment Method



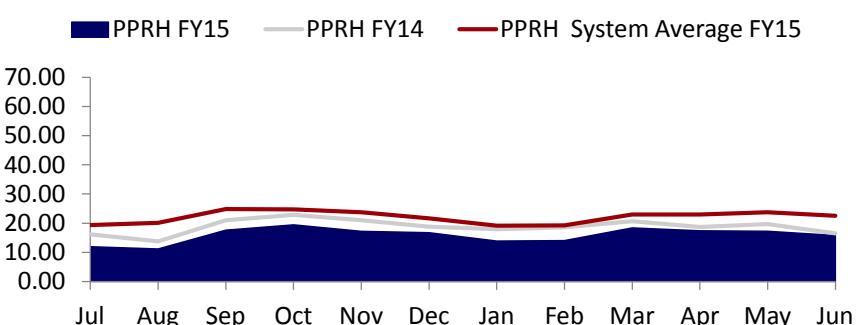
## Fall River Route 5 - Stafford Road

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY15 12 Mo. Total	Change FY14
Ridership - Total	5,091	4,590	8,402	9,636	7,240	8,023	6,292	6,166	8,812	8,298	8,180	7,570	88,300	-4%
PPRH	11.92	11.15	17.60	19.42	17.20	16.73	13.86	13.86	18.37	17.38	17.22	15.78	16.00	-16%
PPRM	0.90	0.84	1.54	1.70	1.51	1.46	1.22	1.23	1.61	1.52	1.51	1.38	1.37	-8%
Cost per Passenger	9.67	10.32	5.64	5.11	5.76	5.94	7.12	7.07	5.41	5.71	5.75	5.75	6.35	17%

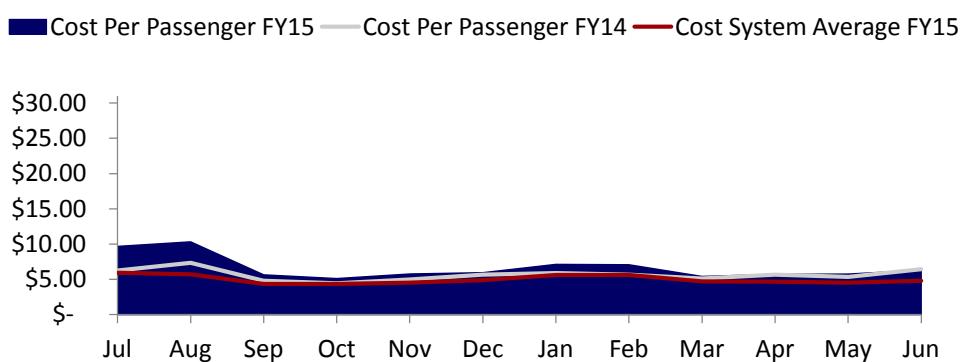
### Ridership



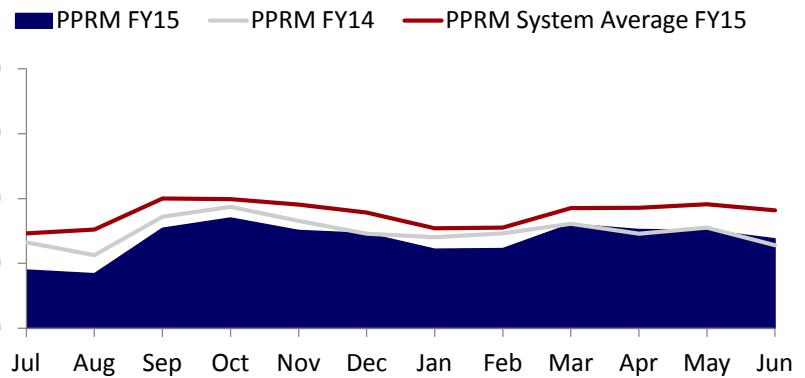
### Passengers per Revenue Hour



### Operating Cost per Passenger

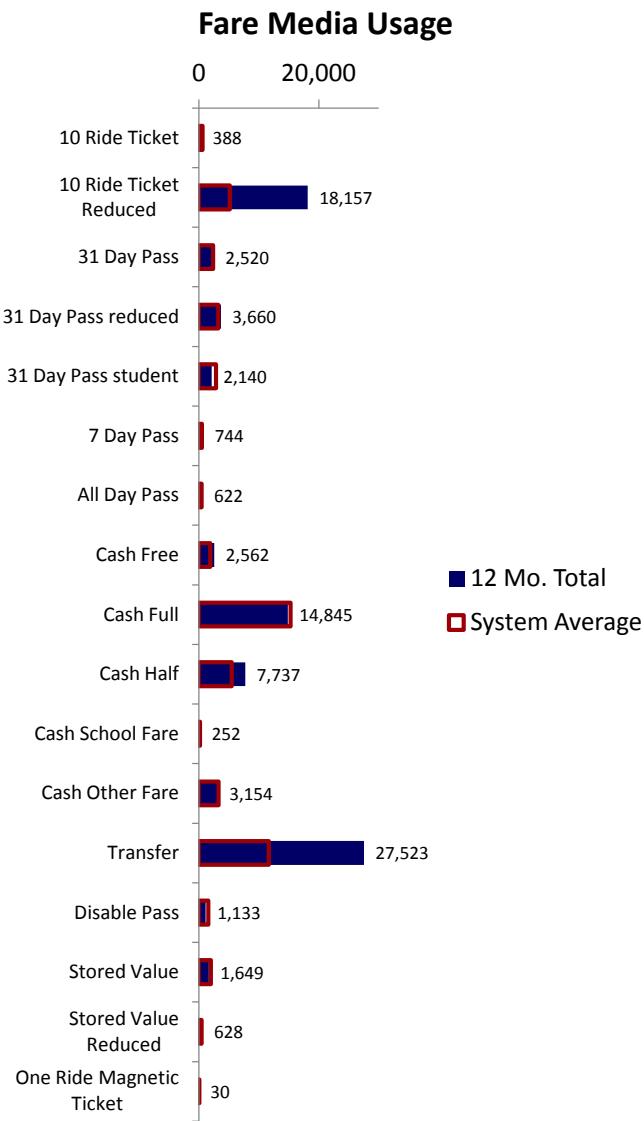


### Passengers per Revenue Mile

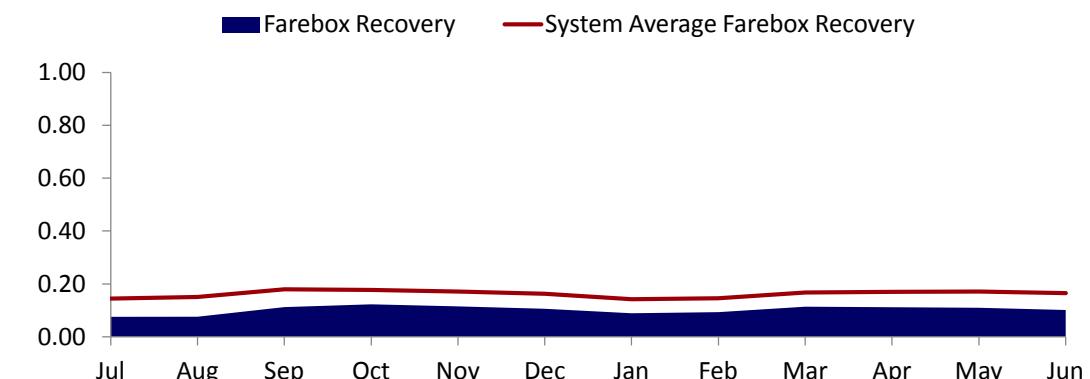


## Fall River Route 5 - Stafford Road

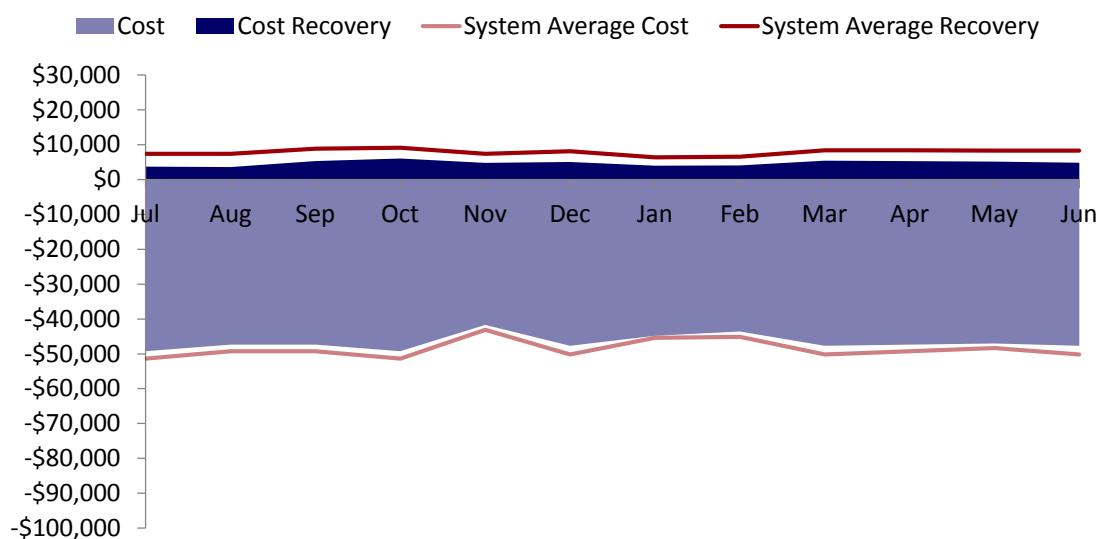
### Fare Payment Method



### Farebox Recovery Ratio



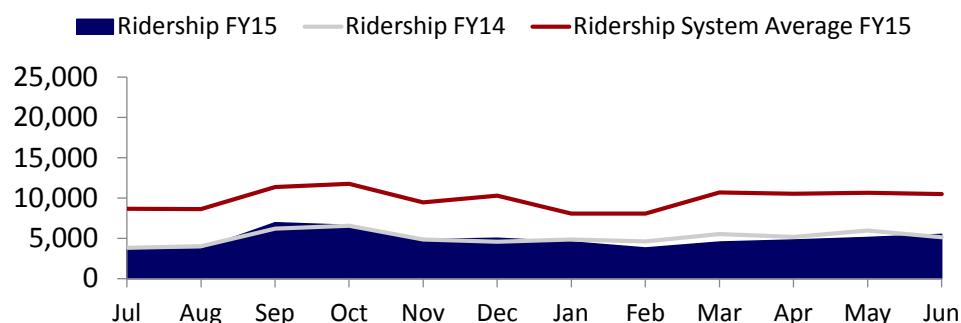
### Cost Recovery



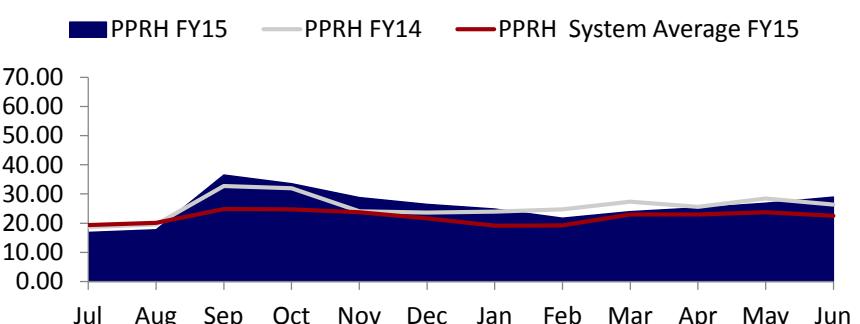
## Fall River Route 6 - Pleasant Street

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY15 12 Mo. Total	Change FY14
Ridership - Total	3,633	3,687	6,942	6,619	4,845	5,020	4,559	3,812	4,546	4,799	5,112	5,495	59,069	-4%
PPRH	16.82	17.73	36.51	33.53	28.78	26.44	24.85	24.85	23.94	25.24	26.84	28.94	25.80	3%
PPRM	1.97	2.08	3.92	3.60	3.11	2.82	2.71	2.34	2.55	2.71	2.90	3.09	2.82	29%
Cost per Passenger	4.40	4.17	2.22	2.42	2.80	3.08	3.20	3.72	3.40	3.21	2.99	2.99	3.08	-23%

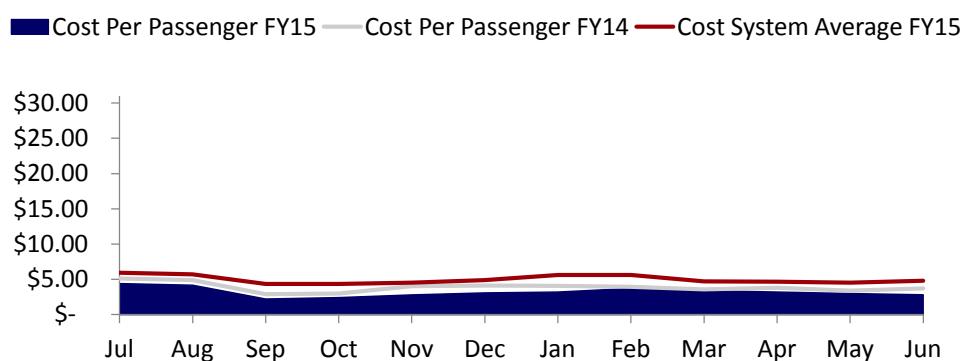
### Ridership



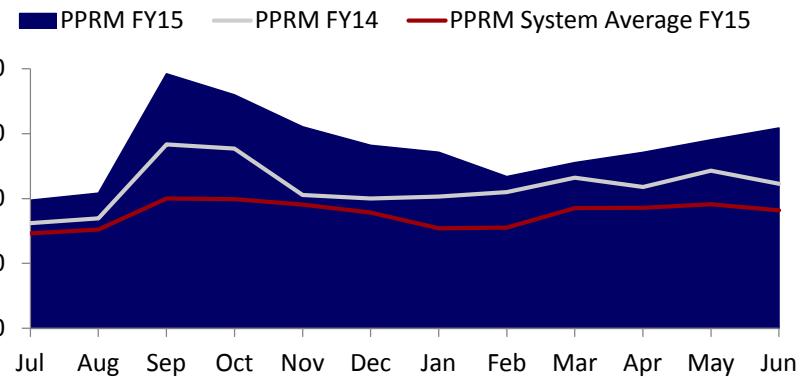
### Passengers per Revenue Hour



### Operating Cost per Passenger

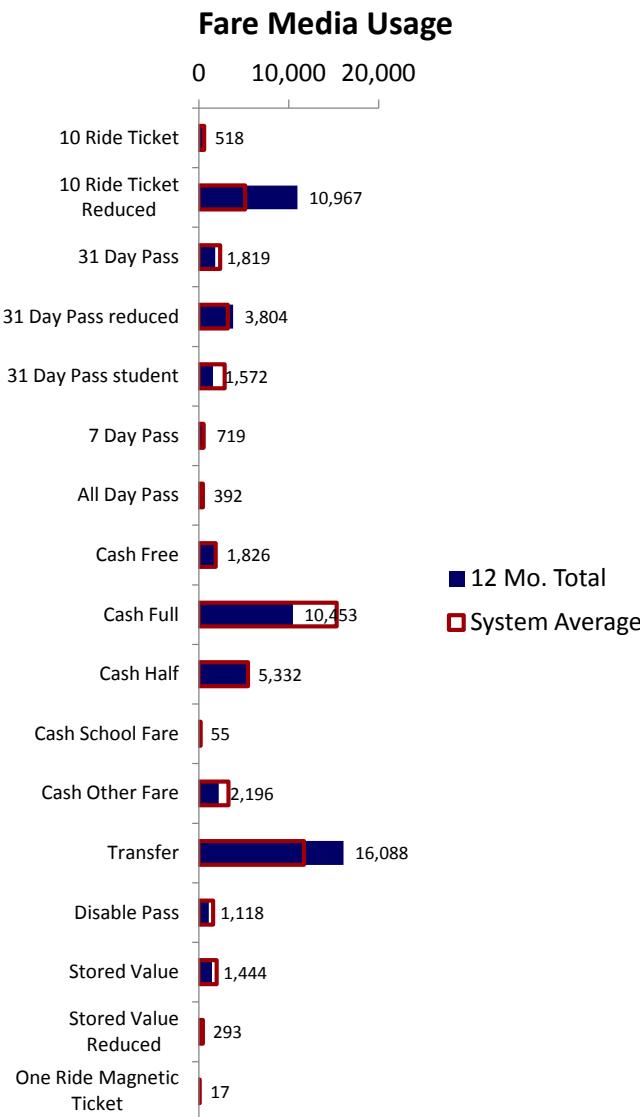


### Passengers per Revenue Mile

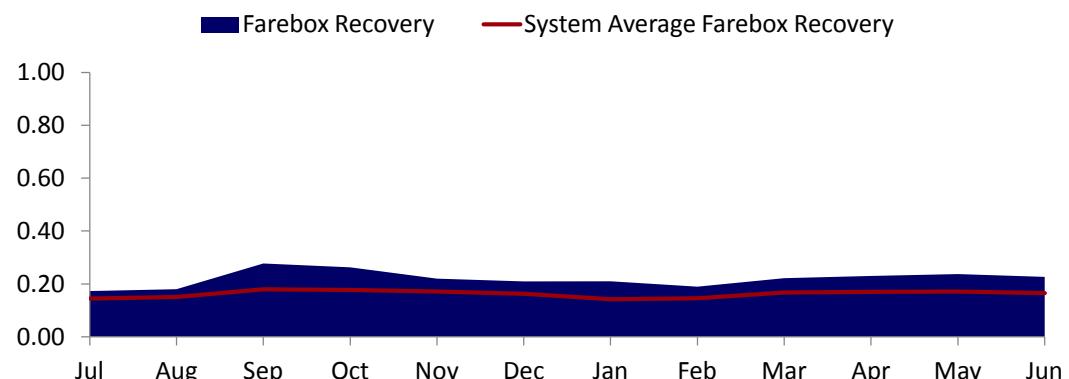


## Fall River Route 6 - Pleasant Street

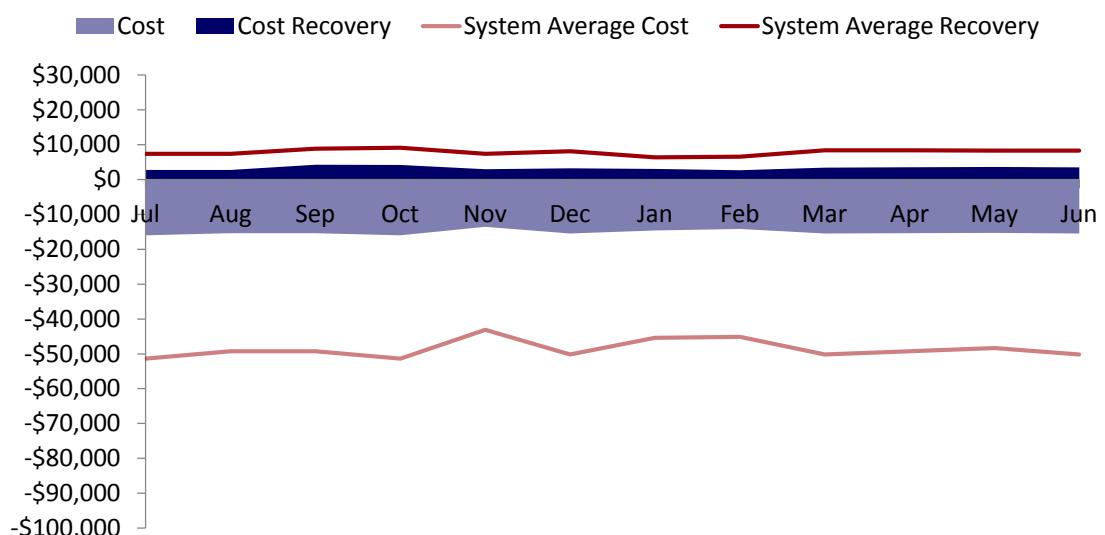
### Fare Payment Method



### Farebox Recovery Ratio



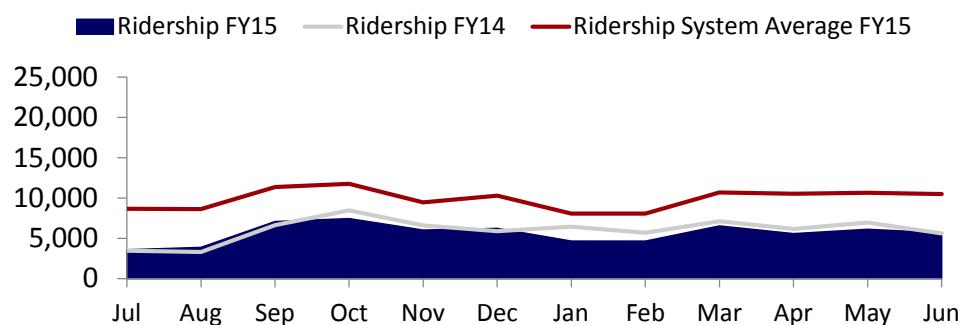
### Cost Recovery



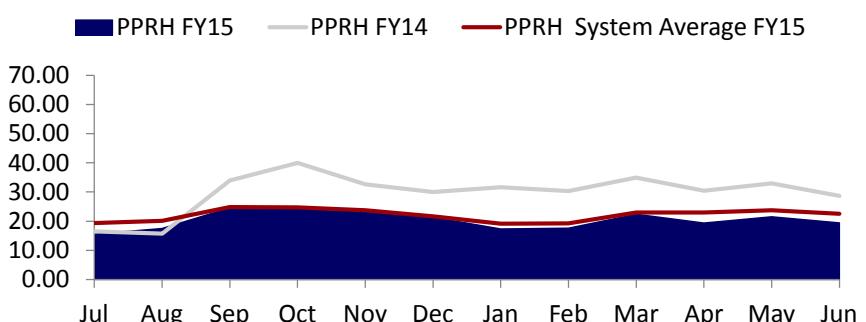
## Fall River Route 7 - Bay Street

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY15 12 Mo. Total	Change FY14
Ridership - Total	3,590	3,883	7,084	7,451	6,029	6,237	4,665	4,661	6,542	5,587	6,126	5,675	67,530	-7%
PPRH	15.54	17.48	24.53	24.79	23.80	21.32	17.31	17.31	22.36	19.35	21.49	19.40	20.58	-28%
PPRM	1.27	1.43	2.60	2.63	2.52	2.27	1.82	1.86	2.38	2.05	2.27	2.07	2.10	-10%
Cost per Passenger	6.85	6.09	3.34	3.30	3.45	3.83	4.78	4.67	3.65	4.23	3.83	3.83	4.15	8%

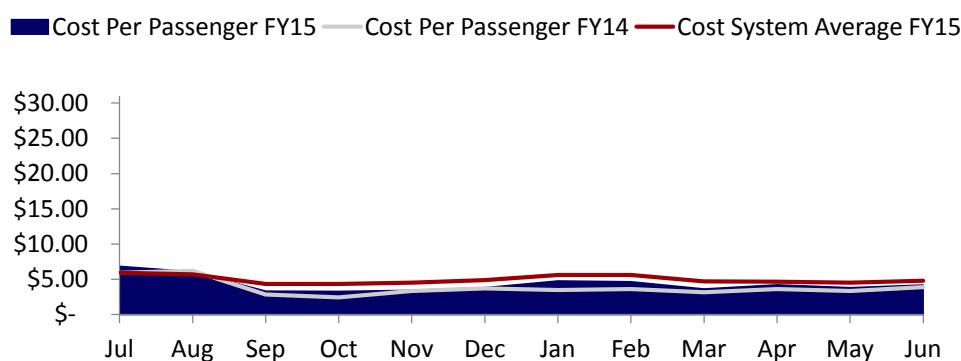
### Ridership



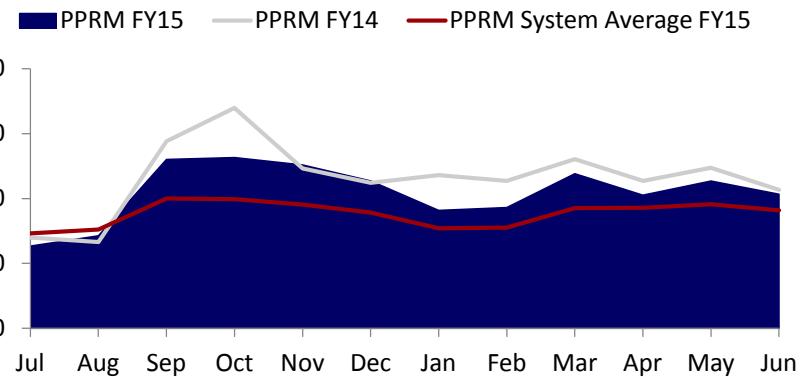
### Passengers per Revenue Hour



### Operating Cost per Passenger

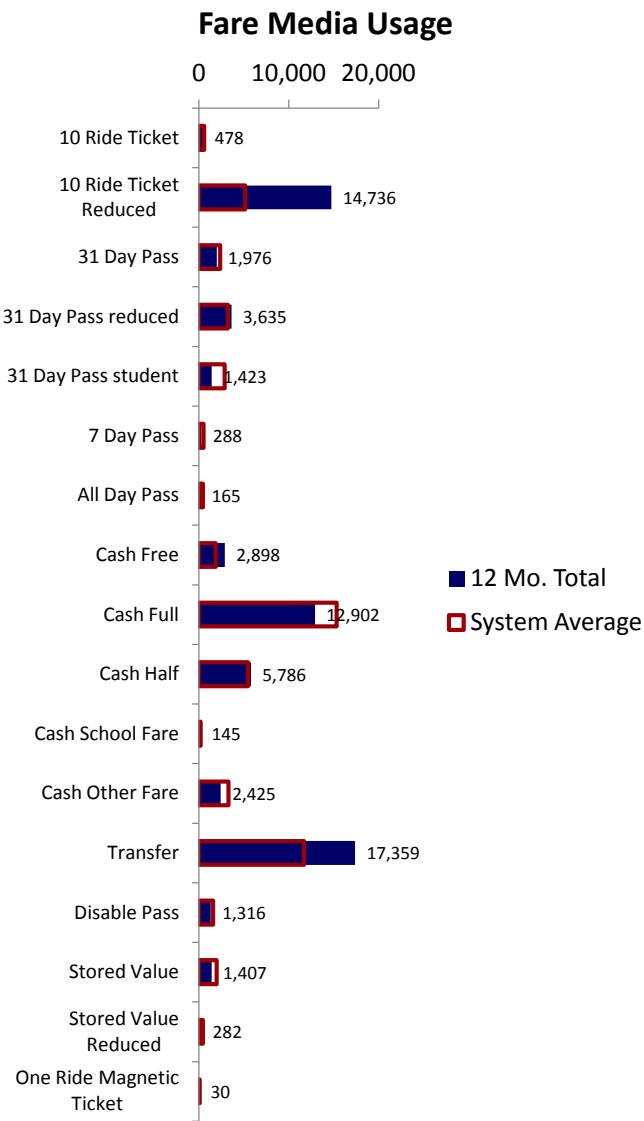


### Passengers per Revenue Mile

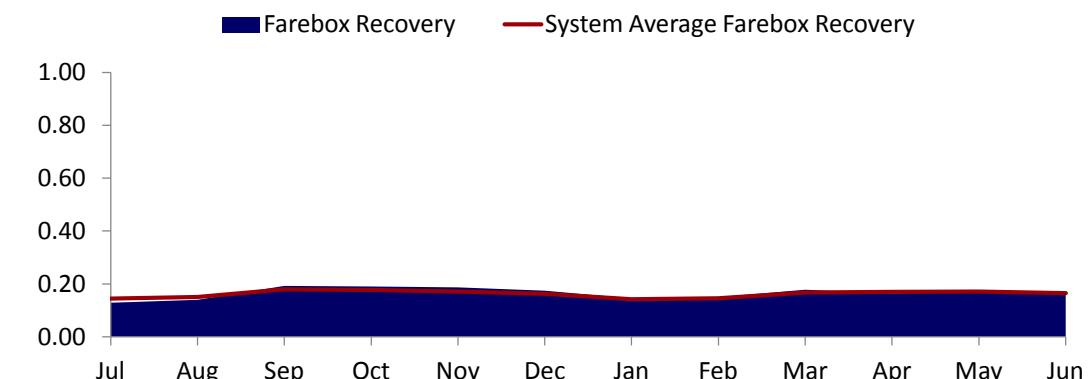


## Fall River Route 7 - Bay Street

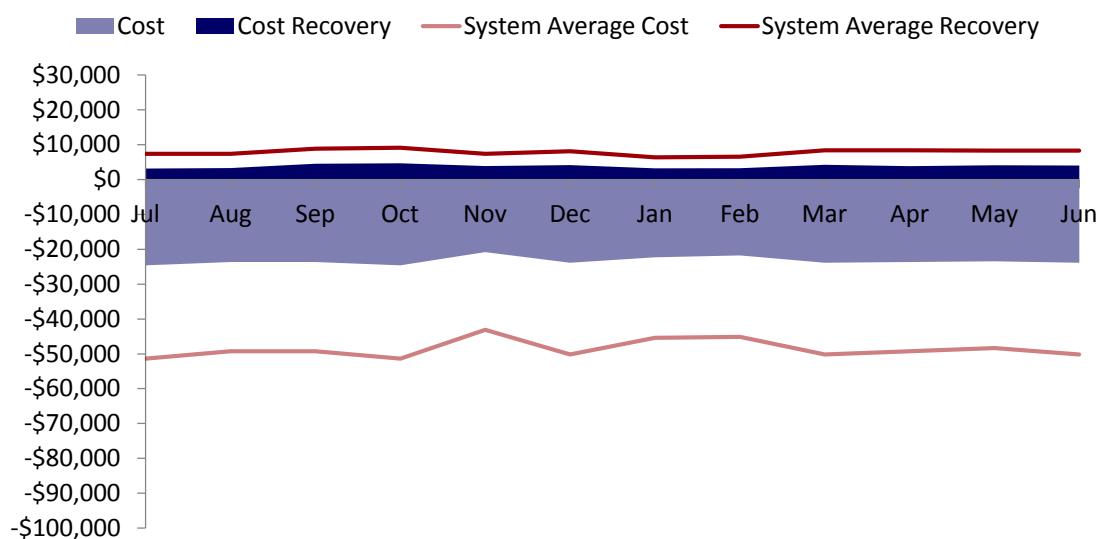
### Fare Payment Method



### Farebox Recovery Ratio



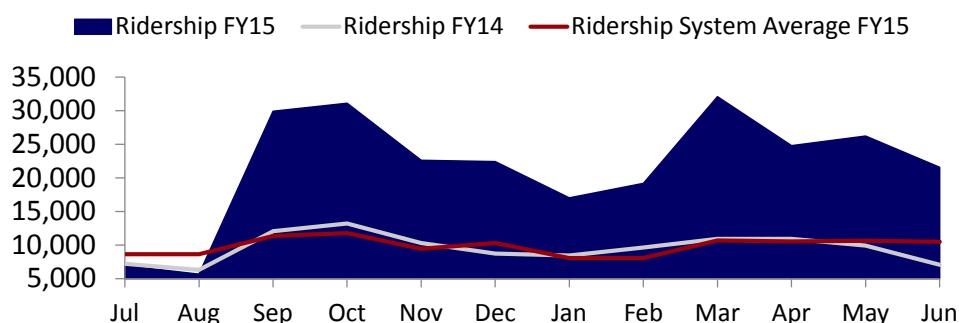
### Cost Recovery



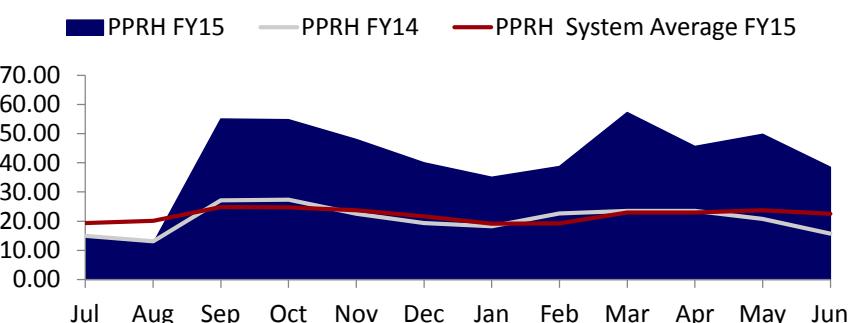
## Fall River Route 8 - Bristol Community College / Durfee High School

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY15 12 Mo. Total	Change FY14
Ridership - Total	6,938	5,674	29,905	31,099	22,612	22,418	17,023	19,182	32,076	24,790	26,219	21,565	259,501	126%
PPRH	14.48	12.36	55.04	54.80	48.01	40.02	35.05	35.05	57.26	45.62	49.79	38.50	41.51	86%
PPRM	0.85	0.73	3.85	3.83	3.36	2.79	2.47	2.71	4.00	3.19	3.49	2.69	2.83	65%
Cost per Passenger	10.16	11.90	2.26	2.27	2.58	3.11	3.53	3.20	2.17	2.72	2.49	2.49	3.07	-33%

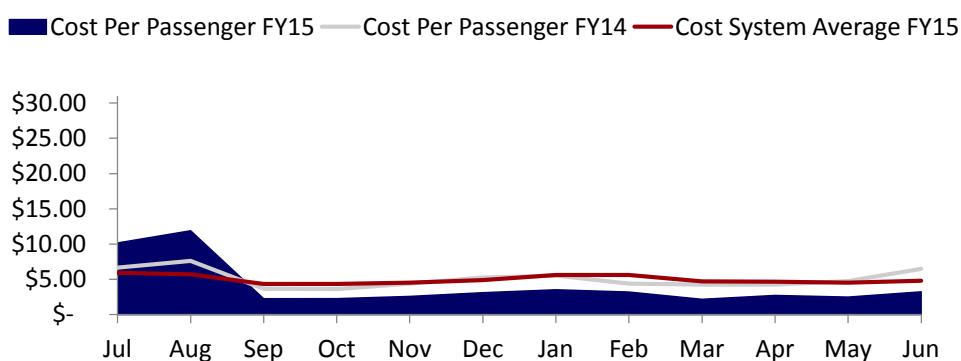
### Ridership



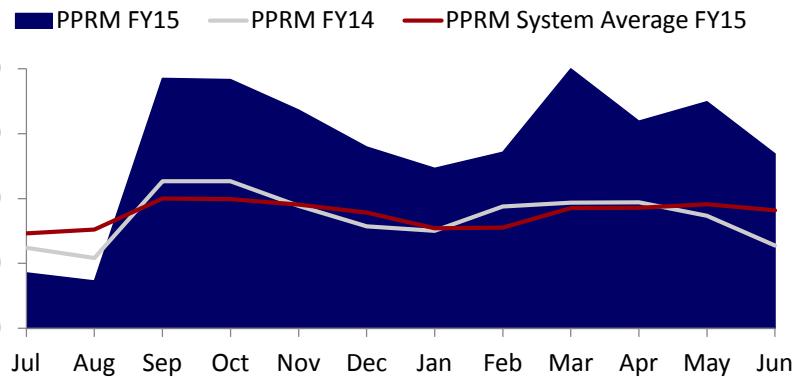
### Passengers per Revenue Hour



### Operating Cost per Passenger

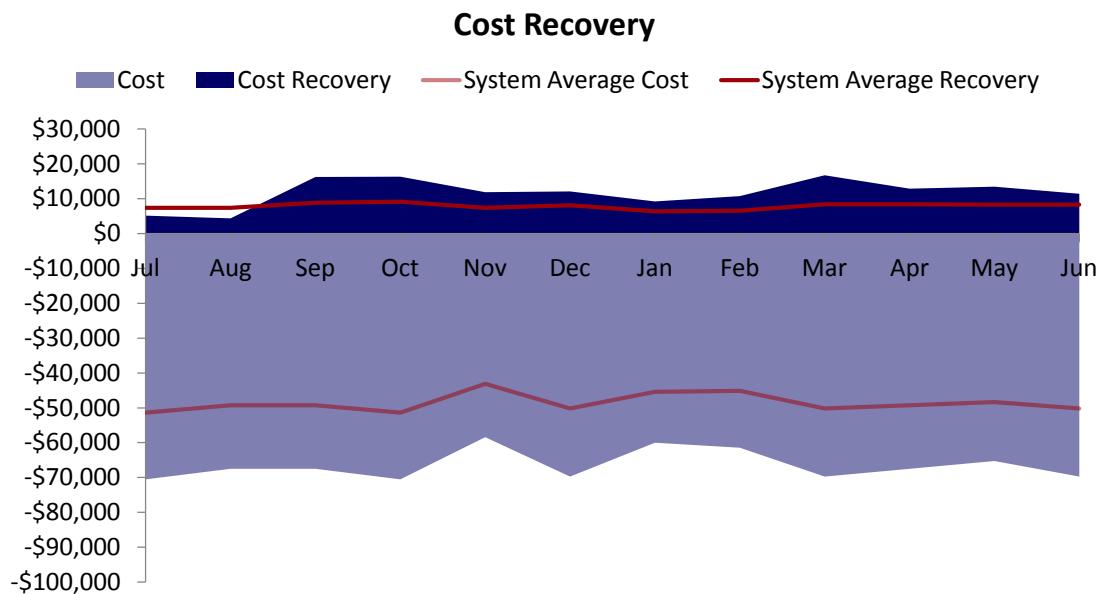
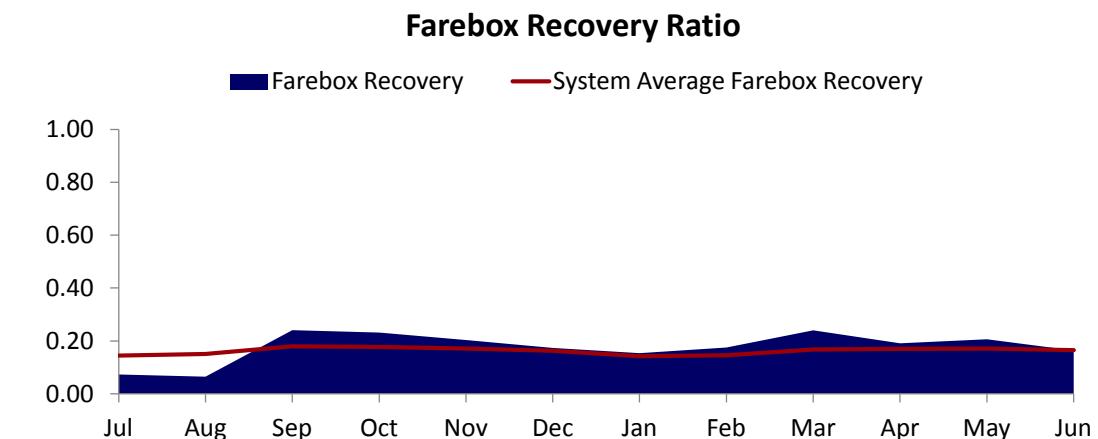
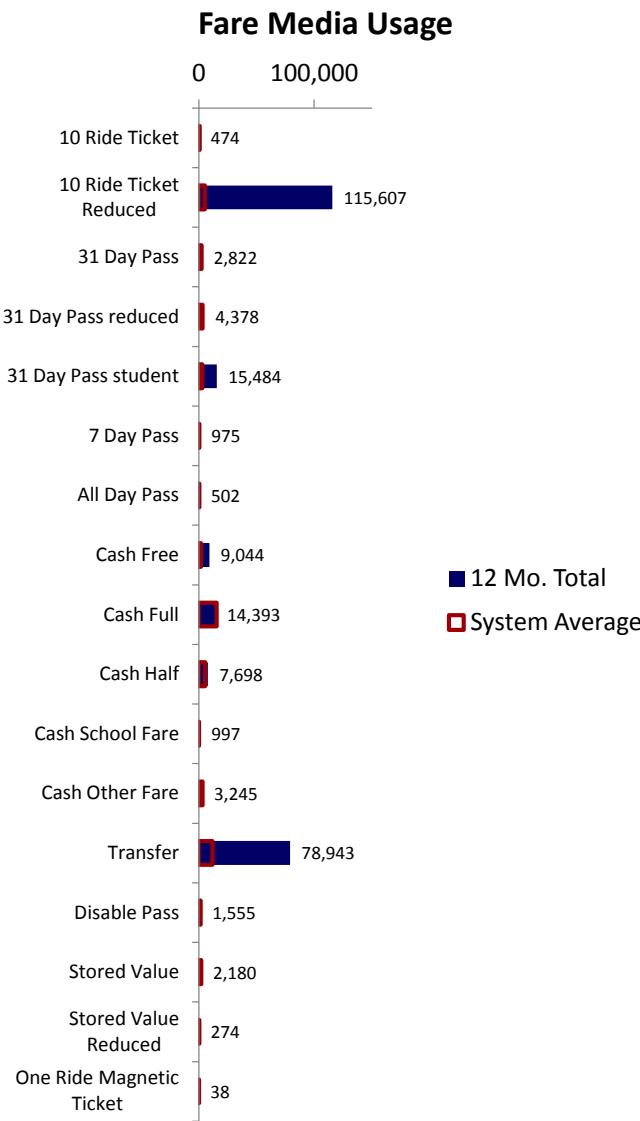


### Passengers per Revenue Mile



## Fall River Route 8 - Bristol Community College / Durfee High School

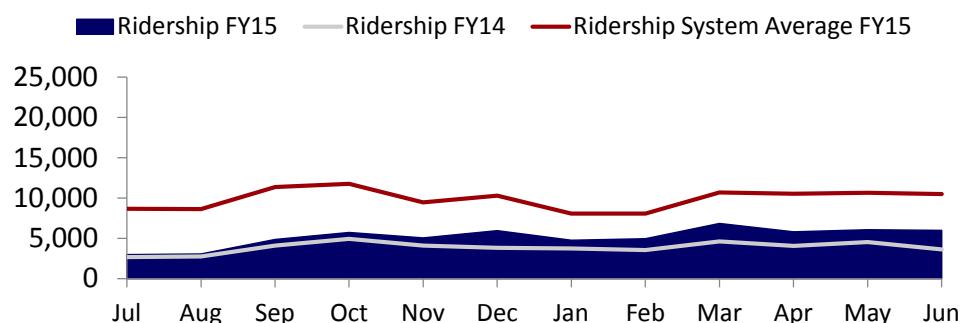
### Fare Payment Method



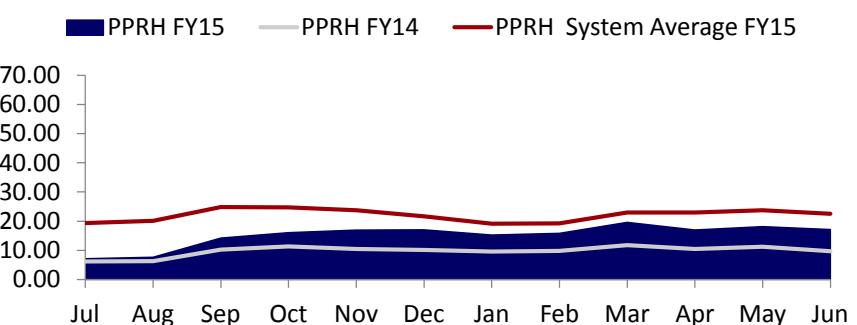
### Fall River Route 9 - Bedford Street

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY15 12 Mo. Total	Change FY14
Ridership - Total	2,982	3,062	4,857	5,726	5,052	5,951	4,764	4,951	6,844	5,807	6,065	5,986	62,047	33%
PPRH	7.12	7.62	14.20	16.06	16.94	17.03	15.24	15.24	19.58	16.98	18.13	17.13	14.89	31%
PPRM	0.63	0.68	1.07	1.21	1.28	1.29	1.16	1.20	1.48	1.28	1.37	1.29	1.16	20%
Cost per Passenger	13.73	12.83	8.09	7.15	6.77	6.75	7.52	7.25	5.87	6.76	6.33	6.33	7.49	-4%

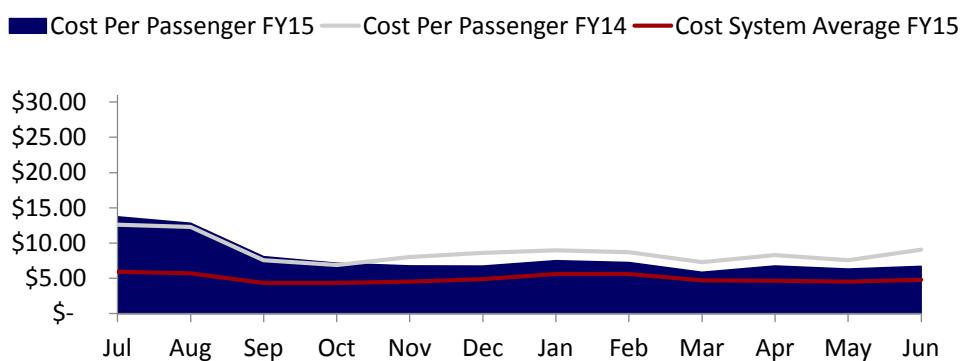
### Ridership



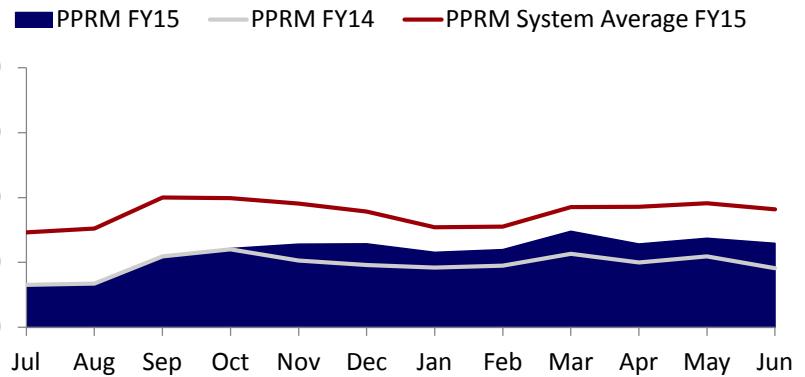
### Passengers per Revenue Hour



### Operating Cost per Passenger

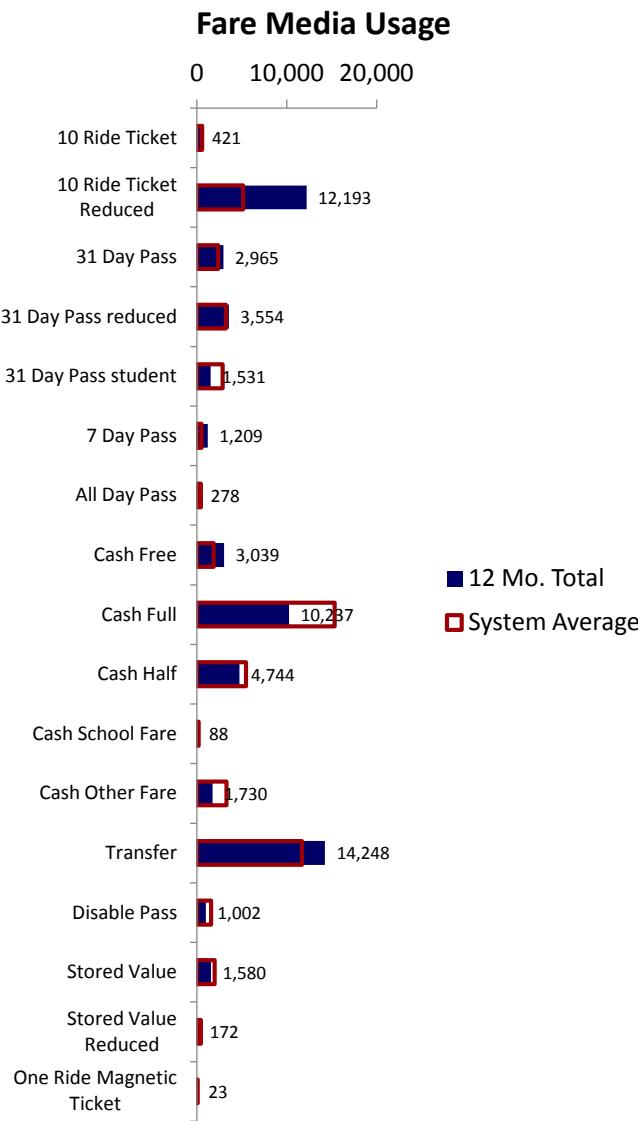


### Passengers per Revenue Mile

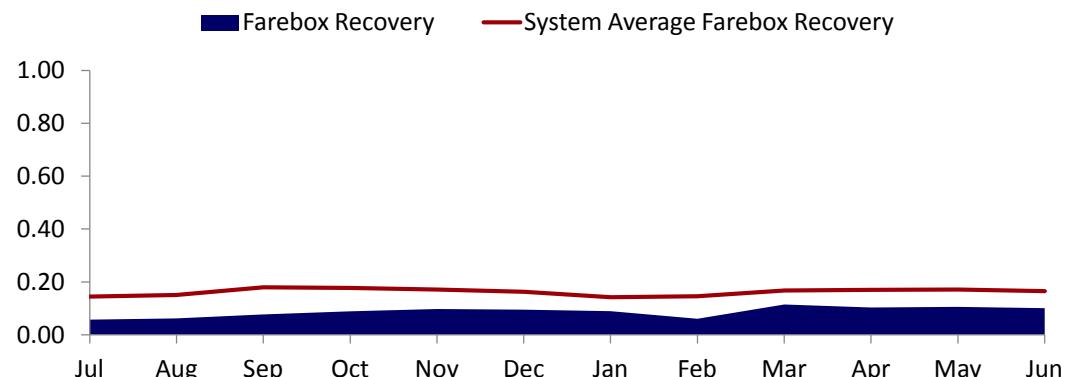


## Fall River Route 9 - Bedford Street

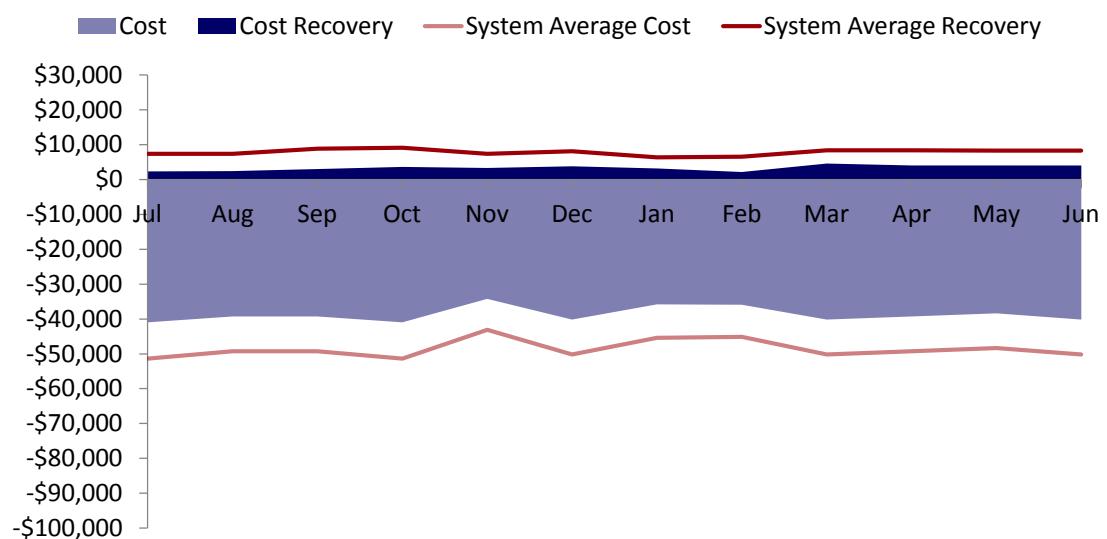
### Fare Payment Method



### Farebox Recovery Ratio



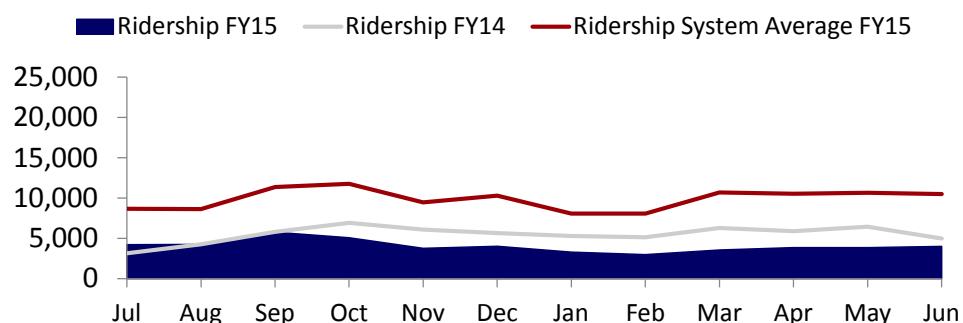
### Cost Recovery



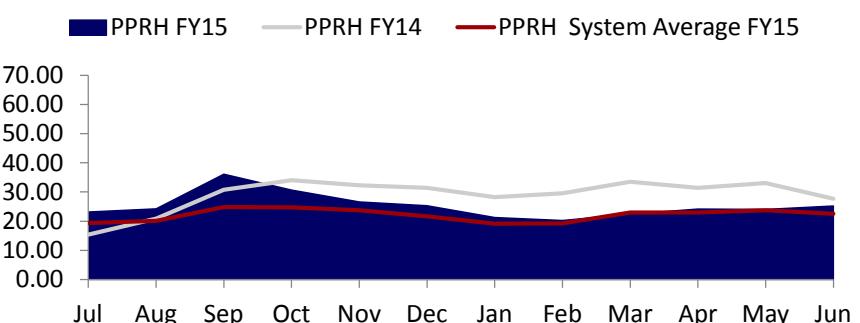
### Fall River Route 10 - Rodman Street

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY15 12 Mo. Total	Change FY14
Ridership - Total	4,217	4,251	5,762	5,076	3,765	4,018	3,293	2,985	3,558	3,854	3,852	4,003	48,634	-26%
PPRH	23.14	24.22	36.11	30.66	26.59	25.29	21.24	21.24	22.40	24.15	24.03	25.20	25.28	-5%
PPRM	2.32	2.43	3.29	2.79	2.43	2.29	1.97	1.85	2.03	2.20	2.21	2.28	2.34	-2%
Cost per Passenger	3.75	3.58	2.64	3.12	3.57	3.80	4.42	4.70	4.29	3.95	3.94	3.94	3.71	-5%

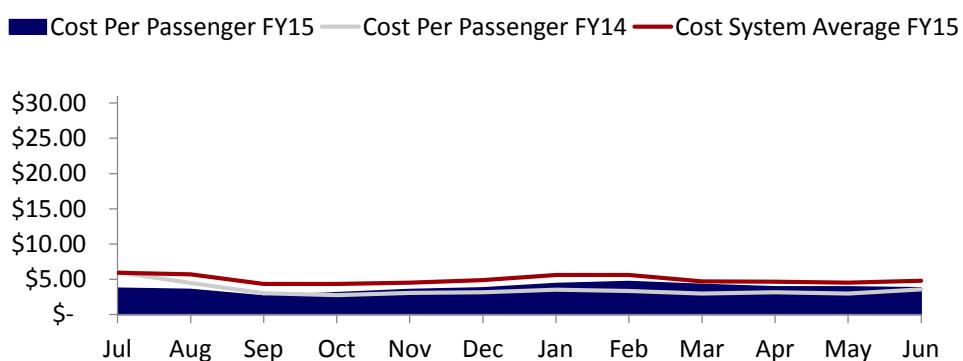
#### Ridership



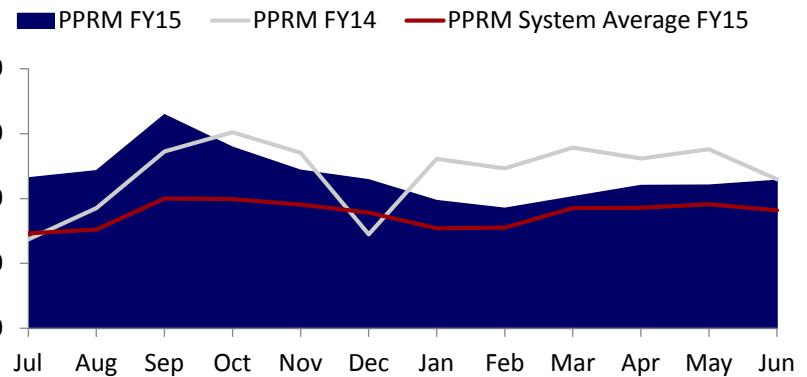
#### Passengers per Revenue Hour



#### Operating Cost per Passenger

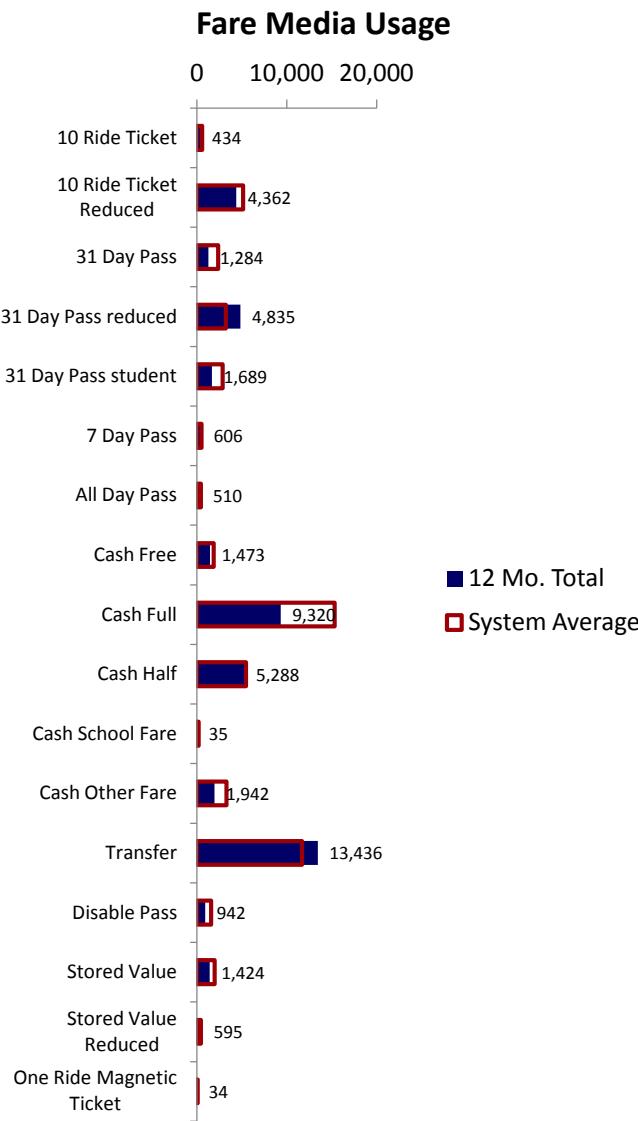


#### Passengers per Revenue Mile

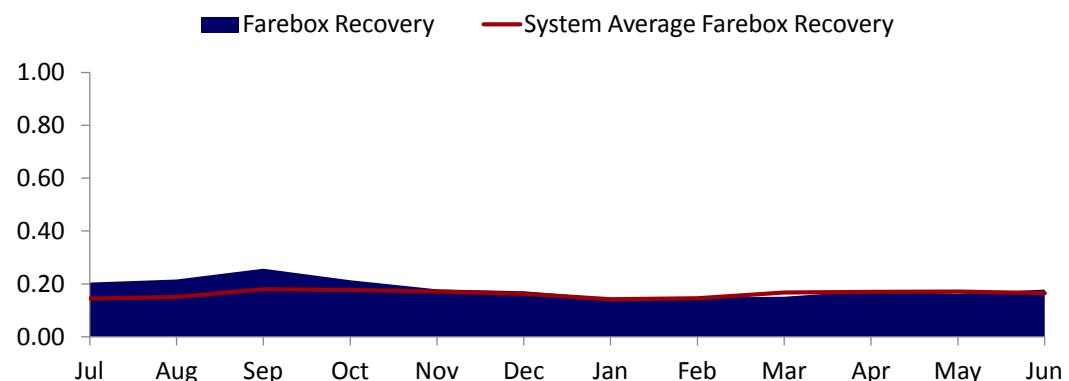


## Fall River Route 10 - Rodman Street

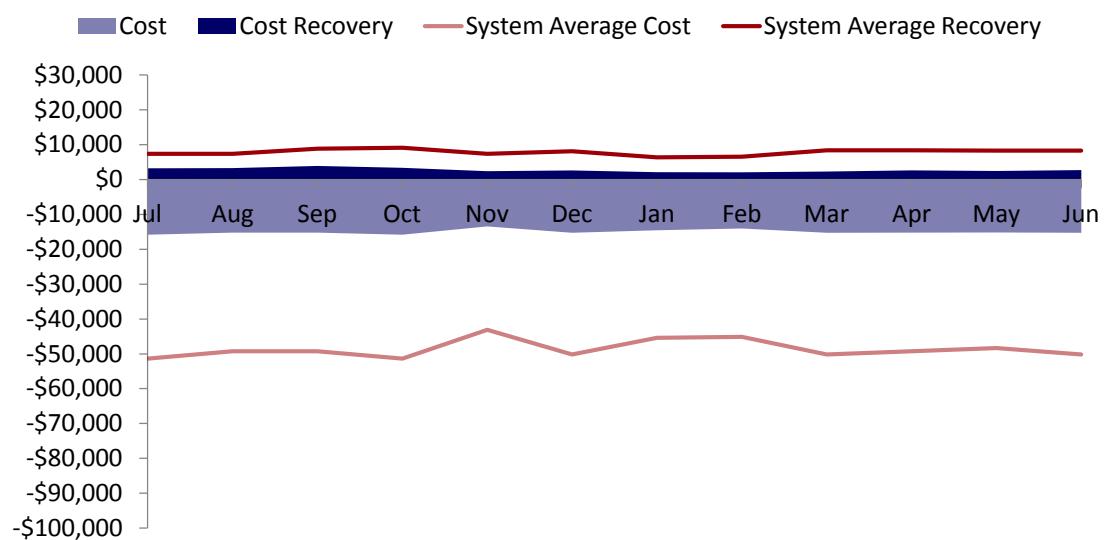
### Fare Payment Method



### Farebox Recovery Ratio



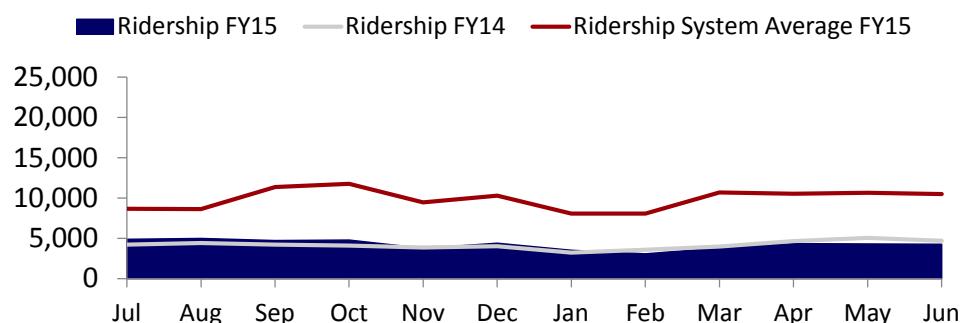
### Cost Recovery



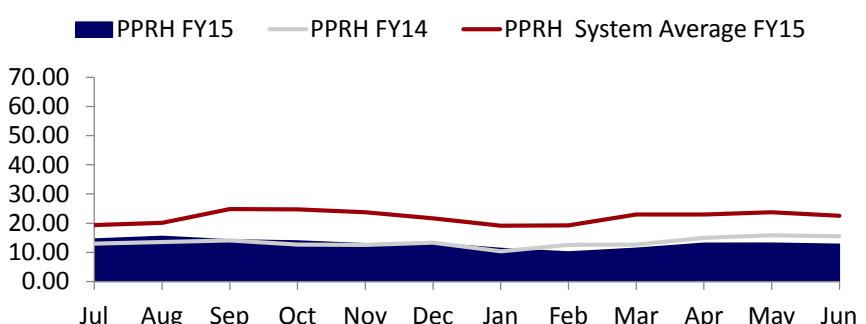
### Fall River Route 14 - Swansea Mall

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY15 12 Mo. Total	Change FY14
Ridership - Total	4,883	4,989	4,729	4,790	3,765	4,399	3,524	3,081	3,812	4,345	4,306	4,269	50,892	2%
PPRH	14.55	15.47	14.27	13.89	12.93	13.14	11.33	11.33	11.38	13.11	13.13	12.75	13.03	5%
PPRM	0.73	0.78	0.74	0.72	0.67	0.68	0.59	0.52	0.59	0.68	0.68	0.66	0.67	-2%
Cost per Passenger	11.84	11.14	11.75	12.07	12.98	12.75	14.84	16.59	14.71	12.79	12.79	12.79	12.93	-6%

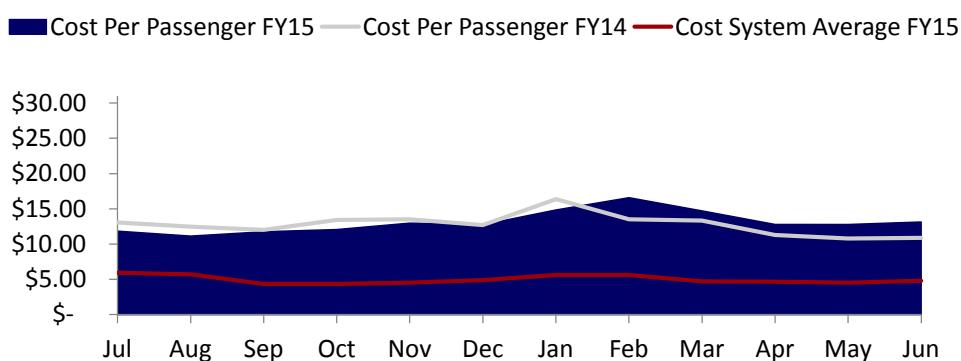
#### Ridership



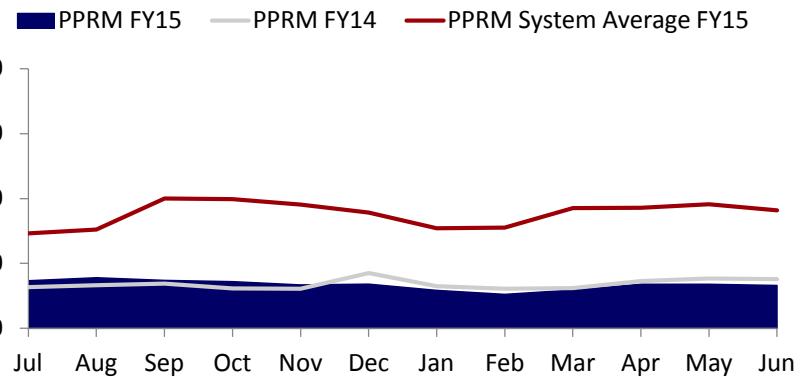
#### Passengers per Revenue Hour



#### Operating Cost per Passenger

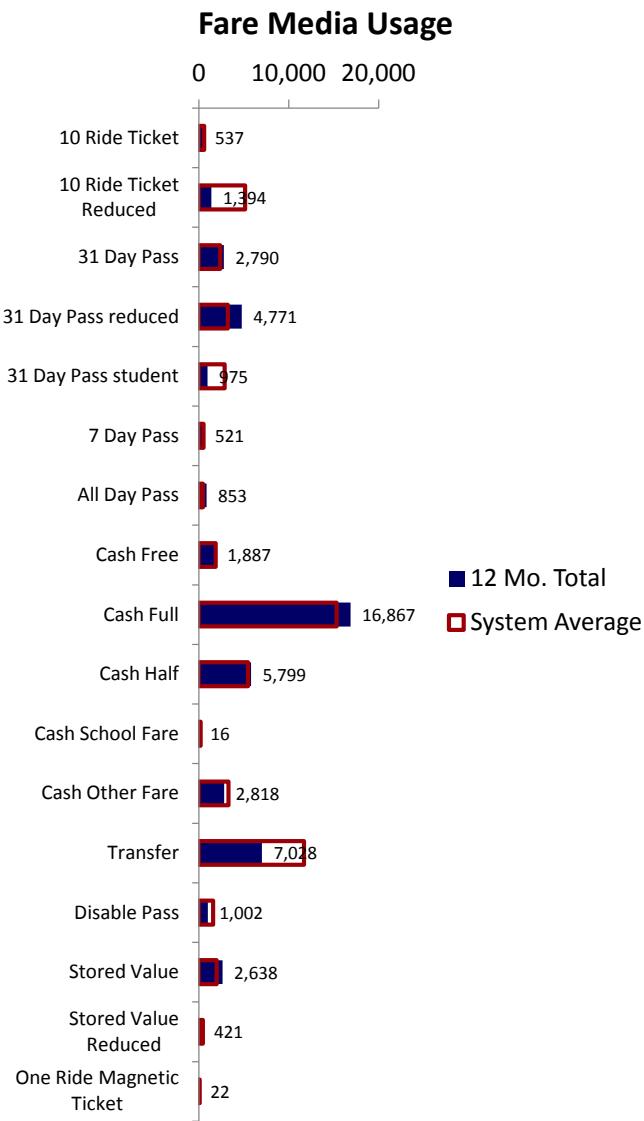


#### Passengers per Revenue Mile

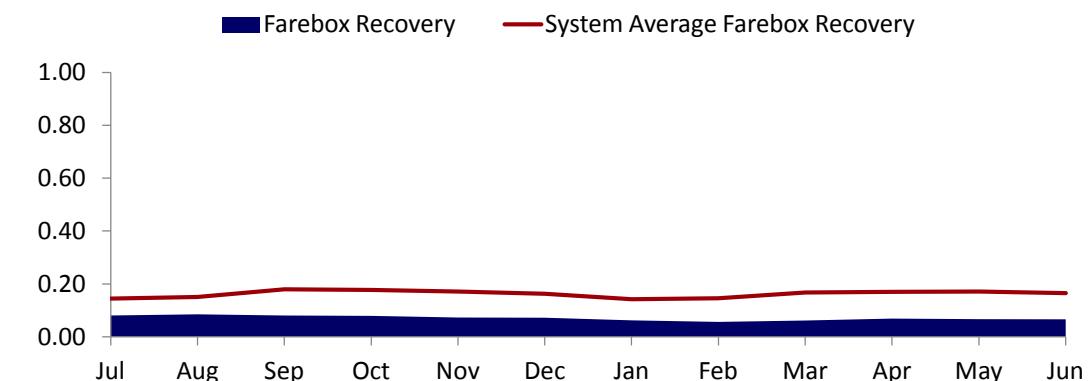


## Fall River Route 14 - Swansea Mall

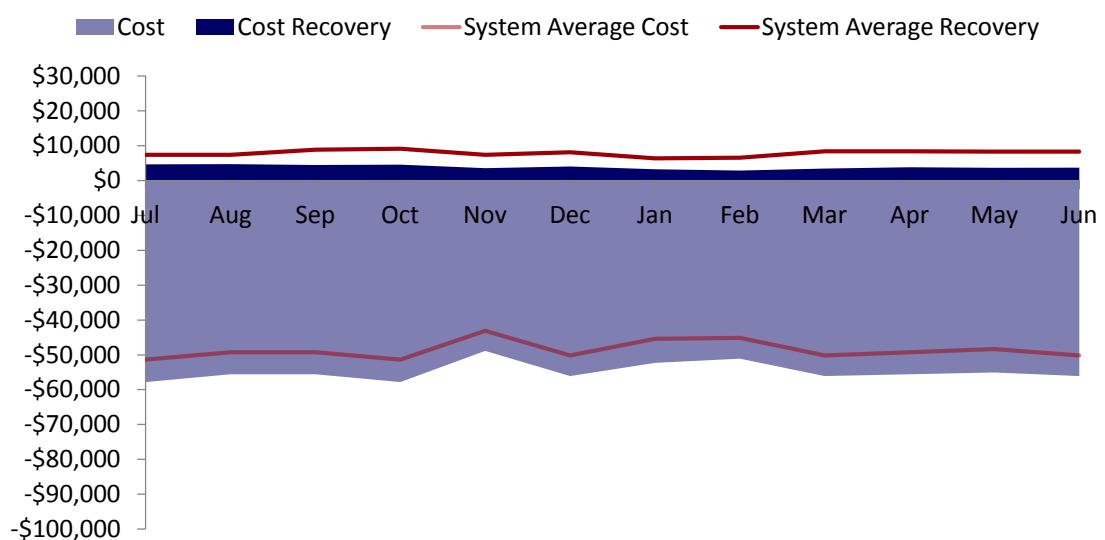
### Fare Payment Method



### Farebox Recovery Ratio



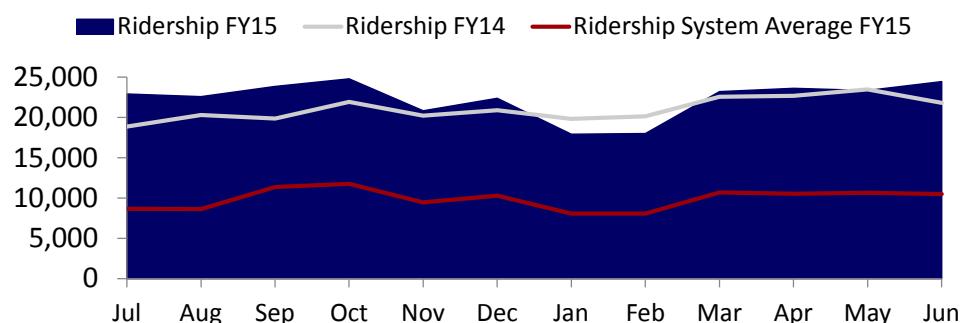
### Cost Recovery



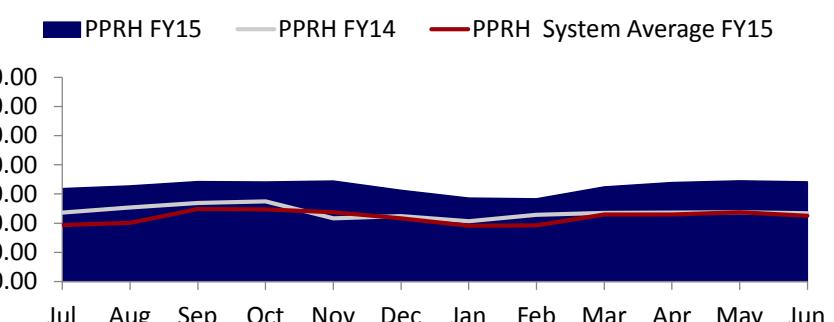
### New Bedford Route 1 - Fort Rodman

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY15 12 Mo. Total	Change FY14
Ridership - Total	22,891	22,565	23,827	24,772	20,810	22,359	17,905	17,989	23,186	23,596	23,331	24,427	267,658	6%
PPRH	31.85	32.77	34.26	34.12	34.45	31.27	28.60	28.60	32.43	33.92	34.51	34.16	32.60	39%
PPRM	2.95	3.03	3.20	3.19	3.22	2.93	2.67	2.65	3.03	3.17	3.23	3.20	3.04	3%
Cost per Passenger	2.95	2.86	2.71	2.72	2.70	2.97	3.25	3.28	2.86	2.74	2.69	2.69	2.85	1%

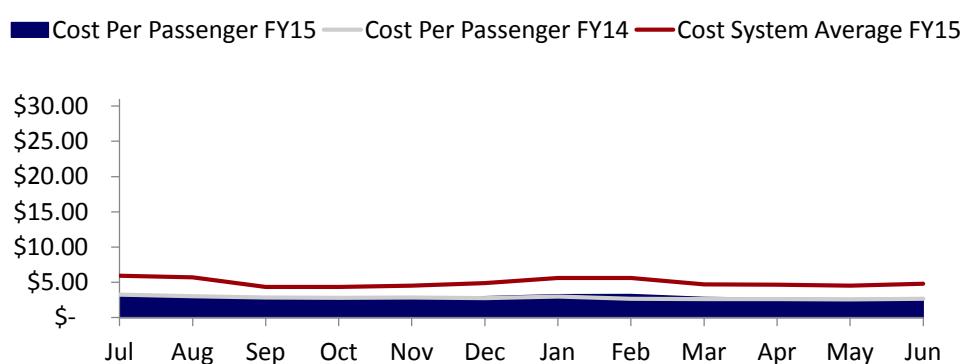
### Ridership



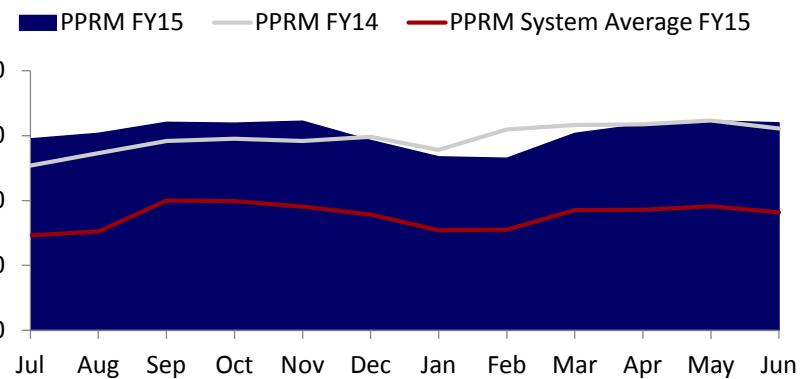
### Passengers per Revenue Hour



### Operating Cost per Passenger

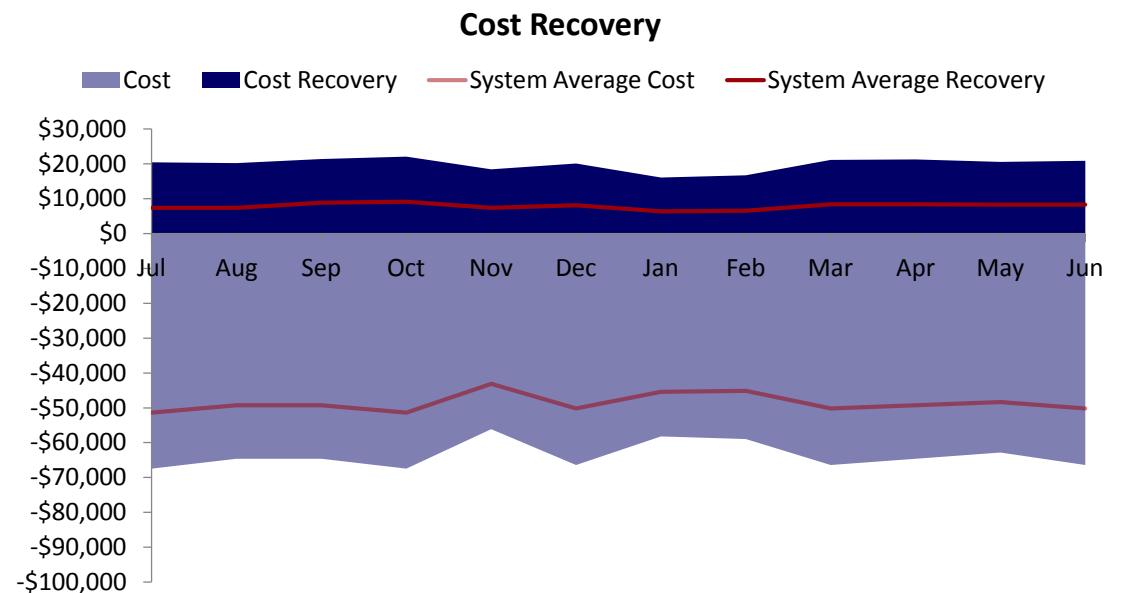
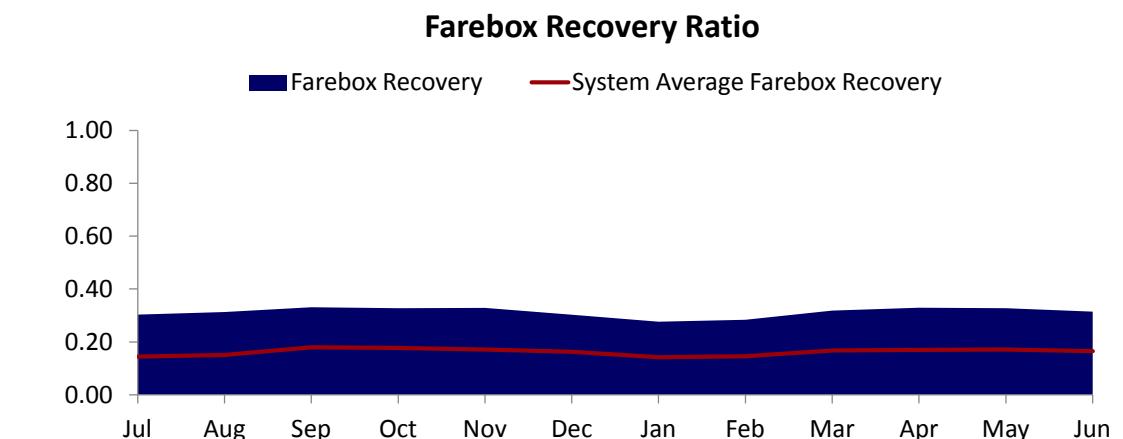
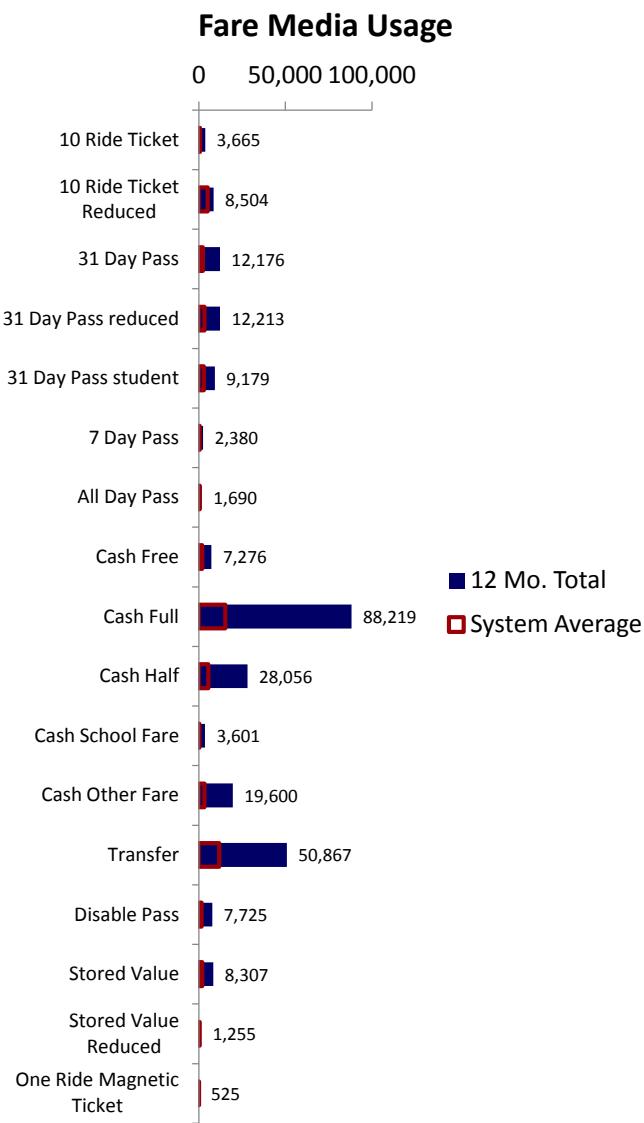


### Passengers per Revenue Mile



## New Bedford Route 1 - Fort Rodman

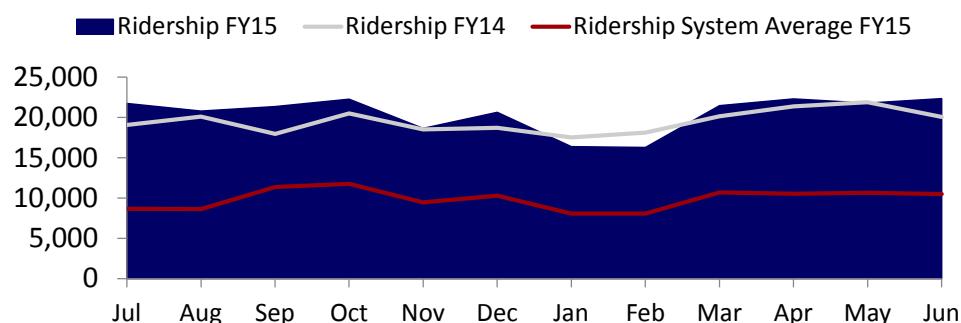
### Fare Payment Method



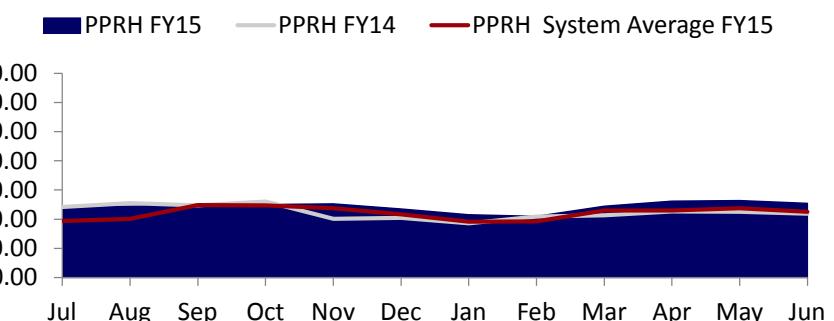
## New Bedford Route 2 - Lund's Corner

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY15 12 Mo. Total	Change FY14
Ridership - Total	21,721	20,776	21,334	22,250	18,632	20,623	16,368	16,267	21,447	22,285	21,763	22,323	245,789	5%
PPRH	24.43	24.41	25.05	25.01	25.24	23.49	21.50	21.50	24.42	26.16	26.37	25.42	24.41	10%
PPRM	2.30	2.29	2.35	2.35	2.37	2.22	2.00	1.97	2.30	2.46	2.47	2.40	2.29	6%
Cost per Passenger	3.78	3.79	3.69	3.69	3.67	3.92	4.34	4.42	3.77	3.53	3.52	3.52	3.79	-2%

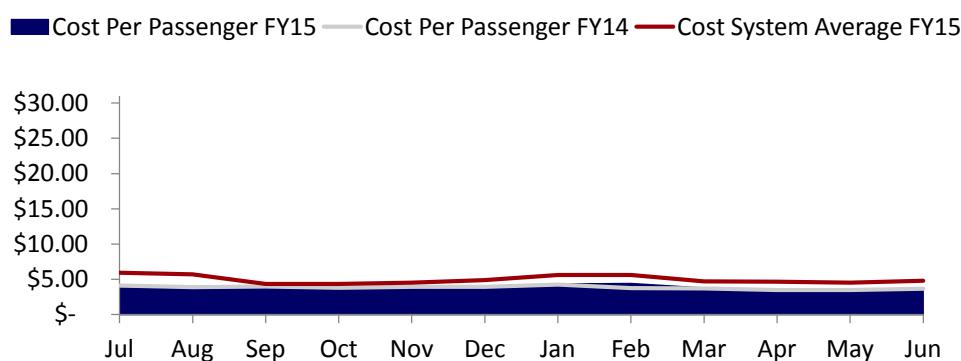
### Ridership



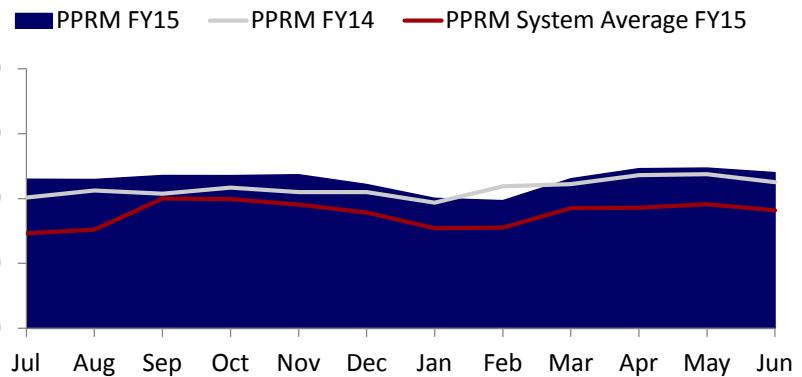
### Passengers per Revenue Hour



### Operating Cost per Passenger

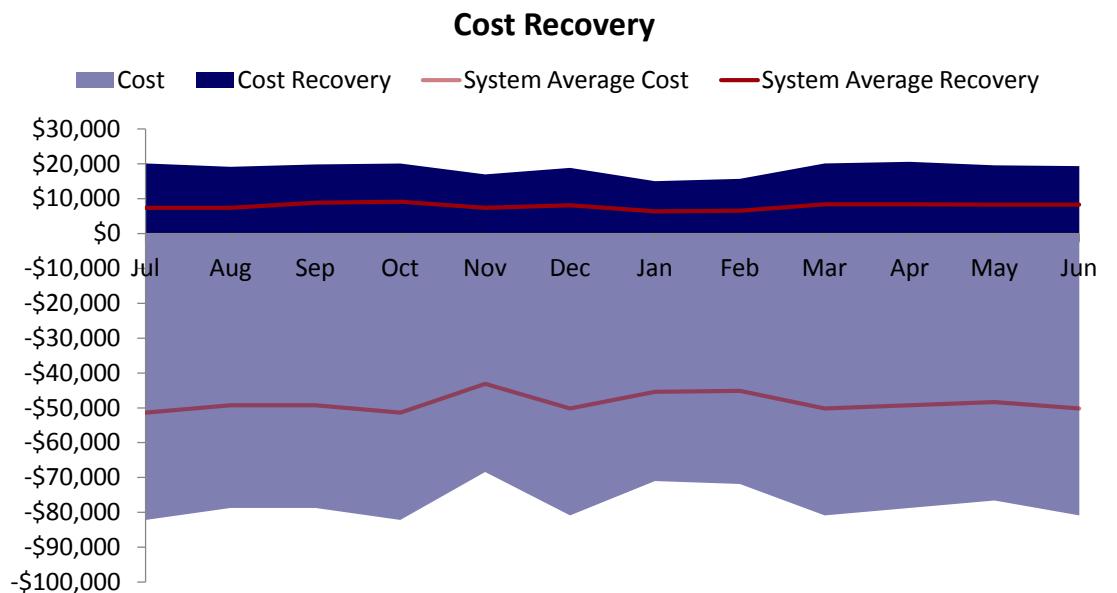
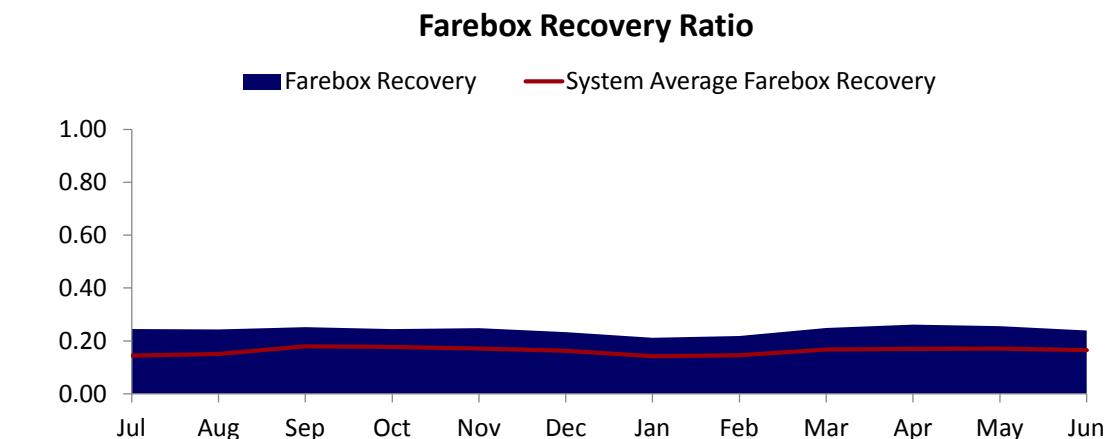
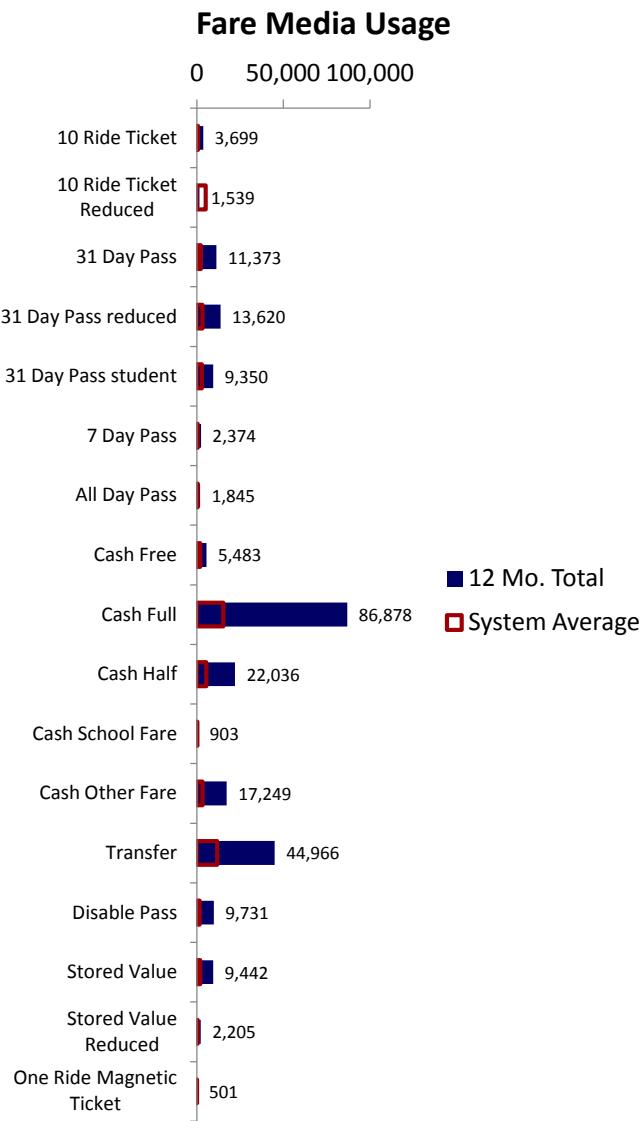


### Passengers per Revenue Mile



## New Bedford Route 2 - Lund's Corner

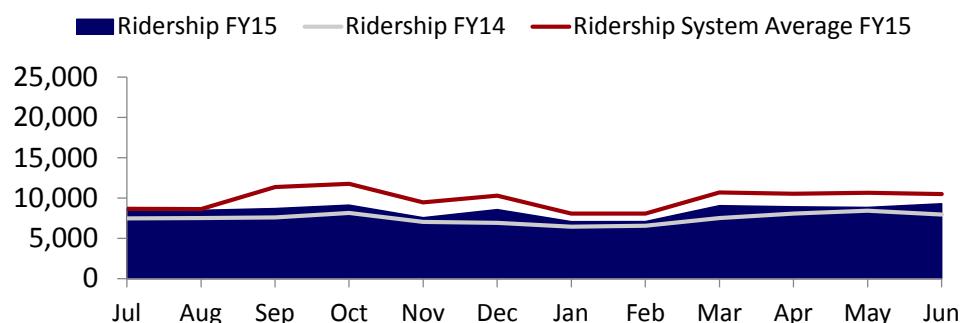
### Fare Payment Method



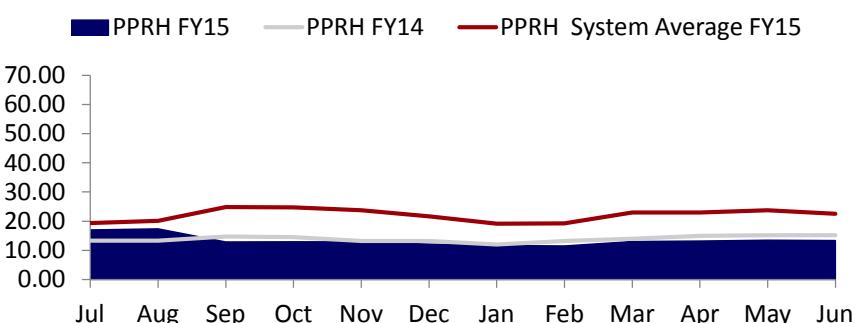
### New Bedford Route 3 - Dartmouth Street

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY15 12 Mo. Total	Change FY14
Ridership - Total	8,655	8,477	8,695	9,119	7,563	8,565	7,071	7,083	9,053	8,911	8,836	9,289	101,317	13%
PPRH	16.99	17.36	12.86	12.92	12.89	12.11	11.66	11.66	13.00	13.18	13.47	13.34	13.29	0%
PPRM	1.21	1.24	1.27	1.28	1.27	1.22	1.15	1.13	1.29	1.30	1.33	1.32	1.25	1%
Cost per Passenger	7.18	7.02	6.84	6.81	6.83	7.14	7.56	7.66	6.76	6.68	6.54	6.54	6.94	4%

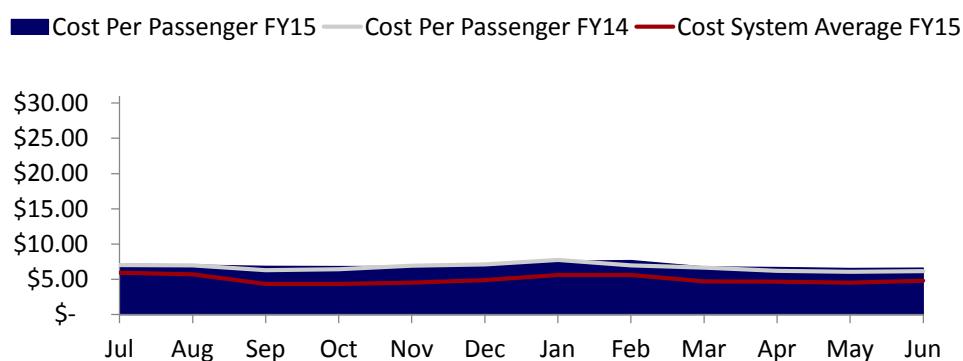
#### Ridership



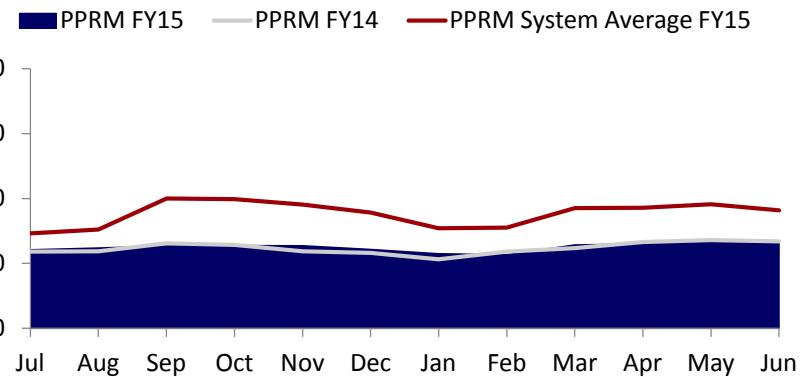
#### Passengers per Revenue Hour



#### Operating Cost per Passenger

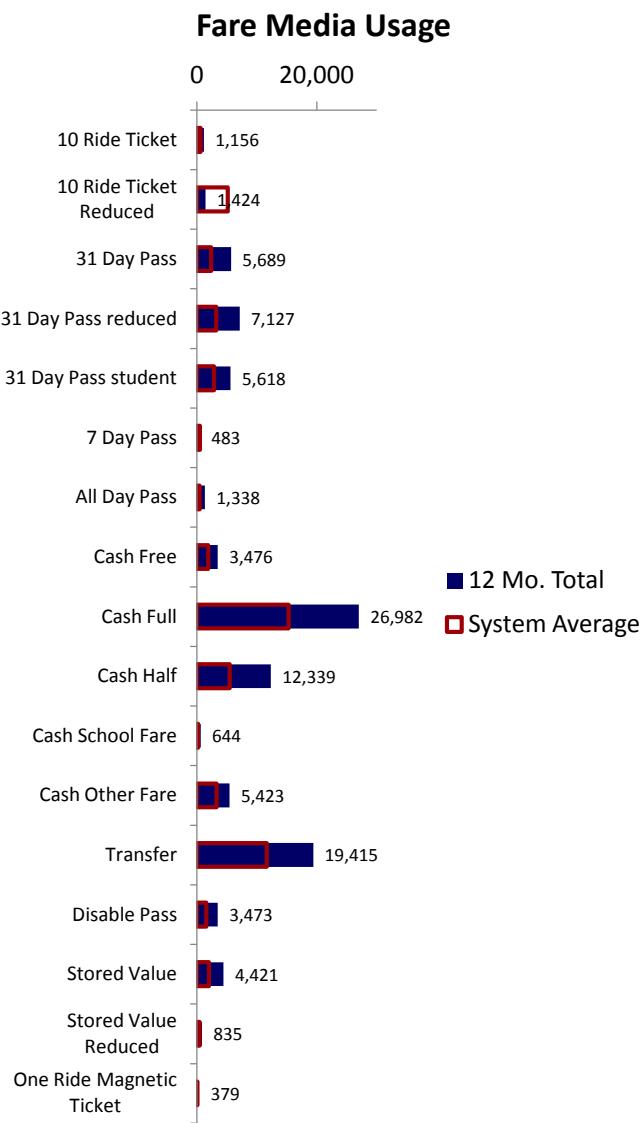


#### Passengers per Revenue Mile

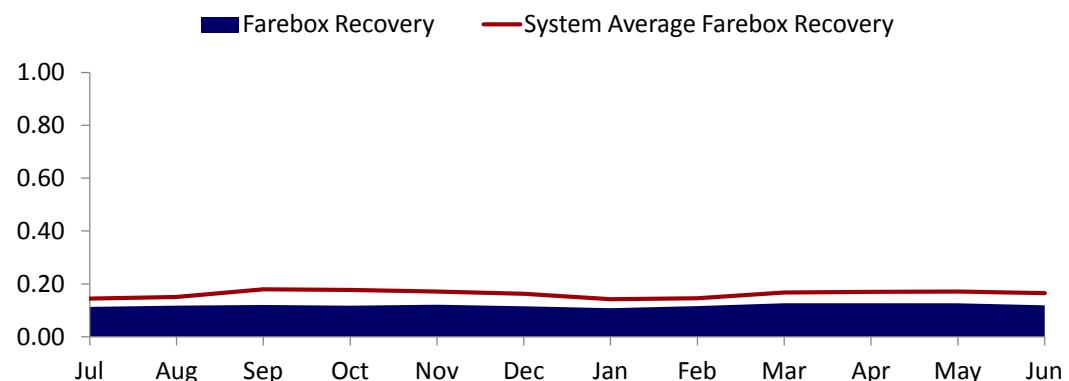


## New Bedford Route 3 - Dartmouth Street

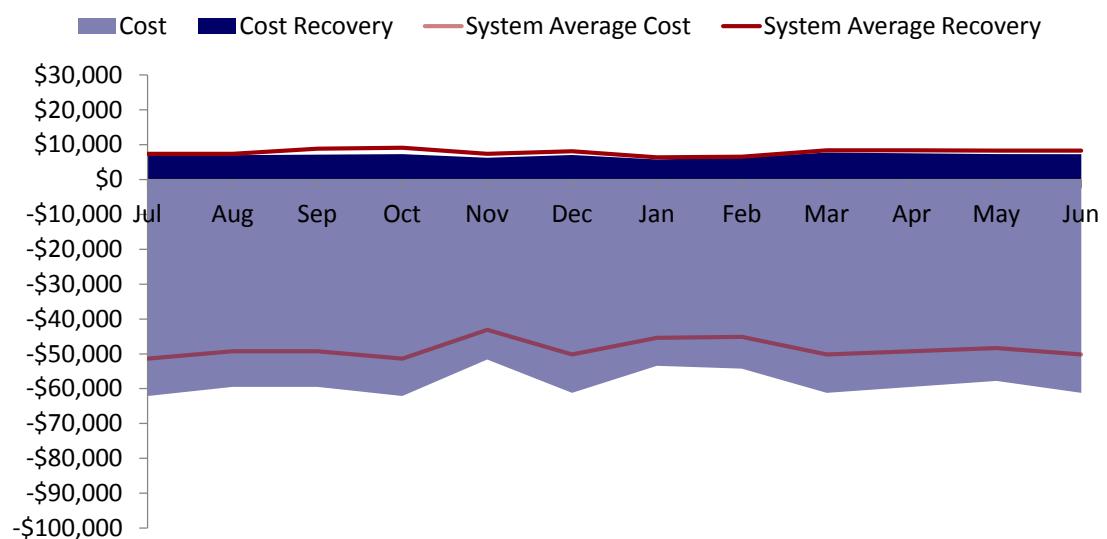
### Fare Payment Method



### Farebox Recovery Ratio



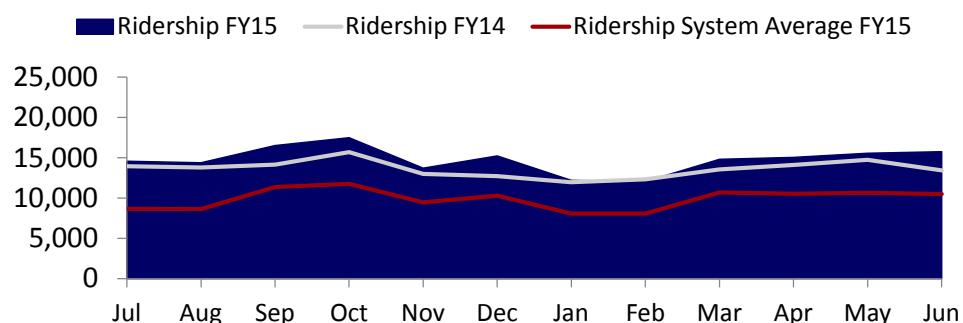
### Cost Recovery



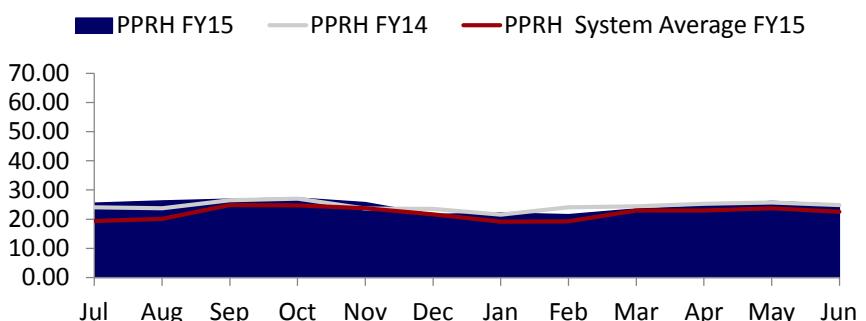
## New Bedford Route 4 - Ashley Boulevard

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY15 12 Mo. Total	Change FY14
Ridership - Total	14,559	14,370	16,503	17,476	13,701	15,217	12,186	12,040	14,797	15,036	15,550	15,741	177,176	8%
PPRH	25.49	26.25	26.86	27.24	25.68	21.59	22.10	22.10	23.49	24.54	26.11	24.99	24.64	4%
PPRM	1.98	2.04	2.34	2.38	2.23	2.11	1.91	1.87	2.05	2.13	2.26	2.18	2.13	10%
Cost per Passenger	4.39	4.26	3.71	3.66	3.89	4.12	4.56	4.65	4.24	4.07	3.84	3.84	4.09	-7%

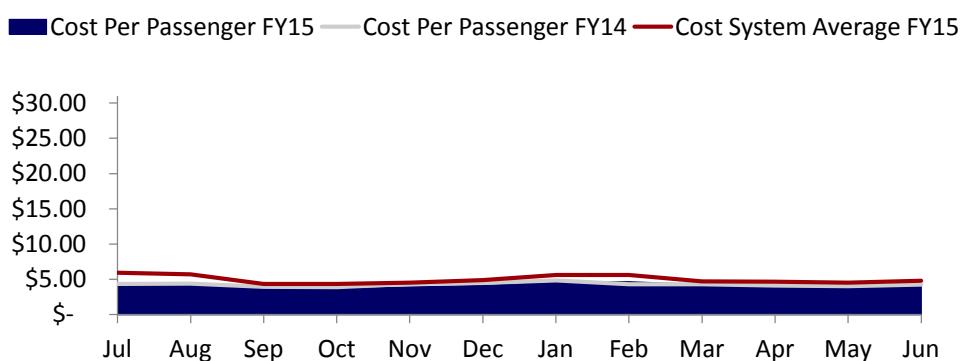
### Ridership



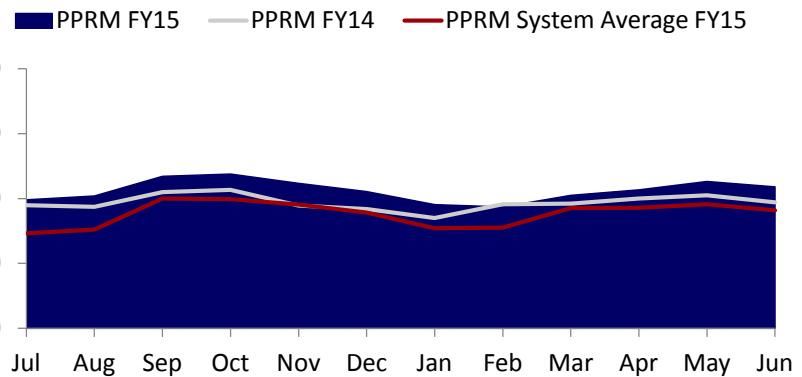
### Passengers per Revenue Hour



### Operating Cost per Passenger

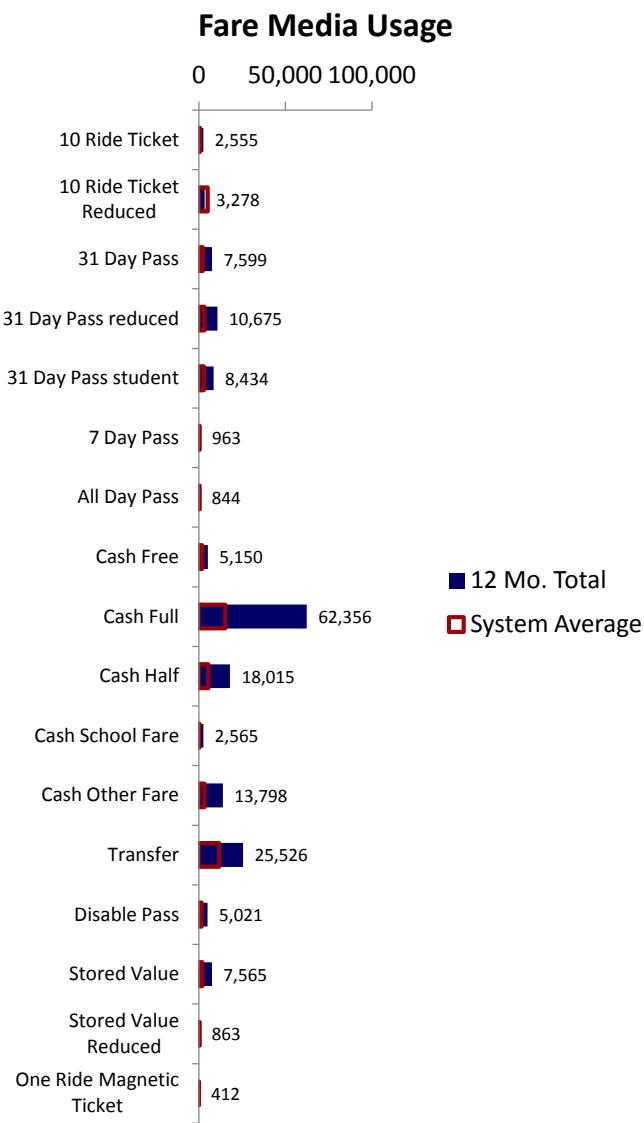


### Passengers per Revenue Mile



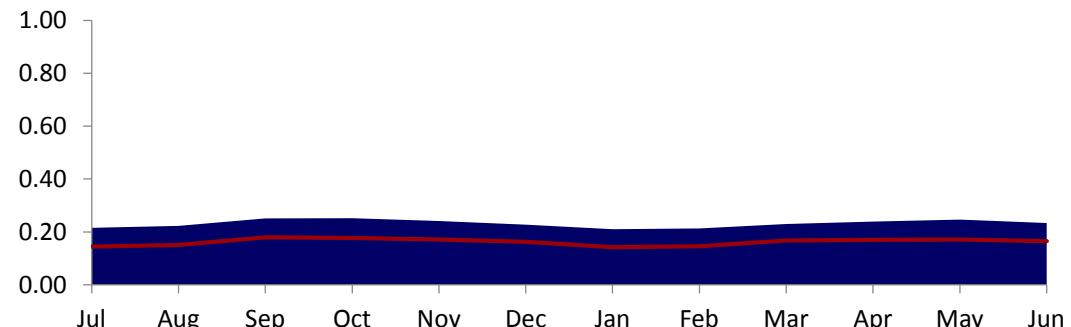
## New Bedford Route 4 - Ashley Boulevard

### Fare Payment Method



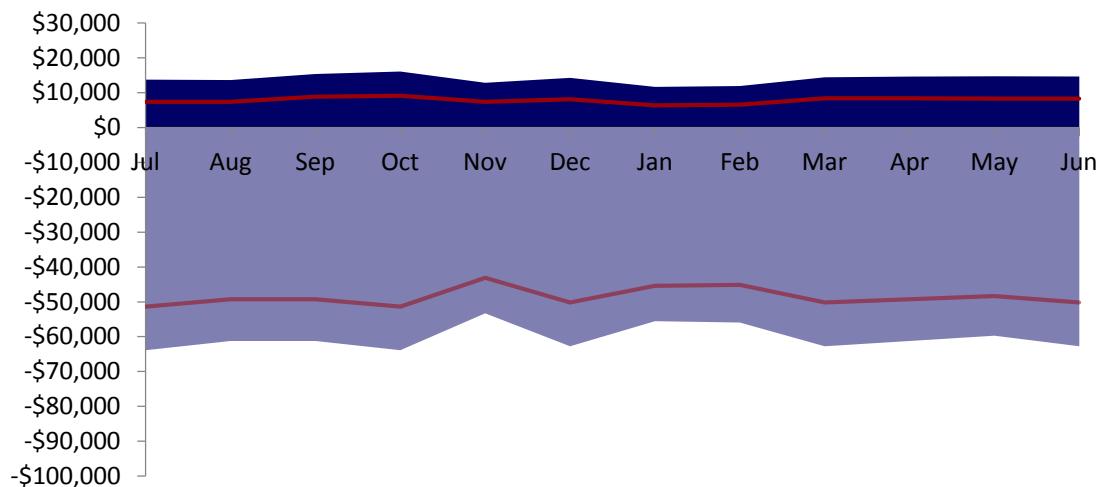
### Farebox Recovery Ratio

█ Farebox Recovery    — System Average Farebox Recovery



### Cost Recovery

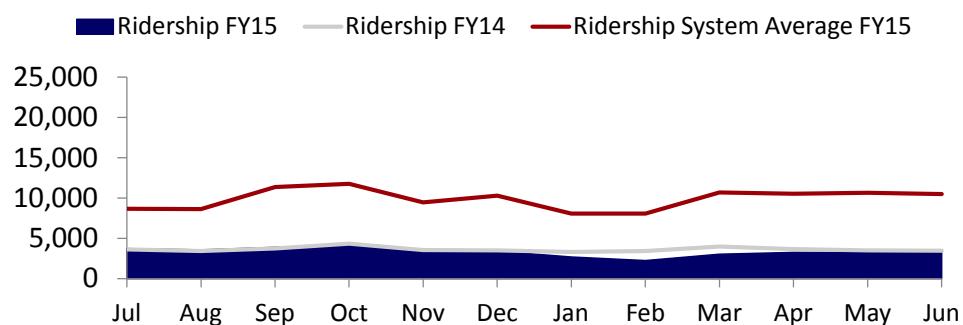
█ Cost    █ Cost Recovery    — System Average Cost    — System Average Recovery



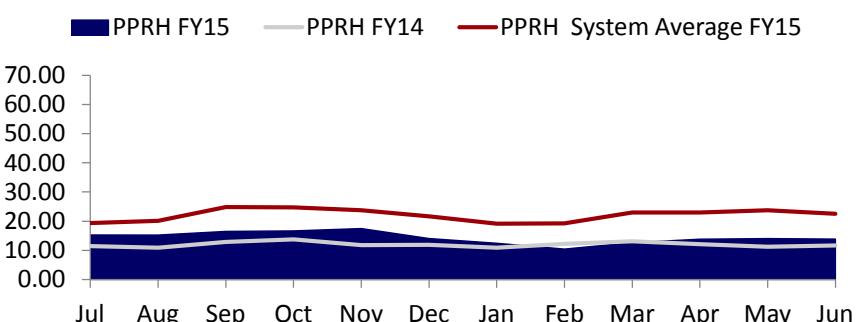
### New Bedford Route 5 - Rivet Street

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY15 12 Mo. Total	Change FY14
Ridership - Total	3,727	3,570	3,889	4,096	3,598	3,414	2,690	2,250	3,036	3,259	3,243	3,331	40,103	-8%
PPRH	15.25	15.22	16.48	16.65	17.45	14.03	12.40	12.40	12.61	13.81	14.01	13.84	14.36	32%
PPRM	1.49	1.49	1.62	1.64	1.72	1.39	1.23	1.03	1.24	1.36	1.38	1.36	1.41	-28%
Cost per Passenger	5.83	5.83	5.36	5.30	5.05	6.23	7.08	8.47	7.01	6.39	6.29	6.29	6.14	31%

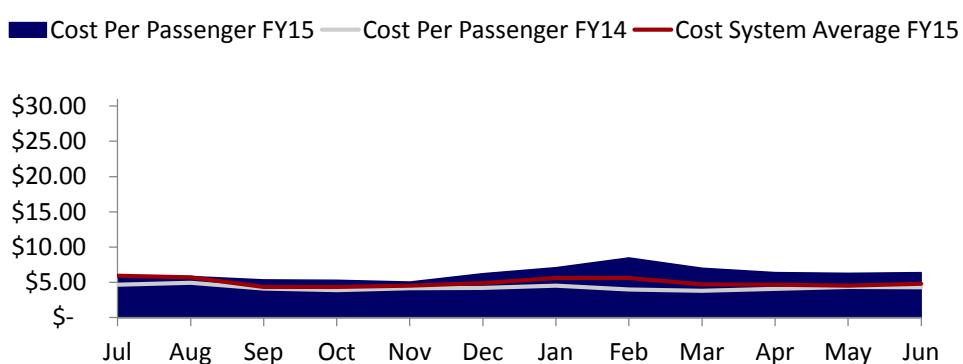
### Ridership



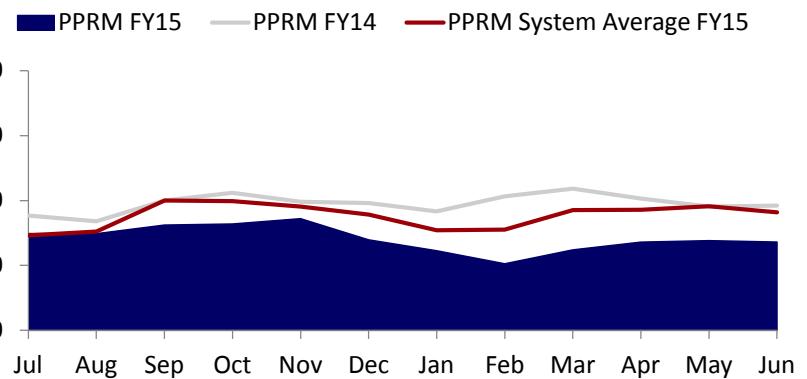
### Passengers per Revenue Hour



### Operating Cost per Passenger

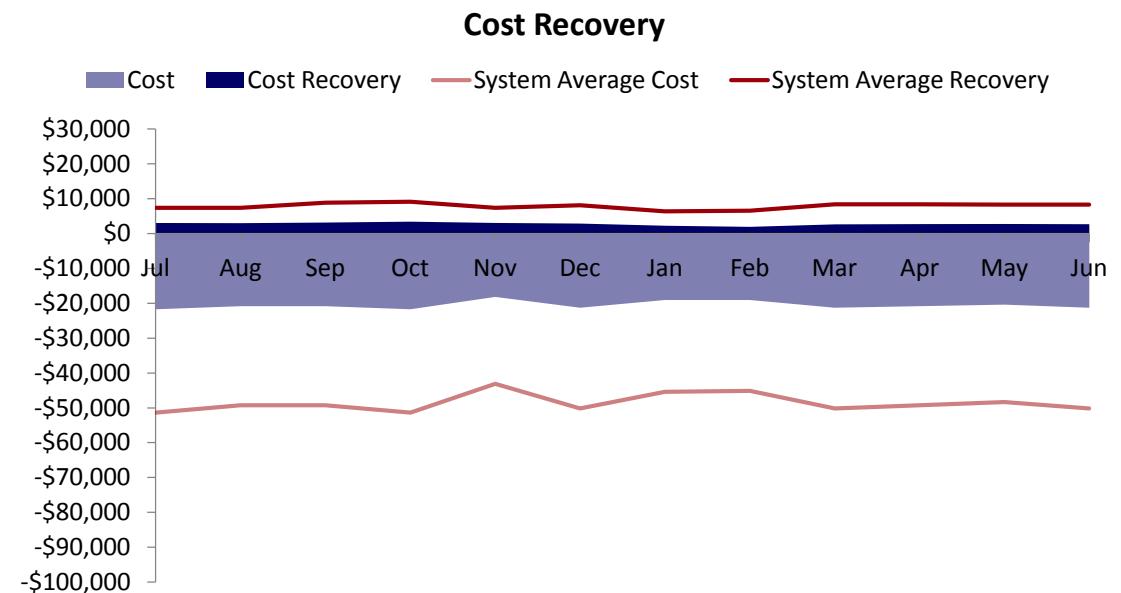
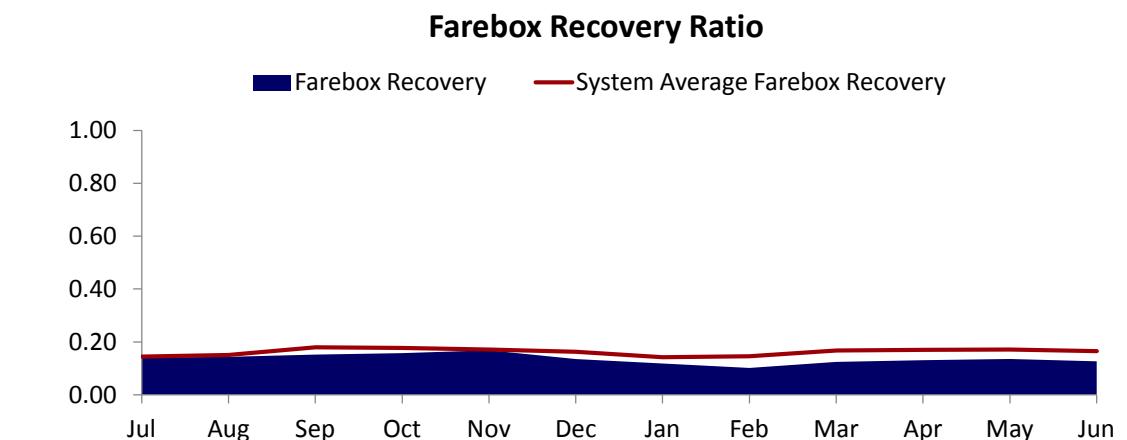
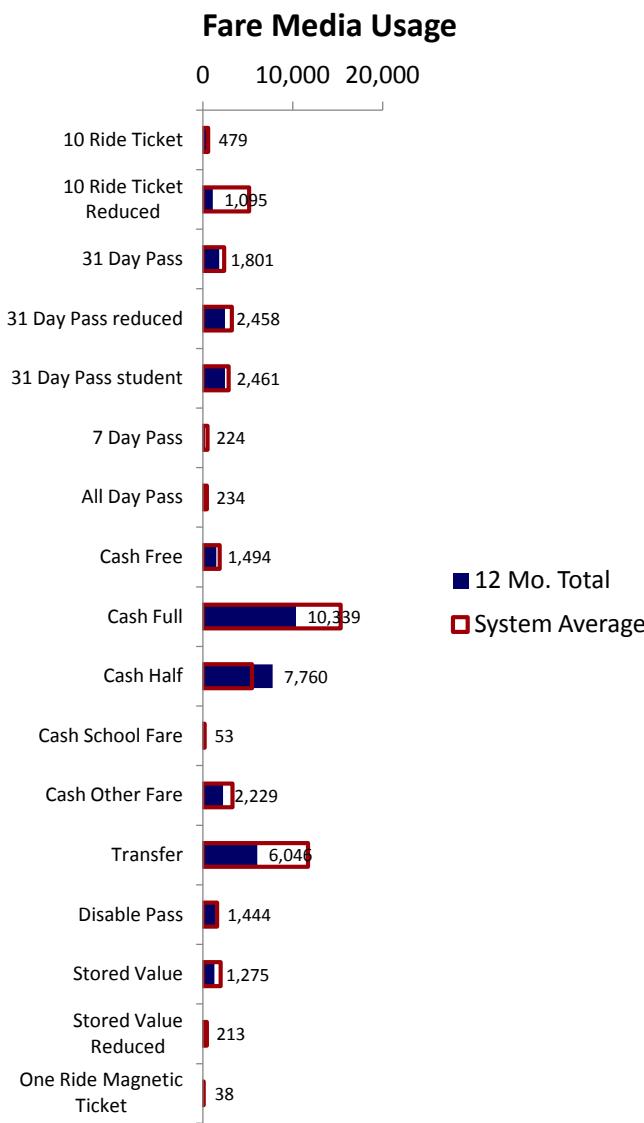


### Passengers per Revenue Mile



## New Bedford Route 5 - Rivet Street

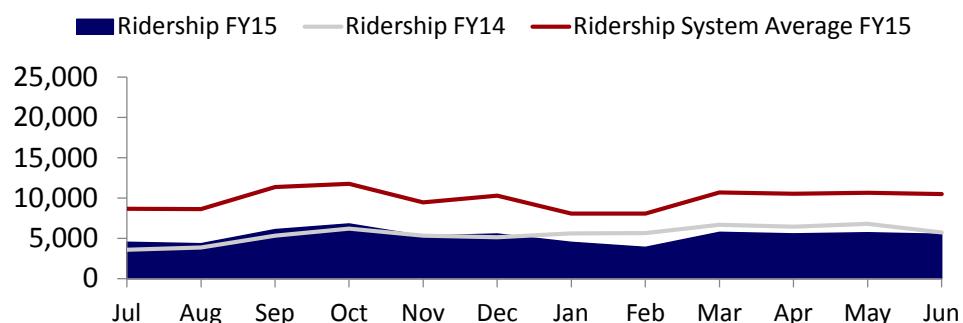
### Fare Payment Method



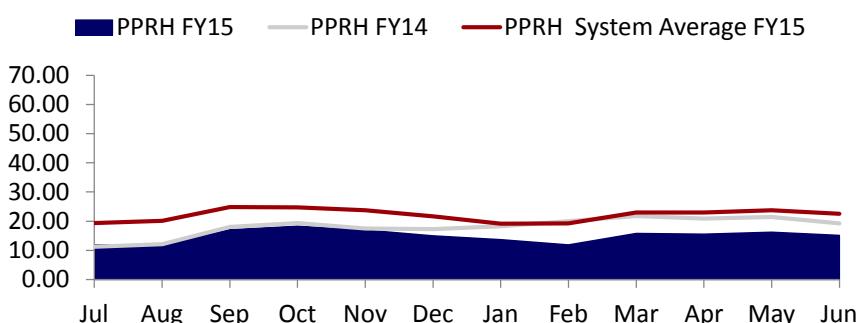
## New Bedford Route 6 - Shawmut / Rockdale

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY15 12 Mo. Total	Change FY14
Ridership - Total	4,516	4,338	6,085	6,788	5,287	5,542	4,507	3,887	5,748	5,558	5,697	5,504	63,457	-4%
PPRH	11.82	11.82	17.05	18.26	16.94	14.96	13.65	13.65	15.78	15.53	16.20	15.11	14.91	-17%
PPRM	0.89	0.89	1.25	1.34	1.24	1.11	1.01	0.87	1.16	1.14	1.19	1.11	1.10	-3%
Cost per Passenger	9.77	9.76	6.95	6.50	6.98	7.80	8.60	9.96	7.52	7.61	7.27	7.27	7.89	2%

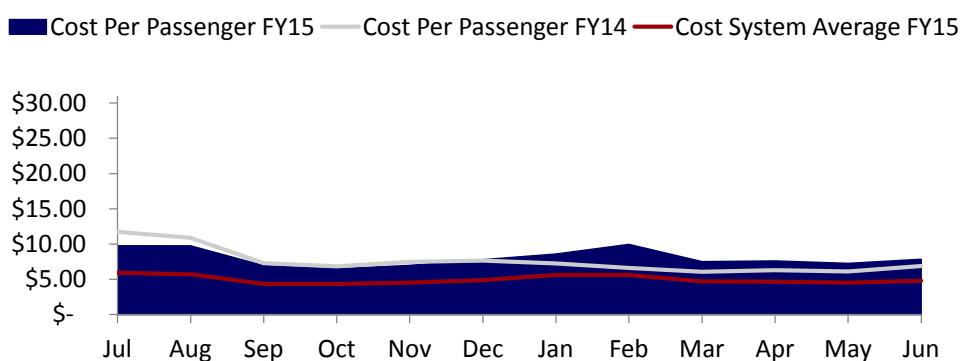
### Ridership



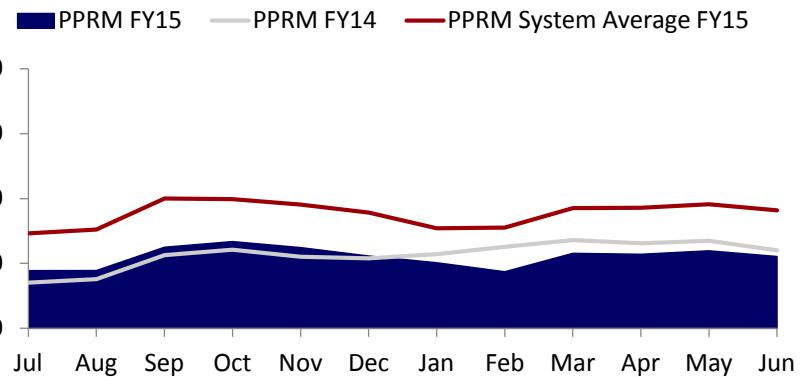
### Passengers per Revenue Hour



### Operating Cost per Passenger

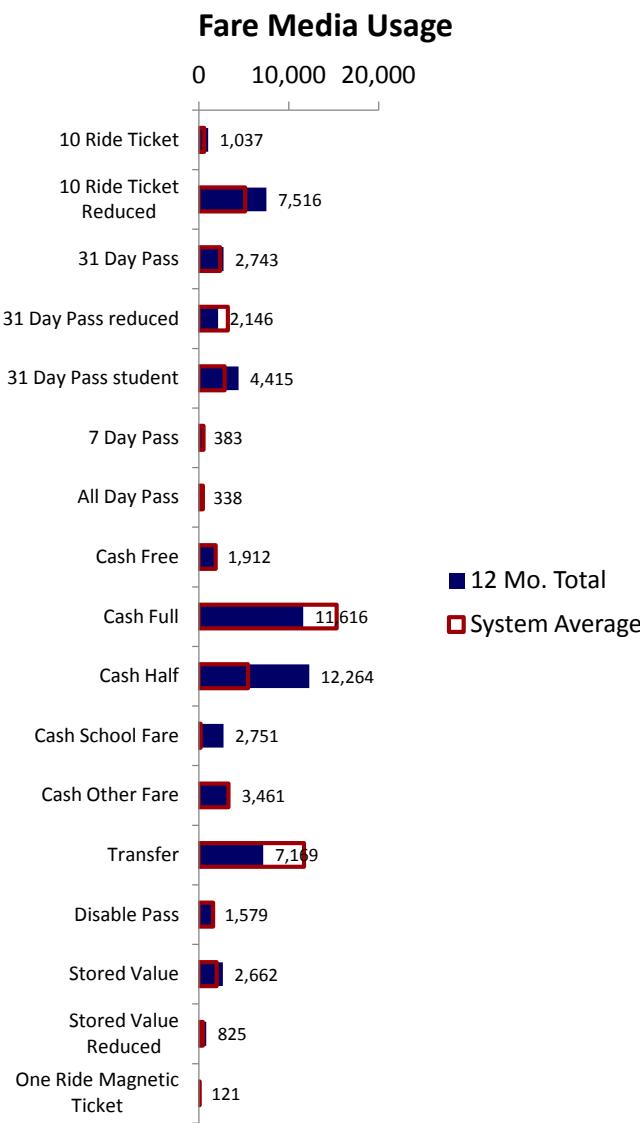


### Passengers per Revenue Mile

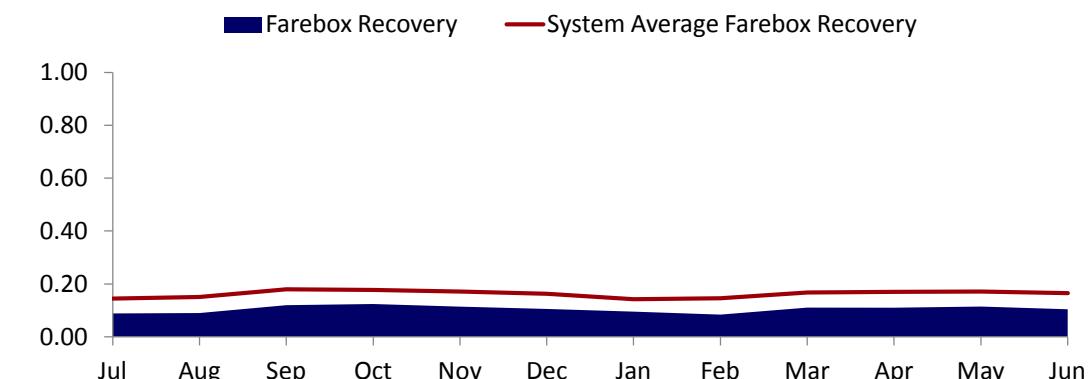


## New Bedford Route 6 - Shawmut / Rockdale

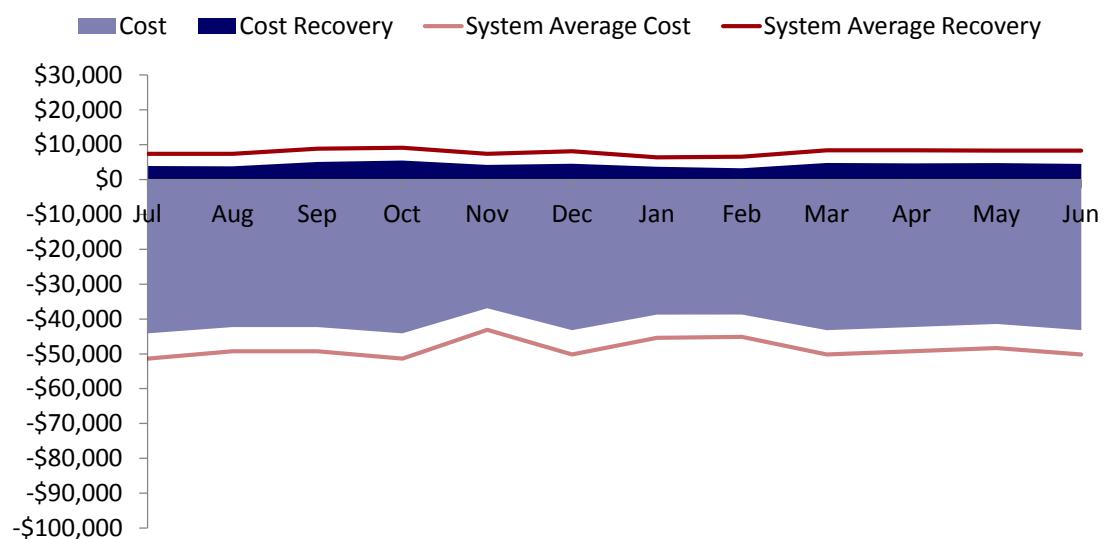
### Fare Payment Method



### Farebox Recovery Ratio



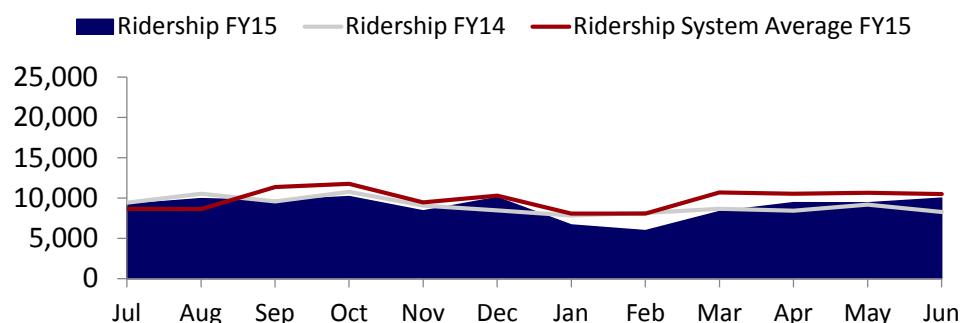
### Cost Recovery



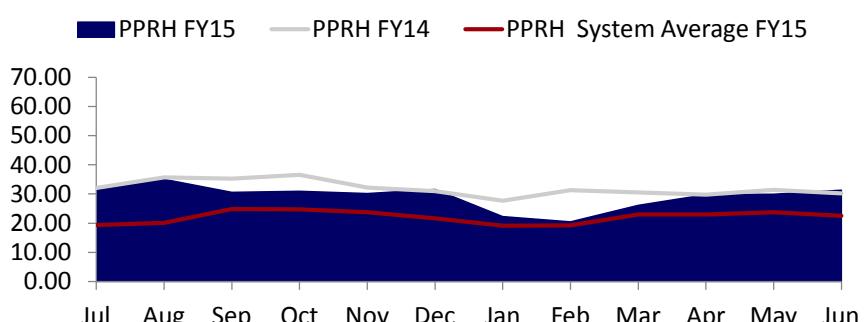
### New Bedford Route 8 - Mt. Pleasant Street

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY15 12 Mo. Total	Change FY14
Ridership - Total	9,215	9,925	9,677	10,184	8,406	10,065	6,660	5,957	8,324	9,425	9,404	9,987	107,229	-1%
PPRH	31.28	35.04	30.57	30.94	30.16	31.57	22.25	22.25	26.11	29.78	29.93	31.32	29.14	-1%
PPRM	3.10	3.47	3.38	3.42	3.34	3.49	2.46	2.26	2.89	3.29	3.31	3.47	3.17	0%
Cost per Passenger	2.81	2.50	2.57	2.54	2.60	2.49	3.53	3.84	3.01	2.64	2.63	2.63	2.75	-2%

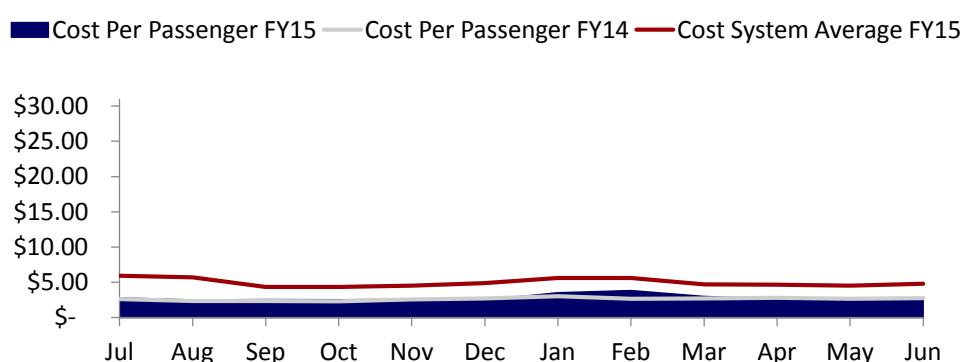
#### Ridership



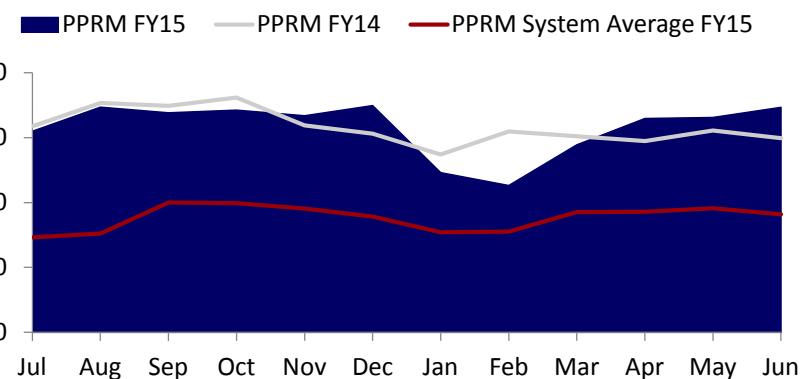
#### Passengers per Revenue Hour



#### Operating Cost per Passenger

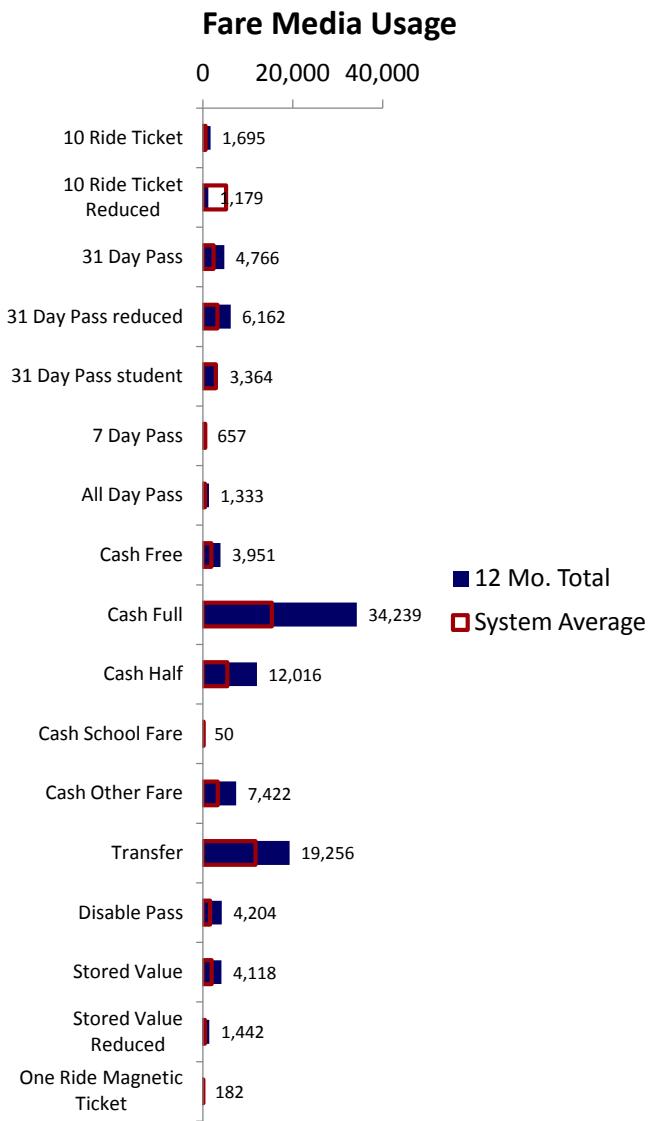


#### Passengers per Revenue Mile

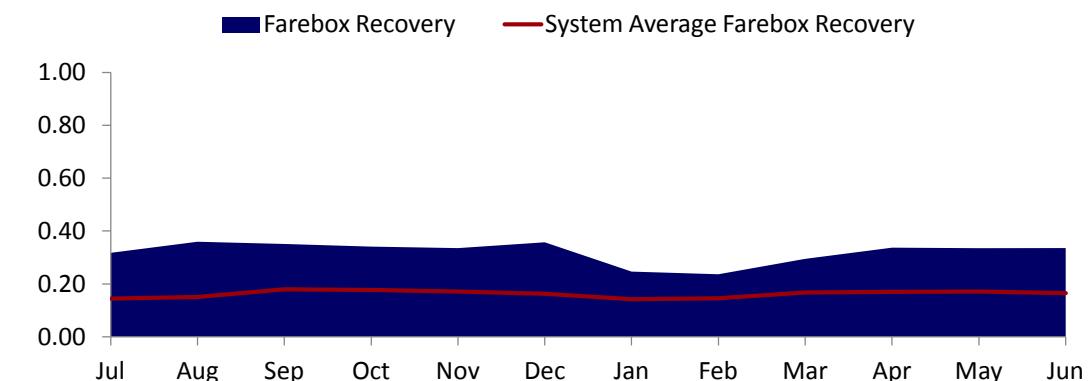


## New Bedford Route 8 - Mt. Pleasant Street

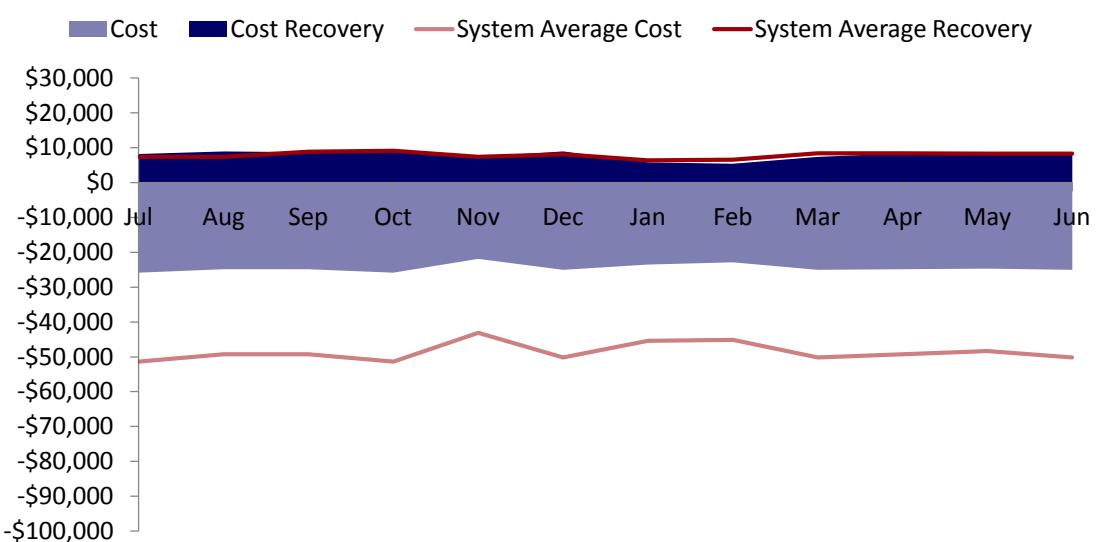
### Fare Payment Method



### Farebox Recovery Ratio



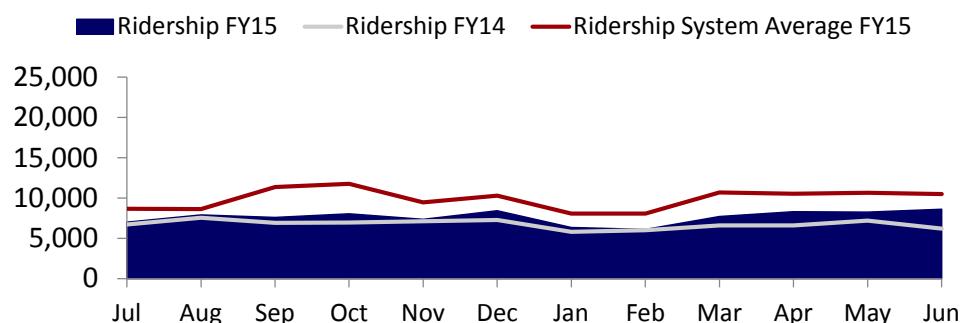
### Cost Recovery



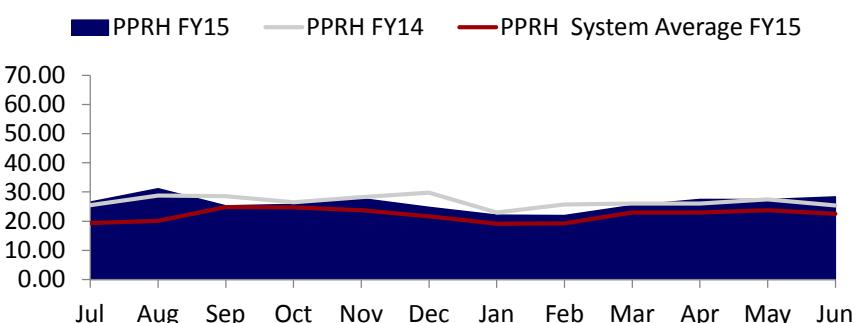
### New Bedford Route 10 - Dartmouth Mall

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY15 12 Mo. Total	Change FY14
Ridership - Total	7,005	7,904	7,594	8,042	7,359	8,422	6,345	6,110	7,707	8,303	8,251	8,608	91,650	13%
PPRH	26.55	31.13	25.26	25.73	27.75	24.75	22.07	22.07	25.36	27.46	27.42	28.33	26.08	0%
PPRM	1.84	2.15	2.07	2.11	2.27	2.28	1.81	1.81	2.09	2.26	2.26	2.34	2.11	14%
Cost per Passenger	4.73	4.04	4.20	4.12	3.83	3.80	4.79	4.81	4.16	3.84	3.85	3.85	4.12	-9%

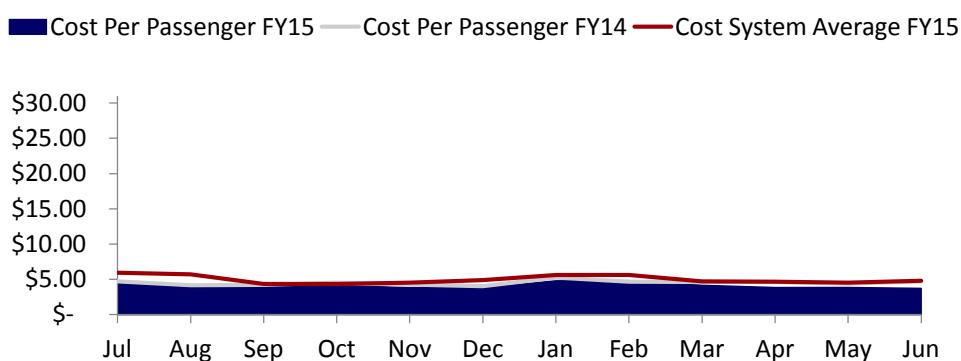
#### Ridership



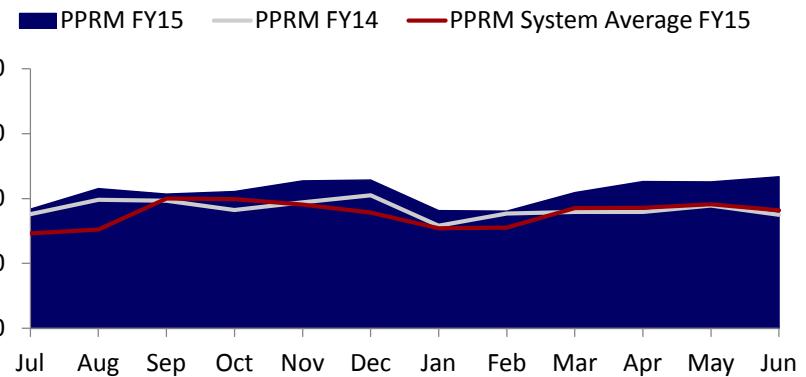
#### Passengers per Revenue Hour



#### Operating Cost per Passenger

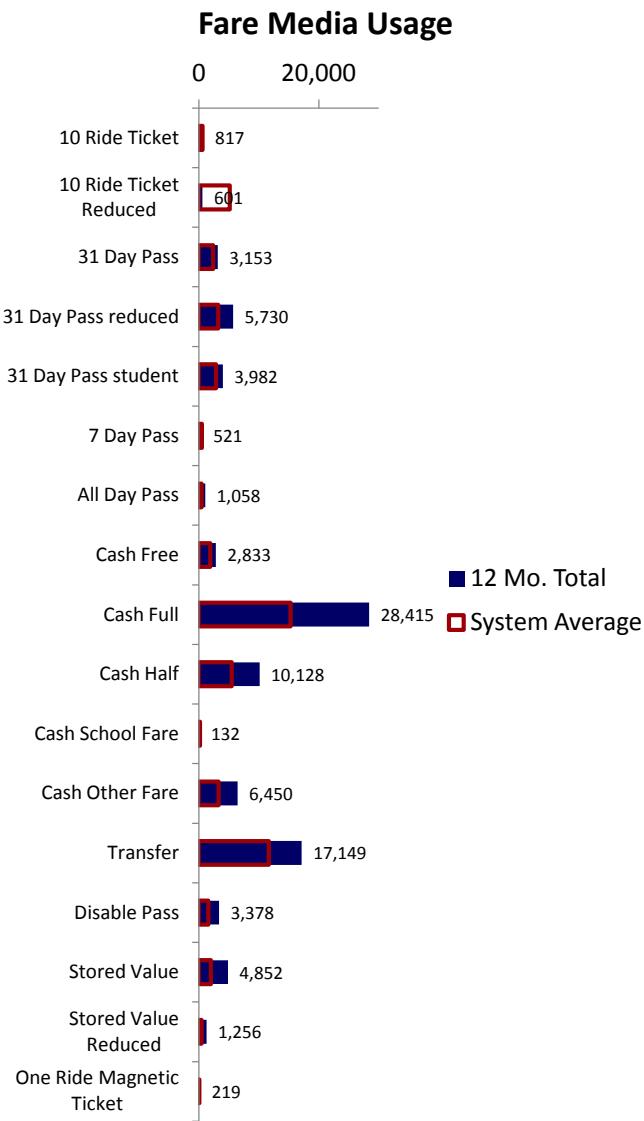


#### Passengers per Revenue Mile

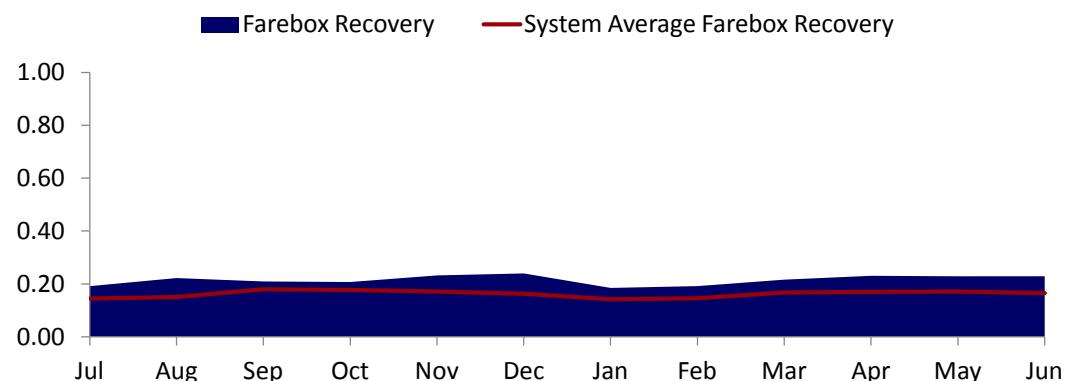


## New Bedford Route 10 - Dartmouth Mall

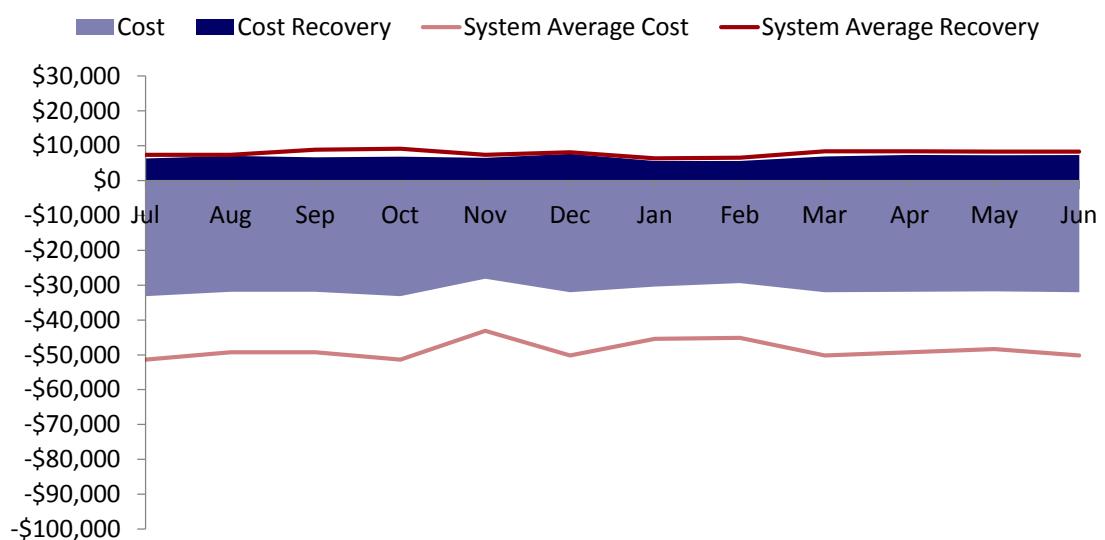
### Fare Payment Method



### Farebox Recovery Ratio



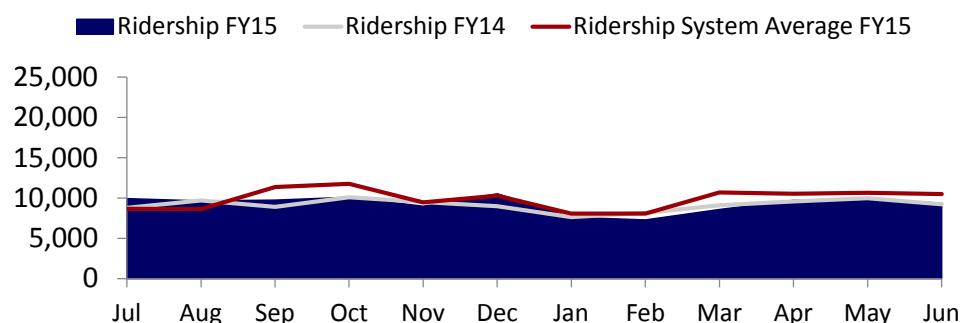
### Cost Recovery



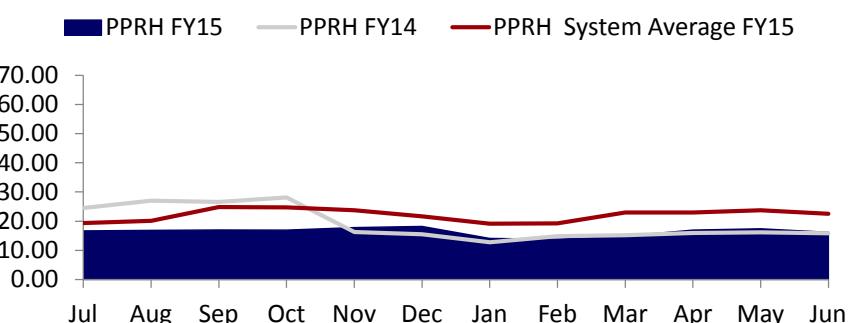
### New Bedford Route 11 - Fairhaven

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY15 12 Mo. Total	Change FY14
Ridership - Total	9,924	9,644	9,739	10,099	8,979	10,521	7,611	7,285	8,579	9,717	9,888	9,359	111,345	2%
PPRH	16.65	16.83	16.97	16.92	17.79	18.18	14.06	14.06	14.83	16.93	17.38	16.17	16.39	-10%
PPRM	1.28	1.29	1.31	1.30	1.37	1.40	1.08	1.06	1.14	1.30	1.34	1.25	1.26	3%
Cost per Passenger	6.78	6.71	6.65	6.67	6.34	6.21	8.02	8.17	7.61	6.66	6.49	6.49	6.88	-3%

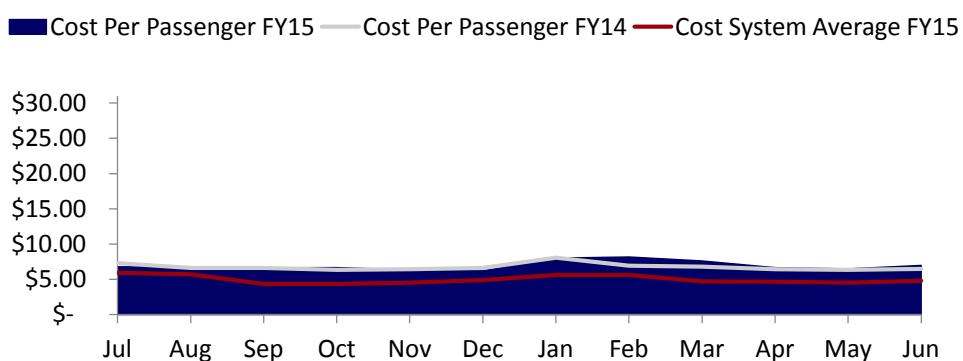
### Ridership



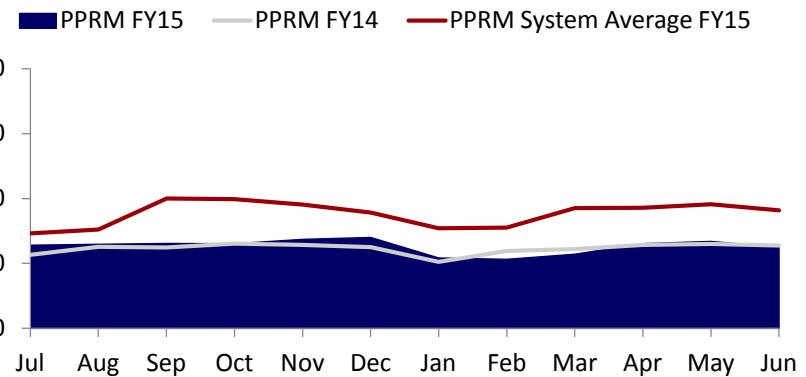
### Passengers per Revenue Hour



### Operating Cost per Passenger

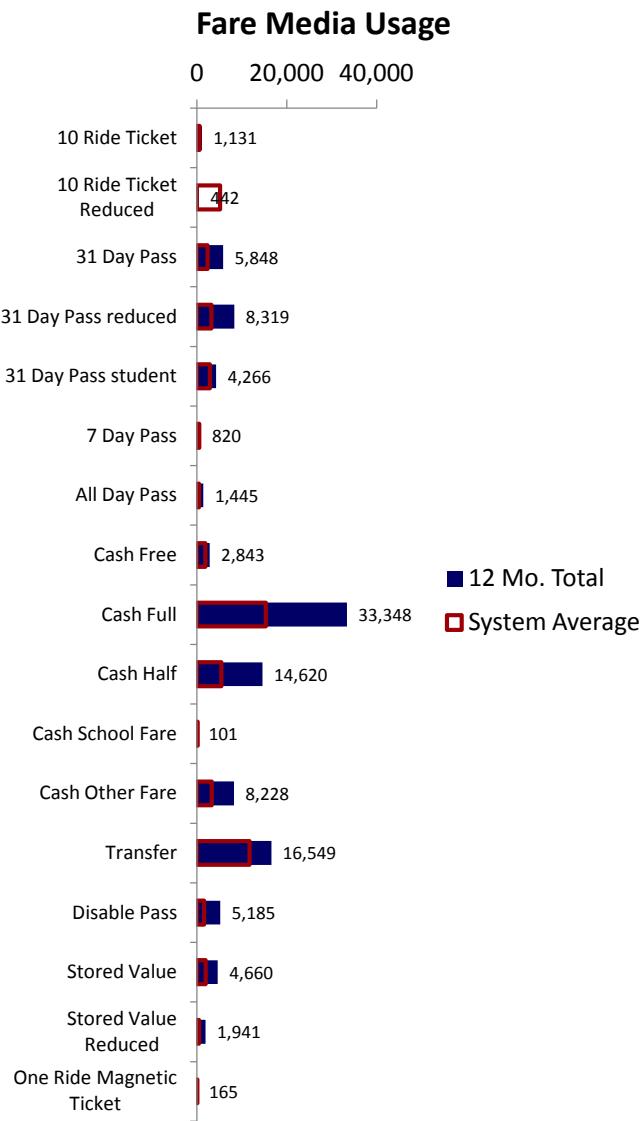


### Passengers per Revenue Mile

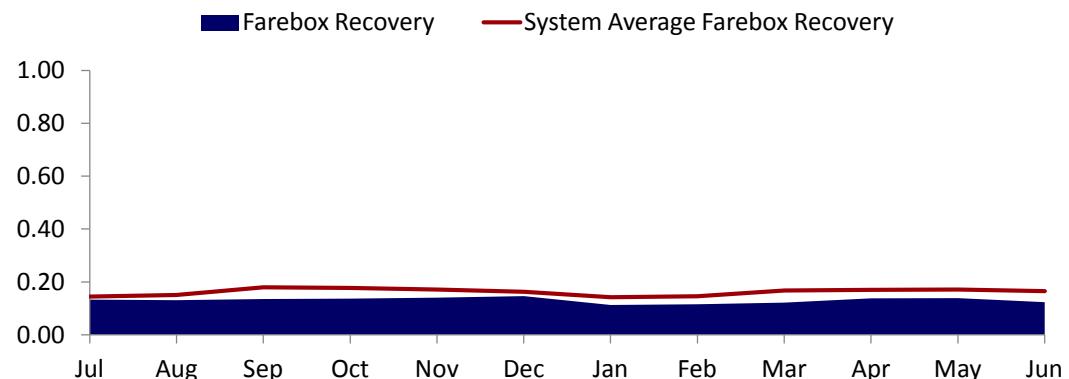


## New Bedford Route 11 - Fairhaven

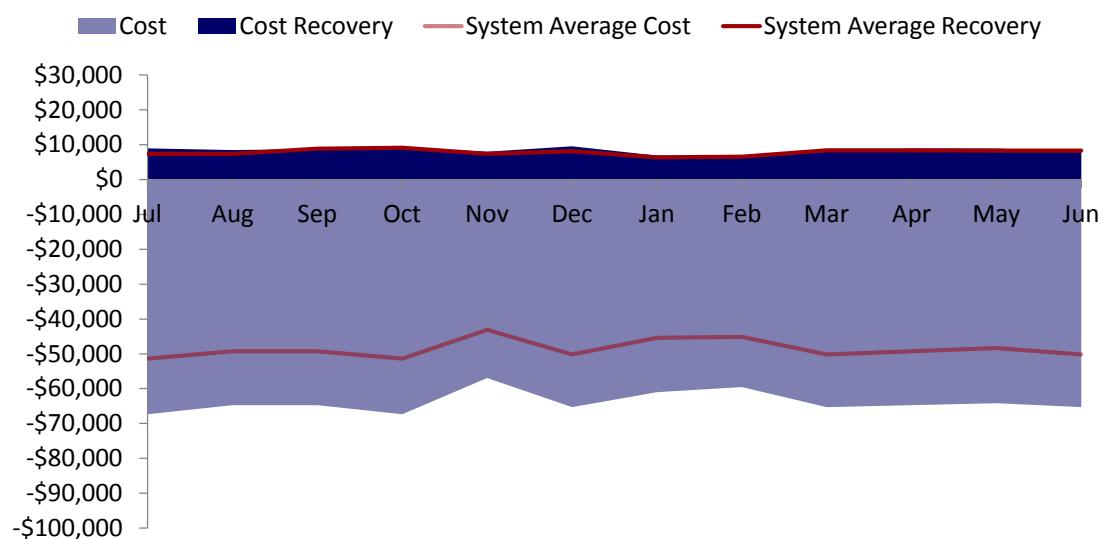
### Fare Payment Method



### Farebox Recovery Ratio



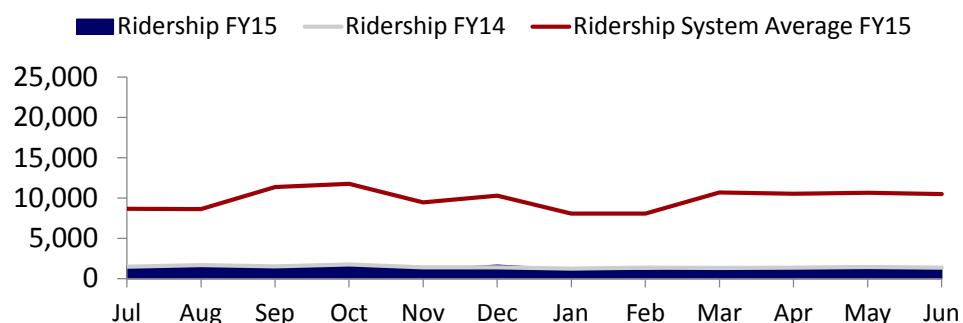
### Cost Recovery



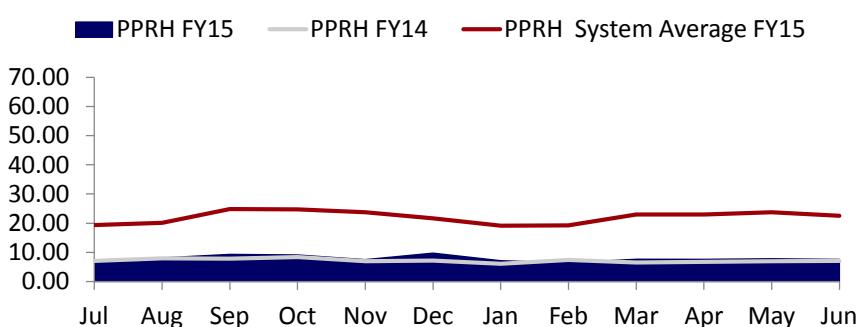
## New Bedford North End Shuttle

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY15 12 Mo. Total	Change FY14
Ridership - Total	1,525	1,626	1,597	1,622	1,139	1,669	1,178	1,019	1,309	1,305	1,339	1,301	16,629	-4%
PPRH	7.29	8.07	9.27	9.07	7.47	9.70	7.10	7.10	7.61	7.58	7.77	7.56	7.92	18%
PPRM	0.39	0.43	0.42	0.41	0.34	0.44	0.32	0.29	0.34	0.34	0.35	0.34	0.37	-3%
Cost per Passenger	22.52	20.34	20.71	21.18	25.69	19.82	27.00	29.96	25.27	25.35	24.70	24.70	23.56	-2%

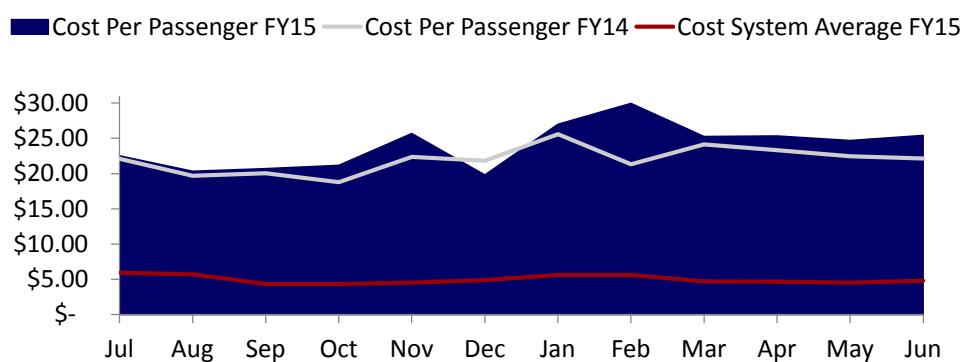
### Ridership



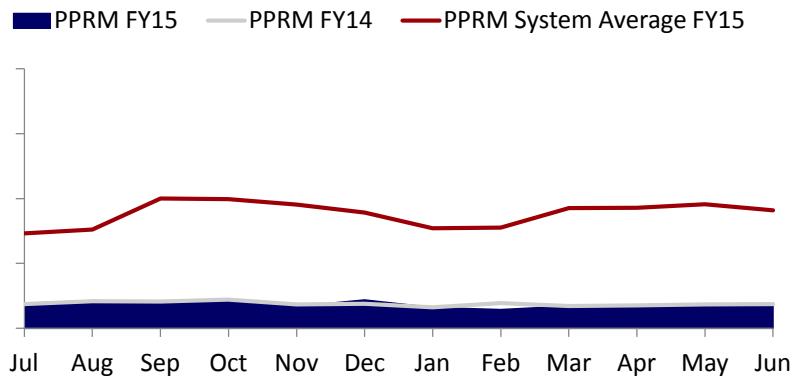
### Passengers per Revenue Hour



### Operating Cost per Passenger

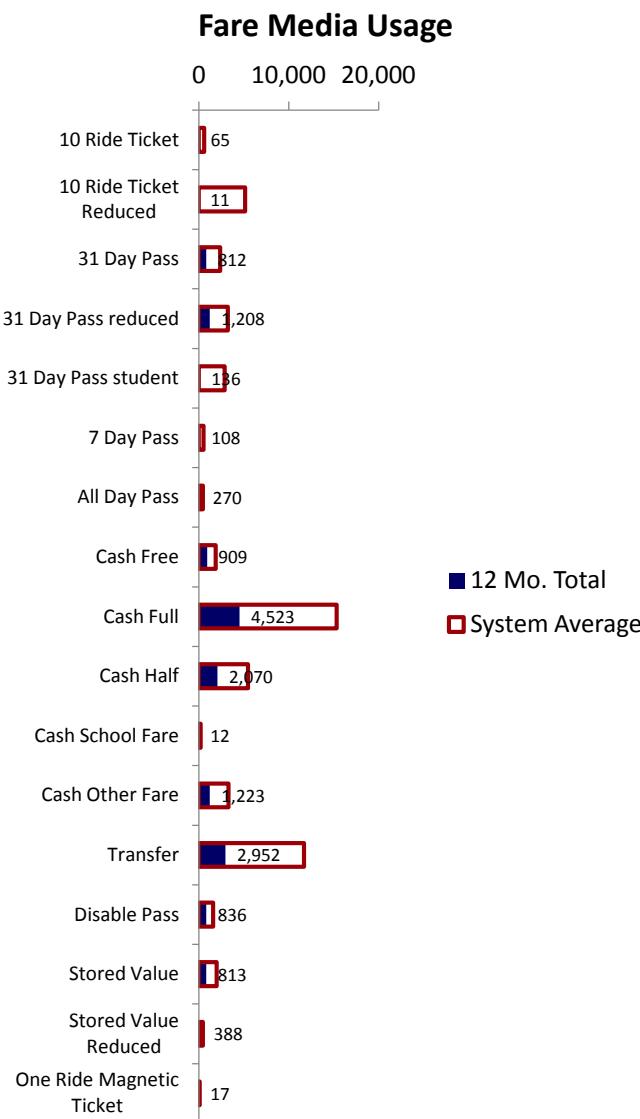


### Passengers per Revenue Mile

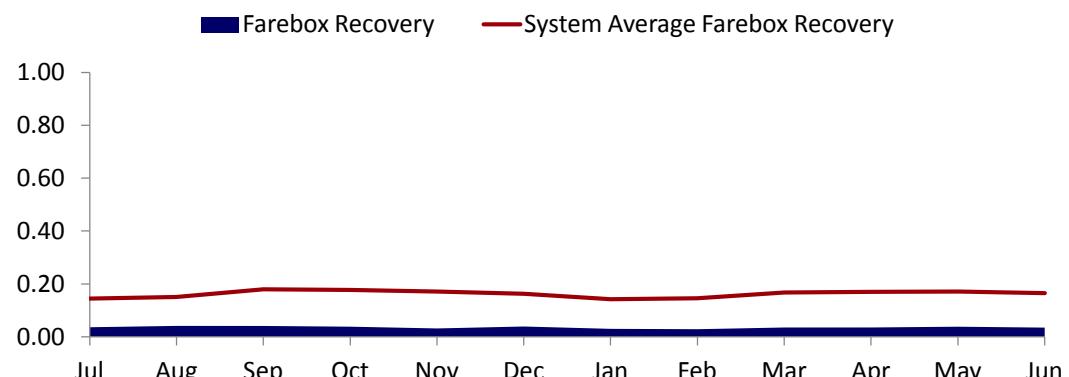


## New Bedford North End Shuttle

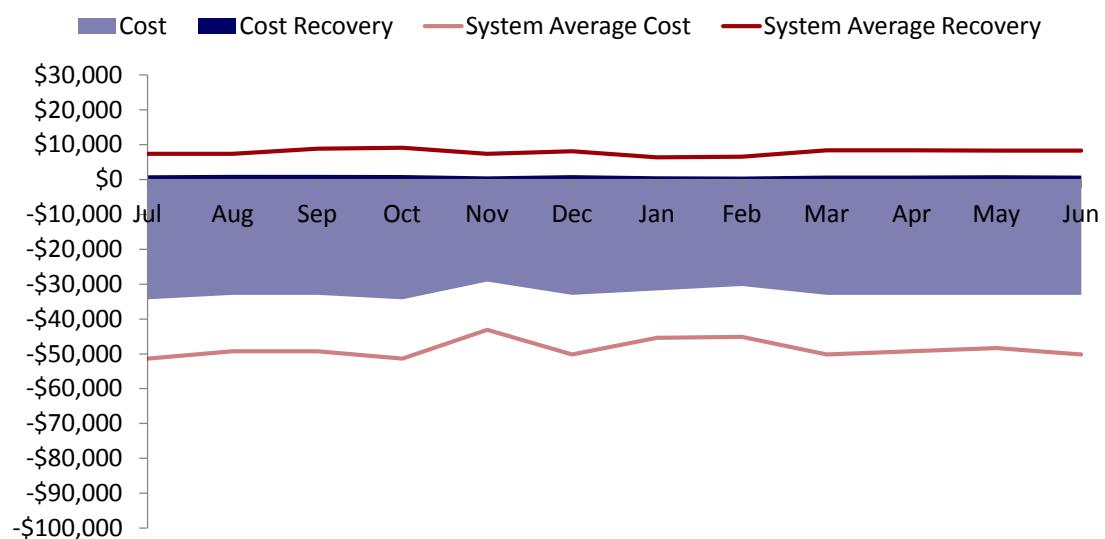
### Fare Payment Method



### Farebox Recovery Ratio



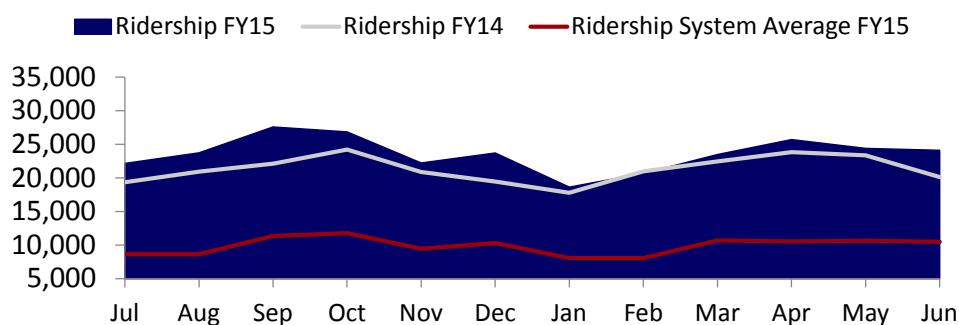
### Cost Recovery



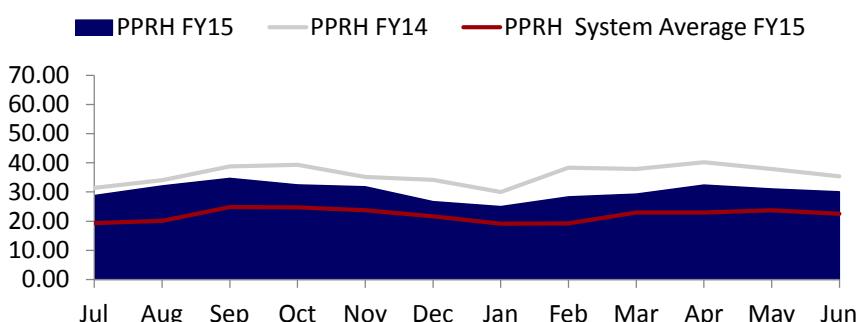
### New Bedford Intercity Route - New Bedford to Fall River

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY15 12 Mo. Total	Change FY14
Ridership - Total	22,144	23,718	27,568	26,831	22,212	23,696	18,620	20,658	23,467	25,690	24,380	24,096	283,080	11%
PPRH	28.79	32.09	34.68	32.44	31.80	26.70	25.00	25.00	29.28	32.39	31.05	30.07	30.21	-14%
PPRM	1.70	1.90	2.20	2.06	2.02	1.87	1.59	1.80	1.86	2.05	1.97	1.91	1.91	12%
Cost per Passenger	5.11	4.58	3.94	4.21	4.30	4.64	5.47	4.83	4.68	4.23	4.41	4.41	4.54	-9%

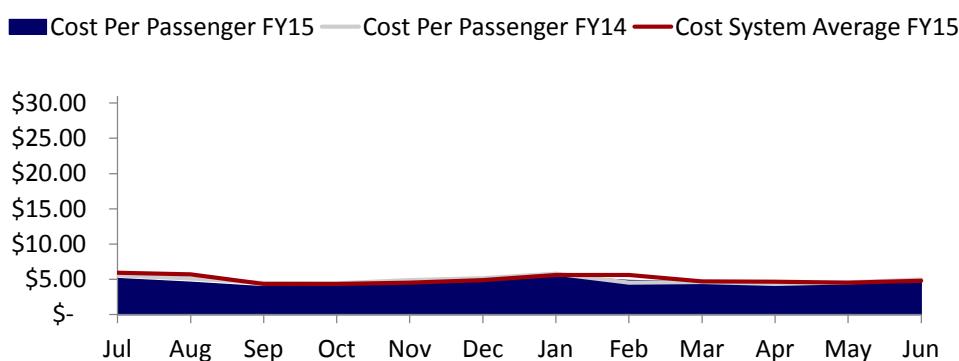
#### Ridership



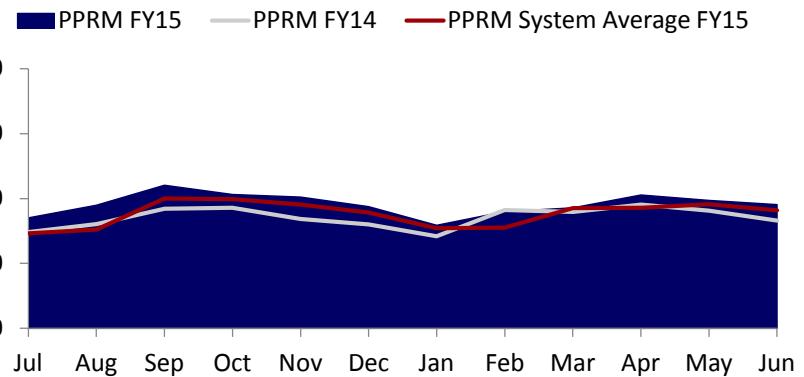
#### Passengers per Revenue Hour



#### Operating Cost per Passenger

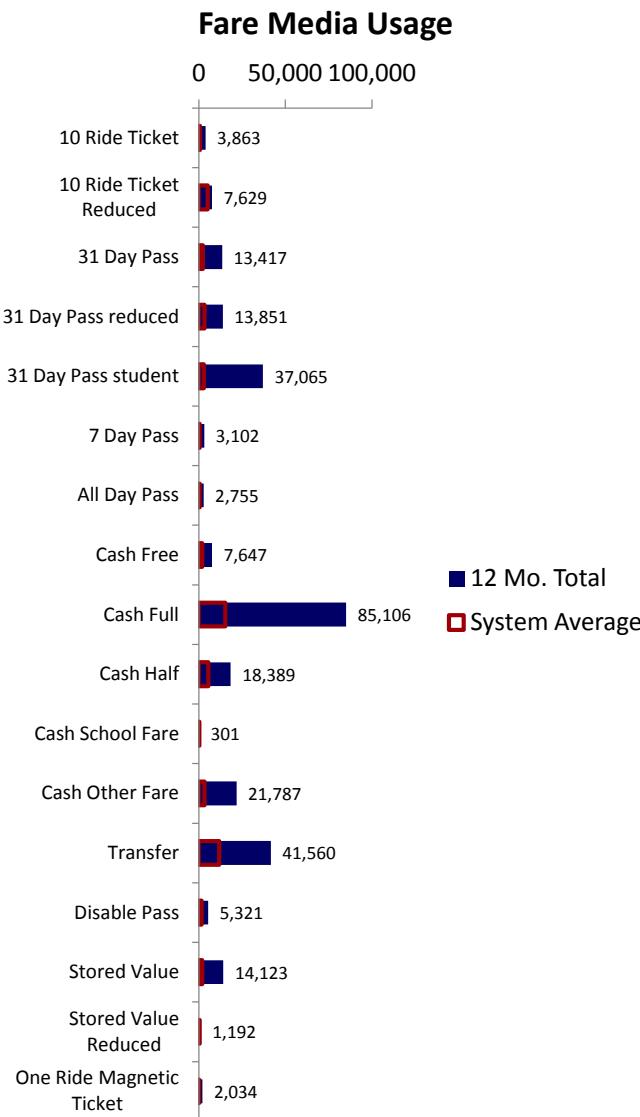


#### Passengers per Revenue Mile



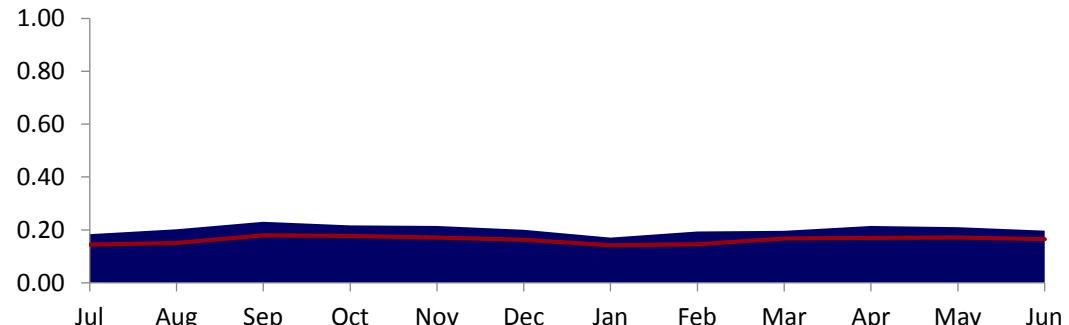
## New Bedford Intercity Route - New Bedford to Fall River

### Fare Payment Method



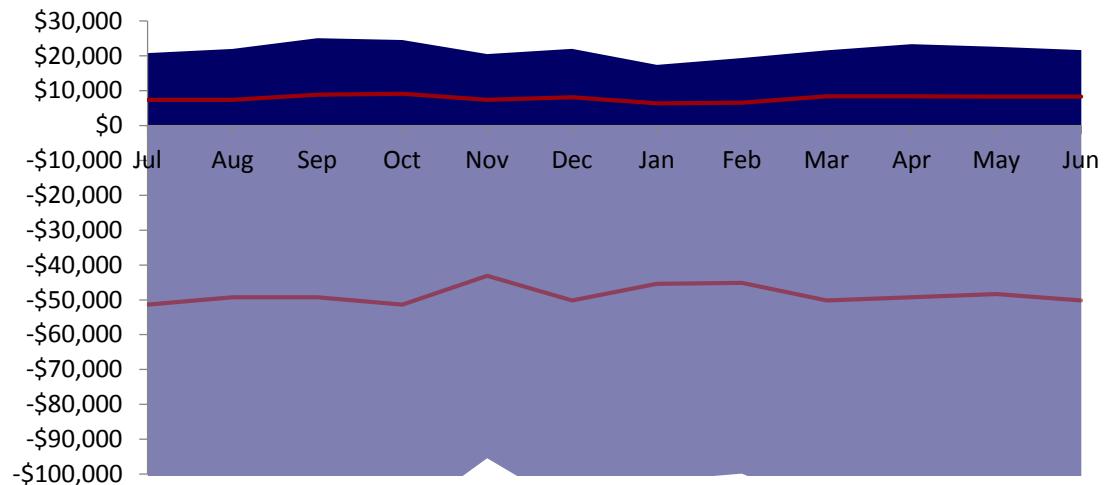
### Farebox Recovery Ratio

■ Farebox Recovery — System Average Farebox Recovery



### Cost Recovery

■ Cost ■ Cost Recovery — System Average Cost — System Average Recovery



Ridership Analysis - FY15 - 12 Month Report

October 27, 2015

Ridership Analysis - FY15 - 12 Month Report

October 27, 2015

Ridership Analysis - FY15 - 12 Month Report

October 27, 2015

Ridership Analysis - FY15 - 12 Month Report

October 27, 2015