

SRTA Ridership Analysis: FY 2016 Year End Report

July 1, 2015 - June 30, 2016

Prepared for
Southeastern Regional Transit Authority

Prepared by:

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

January, 2017

Page intentionally left blank



Southeastern Regional Planning & Economic Development District
88 Broadway Taunton, MA 02780-2557

SRPEDD Administration:

Jonathan Henry - SRPEDD Chair

Jeffrey Walker, AICP - Executive Director

Paul Mission - Transportation Planning Manager

Staff Contributors:

Shayne M. Trimbell, AICP - Director of Transit Planning

Kyle Richard - Transportation Planning Technician

Federal Disclaimer, Title VI and Nondiscrimination Notice of Rights of 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 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. Individuals seeking additional information or wishing to file a Title VI/Nondiscrimination complaint may contact the SRPEDD Title VI/Nondiscrimination Coordinator at the contact information here. All such complaints must be received, in writing, within 180 days of the alleged discriminatory occurrence. Assistance will be provided, upon request, to individuals unable to provide the complaint form in writing.

SRPEDD

Lilia Cabral

Title VI/Nondiscrimination Coordinator

88 Broadway

Taunton, MA 02780

Phone: (508) 824-1367

Fax: (508) 823-1803

Email: lcabral@srpedd.org

www.srpedd.org

Massachusetts Public Accommodation Law (M.G.L. c 272 §§92a, 98, 98a) and Executive Order 526 section 4 also prohibit discrimination in public accommodations based on religion, creed, class, race, color, denomination, sex, sexual orientation, nationality, disability, gender identity and expression, and veteran's status, and SRPEDD and the SMMPO assures compliance with these laws. Public Accommodation Law concerns can be brought to SRPEDD's Title VI/Nondiscrimination Coordinator or 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.

Massachusetts Commission Against Discrimination (MCAD)

One Ashburton Place, 6th Floor
Boston, MA 02109
617-994-6000
TTY: 617-994-6196

The SMMPO is equally committed to implementing federal Executive Order 12898, entitled "Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations." In this capacity, the SMMPO identifies and addresses disproportionately high and adverse human health or environmental effects of its programs, policies, and activities on minority populations and low-income populations. The SMMPO carries out this responsibility by involving minority and low income individuals in the transportation process and considering their transportation needs in the development and review of the SMMPO's transportation plans, programs and projects.

English: If this information is needed in another language, please contact SRPEDD's Title VI Coordinator by phone at (508) 824-1367.

Portuguese: Caso esta informação seja necessária em outra idioma, favor contar o coordenador em Título VI do SRPEDD pelo telephone (508) 824-1367.

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

Haitian Creole: Si yo bezwen enfòmasyon sa a nan yon lòt lang, tanpri kontakte Koòdonatè Tit VI SRPEDD a pa telefòn nan (508) 824-1367.

Introduction

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 2016 which began July 1, 2015 and concluded June 30, 2016.

Ridership data was collected by SRPEDD on January 15, 2015 and July 11, 2016 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 using scheduled mileage, scheduled trips 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.

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 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 routes 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:

Fare Type	Cost per Ride
10 Ride Ticket	\$1.40
10 Ride Ticket Reduced	\$0.70
31 Day Pass	\$0.87
31 Day Pass reduced	\$0.46
31 Day Pass student	\$1.03
7 Day Pass	\$1.21
All Day Pass	\$1.43
Cash Free	\$0.00
Cash Full	\$1.50
Cash Half	\$0.75
Cash Other	\$2.12
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

Table 1: Fare Assumptions

Key Findings

Systemwide

SRTA ridership continues to grow over the previous year and is up 5% for FY16 over FY15 for a total of 2,739,970 unlinked passenger trips. Fifteen of the twenty-two routes experienced an increase in ridership; seven routes experienced a decline. The route with the highest increase in ridership was the New Bedford Intercity Route, which increased 22% from FY15. The route with the largest decline in ridership was the New Bedford Route 10 - Dartmouth Mall, which decreased 19% from FY15.

Route productivity experienced slight growth with an increase of 1%, carrying 22.73 passengers per revenue hour and 1.78 passengers per revenue mile. Fall River Route 6 - Pleasant Street experienced the highest growth in productivity with a 14% increase over the same period from last year. The route with the largest decline in productivity was the New Bedford Route 10 - Dartmouth Mall which experienced a 25% decline in passengers per revenue hour.

Cash and single ride passes (single trip magnetic ticket and overpayment magnetic ticket) remain the most dominant form of payment, comprised 47% of all fares. Multi-ride passes (all day, seven day, ten trip, and monthly) comprised 29% of all fares, transfer use remain strong, representing 20% of all trips; this indicates that riders are using multiple routes as part of their journey. The use of stored value cards remains low, representing only 4% of all fares. Fare media use is shown in Figure 1.

Fare Media Use

■ Single Ride ■ Multi-Ride Pass ■ Transfer ■ Stored Value Charlie Card

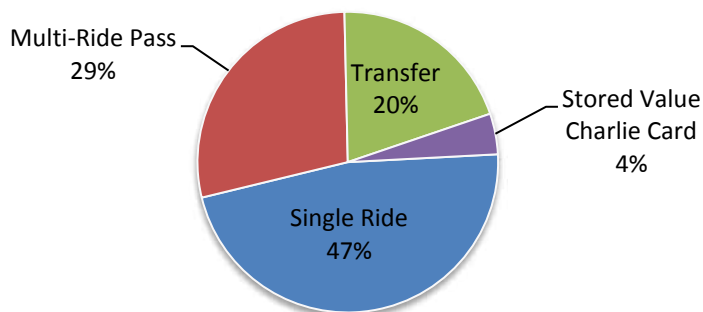


Figure 1: Fare Media Use

Ridership by day of week remained consistent across each weekday, with an average of 5,005 trips per weekday; Saturdays experienced lower ridership when compare to weekdays with an average of 3,378 trips. Systemwide Ridership by day of week is shown in Figure 2.

Ridership by time of day reveals a distinct pattern of ridership that include a peak between 6 AM and 8 AM and again between 1 PM and 3 PM. Ridership between 8 AM and 1 PM increased steadily. Systemwide Ridership by time of day is show in Figure 3.

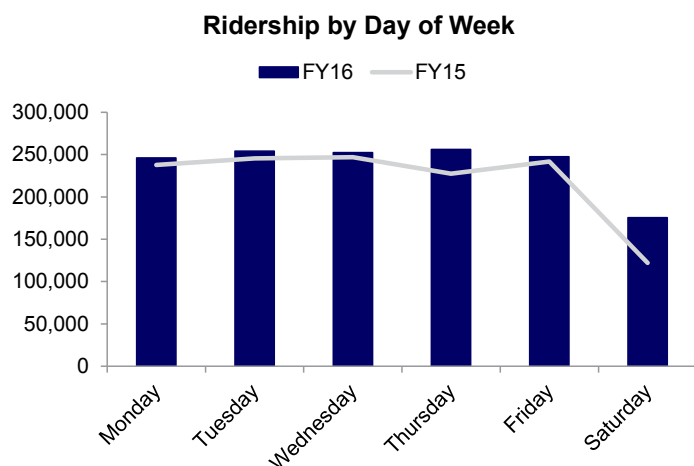


Figure 2: Systemwide Ridership by Day of Week

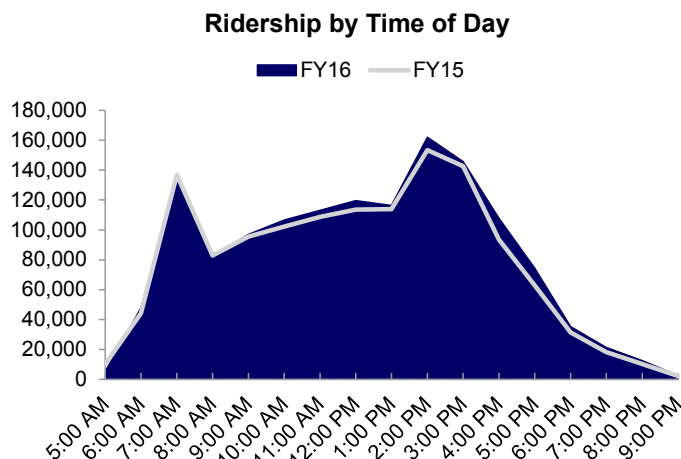


Figure 3: Systemwide Ridership by Time of Day

Fall River System Analysis

Total ridership for Fall River was 1,160,926 trips. The route with the highest ridership was the Fall River Route 8 - Bristol Community College / Durfee High School with 262,029 trips. The route with the lowest ridership was the Fall River Route 10 - Rodman Street with 48,156. The route with the largest increase in ridership was the Fall River Route 6 - Pleasant Street with an increase of 16%. The route with the largest decrease in ridership was the Fall River Route 5 - Stafford Road.

Fall River route productivity varied greatly; the most productive route was the Fall River Route 6 - Pleasant Street which carried 29.35 passengers per revenue hour. The route with the lowest productivity was the Fall River Route 14 - Swansea Mall which carried 13.18 passengers per revenue hour.

Fall River Individual Route Analysis

Fall River Route 1 - South Main Street

Route 1 carried a total of 128,423 passengers, which is an increase of 9% from FY15. Route productivity also increased to 23.18 passengers per revenue hour, which is a 7% increase from FY15.

Fall River Route 2 - North Main Street

Route 2 carried 167,781 passengers and experienced a 11% increase in ridership. Route productivity increased 7% to 15.68 passengers per revenue hour. Route 2 experienced a later afternoon peak hour at 3 PM as compared with the systemwide 2 PM peak.

Fall River Route 3 - Laurel Street

Route 3 carried 120,506 passengers and experienced a 8% increase in ridership. Route productivity increase 6% to 27.02 passengers per revenue hour. Route 3 experienced a later afternoon peak hour at 3 PM as compared with the systemwide 2 PM peak.

Fall River Route 4 - Robeson Street

Route 4 carried 93,198 passengers and experienced a 9% increase in ridership. Route productivity increased 6% to 18.52 passengers per revenue hour. Route 4 experienced an AM peak hour consistent with the systemwide 7 AM, however ridership remained generally flat for the remainder of the service day with no defined PM peak hour.

Fall River Route 5 - Stafford Road

Route 5 carried 84,590 passengers and experienced a 4% decrease in ridership. Route productivity decreased 6% to 15.04 passengers per revenue hour. Route 5 experienced a later afternoon peak hour at 3 PM as compared with the systemwide 2 PM peak.

Fall River Route 6 - Pleasant Street

Route 6 carried 68,229 passengers and experienced an 16% increase in ridership. Route productivity increased 14% to 29.35 passengers per revenue hour. Route 6 experienced AM and PM peak hours consistent with the systemwide 7 AM peak and 2 PM peak, however the PM peak shifted from 3 PM in FY15 to 2 PM in FY16.

Fall River Route 7 - Bay Street

Route 7 carried 69,409 passengers and experienced a 3% increase in ridership. Route productivity remained flat at 20.66 passengers per revenue hour. Route 7 experienced a defined peak at 7 AM and 3 PM with significantly lower than systemwide average ridership during the middle hours of the service day; the 3 PM peak hour occurred later than the 2 PM systemwide average.

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

Route 8 carried 262,029 passengers and experienced a 1% increase in ridership. Route productivity decreased 2% to 40.51 passengers per revenue hour. Route 8 experienced a peak at 7 AM and 2 PM consistent with the systemwide average, however the peak hours for Route 8 are significantly higher than the systemwide average; these peaks are attributed to high use among students traveling to Durfee High School; 96,606 student 31 day passes were used to board in FY16.

Fall River Route 9 - Bedford Street

Route 9 carried 65,979 passengers and experienced a 6% increase in ridership. Route productivity increased 6% to 15.38 passengers per revenue hour. Route 9 experienced a peak at 7 AM and 3 PM; ridership was consistent with the systemwide average for the AM peak and steadily declined from the average for the remainder of the service day.

Fall River Route 10 - Rodman Street

Route 10 carried 48,156 passengers and experienced a 1% decrease in ridership. Route productivity decreased 2% to 24.69 passengers per revenue hour. Route 10 did not experience defined peaks during the service day, but did experience a steady increase in ridership throughout the service day.

Fall River Route 14 - Swansea Mall

Route 14 carried 52,626 passengers and experienced a 3% increase in ridership. Route productivity increased 1% to 13.18 passengers per revenue hour. Route 14 did not experience defined peaks during the service day, but rather exhibited generally flat ridership throughout the service day.

New Bedford System Analysis

Total ridership for the New Bedford system was 1,569,342 passengers. The route with the highest ridership was the Intercity Route which carried 345,352 passengers. The route with the lowest ridership was the North End Shuttle with 14,628 passengers. The route with the largest increase in ridership was the Intercity Route with a 22% increase. The route with the largest decrease in ridership was the New Bedford Route 10 - Dartmouth Mall with a 19% decrease.

Route productivity in New Bedford varied greatly; the most productive route was Route 1 - Fort Rodman with 30.96 passengers per revenue hour. The route with the lowest productivity was the North End Shuttle with 6.86 passengers per revenue hour.

New Bedford Individual Route Analysis**New Bedford Route 1 - Fort Rodman**

Route 1 carried 262,479 passengers and experienced a 2% decrease in ridership. Route productivity decreased 5% to 30.96 passengers per revenue hour. Route 1 did not experience defined peak hours consistent with the systemwide average, however experienced several peaks and valleys throughout the service day. Despite the peaks and valleys, ridership steadily increased throughout the service day and was significantly higher than the systemwide average for the entirety of the service day.

New Bedford Route 2 - Lund's Corner

Route 2 carried 267,752 passengers and experienced an 9% increase in ridership. Route productivity increased 5% to 25.71 passengers per revenue hour. Route 2 did not experience defined peak hours consistent with the systemwide average, however experienced several peaks and valleys throughout the service day. Despite the peaks and valleys, ridership steadily increased throughout the service day and was significantly higher than the systemwide average for the entirety of the service day.

New Bedford Route 3 - Dartmouth Street

Route 3 carried 105,872 passengers and experienced a 4% increase in ridership. Route productivity remained flat at 13.32 passengers per revenue hour. Route 3 did not experience defined peak hours, but rather a steady increase in ridership throughout the service day generally consistent with the systemwide non-peak hour ridership.

New Bedford Route 4 - Ashley Boulevard

Route 4 carried 170,523 passengers and experienced a 4% decrease in ridership. Route productivity decreased 12% to 21.65 passengers per revenue hour. Route 4 experienced several peaks and valleys throughout the service day which exceeded the systemwide average. The most significant peak occurred at 3 PM, later than the 2 PM peak of the systemwide average.

New Bedford Route 5 - Rivet Street

Route 5 carried 36,614 passengers and experienced a 4% decrease in ridership. Route productivity decreased 7% to 13.38 passengers per revenue hour. Route 5 ridership did not peak in either AM or PM consistent with the systemwide average, but rather remained consistent throughout the service day.

New Bedford Route 6 - Shawmut / Rockdale

Route 6 carried 66,330 passengers and experienced a 5% increase in ridership. Route productivity increased 1% to 15.05 passengers per revenue hour. Route 5 experienced a peak at 7 AM and 2 PM, consistent with the systemwide average.

New Bedford Route 8 - Mt. Pleasant

Route 8 carried 110,342 passengers and experienced a 3% increase in ridership. Route productivity increased 1% to 29.38 passengers per revenue hour. Route 8 did not experience defined peaks, but rather a steady arc of ridership throughout the service day. Route 8 Saturday ridership was 48% higher than the typical weekday ridership average, a trend that is inconsistent with the systemwide ridership patterns.

New Bedford Route 10 - Dartmouth Mall

Route 10 carried 74,205 passengers and experienced a 19% decrease in ridership. Route productivity decreased 25% to 19.53 passengers per revenue hour. Route 10 did not experience defined peaks, but rather a steady arc of ridership throughout the service day. Route 10 Saturday ridership was 64% higher than the typical weekday ridership average, a trend that is inconsistent with systemwide ridership patterns. The Route 10 schedule was adjusted in August 2015 as a result of increased service on the New Bedford Intercity Route, it is likely that the decrease in ridership is a result of the increased service on the Intercity Route.

New Bedford Route 11 - Fairhaven

Route 11 carried 113,345 passengers and experienced a 2% increase in ridership. Route productivity remained flat at 16.34 passengers per revenue hour. Route 11 did not experience peak hour ridership, but rather a steady arc of ridership throughout the service day. Route 11 Saturday ridership was 63% higher than typical weekday ridership average, a trend that is inconsistent with systemwide ridership patterns.

New Bedford North End Shuttle

The North End Shuttle carried 14,628 passengers and experienced a 12% decrease in ridership. Route productivity decreased 13% to 6.86 passengers per revenue hour. The North End Shuttle did not experience peak hour ridership, but rather remained consistent throughout the day. North End Shuttle Saturday ridership was consistent with typical weekday ridership average.

Intercity Route - New Bedford to Fall River

The Intercity Route carried 345,252 passengers and experienced a 22% increase in ridership. Route productivity decreased 10% to 27.05 passengers per revenue hour. The Intercity Route did not experience clearly defined peak hour ridership, but rather a steady increase in ridership that was highest between 2 PM and 4 PM. The increase in ridership and decrease in route productivity is likely attributable to a service change in August 2015 which increased weekday service between 9 AM and 3 PM.

Performance Analysis of Service

SRTA has adopted performance standards by which each route is monitored with the purpose of identifying under performing routes. The performance standards are quantitative indicators that measure individual route performance against the systemwide 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 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 improve performance

Passengers per Revenue Hour

The New Bedford North End Shuttle did not exceed 35% of the systemwide average. The route is in the "Fail" category. All other routes exceed the minimum standards to either require monitoring or to be considered failing.

Passengers per Revenue Mile

The New Bedford Route 6 - Shawmut/Rockdale did not exceed 50% of the systemwide average for passengers per revenue mile and is the "Monitor" category. The Fall River Route 14 - Swansea Mall did not exceed 35% of the systemwide average for passengers per revenue mile and is in the "Fail" category. The New Bedford North End Shuttle did not exceed 35% of the systemwide average and is in the "Fail" category. All other routes exceed the minimum standards to either require monitoring or to be considered failing.

Operating Cost per Passenger

The Fall River Route 14 - Swansea Mall exceeded 135% of the systemwide average for operating cost per passenger and is in the "Monitor" category. The New Bedford North End Shuttle exceeded 150% of the systemwide average for operating cost per passenger and is in the "Fail" category.

Recommendations

The New Bedford North End Shuttle remains the lowest performing route in this system. A 2015 conducted by SRPEDD concluded that while ridership is low, the route is necessary and options to maintain service coverage in New Bedford's North End would cost as much if not more than current costs for operating the North End Shuttle. Maintaining service coverage in the North End is paramount and SRTA should not make any changes that reduce service coverage despite the poor performance of the route.

The Fall River Route 14 - Swansea Mall remains in the "Monitor" category for Passengers per Revenue Mile; this is due to the fact that the route currently operates a significant portion of its mileage on Interstate 195 where it can not board passengers. The route operates on Interstate 195 due to a significant roadway construction project on MA Route 79 in Fall River and upon completion of the project, it is likely that the Route 14 service will be realigned to use surface roads where it is more likely to board passengers.

The New Bedford Route 5 - Rivet Street has continued to experience a decrease in ridership, however continues to exceed the systemwide averages for performance monitoring. The changes made in December 2014 likely are the cause of the decrease as the route is now serving MacArthur Boulevard (rather than Acushnet Ave and Second Street as previously routed) where it is less likely to board passengers. The intent of the service change was to better serve the New Bedford waterfront, however it is recommended that SRTA examine ridership patterns more closely to determine if the service change has been effective and should remain.

The New Bedford Route 10 - Dartmouth Mall appears to have suffered ridership as a result of the increased service on the Intercity Route. Both the Intercity Route and the Dartmouth Mall Route service US Route 6 between New Bedford Terminal and the Dartmouth Mall; a scheduling change to increase service on Intercity Route shifted the Route 10 from departing the New Bedford terminal at 30 minutes past the hour to 45 minutes past the hour to accommodate additional Intercity service which now departs the New Bedford Terminal at the beginning of the hour and at 30 minutes past the hour. It is likely that passengers that previously used the Route 10 to travel to the Dartmouth Mall have shifted to the Intercity Route. SRPEDD is currently undertaking a study of the Intercity Route and the Route 10 to understand the impacts of the service changes.

Cash remains the dominant form of payment for riders while the stored value card use remains extremely low. Efforts should be made to shift regular ridership from the use of cash to the stored value card. The benefits of increasing stored value card usage would be experienced by both riders and the authority in that riders benefit from a \$0.10 savings per ride and the authority can reduce the amount of cash it must handle and shift the point at which cash enters the system from the farebox to the terminals and ticket vending machines. Additionally, boarding times are much faster with the use of the stored value card as compared with cash, which would produce a benefit of improved on-time performance. SRTA should explore ways to expand access to the stored value cards combined with a public outreach campaign to explain the benefits and savings of using the stored value cards.

Transfers are a dominant form of payment, which indicates that riders are using multiple routes as part of their journey. Current fare policy provides for a free transfer for all passengers regardless of payment method. A change in fare policy which would charge a nominal transfer fee for cash users while providing a free transfer for stored value card users should be explored to determine how it may shift fare payment trends and the impacts on ridership. This change would require a fare equity analysis to determine the impact on low-income riders.

Passengers per Revenue Hour Scorecard

Route	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	12 Mo. Total
FR1	17.27	17.95	26.87	27.82	26.50	24.46	22.46	21.83	26.46	22.75	23.77	20.74	23.24
FR10	20.48	20.83	27.38	26.54	26.65	27.82	23.49	23.23	26.95	25.79	26.37	22.05	24.80
FR14	12.07	13.60	14.34	14.19	14.83	15.00	11.16	11.11	13.26	13.50	12.09	13.25	13.20
FR2	14.85	15.25	16.64	17.63	17.04	14.99	14.40	14.40	16.57	14.93	16.03	15.57	15.69
FR3	22.92	24.45	28.60	29.63	28.84	28.88	26.31	25.80	30.27	26.55	27.12	24.86	27.02
FR4	18.47	18.41	20.08	20.82	19.29	18.68	16.60	16.57	19.47	17.38	18.55	18.02	18.53
FR5	12.00	12.30	16.03	17.26	16.38	16.42	14.27	13.14	17.58	15.24	16.34	12.98	14.99
FR6	19.19	19.63	32.00	35.65	31.22	32.53	28.32	29.01	34.81	32.45	33.36	26.71	29.57
FR7	17.17	17.09	21.99	24.99	23.08	21.50	20.94	19.11	22.93	19.43	21.10	17.24	20.55
FR8	13.97	13.01	49.88	59.39	52.23	45.30	43.83	37.86	49.51	39.03	44.96	31.26	40.02
FR9	10.80	10.57	16.95	17.74	17.28	16.08	15.18	14.89	18.07	16.06	17.33	15.74	15.56
NB1	32.49	32.92	34.15	32.35	32.04	31.01	26.36	28.26	31.54	29.35	30.61	30.61	30.97
NB10	31.37	29.14	20.57	19.37	20.17	17.48	15.40	15.13	18.29	17.44	17.27	17.74	19.95
NB11	16.22	17.32	17.37	17.43	17.42	18.58	13.25	14.45	16.36	15.92	15.35	16.51	16.35
NB2	25.02	26.64	26.77	26.49	26.65	26.17	22.22	23.47	27.23	24.87	25.77	27.40	25.72
NB3	18.39	18.99	14.22	13.72	13.13	12.34	10.91	11.23	12.37	11.87	12.46	13.23	13.57
NB4	26.43	26.19	25.31	24.99	24.41	19.68	17.62	18.05	20.30	19.00	20.46	20.56	21.92
NB5	11.61	12.57	13.68	14.98	13.38	13.35	12.02	12.16	14.42	13.48	14.31	14.69	13.39
NB6	12.00	11.97	17.88	17.64	17.54	16.34	14.76	13.03	16.63	14.47	14.92	14.05	15.10
NB8	33.23	34.26	32.03	31.03	29.47	29.59	24.52	24.47	28.33	27.66	28.32	30.33	29.44
NB9	30.88	26.57	30.63	29.37	28.62	27.09	22.24	24.96	27.48	26.67	25.60	25.69	27.15
NBNES	6.45	6.45	8.06	7.57	7.62	6.28	6.32	5.57	6.86	7.01	6.97	7.34	6.87
Pass >=50% of System Average													
Monitor <50% of System Average													
Fail <35% of System Average													
System Average	19.24	19.37	23.25	23.94	22.90	21.80	19.21	18.99	22.53	20.49	21.32	19.84	21.07
50% System Average	9.62	9.68	11.62	11.97	11.45	10.90	9.60	9.49	11.27	10.25	10.66	9.92	10.54
35% System Average	6.73	6.78	8.14	8.38	8.01	7.63	6.72	6.65	7.89	7.17	7.46	6.95	7.38

Passengers per Revenue Mile Scorecard

Route	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	12 Mo. Total
FR1	1.88	1.95	2.88	2.99	2.85	2.62	2.40	2.33	2.83	2.43	2.54	2.22	2.49
FR10	2.05	2.09	2.50	2.43	2.44	2.52	2.12	2.10	2.44	2.33	2.39	1.99	2.28
FR14	0.61	0.69	0.74	0.73	0.77	0.78	0.58	0.58	0.69	0.70	0.63	0.69	0.68
FR2	0.93	0.96	1.10	1.16	1.12	0.99	0.96	0.96	1.10	0.99	1.06	1.03	1.03
FR3	2.28	2.43	3.03	3.14	3.06	3.06	2.79	2.74	3.21	2.82	2.88	2.64	2.84
FR4	1.31	1.31	1.59	1.65	1.53	1.48	1.31	1.31	1.54	1.38	1.47	1.43	1.44
FR5	0.90	0.93	1.40	1.51	1.44	1.44	1.25	1.15	1.54	1.33	1.43	1.13	1.29
FR6	2.25	2.31	3.44	3.85	3.36	3.47	3.02	3.09	3.71	3.46	3.56	2.85	3.20
FR7	1.40	1.39	2.33	2.64	2.44	2.29	2.23	2.04	2.44	2.07	2.25	1.84	2.11
FR8	0.82	0.77	3.49	4.16	3.66	3.16	3.06	2.64	3.46	2.72	3.14	2.18	2.77
FR9	0.96	0.94	1.28	1.34	1.31	1.22	1.15	1.13	1.37	1.21	1.31	1.19	1.20
NB1	3.01	3.05	3.19	3.03	3.00	2.90	2.47	2.64	2.95	2.75	2.86	2.86	2.89
NB10	2.17	2.01	1.68	1.59	1.65	1.61	1.42	1.40	1.69	1.61	1.59	1.64	1.67
NB11	1.25	1.33	1.34	1.34	1.34	1.43	1.02	1.11	1.26	1.23	1.18	1.27	1.26
NB2	2.35	2.50	2.52	2.48	2.50	2.47	2.10	2.21	2.57	2.35	2.43	2.59	2.42
NB3	1.31	1.35	1.41	1.35	1.30	1.24	1.10	1.13	1.24	1.19	1.25	1.33	1.27
NB4	2.05	2.03	2.21	2.17	2.13	1.92	1.72	1.76	1.98	1.85	2.00	2.01	1.99
NB5	1.13	1.23	1.35	1.48	1.32	1.33	1.19	1.21	1.43	1.34	1.42	1.46	1.32
NB6	0.90	0.90	1.31	1.30	1.29	1.22	1.10	0.97	1.24	1.08	1.11	1.05	1.12
NB8	3.29	3.39	3.54	3.43	3.26	3.27	2.71	2.71	3.14	3.06	3.13	3.36	3.19
NB9	1.83	1.57	1.83	1.76	1.71	1.61	1.33	1.49	1.64	1.59	1.53	1.53	1.62
NBNES	0.34	0.34	0.36	0.34	0.34	0.28	0.29	0.25	0.31	0.32	0.32	0.33	0.32
Pass >=50% of System Average													
Monitor <50% of System Average													
Fail <35% of System Average													
System Average	1.59	1.61	2.02	2.09	1.99	1.92	1.70	1.68	1.99	1.81	1.89	1.76	1.84
50% System Average	0.80	0.81	1.01	1.04	1.00	0.96	0.85	0.84	0.99	0.90	0.94	0.88	0.92
35% System Average	0.56	0.56	0.71	0.73	0.70	0.67	0.59	0.59	0.70	0.63	0.66	0.61	0.64

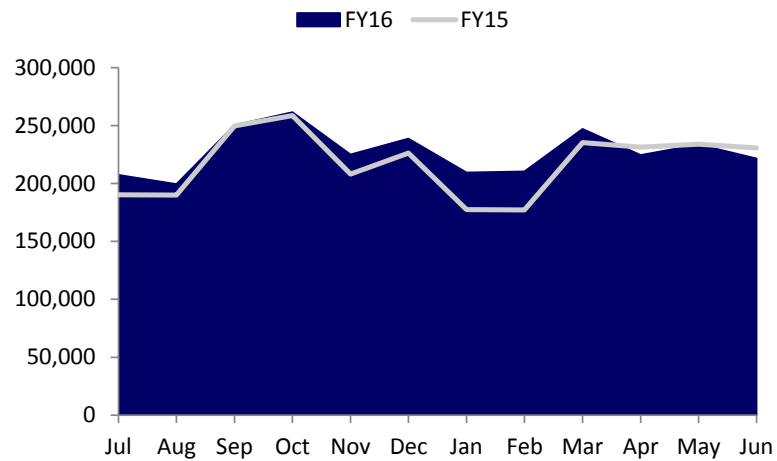
Operating Cost per Passenger Scorecard

Route	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	12 Mo. Total
FR1	6.15	5.92	3.95	3.82	4.01	4.34	4.73	4.87	4.01	4.67	4.47	5.12	\$4.67
FR10	5.19	5.10	3.88	4.00	3.99	3.82	4.52	4.57	3.94	4.12	4.03	4.82	\$4.33
FR14	8.80	7.81	7.41	7.48	7.16	7.08	9.52	9.56	8.01	7.87	8.79	8.02	\$8.13
FR2	7.15	6.96	6.38	6.02	6.23	7.09	7.38	7.37	6.41	7.12	6.62	6.82	\$6.80
FR3	4.63	4.34	3.71	3.58	3.68	3.68	4.04	4.12	3.51	4.00	3.92	4.27	\$3.96
FR4	5.75	5.77	5.29	5.10	5.50	5.69	6.40	6.41	5.45	6.11	5.73	5.89	\$5.76
FR5	8.85	8.64	6.63	6.15	6.49	6.47	7.44	8.08	6.04	6.97	6.50	8.18	\$7.20
FR6	5.54	5.41	3.32	2.98	3.40	3.27	3.75	3.66	3.05	3.27	3.18	3.98	\$3.73
FR7	6.19	6.21	4.83	4.25	4.60	4.94	5.07	5.56	4.63	5.47	5.03	6.16	\$5.25
FR8	7.60	8.16	2.13	1.79	2.03	2.34	2.42	2.81	2.15	2.72	2.36	3.40	\$3.33
FR9	9.83	10.04	6.27	5.99	6.15	6.60	7.00	7.13	5.88	6.62	6.13	6.75	\$7.03
NB1	3.27	3.23	3.11	3.28	3.31	3.43	4.03	3.76	3.37	3.62	3.47	3.47	\$3.45
NB10	3.39	3.65	5.16	5.48	5.26	6.08	6.90	7.02	5.81	6.09	6.15	5.99	\$5.58
NB11	6.55	6.13	6.11	6.09	6.10	5.72	8.02	7.35	6.49	6.67	6.92	6.43	\$6.55
NB2	4.25	3.99	3.97	4.01	3.99	4.06	4.78	4.53	3.90	4.27	4.12	3.88	\$4.14
NB3	5.78	5.59	7.47	7.74	8.09	8.61	9.73	9.46	8.58	8.95	8.53	8.03	\$8.05
NB4	4.02	4.06	4.20	4.25	4.35	5.40	6.03	5.88	5.23	5.59	5.19	5.17	\$4.95
NB5	9.15	8.45	7.76	7.09	7.94	7.95	8.84	8.73	7.37	7.88	7.42	7.23	\$7.98
NB6	8.85	8.87	5.94	6.02	6.06	6.50	7.20	8.15	6.39	7.34	7.12	7.56	\$7.17
NB8	3.20	3.10	3.32	3.42	3.60	3.59	4.33	4.34	3.75	3.84	3.75	3.50	\$3.65
NB9	3.44	4.00	3.47	3.62	3.71	3.92	4.78	4.26	3.86	3.98	4.15	4.13	\$3.94
NBNES	16.46	16.48	13.18	14.03	13.94	16.91	16.80	19.06	15.49	15.15	15.23	14.47	\$15.60
Pass >=50% of System Average													
Monitor >135% of System Average													
Fail >150% of System Average													
System Average	\$6.55	\$6.45	\$5.34	\$5.28	\$5.44	\$5.79	\$6.53	\$6.67	\$5.61	\$6.01	\$5.85	\$6.06	\$5.96
135% System Average	\$8.84	\$8.71	\$7.21	\$7.13	\$7.34	\$7.82	\$8.82	\$9.00	\$7.57	\$8.12	\$7.90	\$8.18	\$8.05
150% System Average	\$9.82	\$9.68	\$8.01	\$7.92	\$8.15	\$8.69	\$9.80	\$10.00	\$8.41	\$9.02	\$8.78	\$9.09	\$8.95

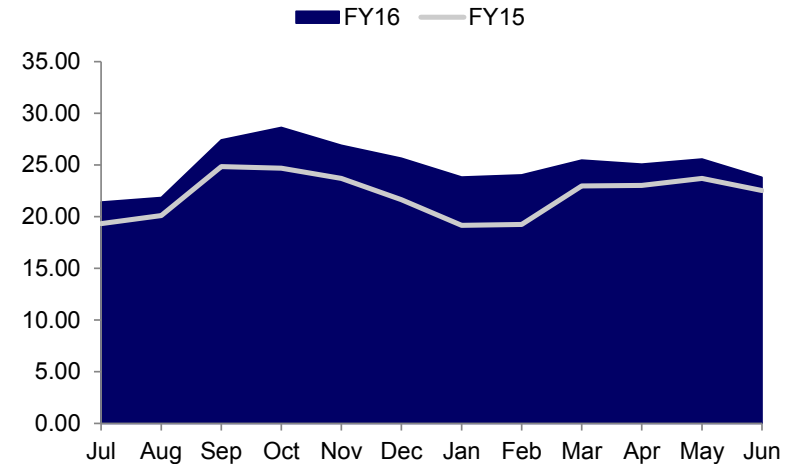
All Routes

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY16 Total	Change FY15
Ridership - Total	207,596	199,725	251,942	263,031	226,114	239,631	210,444	211,118	248,019	225,533	234,610	222,207	2,739,970	5%
PPRH	21.41	21.86	27.57	28.79	27.02	25.74	23.94	24.12	25.58	25.16	25.68	23.87	22.73	1%
PPRM	1.61	1.64	2.02	2.09	1.97	1.88	1.74	1.76	1.86	1.84	1.86	1.75	1.78	0%
Cost / Passenger	\$5.24	\$5.18	\$4.36	\$4.27	\$4.45	\$4.73	\$5.39	\$5.37	\$4.57	\$5.03	\$4.83	\$5.10	\$4.67	-4%

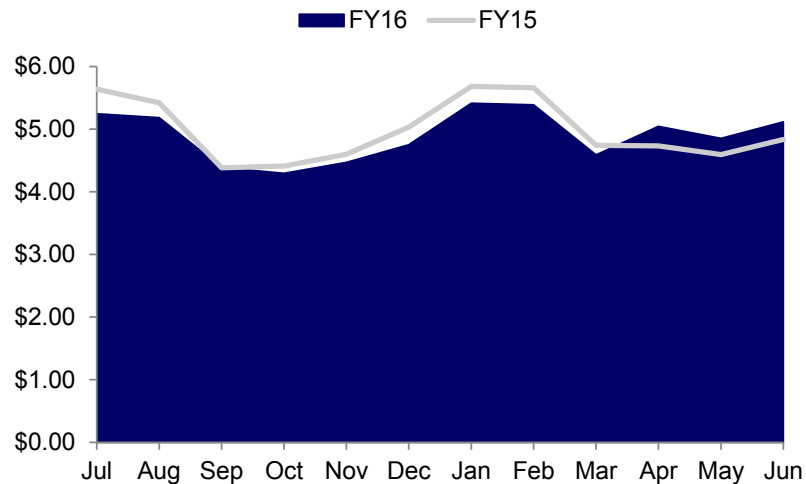
Ridership



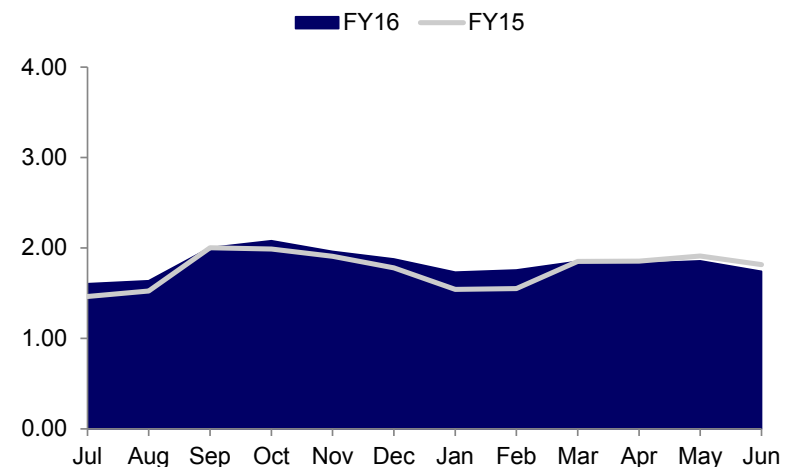
Passengers per Revenue Hour



Operating Cost per Passenger

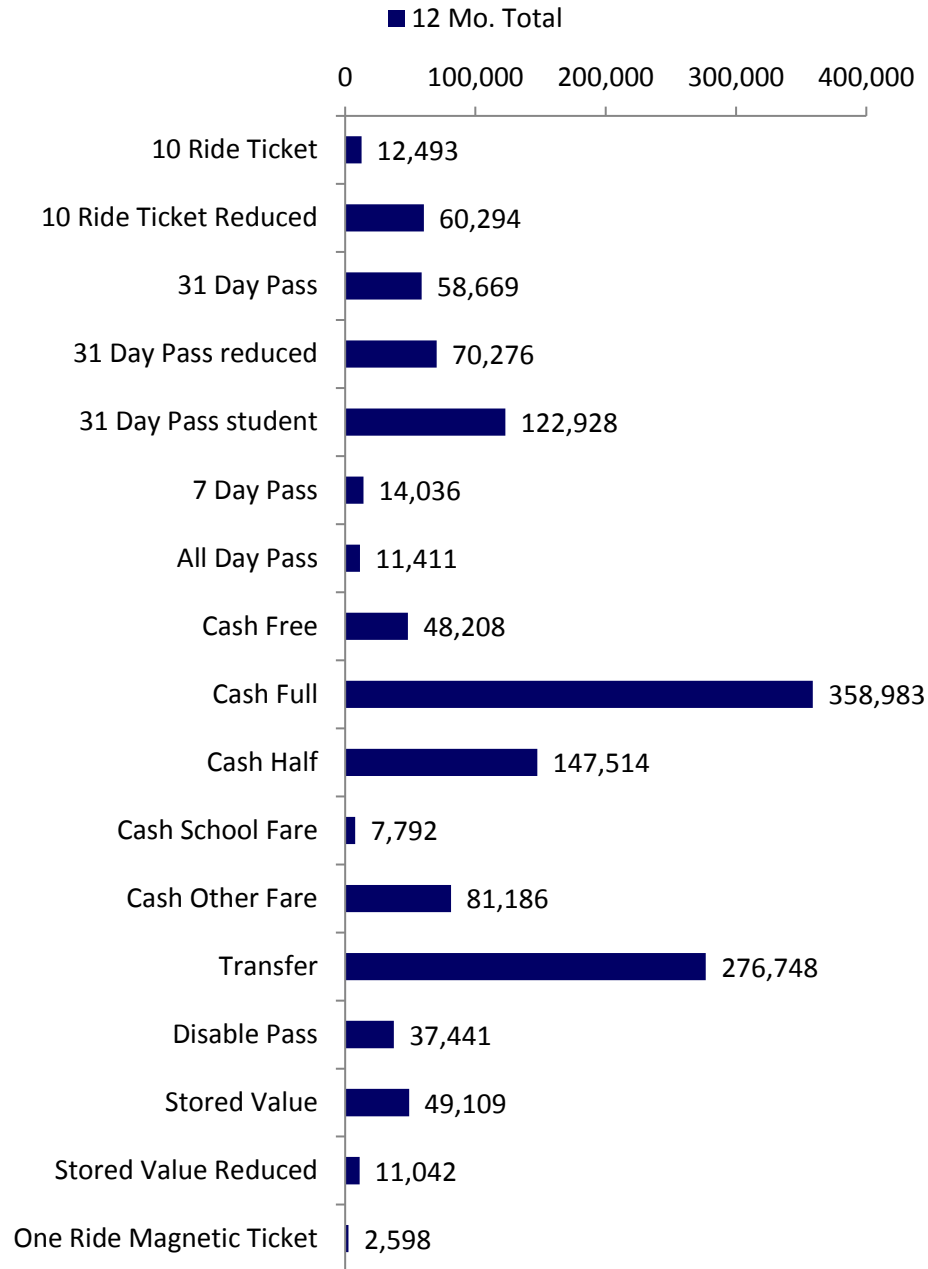


Passengers per Revenue Mile

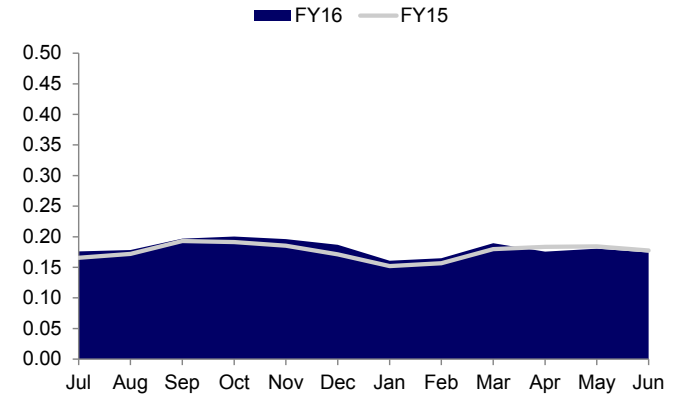


All Routes

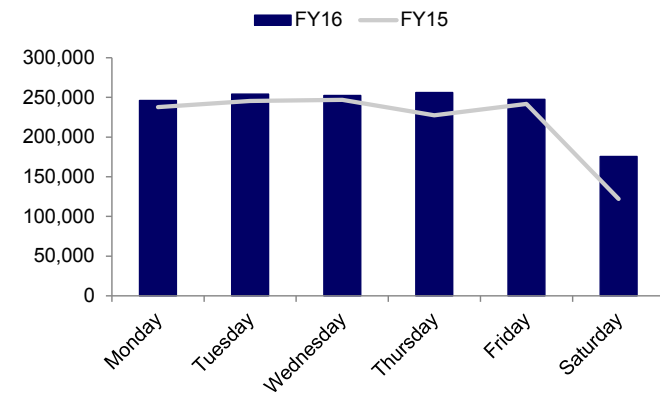
Fare Media Usage



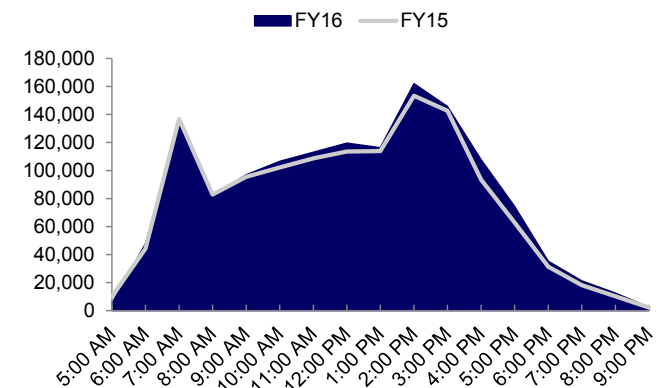
Farebox Recovery Ratio



Ridership by Day of Week



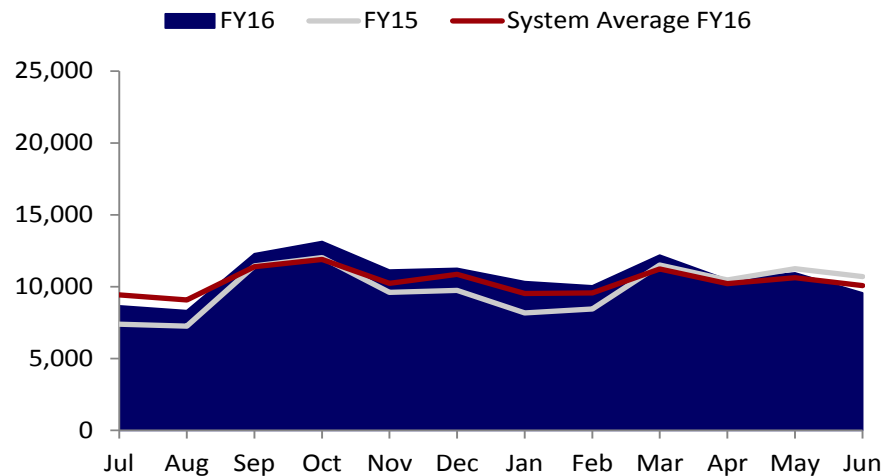
Ridership by Time of Day



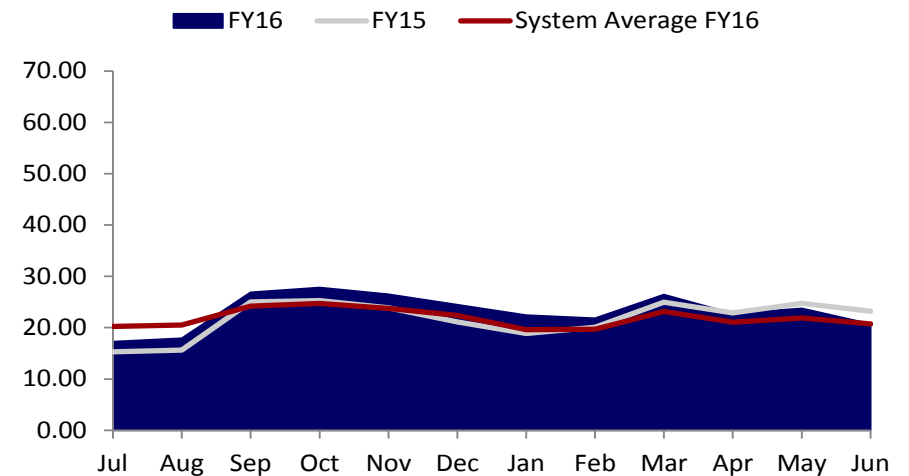
Fall River Route 1 - South Main

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY16 Total	Change FY15
Ridership - Total	8,652	8,325	12,291	13,138	11,151	11,272	10,348	10,058	12,193	10,486	10,953	9,556	128,423	9%
PPRH	17.27	17.95	26.87	27.82	26.50	24.46	22.46	21.83	26.46	22.75	23.77	20.74	23.18	7%
PPRM	1.88	1.95	2.88	2.99	2.85	2.62	2.40	2.33	2.83	2.43	2.54	2.22	2.49	6%
Cost / Passenger	6.15	5.92	3.95	3.82	4.01	4.34	4.73	4.87	4.01	4.67	4.47	5.12	4.58	-9%

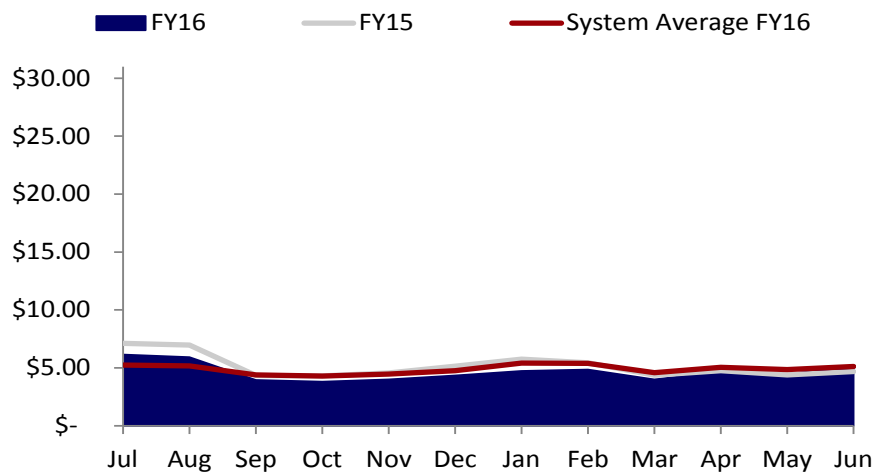
Ridership



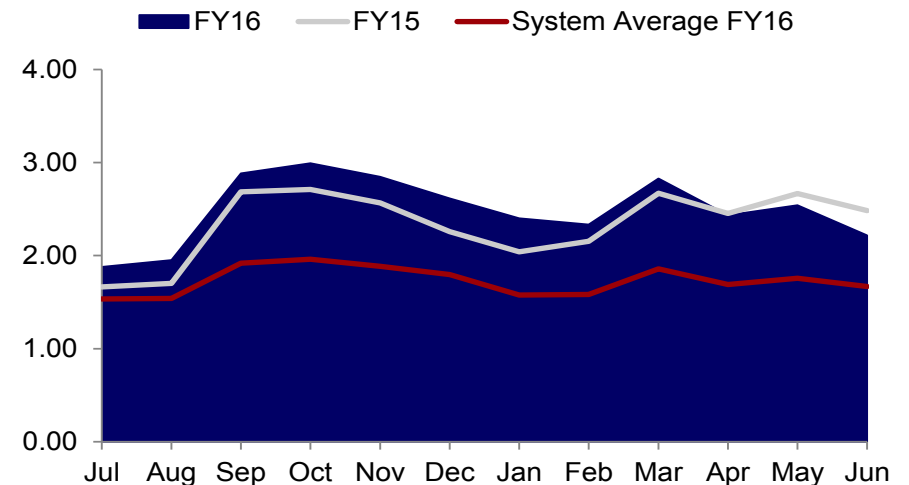
Passengers per Revenue Hour



Operating Cost per Passenger

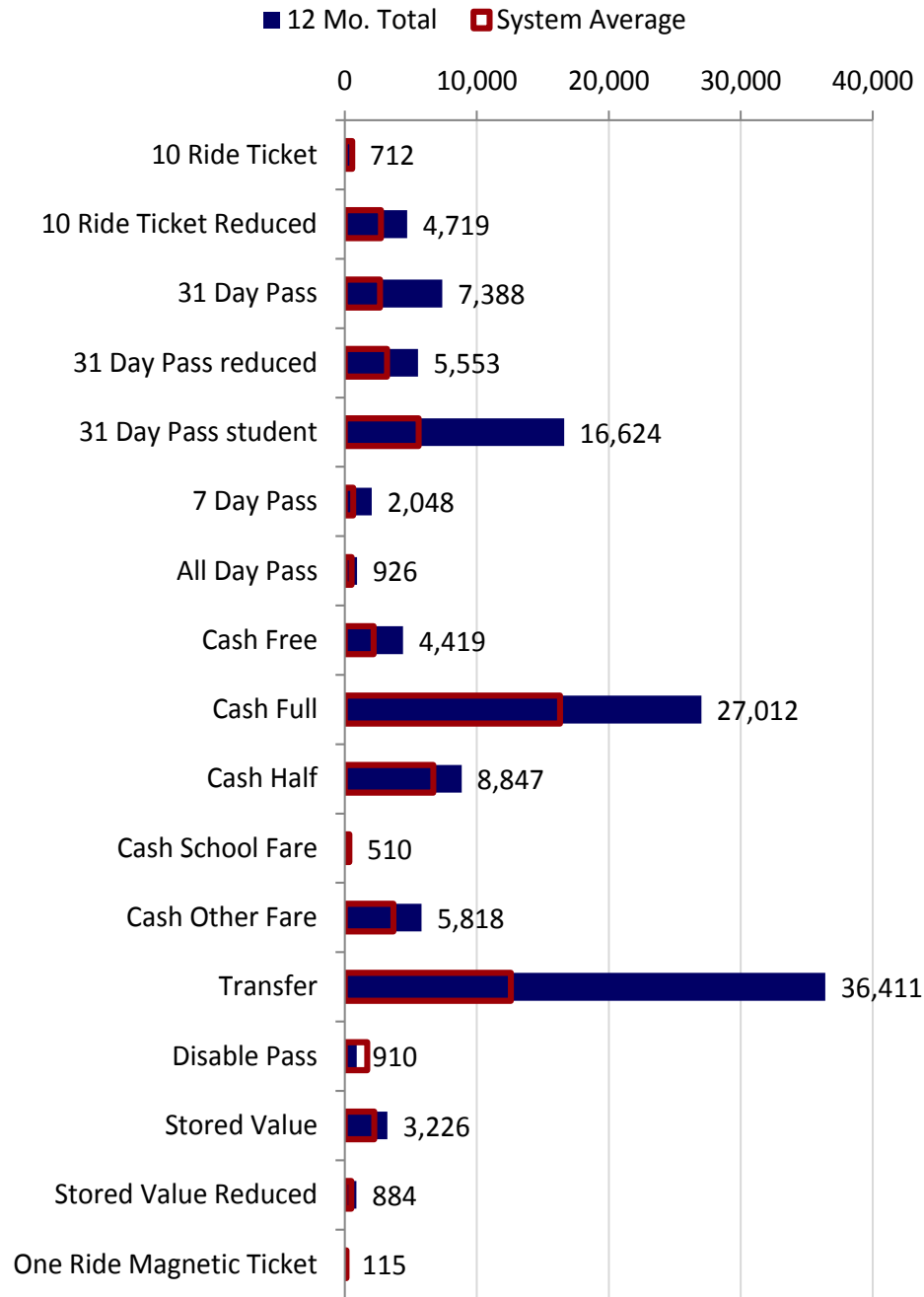


Passengers per Revenue Mile

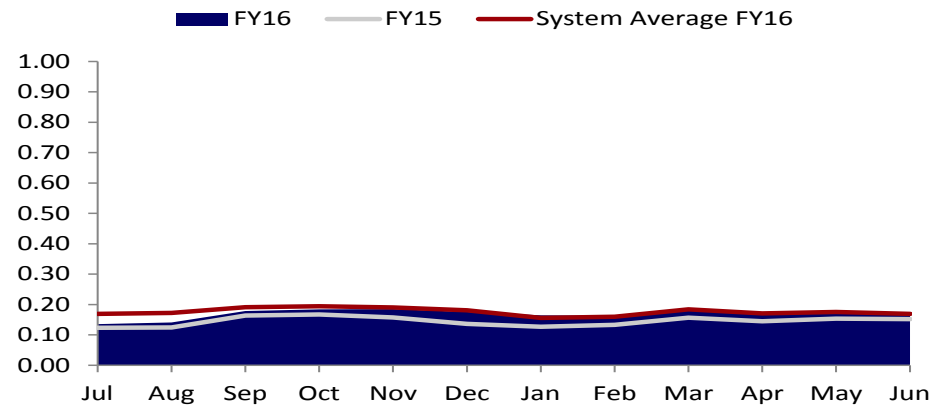


Fall River Route 1 - South Main

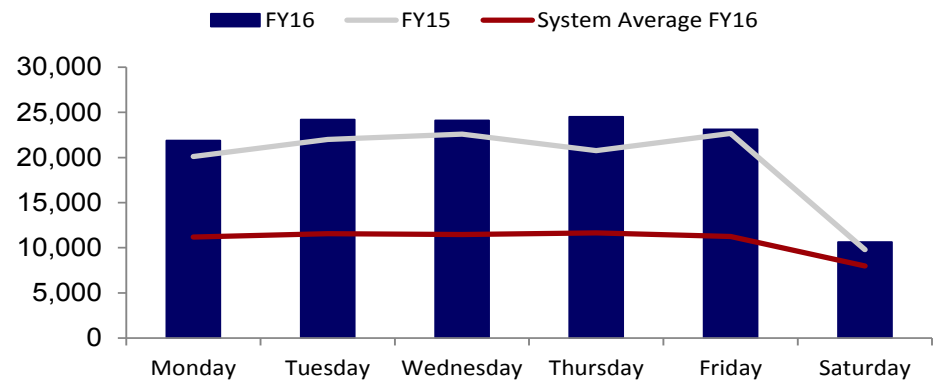
Fare Media Usage



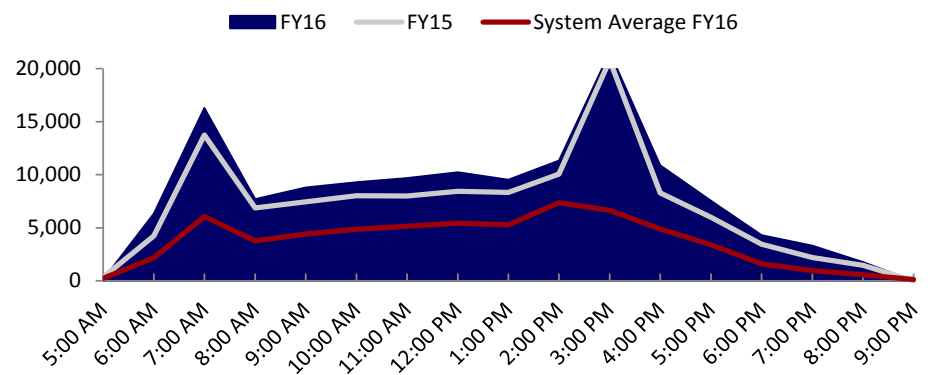
Farebox Recovery Ratio



Ridership by Day of Week



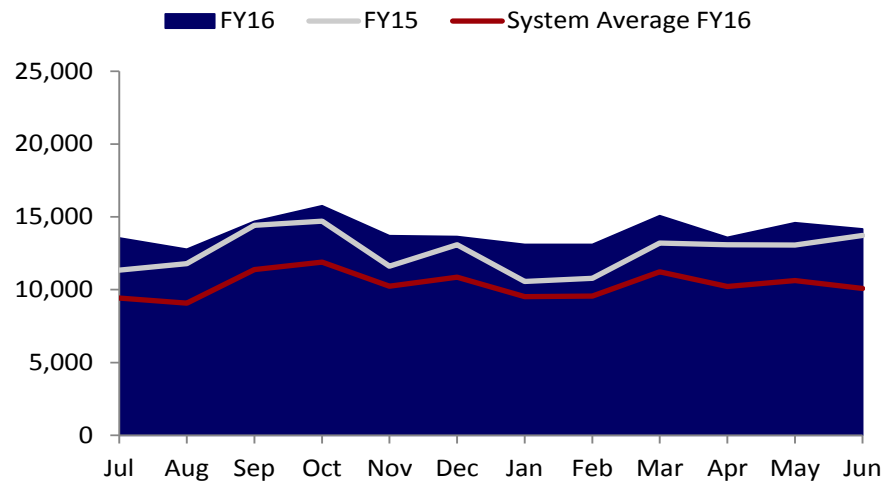
Ridership by Time of Day



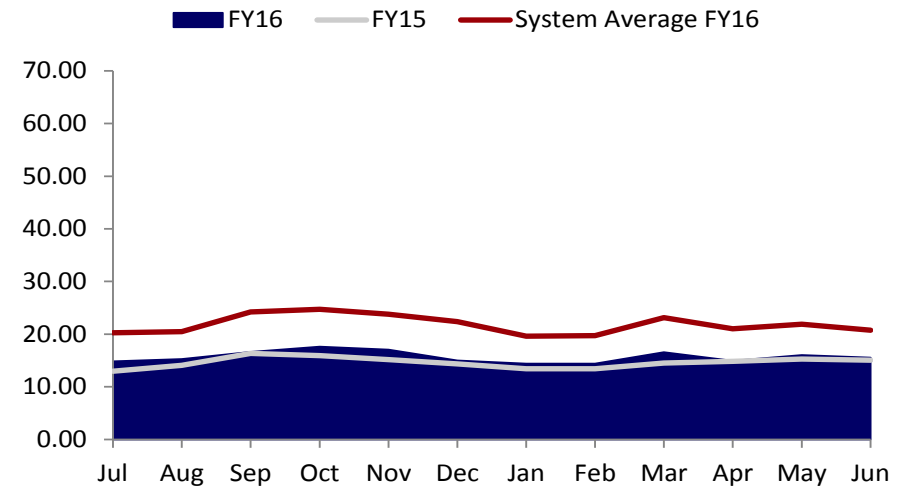
Fall River Route 2 - North Main Street

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY16 Total	Change FY15
Ridership - Total	13,545	12,773	14,687	15,761	13,699	13,646	13,107	13,113	15,085	13,591	14,599	14,175	167,781	11%
PPRH	14.85	15.25	16.64	17.63	17.04	14.99	14.40	14.40	16.57	14.93	16.03	15.57	15.68	7%
PPRM	0.9	1.0	1.1	1.2	1.1	1.0	1.0	1.0	1.1	1.0	1.1	1.0	1.03	7%
Cost / Passenger	\$7.15	\$6.96	\$6.38	\$6.02	\$6.23	\$7.09	\$7.38	\$7.37	\$6.41	\$7.12	\$6.62	\$6.82	\$6.78	-9%

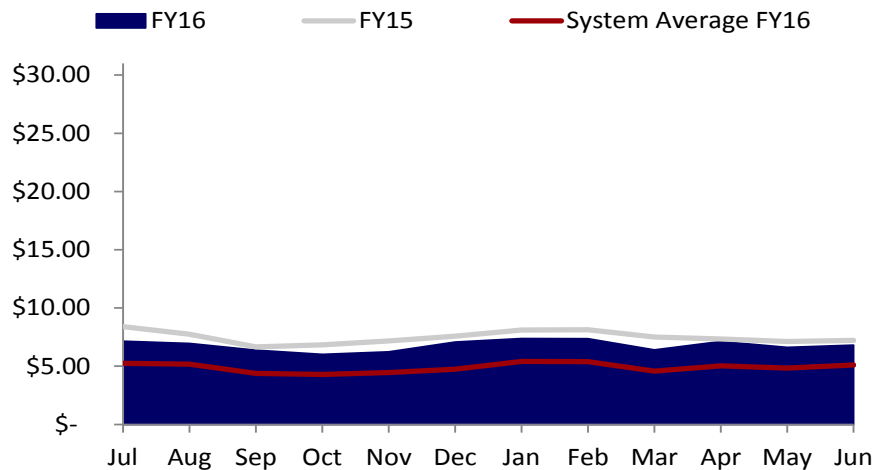
Ridership



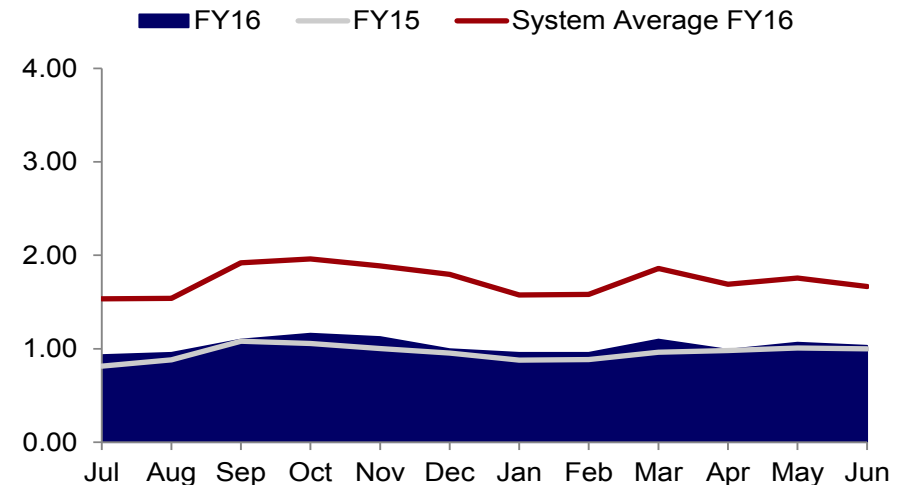
Passengers per Revenue Hour



Operating Cost per Passenger

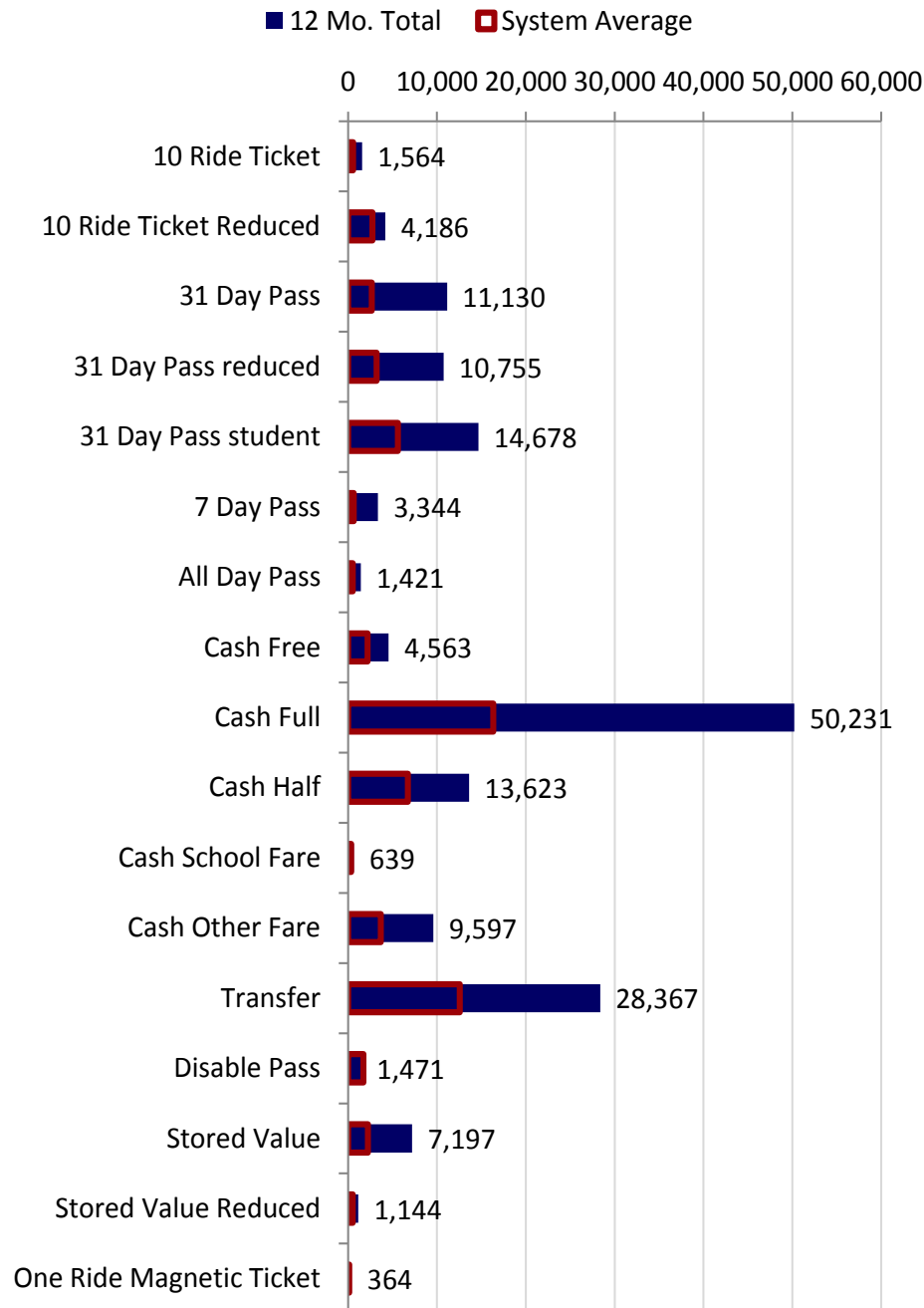


Passengers per Revenue Mile

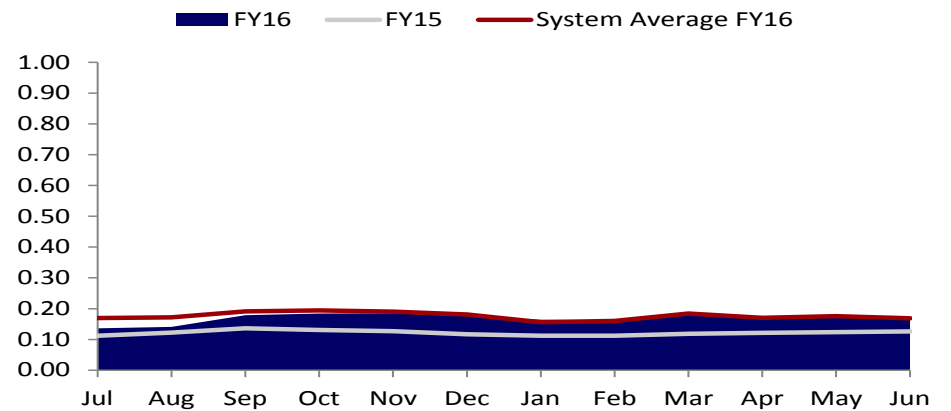


Fall River Route 2 - North Main Street

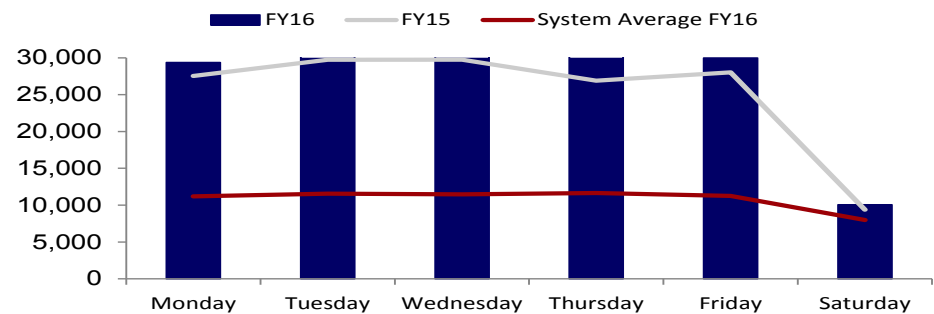
Fare Media Usage



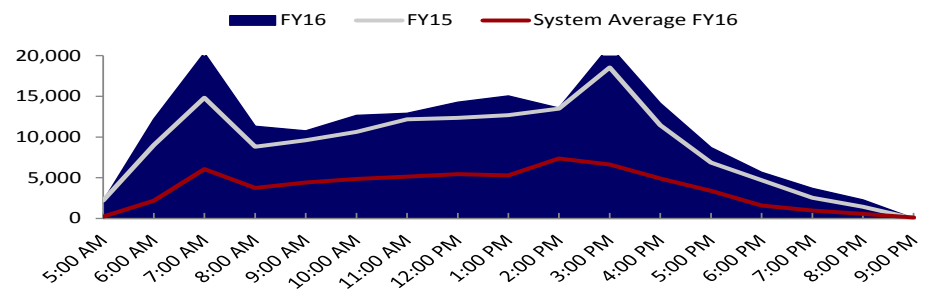
Farebox Recovery Ratio



Ridership by Day of Week



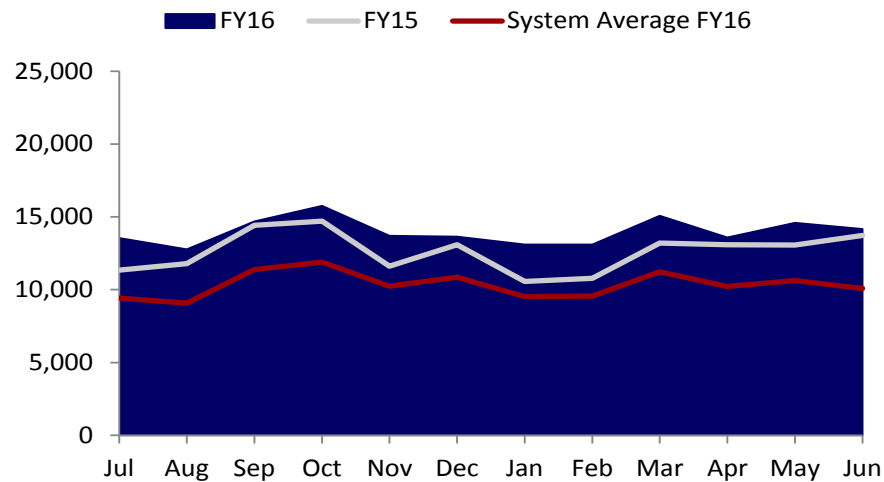
Ridership by Time of Day



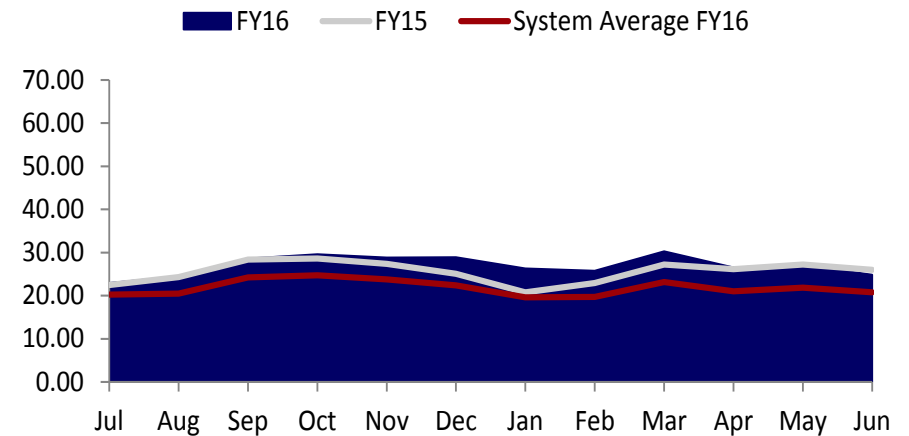
Fall River Route 3 - Laurel Street

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY16 Total	Change FY15
Ridership - Total	8,654	8,556	10,668	11,414	9,902	10,852	9,886	9,693	11,375	9,977	10,190	9,339	120,506	8%
PPRH	22.92	24.45	28.60	29.63	28.84	28.88	26.31	25.80	30.27	26.55	27.12	24.86	27.02	6%
PPRM	2.3	2.4	3.0	3.1	3.1	3.1	2.8	2.7	3.2	2.8	2.9	2.6	2.83	5%
Cost / Passenger	\$4.63	\$4.34	\$3.71	\$3.58	\$3.68	\$3.68	\$4.04	\$4.12	\$3.51	\$4.00	\$3.92	\$4.27	\$3.93	-8%

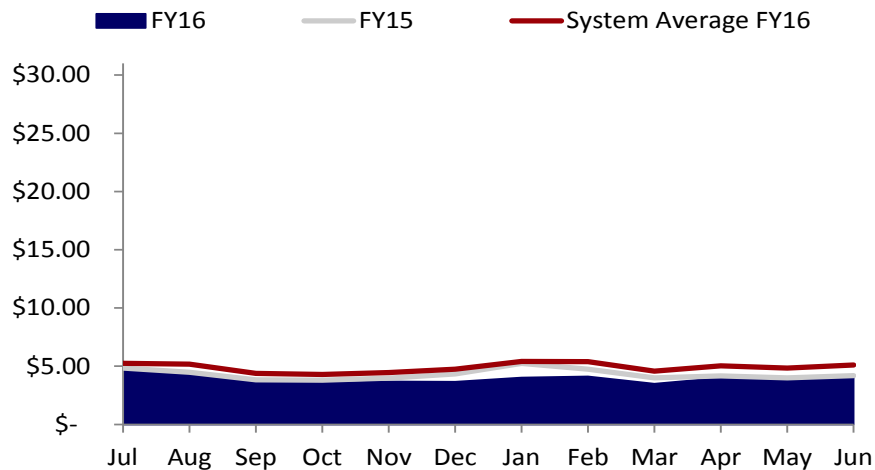
Ridership



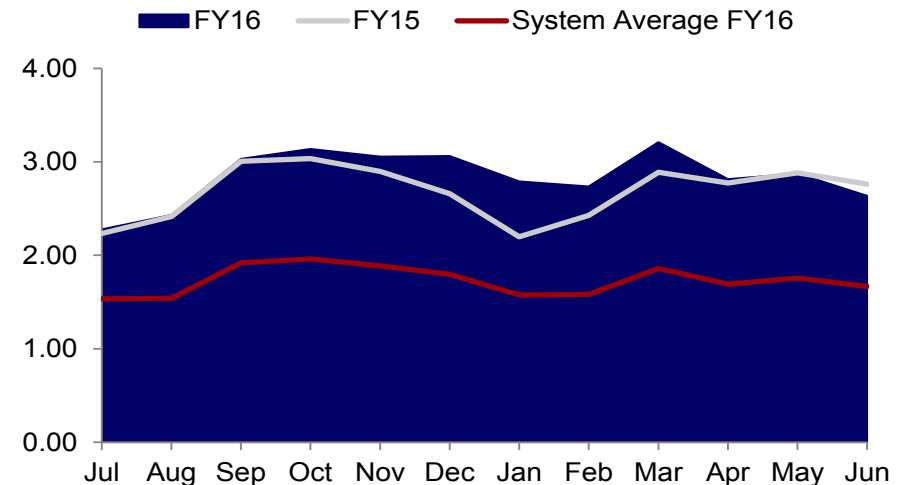
Passengers per Revenue Hour



Operating Cost per Passenger

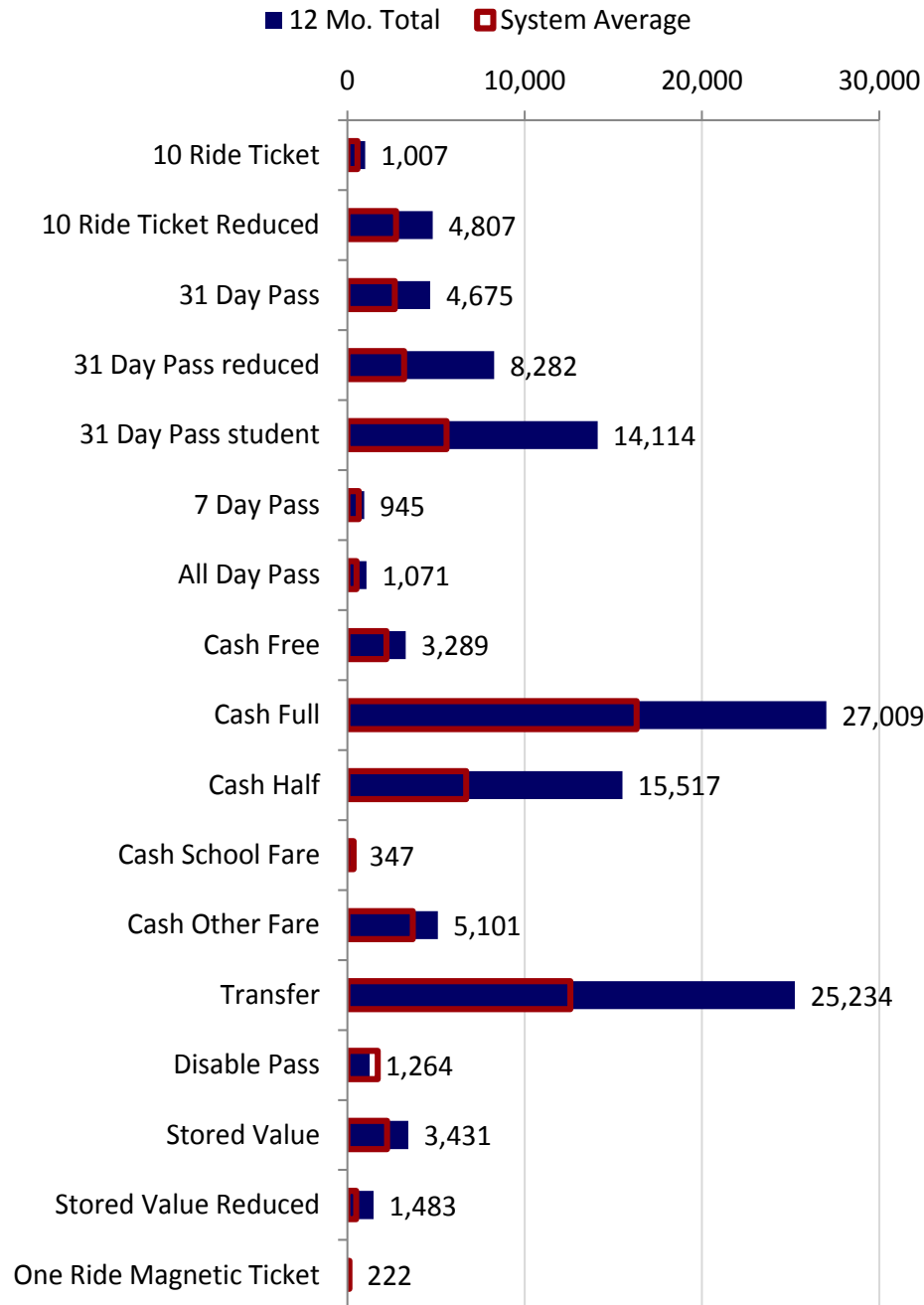


Passengers per Revenue Mile

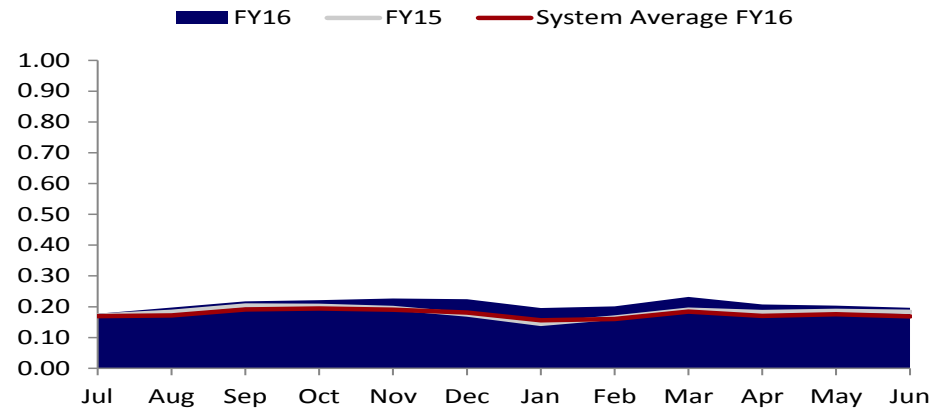


Fall River Route 3 - Laurel Street

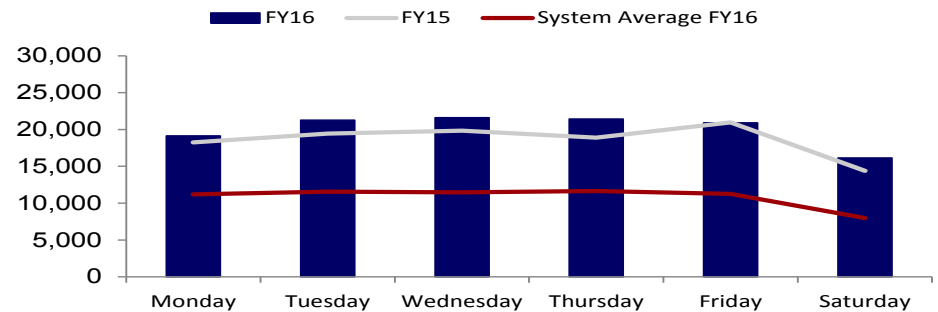
Fare Media Usage



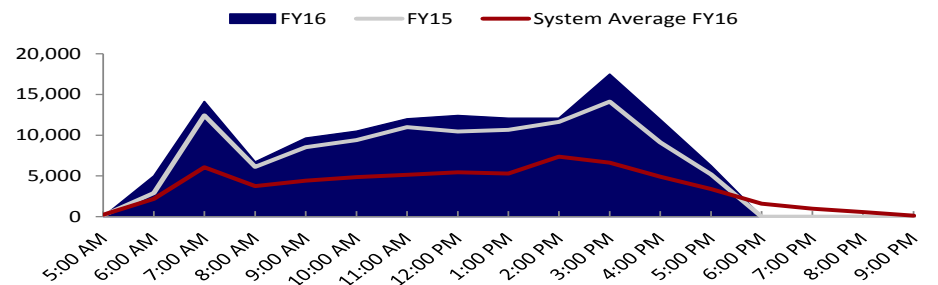
Farebox Recovery Ratio



Ridership by Day of Week



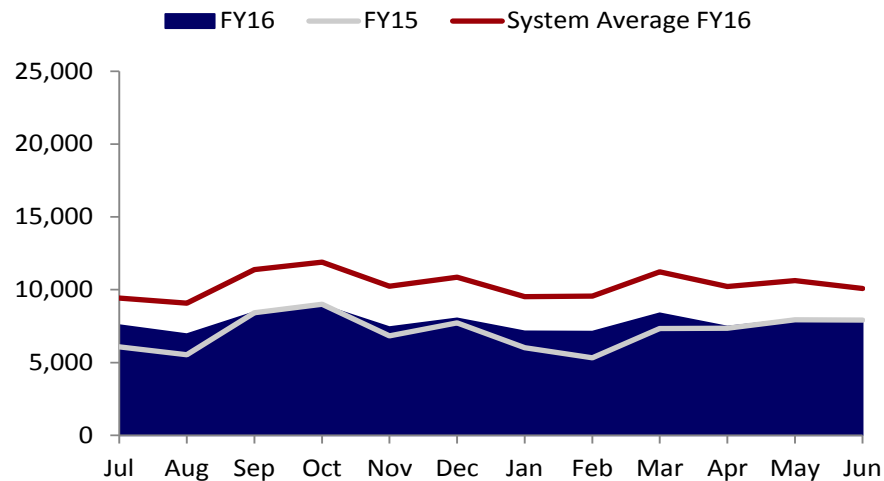
Ridership by Time of Day



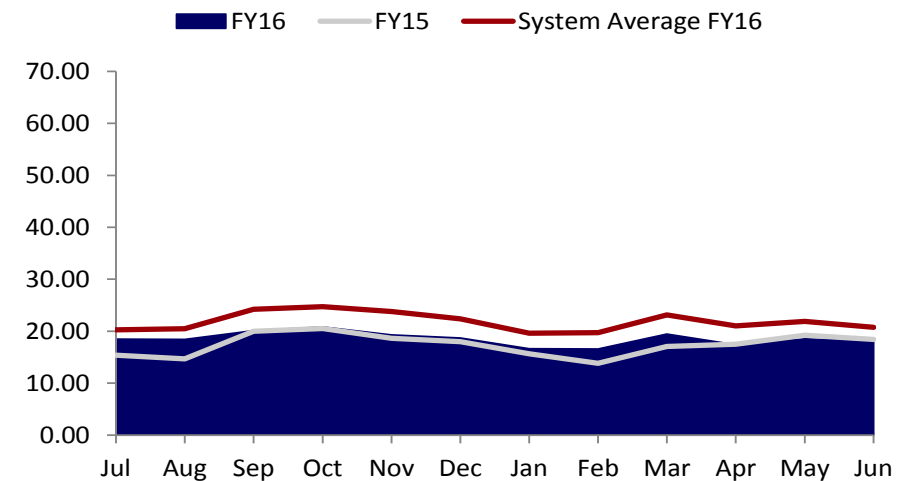
Fall River Route 4 - Robeson Street

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY16 Total	Change FY15
Ridership - Total	7,572	6,953	8,451	8,946	7,428	8,028	7,137	7,124	8,370	7,469	7,973	7,747	93,198	9%
PPRH	18.47	18.41	20.08	20.82	19.29	18.68	16.60	16.57	19.47	17.38	18.55	18.02	18.52	6%
PPRM	1.3	1.3	1.6	1.7	1.5	1.5	1.3	1.3	1.5	1.4	1.5	1.4	1.44	6%
Cost / Passenger	\$5.75	\$5.77	\$5.29	\$5.10	\$5.50	\$5.69	\$6.40	\$6.41	\$5.45	\$6.11	\$5.73	\$5.89	\$5.73	-8%

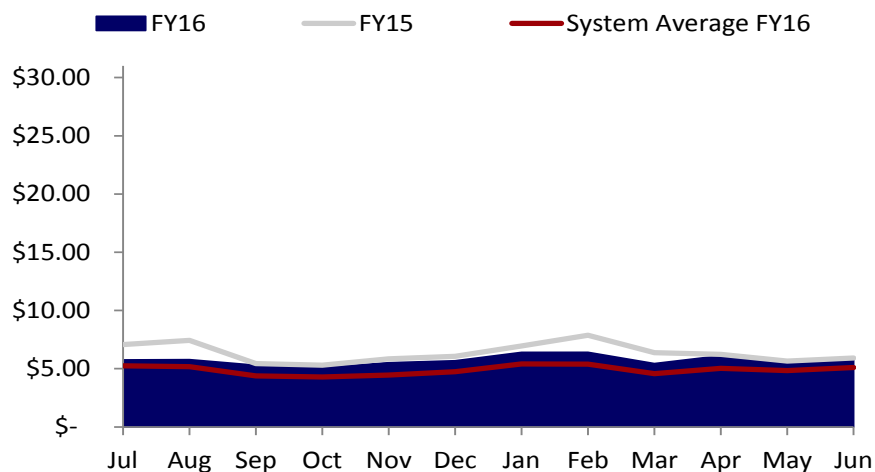
Ridership



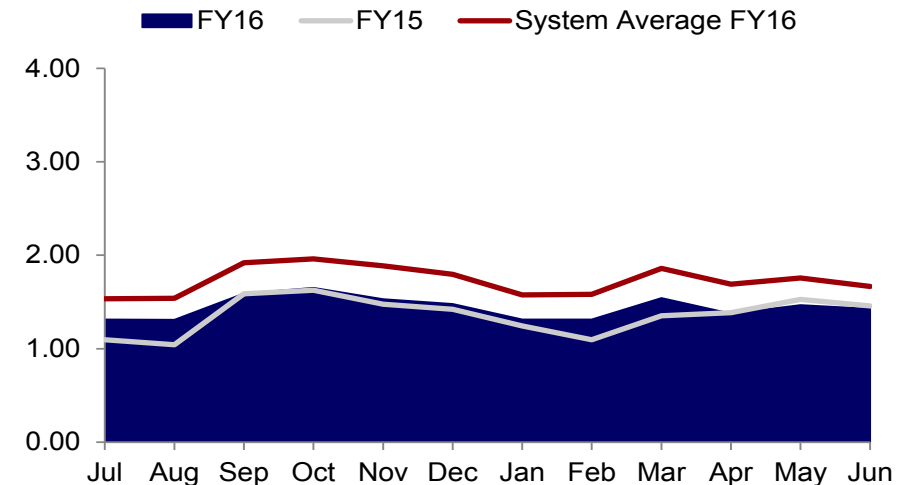
Passengers per Revenue Hour



Operating Cost per Passenger

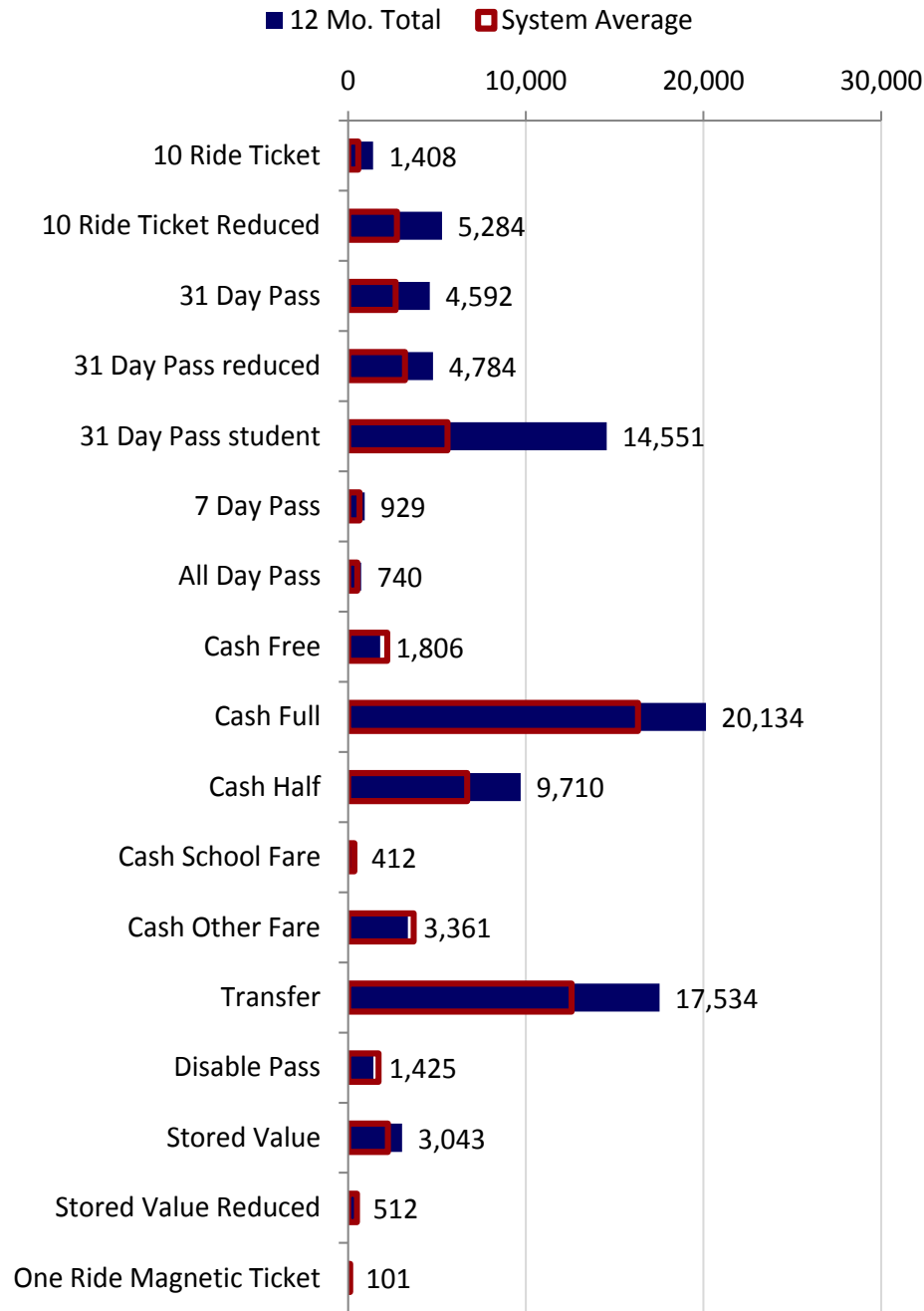


Passengers per Revenue Mile

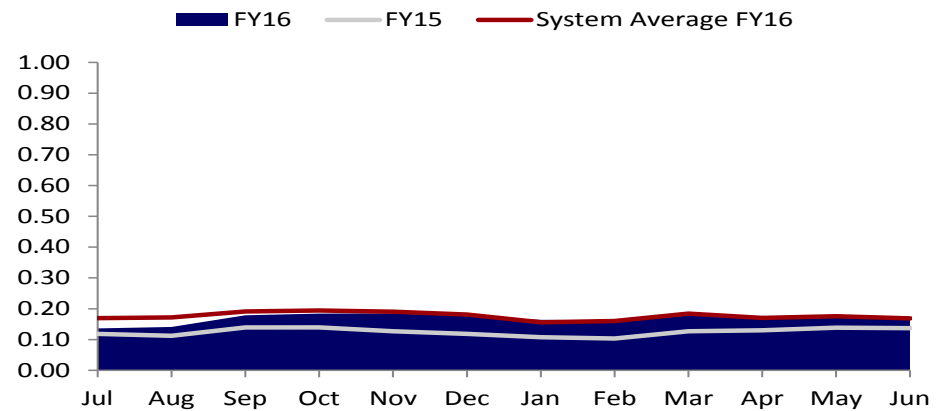


Fall River Route 4 - Robeson Street

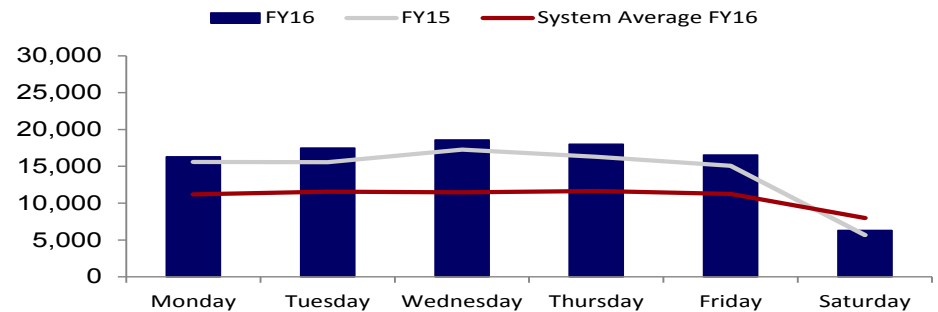
Fare Media Usage



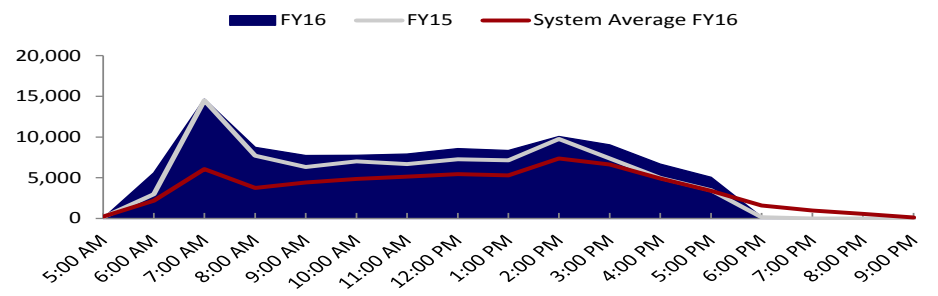
Farebox Recovery Ratio



Ridership by Day of Week



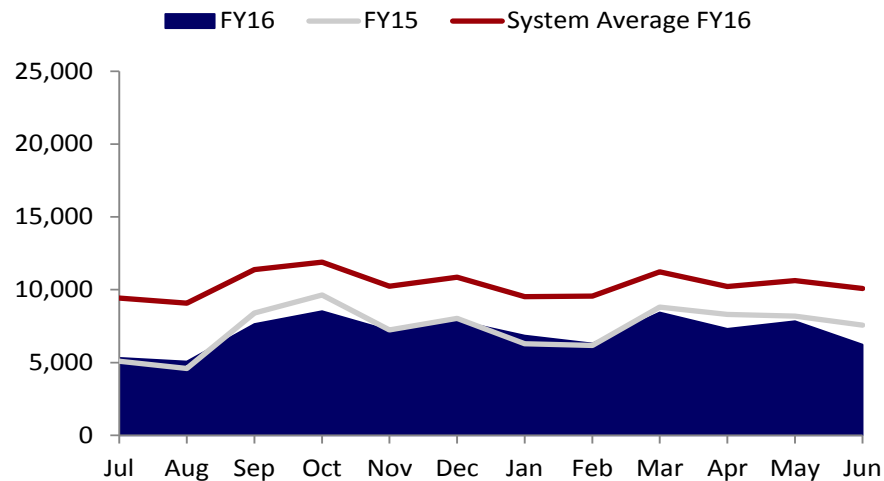
Ridership by Time of Day



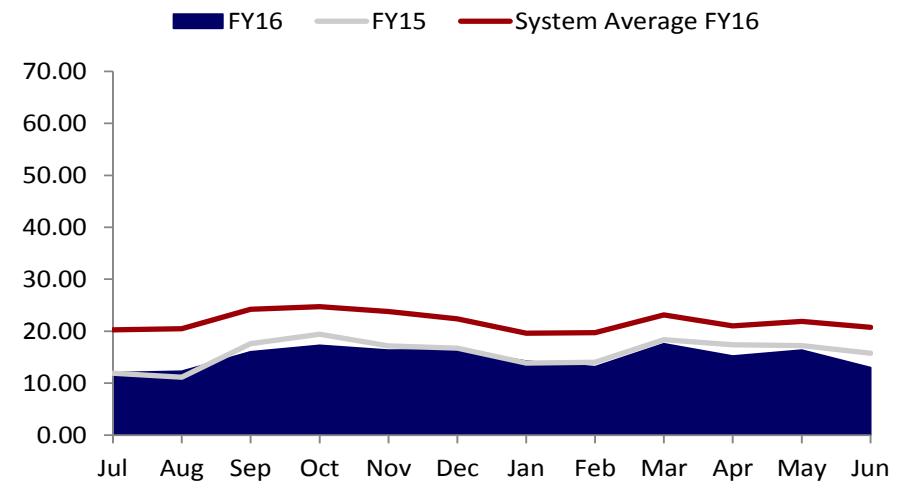
Fall River Route 5 - Stafford Road

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY16 Total	Change FY15
Ridership - Total	5,314	5,062	7,651	8,526	7,202	7,877	6,844	6,303	8,434	7,312	7,839	6,226	84,590	-4%
PPRH	12.00	12.30	16.03	17.26	16.38	16.42	14.27	13.14	17.58	15.24	16.34	12.98	15.04	-6%
PPRM	0.9	0.9	1.4	1.5	1.4	1.4	1.2	1.1	1.5	1.3	1.4	1.1	1.29	-6%
Cost / Passenger	\$8.85	\$8.64	\$6.63	\$6.15	\$6.49	\$6.47	\$7.44	\$8.08	\$6.04	\$6.97	\$6.50	\$8.18	\$7.06	4%

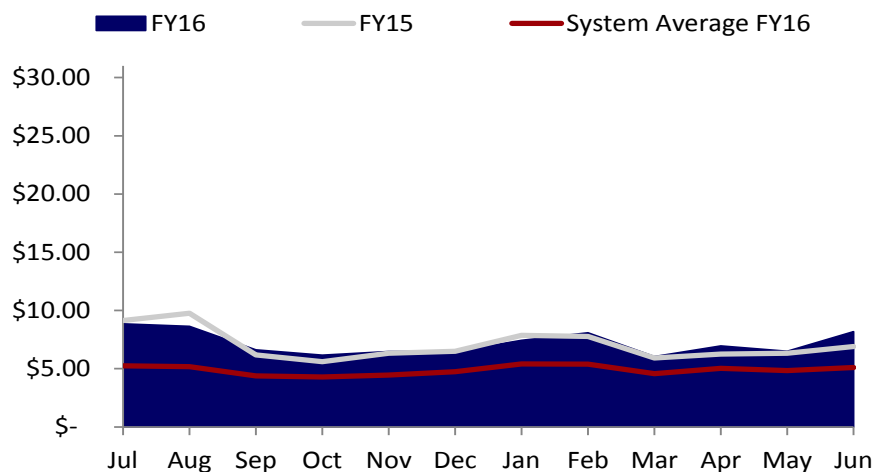
Ridership



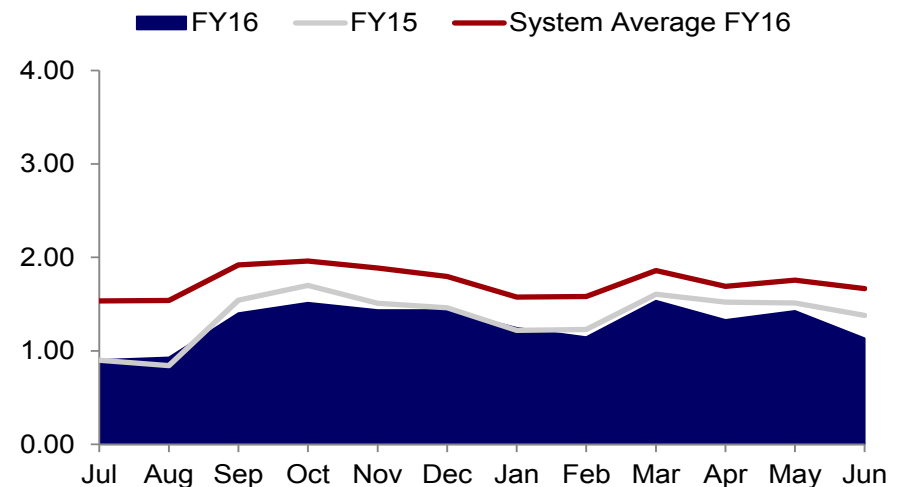
Passengers per Revenue Hour



Operating Cost per Passenger

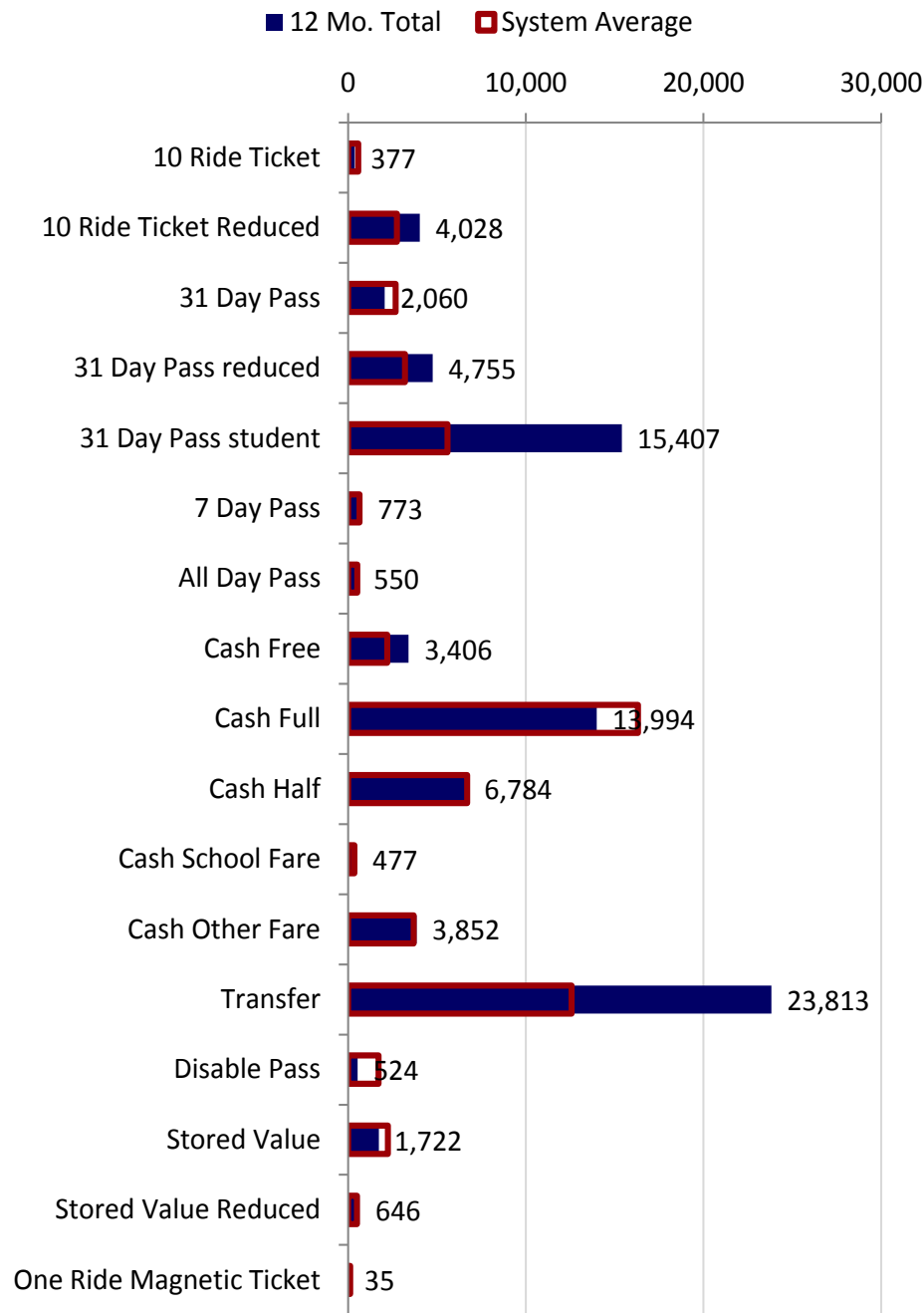


Passengers per Revenue Mile

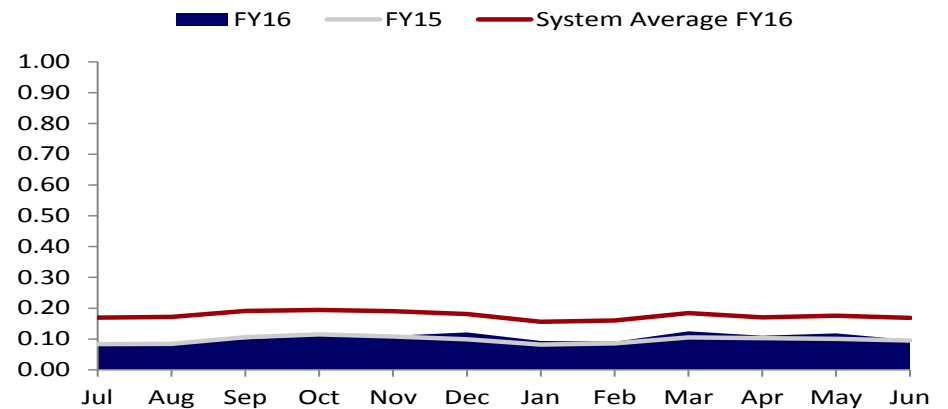


Fall River Route 5 - Stafford Road

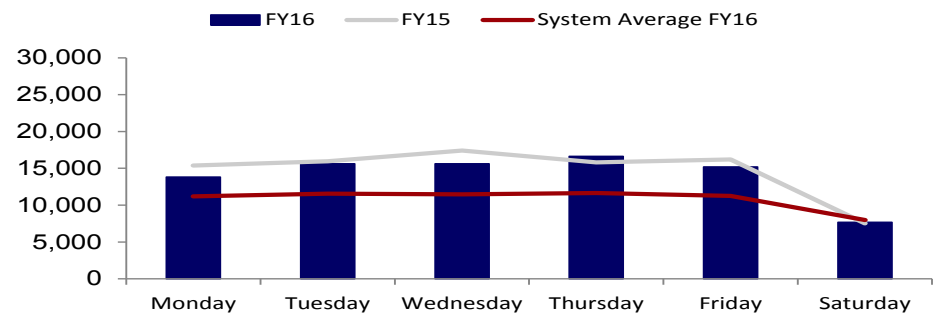
Fare Media Usage



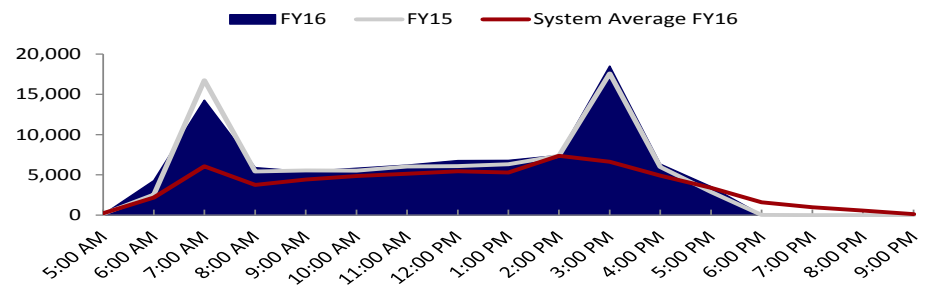
Farebox Recovery Ratio



Ridership by Day of Week



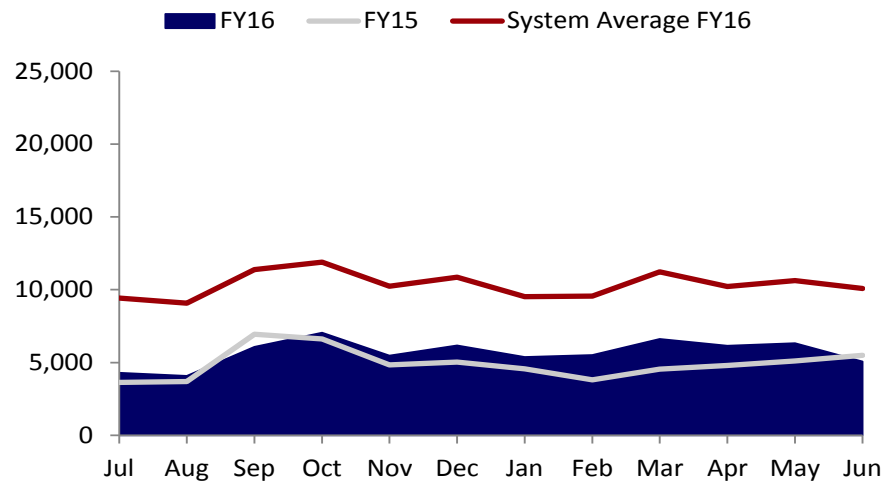
Ridership by Time of Day



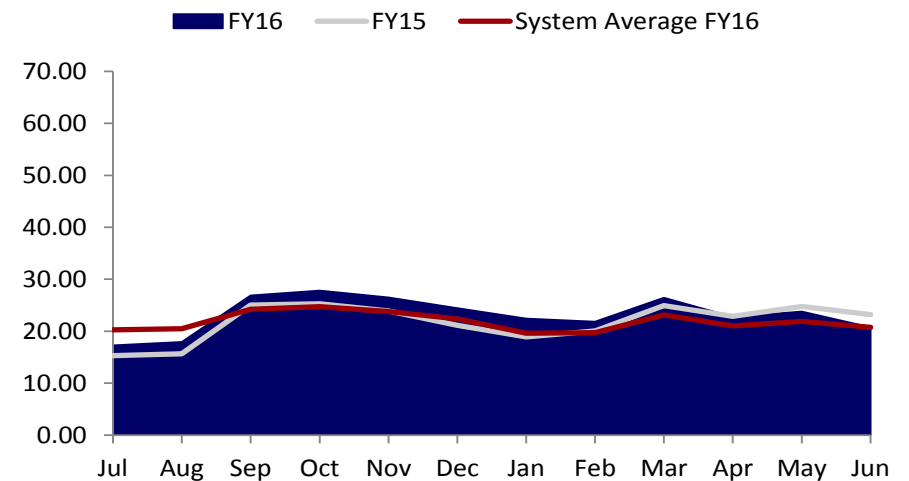
Fall River Route 6 - Pleasant Street

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY16 Total	Change FY15
Ridership - Total	4,298	4,084	6,084	7,048	5,483	6,175	5,376	5,508	6,608	6,160	6,334	5,071	68,229	16%
PPRH	19.19	19.63	32.00	35.65	31.22	32.53	28.32	29.01	34.81	32.45	33.36	26.71	29.35	14%
PPRM	2.3	2.3	3.4	3.9	3.4	3.5	3.0	3.1	3.7	3.5	3.6	2.8	3.18	13%
Cost / Passenger	\$5.54	\$5.41	\$3.32	\$2.98	\$3.40	\$3.27	\$3.75	\$3.66	\$3.05	\$3.27	\$3.18	\$3.98	\$3.62	-14%

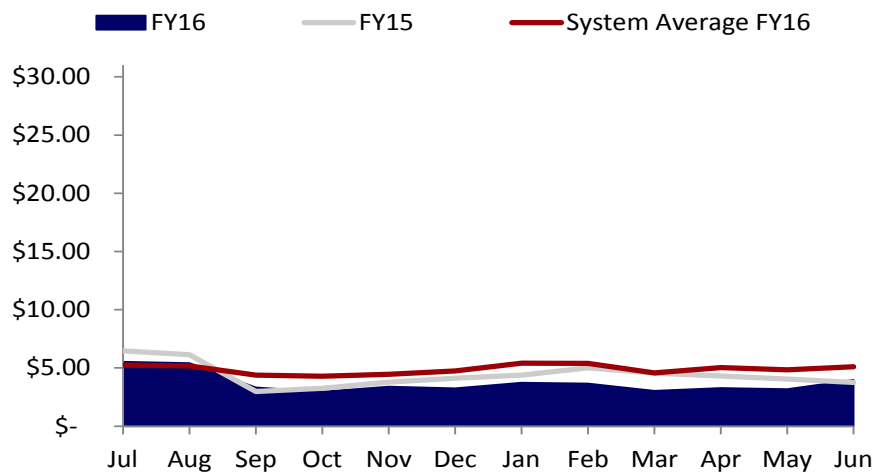
Ridership



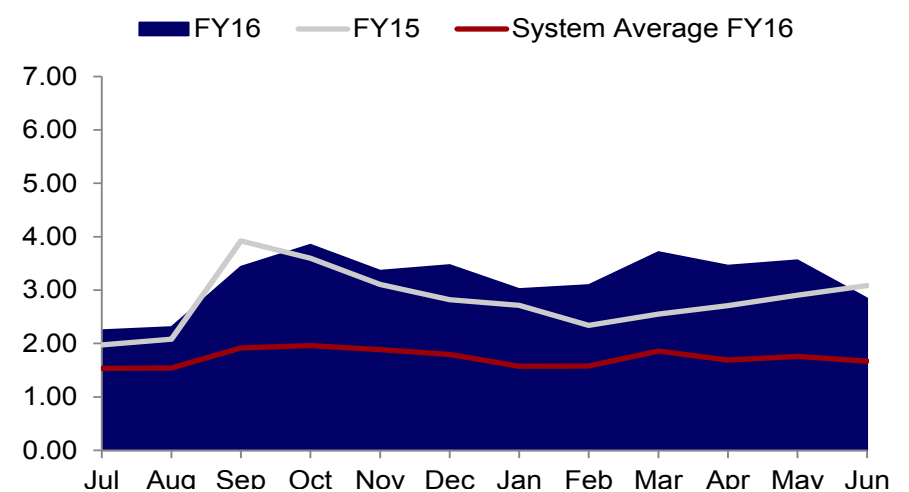
Passengers per Revenue Hour



Operating Cost per Passenger

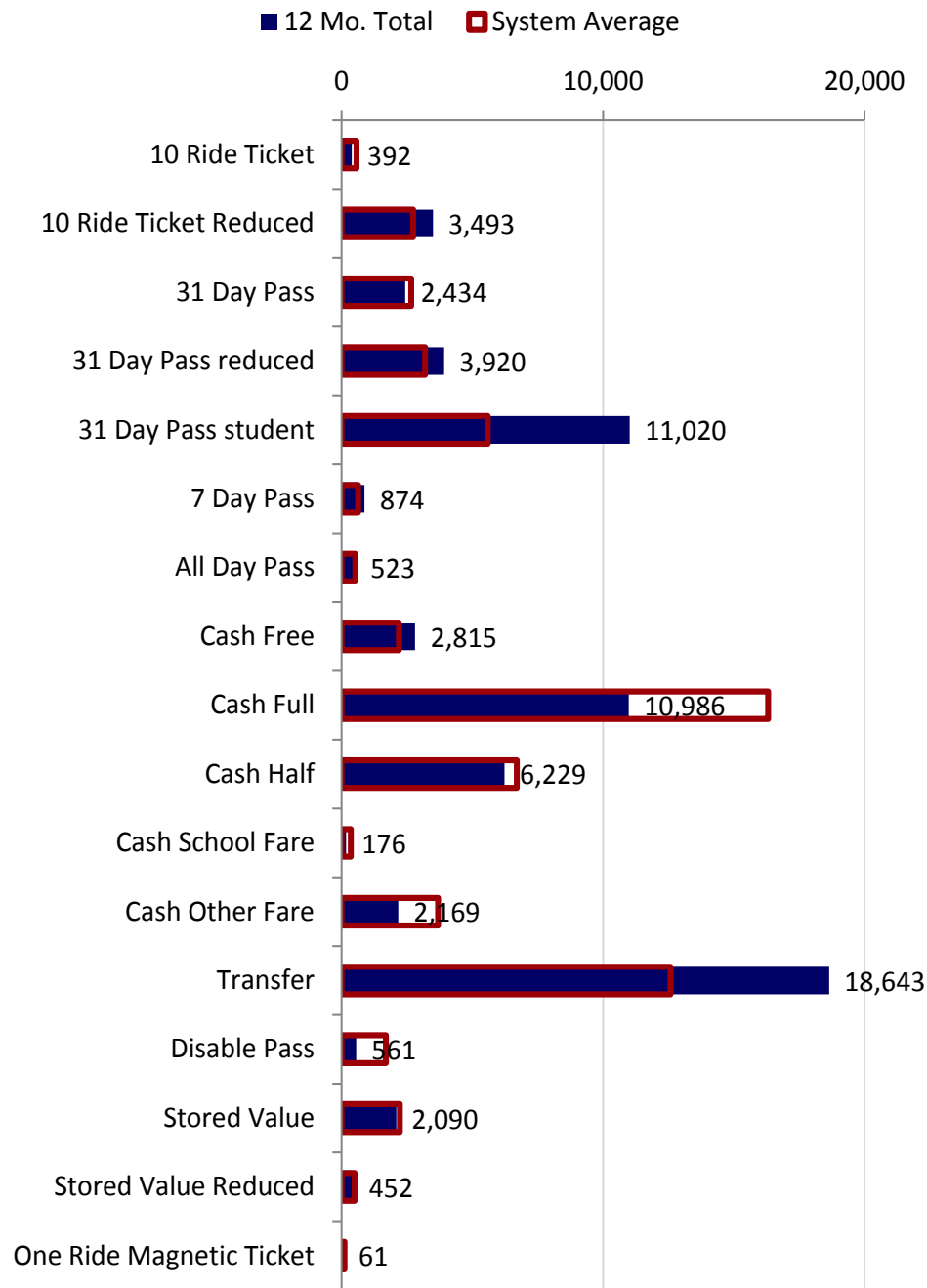


Passengers per Revenue Mile

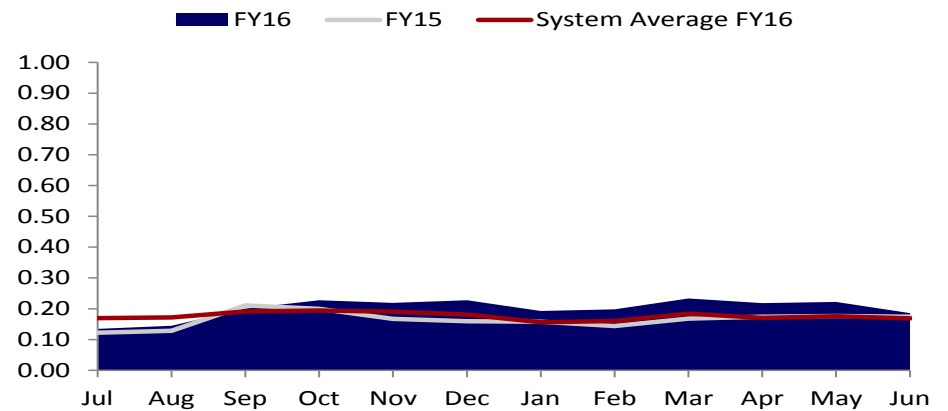


Fall River Route 6 - Pleasant Street

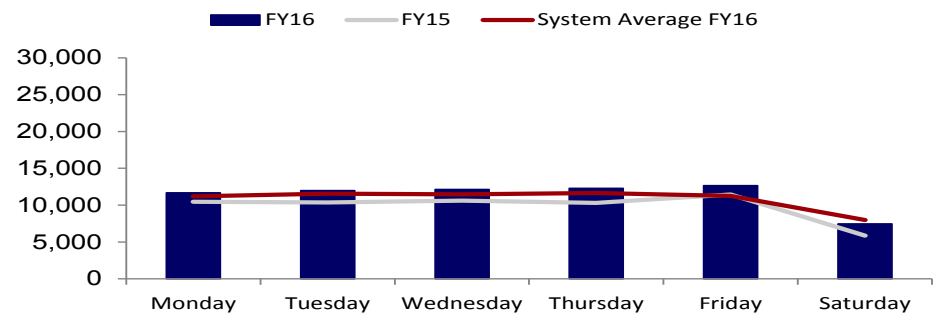
Fare Media Usage



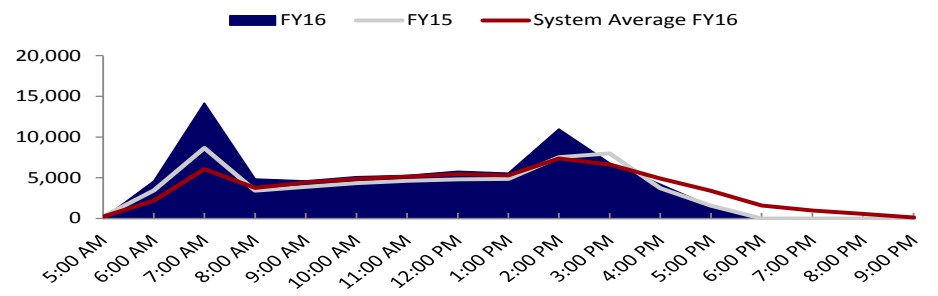
Farebox Recovery Ratio



Ridership by Day of Week



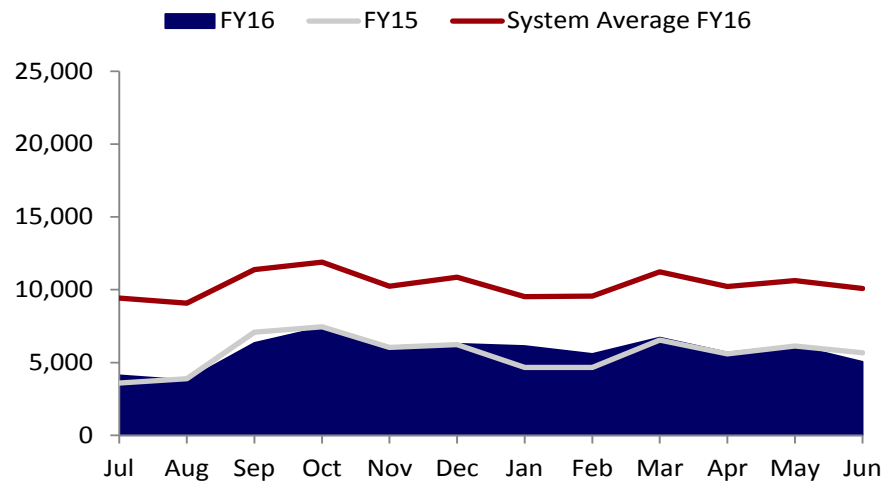
Ridership by Time of Day



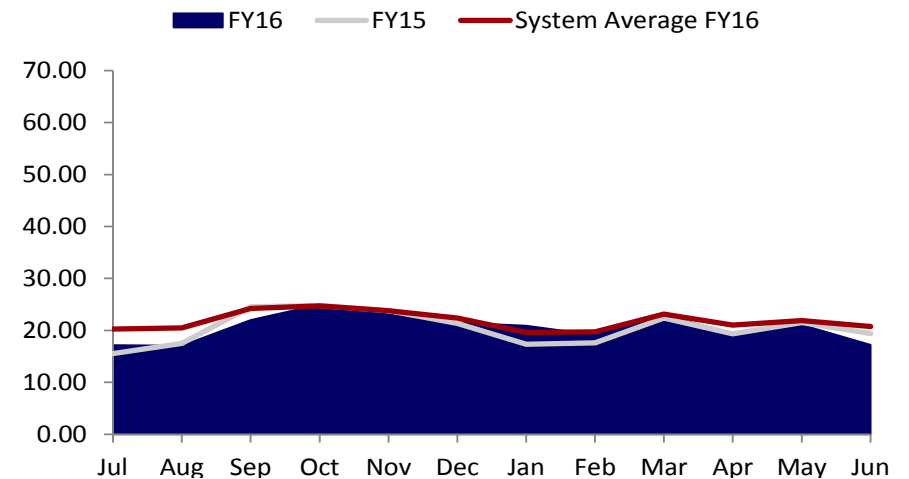
Fall River Route 7 - Bay Street

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY16 Total	Change FY15
Ridership - Total	4,118	3,797	6,351	7,418	6,118	6,288	6,124	5,591	6,706	5,683	6,171	5,044	69,409	3%
PPRH	17.17	17.09	21.99	24.99	23.08	21.50	20.94	19.11	22.93	19.43	21.10	17.24	20.66	0%
PPRM	1.4	1.4	2.3	2.6	2.4	2.3	2.2	2.0	2.4	2.1	2.2	1.8	2.11	0%
Cost / Passenger	\$6.19	\$6.21	\$4.83	\$4.25	\$4.60	\$4.94	\$5.07	\$5.56	\$4.63	\$5.47	\$5.03	\$6.16	\$5.14	-3%

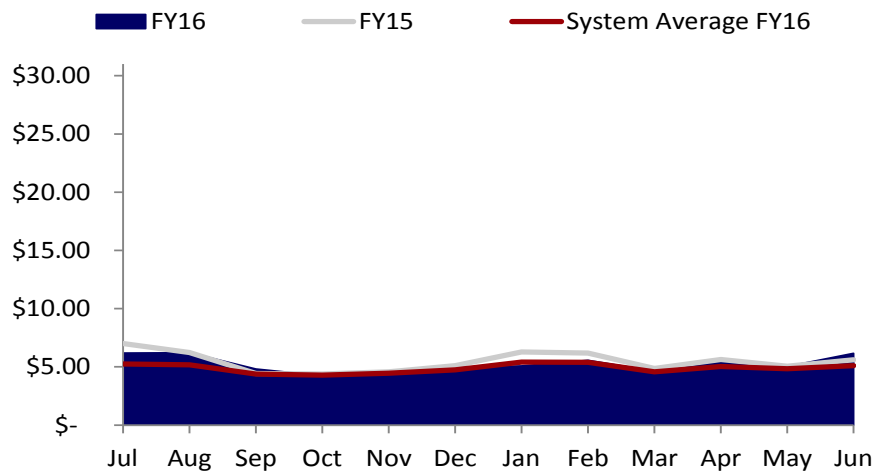
Ridership



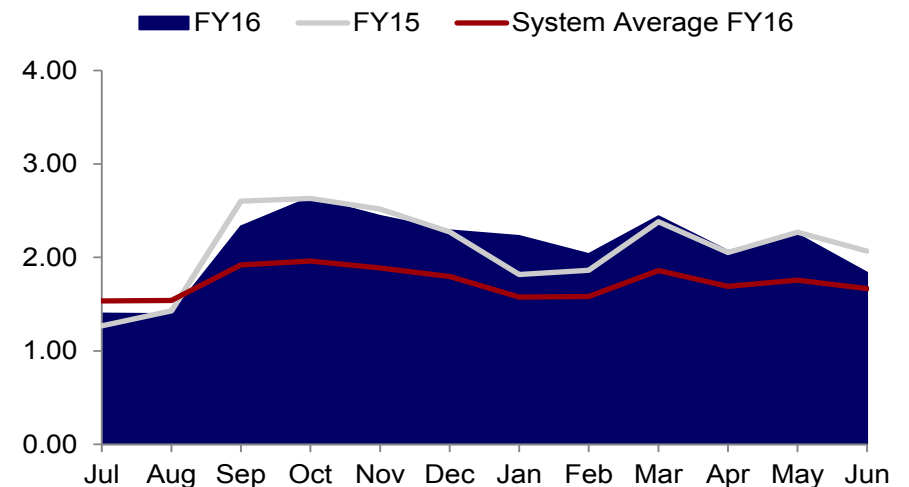
Passengers per Revenue Hour



Operating Cost per Passenger

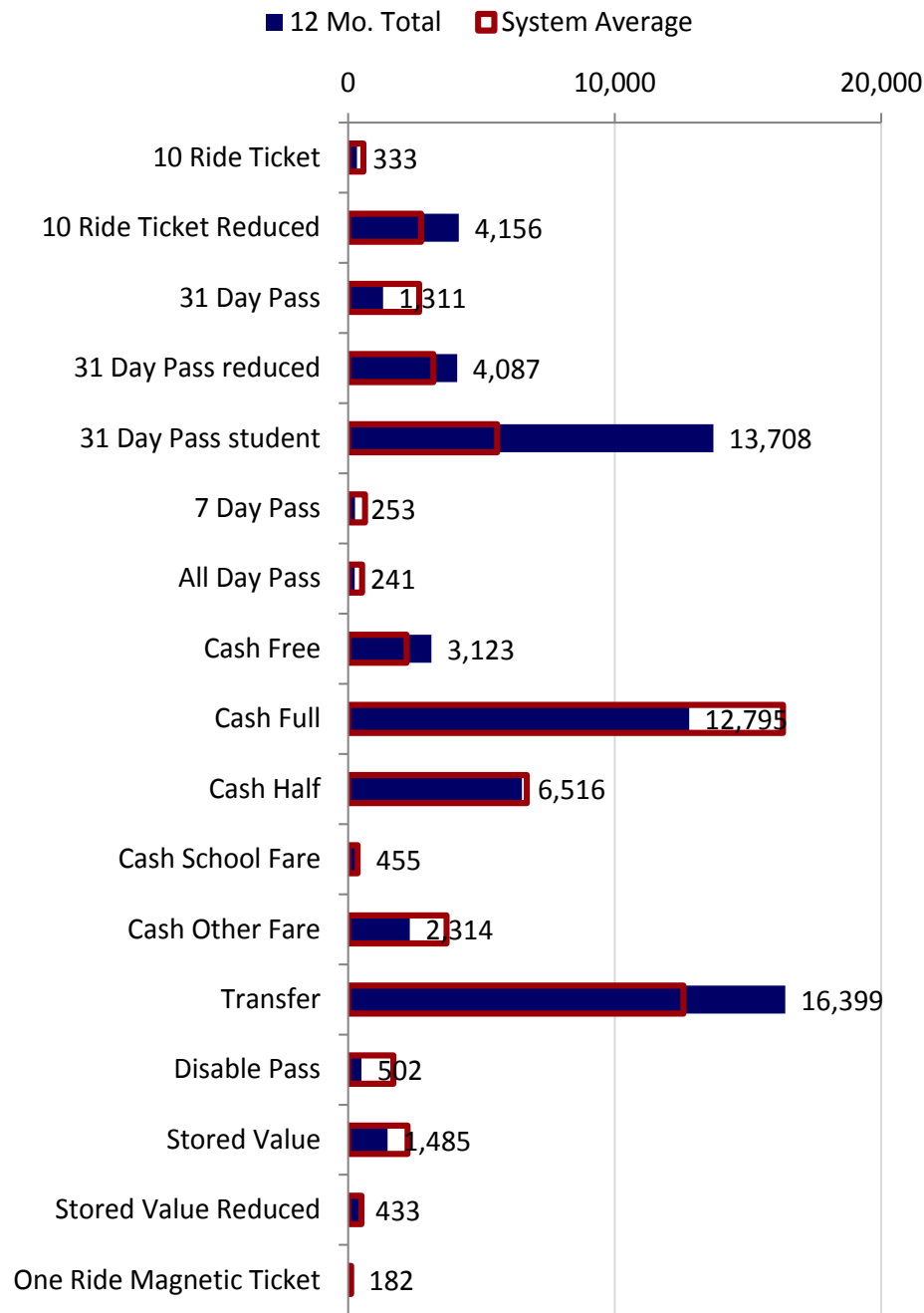


Passengers per Revenue Mile

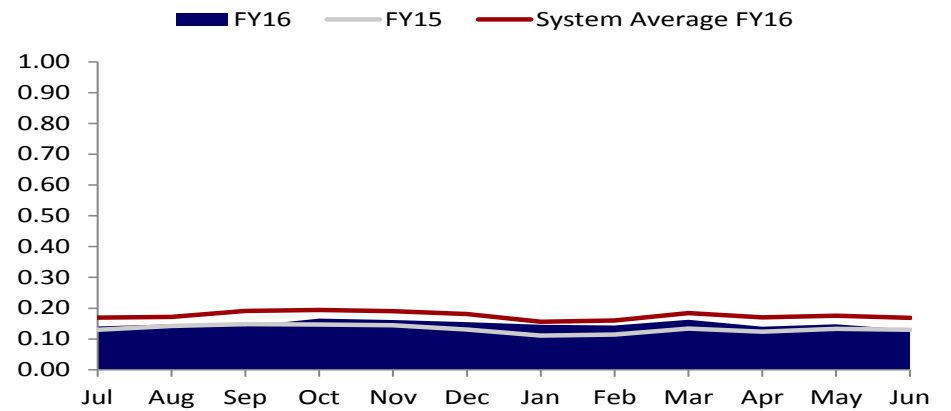


Fall River Route 7 - Bay Street

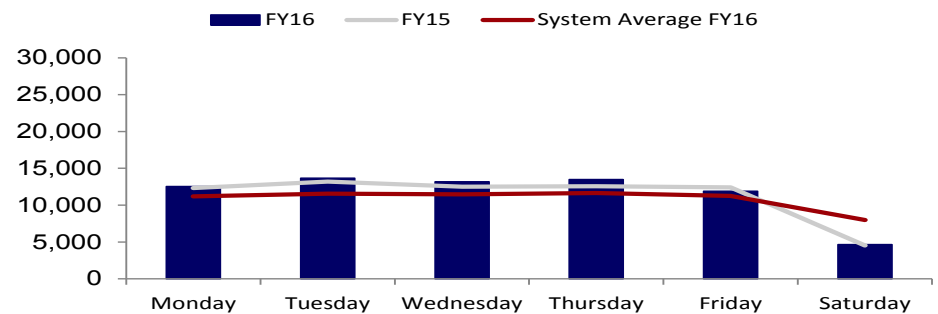
Fare Media Usage



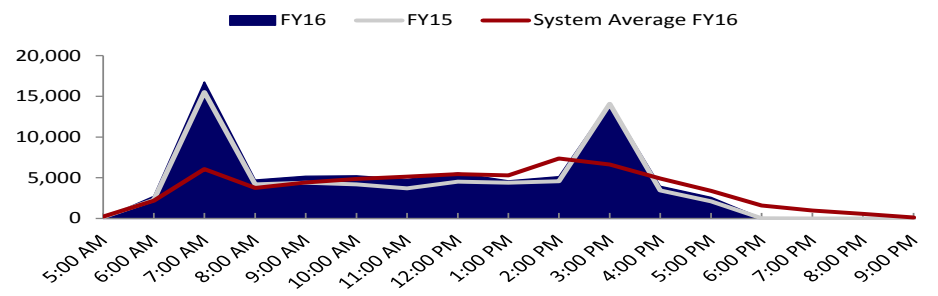
Farebox Recovery Ratio



Ridership by Day of Week



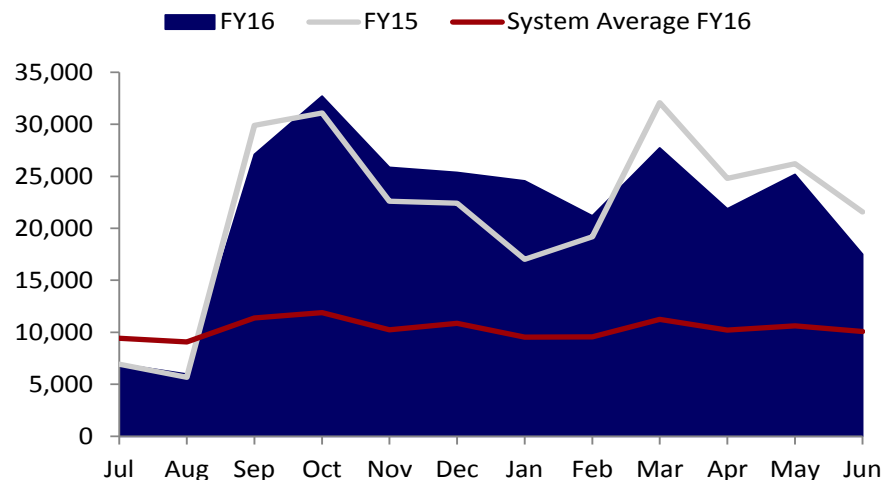
Ridership by Time of Day



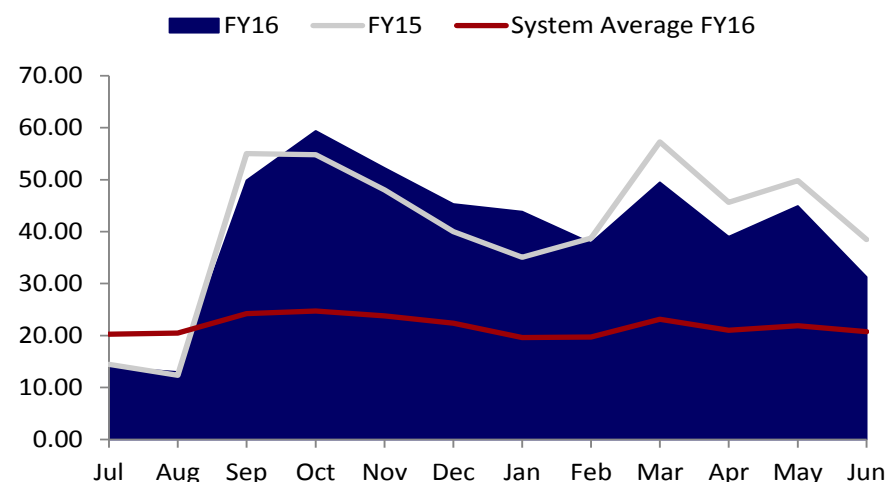
Fall River Route 8 - Bristol Community College / Durfee High School

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY16 Total	Change FY15
Ridership - Total	6,973	5,974	27,102	32,703	25,859	25,373	24,551	21,205	27,734	21,862	25,185	17,508	262,029	1%
PPRH	13.97	13.01	49.88	59.39	52.23	45.30	43.83	37.86	49.51	39.03	44.96	31.26	40.51	-2%
PPRM	0.8	0.8	3.5	4.2	3.7	3.2	3.1	2.6	3.5	2.7	3.1	2.2	2.75	-3%
Cost / Passenger	\$7.60	\$8.16	\$2.13	\$1.79	\$2.03	\$2.34	\$2.42	\$2.81	\$2.15	\$2.72	\$2.36	\$3.40	\$2.62	0%

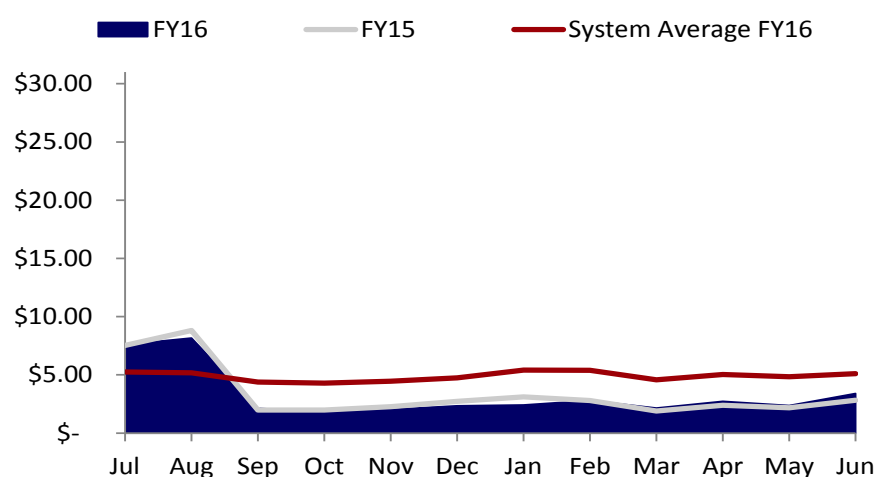
Ridership



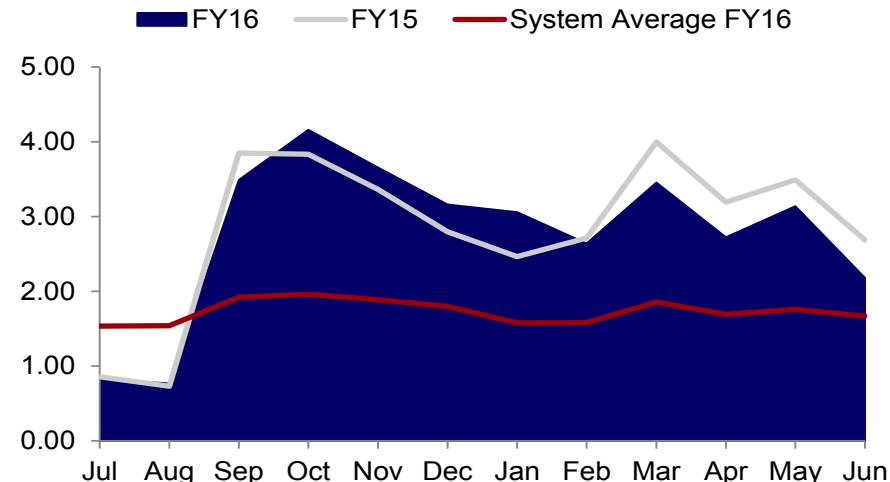
Passengers per Revenue Hour



Operating Cost per Passenger

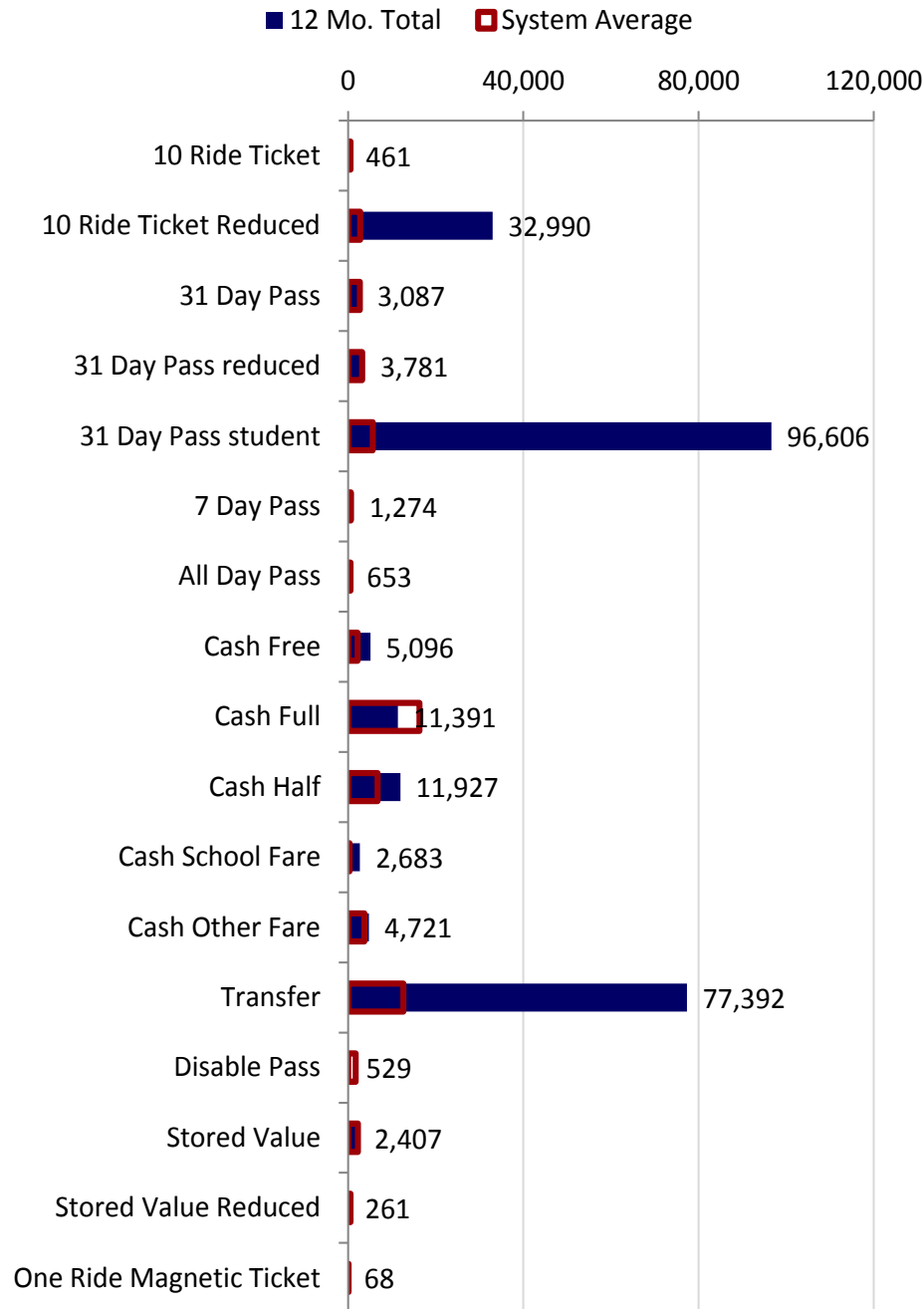


Passengers per Revenue Mile

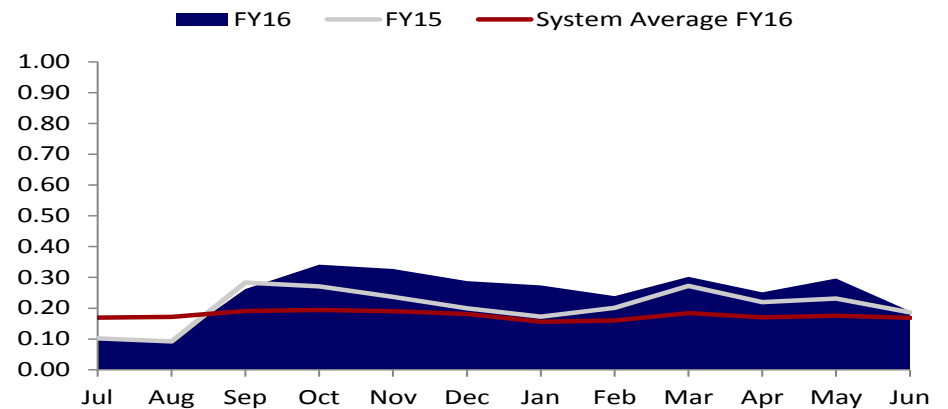


Fall River Route 8 - Bristol Community College / Durfee High School

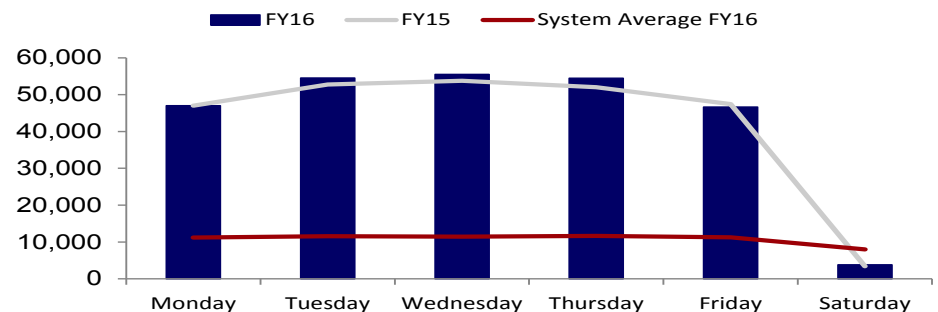
Fare Media Usage



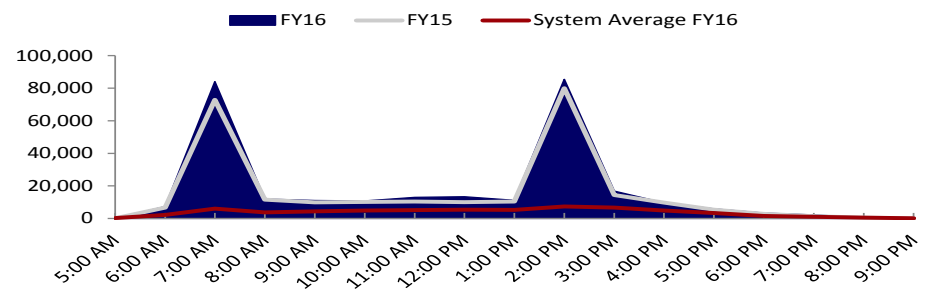
Farebox Recovery Ratio



Ridership by Day of Week



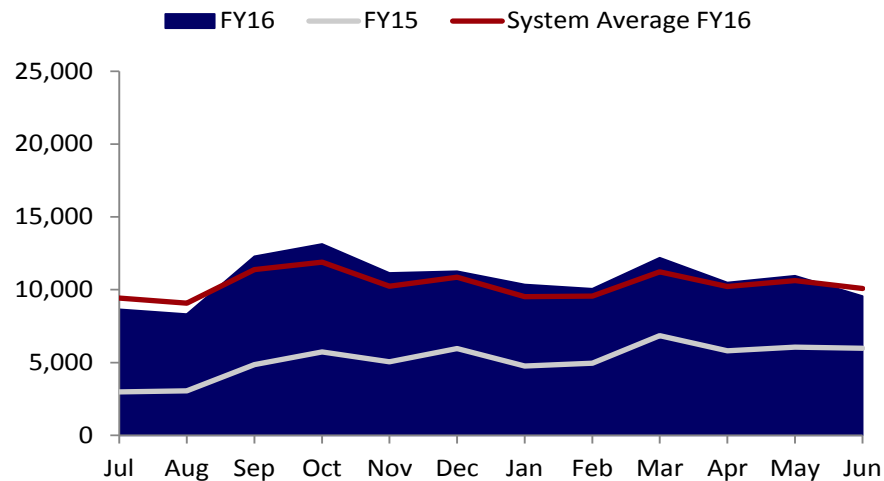
Ridership by Time of Day



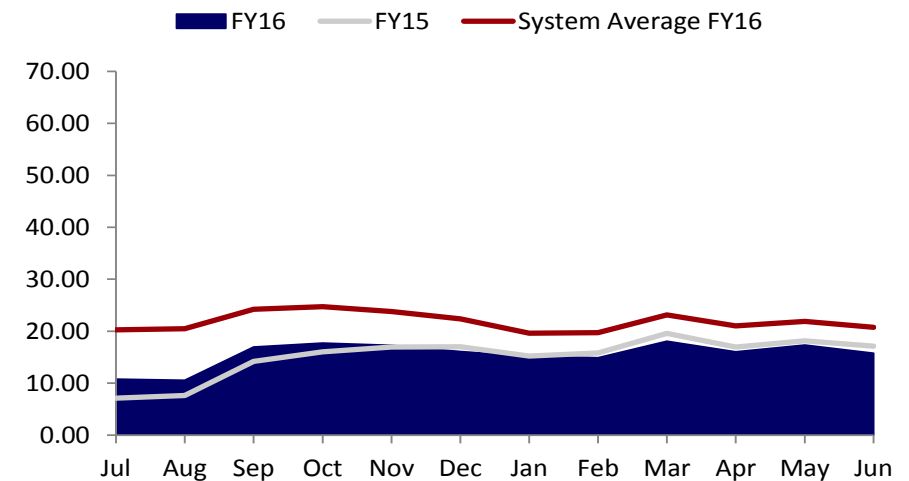
Fall River Route 9 - Bedford Street

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY16 Total	Change FY15
Ridership - Total	4,712	4,247	5,798	6,195	5,406	5,621	5,307	5,206	6,315	5,612	6,057	5,503	65,979	6%
PPRH	10.80	10.57	16.95	17.74	17.28	16.08	15.18	14.89	18.07	16.06	17.33	15.74	15.38	3%
PPRM	1.0	0.9	1.3	1.3	1.3	1.2	1.1	1.1	1.4	1.2	1.3	1.2	1.21	4%
Cost / Passenger	\$9.83	\$10.04	\$6.27	\$5.99	\$6.15	\$6.60	\$7.00	\$7.13	\$5.88	\$6.62	\$6.13	\$6.75	\$6.90	-6%

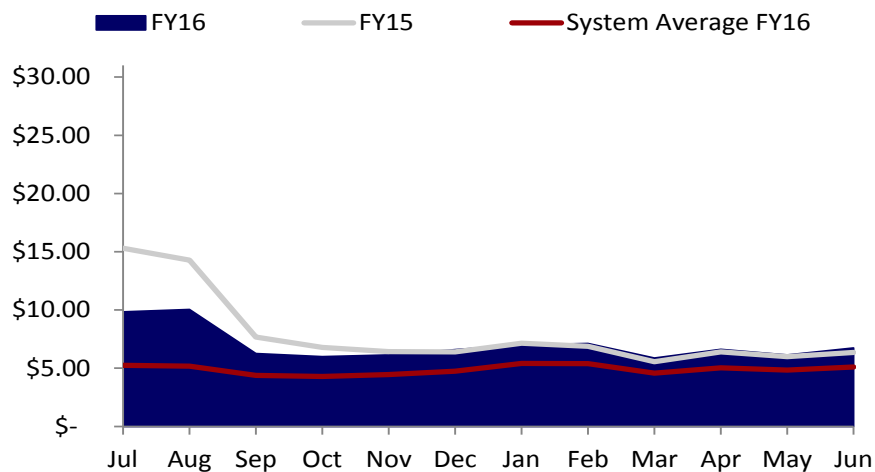
Ridership



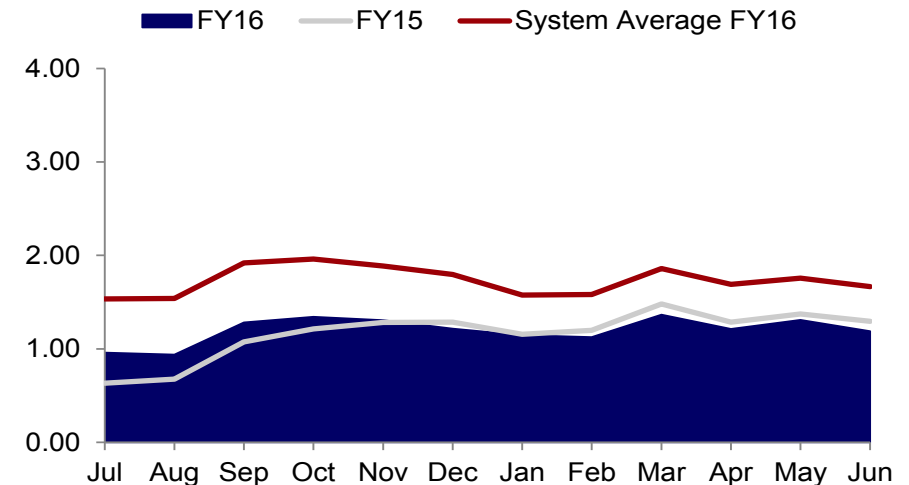
Passengers per Revenue Hour



Operating Cost per Passenger

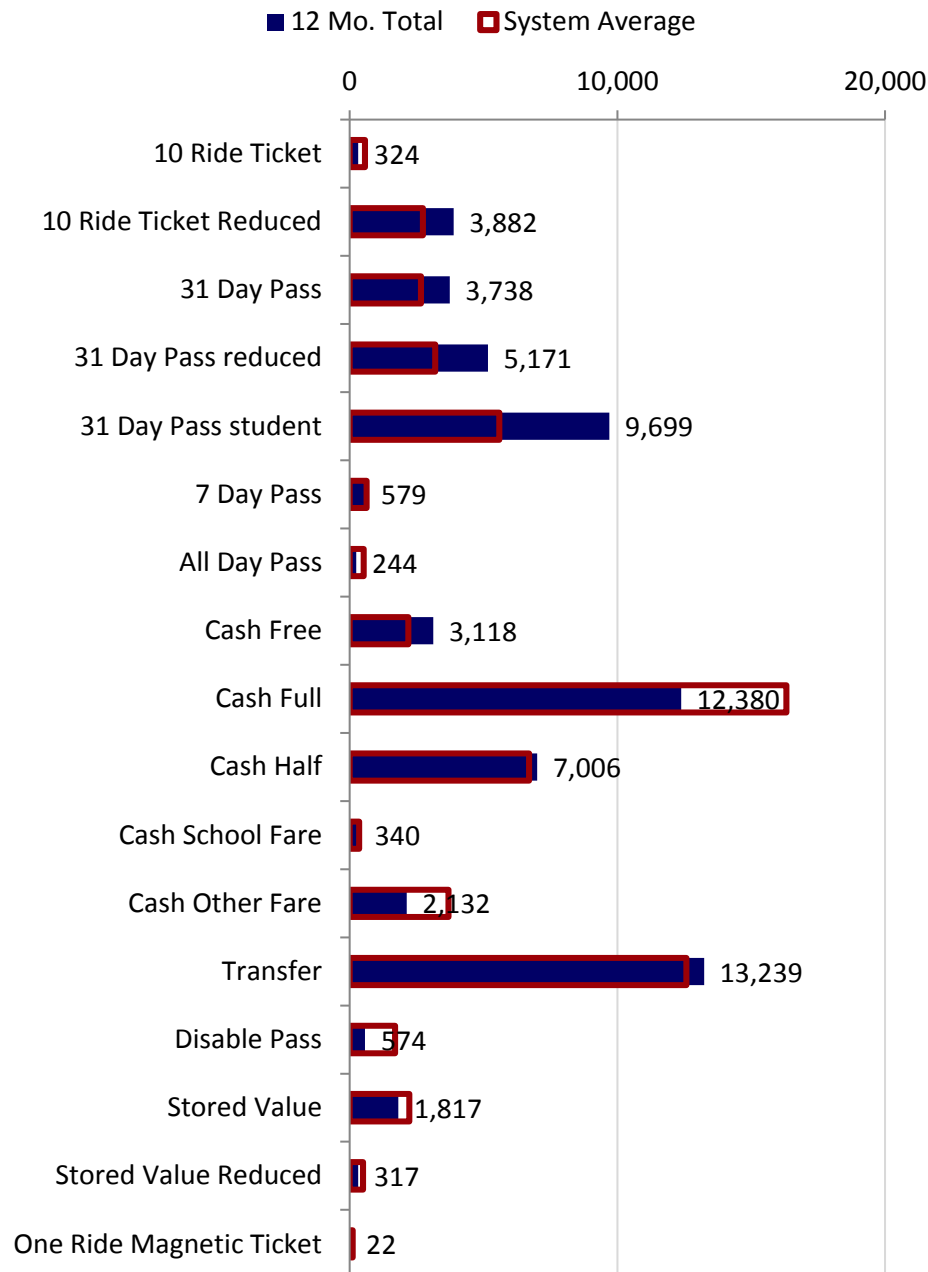


Passengers per Revenue Mile

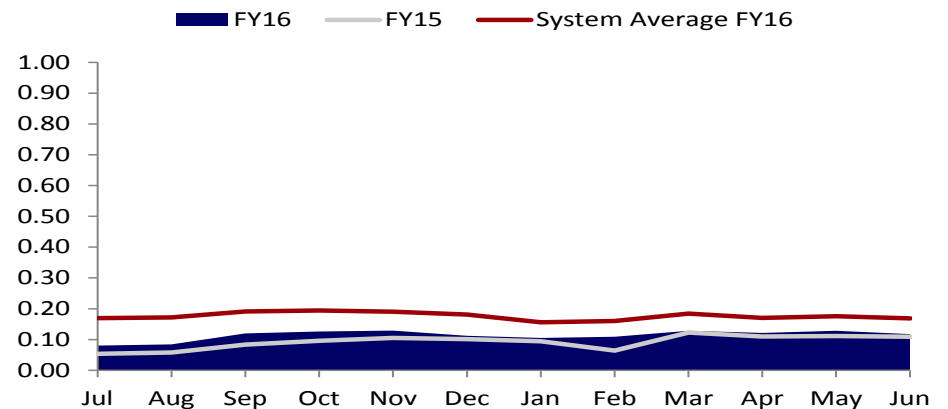


Fall River Route 9 - Bedford Street

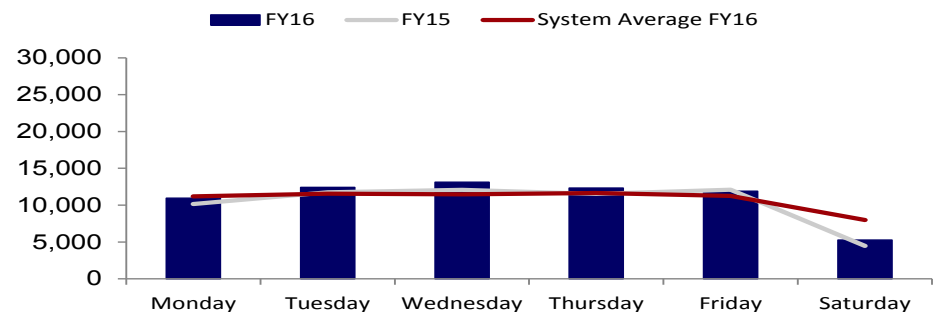
Fare Media Usage



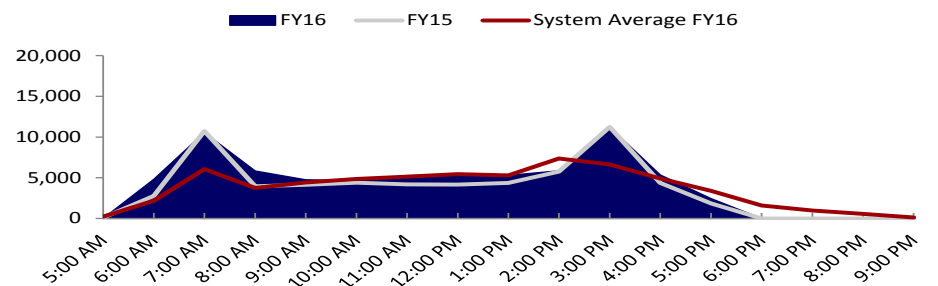
Farebox Recovery Ratio



Ridership by Day of Week



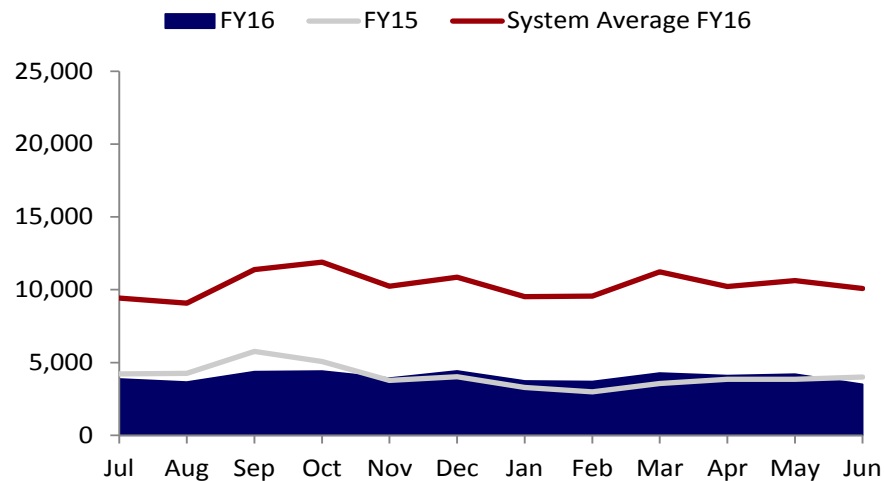
Ridership by Time of Day



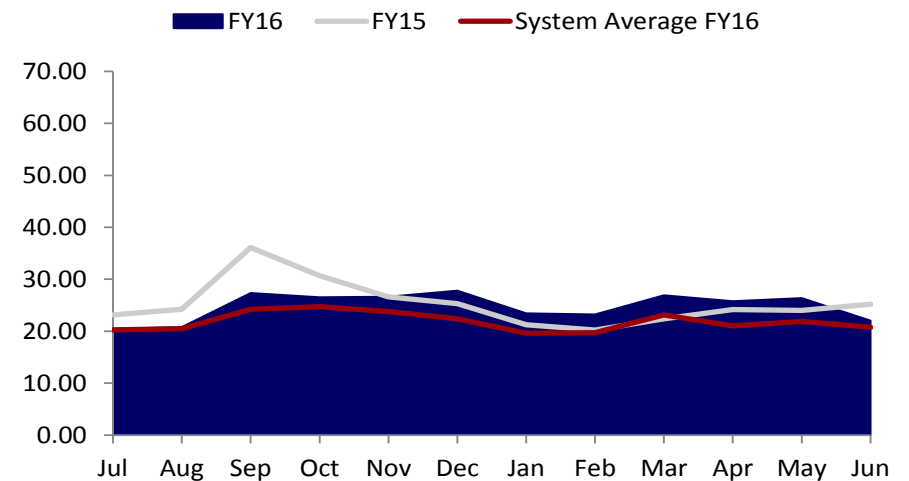
Fall River Route 10 - Rodman Street

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY16 Total	Change FY15
Ridership - Total	3,870	3,656	4,370	4,414	3,933	4,420	3,731	3,691	4,281	4,097	4,190	3,503	48,156	-1%
PPRH	20.48	20.83	27.38	26.54	26.65	27.82	23.49	23.23	26.95	25.79	26.37	22.05	24.69	-2%
PPRM	2.0	2.1	2.5	2.4	2.4	2.5	2.1	2.1	2.4	2.3	2.4	2.0	2.28	-3%
Cost / Passenger	\$5.19	\$5.10	\$3.88	\$4.00	\$3.99	\$3.82	\$4.52	\$4.57	\$3.94	\$4.12	\$4.03	\$4.82	\$4.30	0%

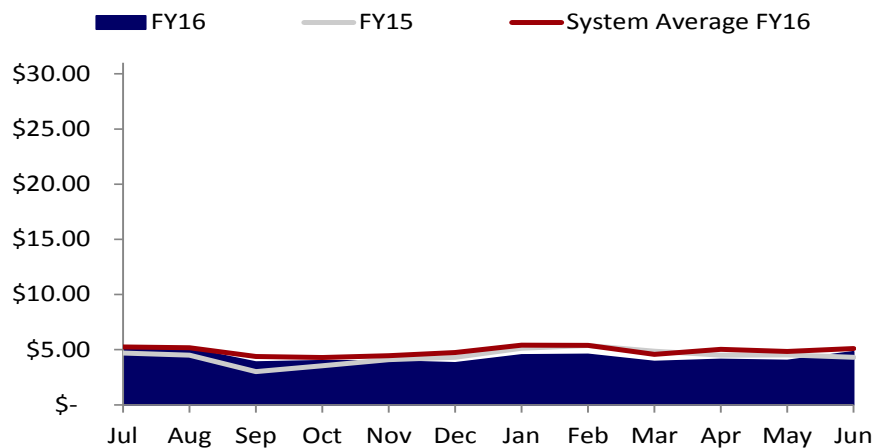
Ridership



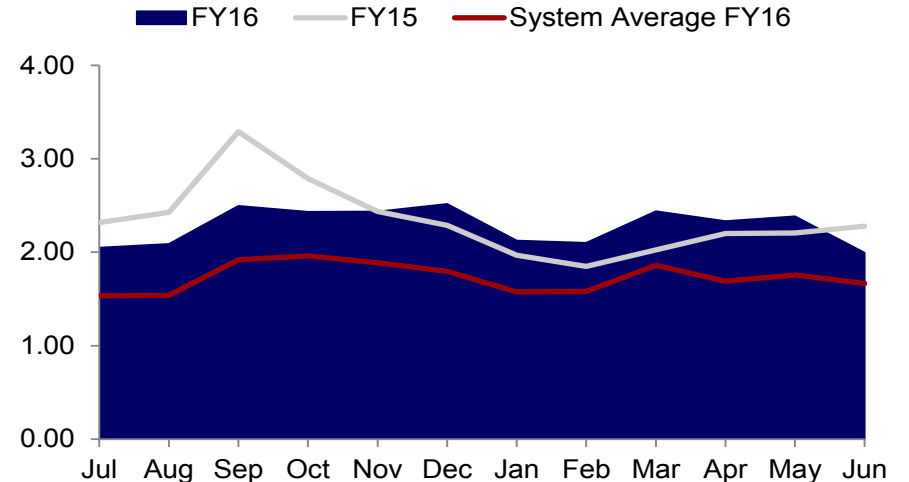
Passengers per Revenue Hour



Operating Cost per Passenger

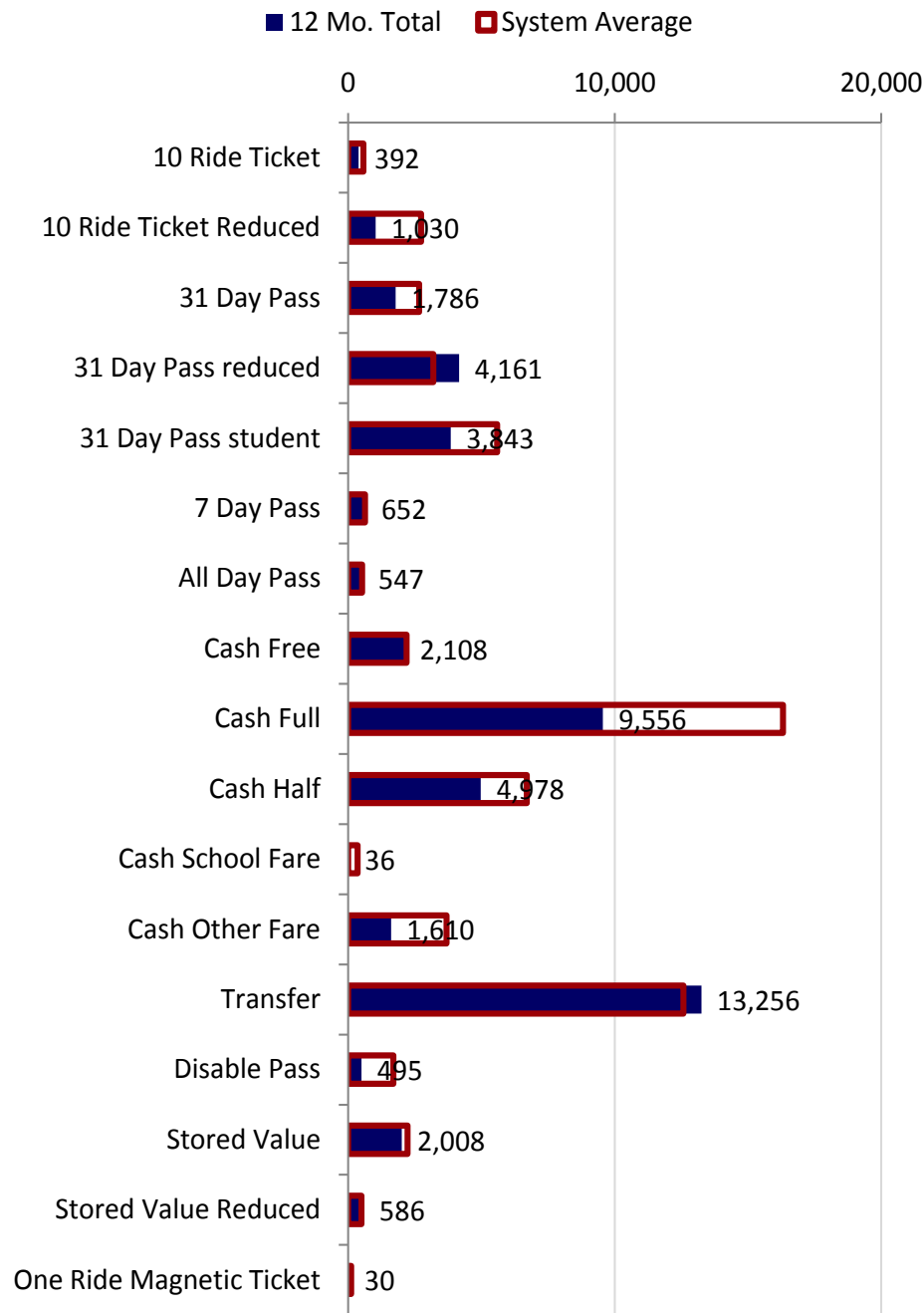


Passengers per Revenue Mile

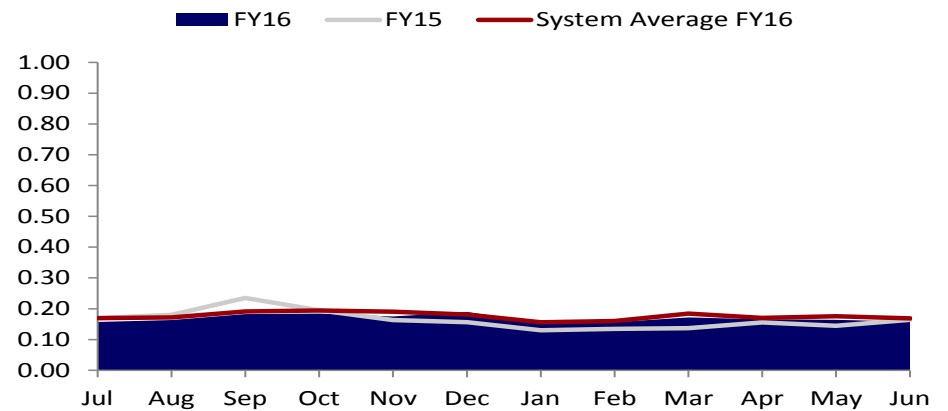


Fall River Route 10 - Rodman Street

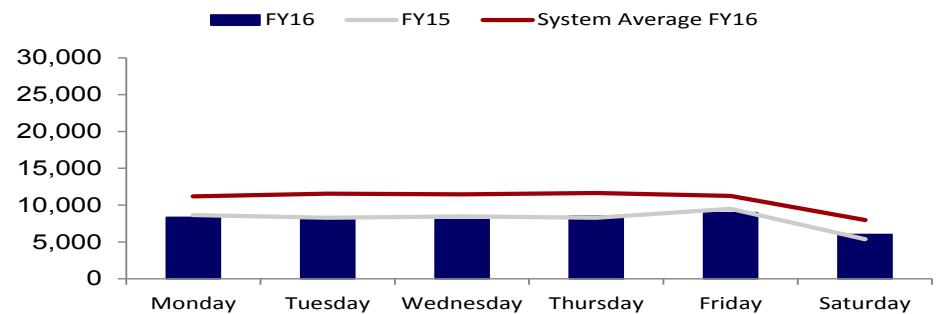
Fare Media Usage



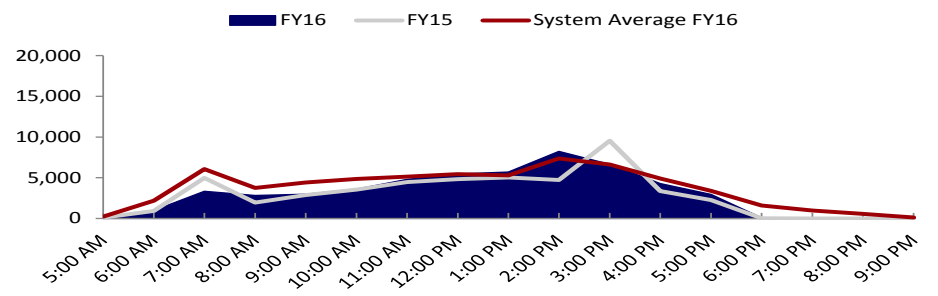
Farebox Recovery Ratio



Ridership by Day of Week



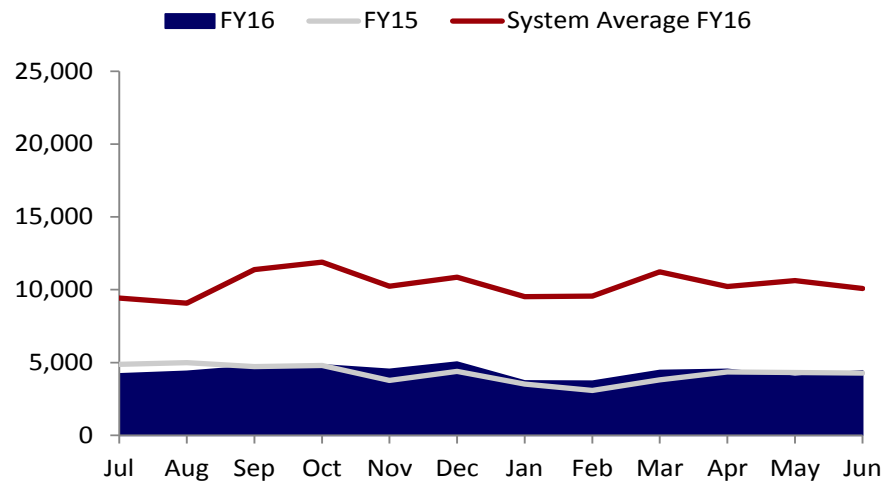
Ridership by Time of Day



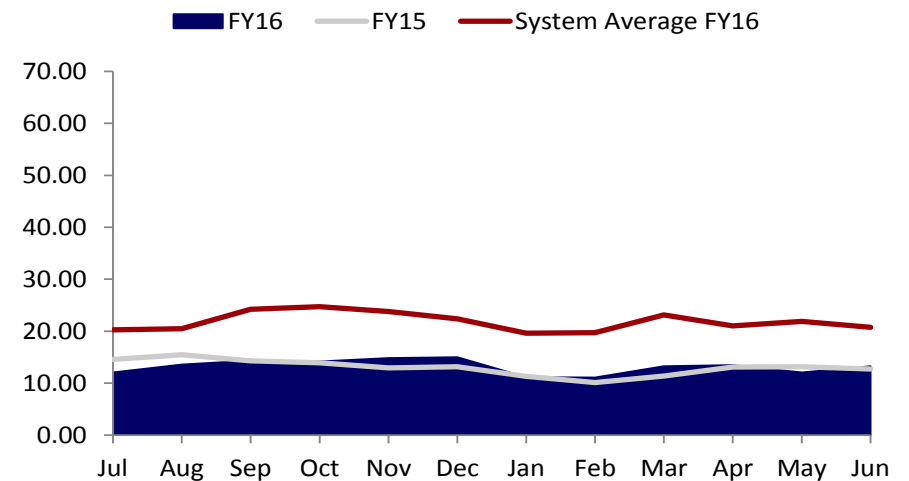
Fall River Route 14 - Swansea Mall

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY16 Total	Change FY15
Ridership - Total	4,208	4,386	4,751	4,843	4,517	5,024	3,737	3,719	4,439	4,519	4,047	4,436	52,626	3%
PPRH	12.07	13.60	14.34	14.19	14.83	15.00	11.16	11.11	13.26	13.50	12.09	13.25	13.18	1%
PPRM	0.6	0.7	0.7	0.7	0.8	0.8	0.6	0.6	0.7	0.7	0.6	0.7	0.68	1%
Cost / Passenger	\$8.80	\$7.81	\$7.41	\$7.48	\$7.16	\$7.08	\$9.52	\$9.56	\$8.01	\$7.87	\$8.79	\$8.02	\$8.06	-4%

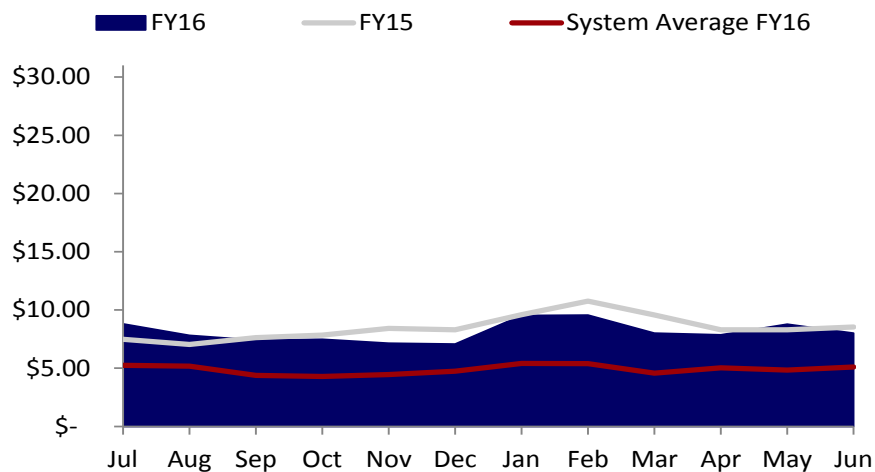
Ridership



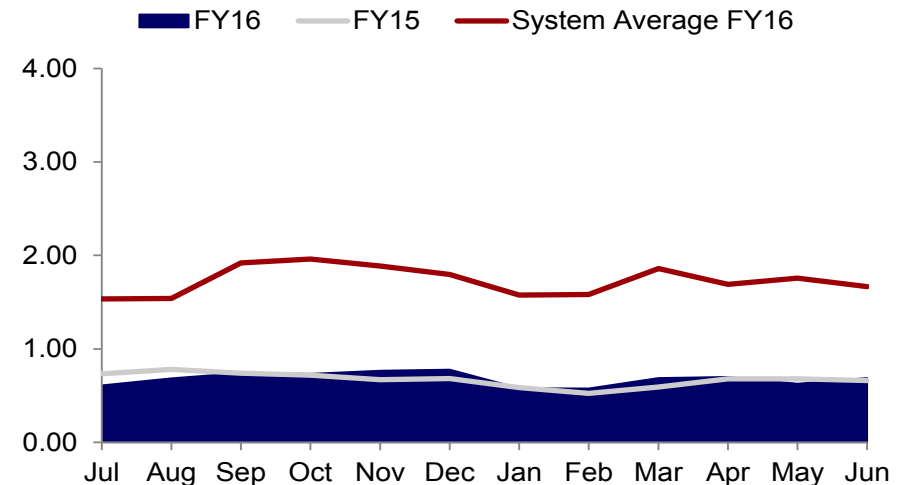
Passengers per Revenue Hour



Operating Cost per Passenger

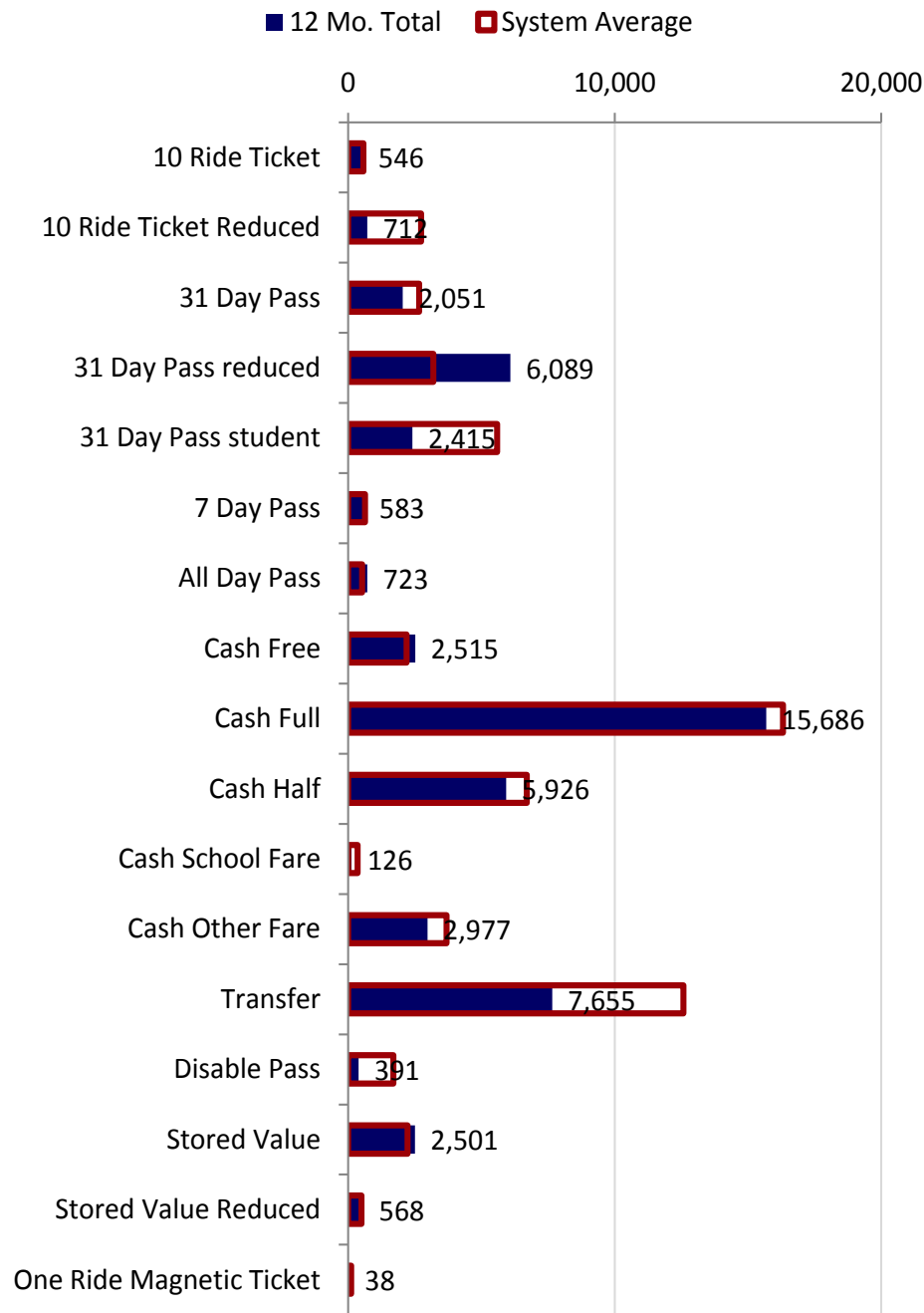


Passengers per Revenue Mile

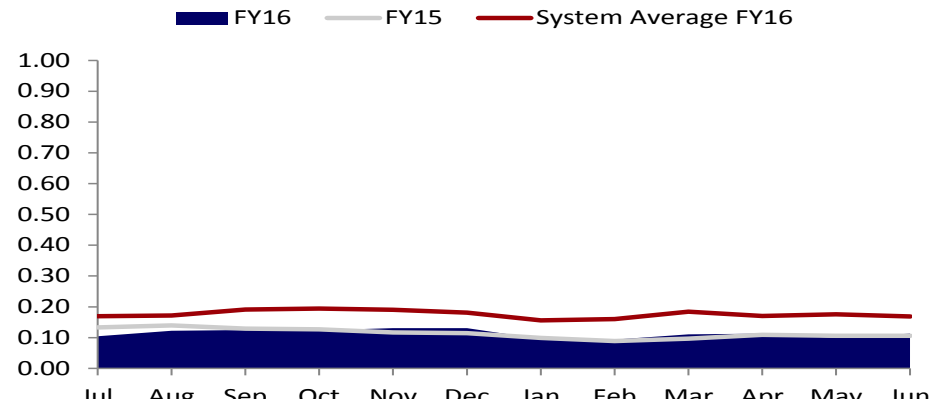


Fall River Route 14 - Swansea Mall

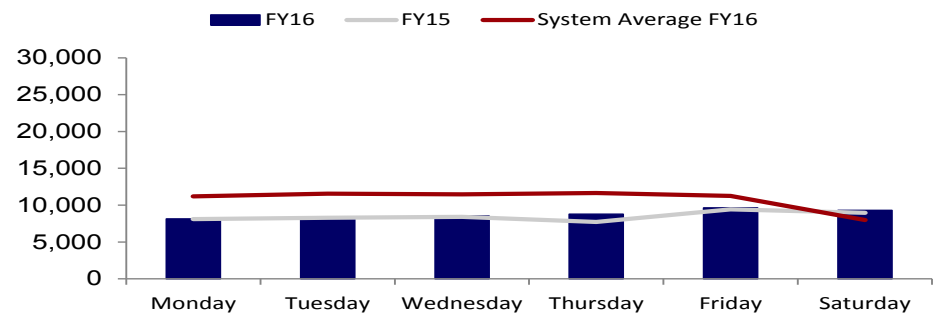
Fare Media Usage



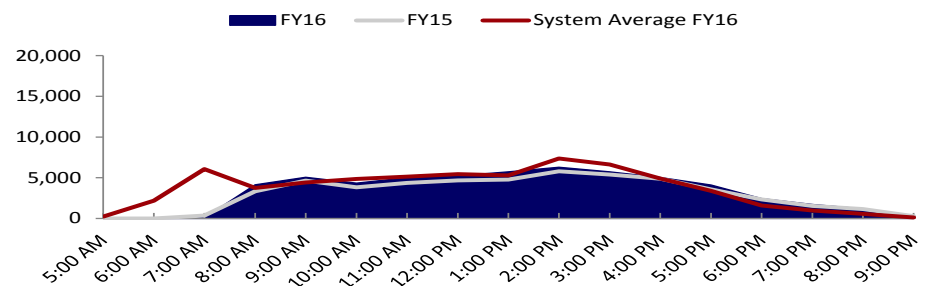
Farebox Recovery Ratio



Ridership by Day of Week



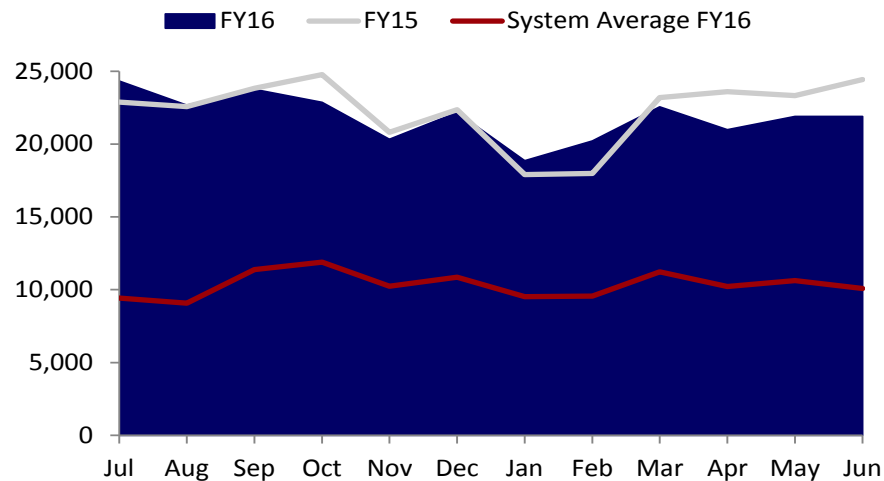
Ridership by Time of Day



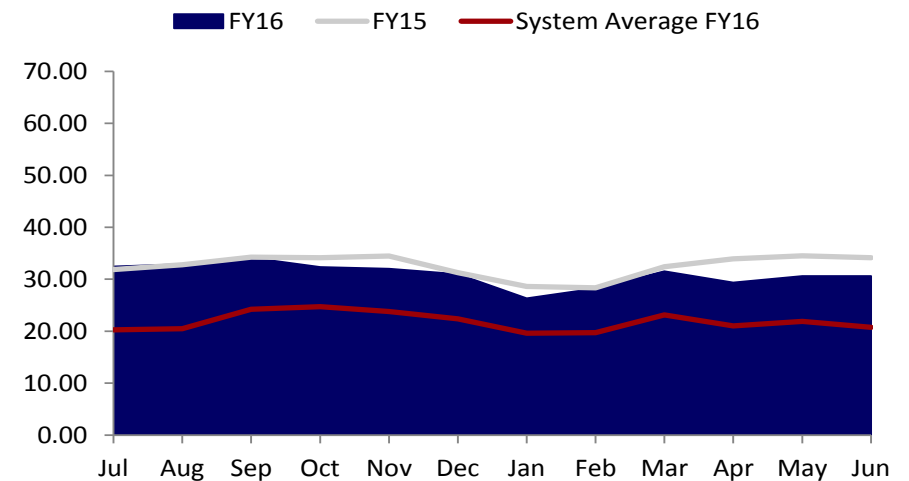
New Bedford Route 1 - Fort Rodman

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY16 Total	Change FY15
Ridership - Total	24,327	22,663	23,753	22,860	20,333	22,171	18,849	20,205	22,555	20,985	21,890	21,888	262,479	-2%
PPRH	32.49	32.92	34.15	32.35	32.04	31.01	26.36	28.26	31.54	29.35	30.61	30.61	30.96	-5%
PPRM	3.0	3.0	3.2	3.0	3.0	2.9	2.5	2.6	3.0	2.7	2.9	2.9	2.91	-4%
Cost / Passenger	\$3.27	\$3.23	\$3.11	\$3.28	\$3.31	\$3.43	\$4.03	\$3.76	\$3.37	\$3.62	\$3.47	\$3.47	\$3.43	3%

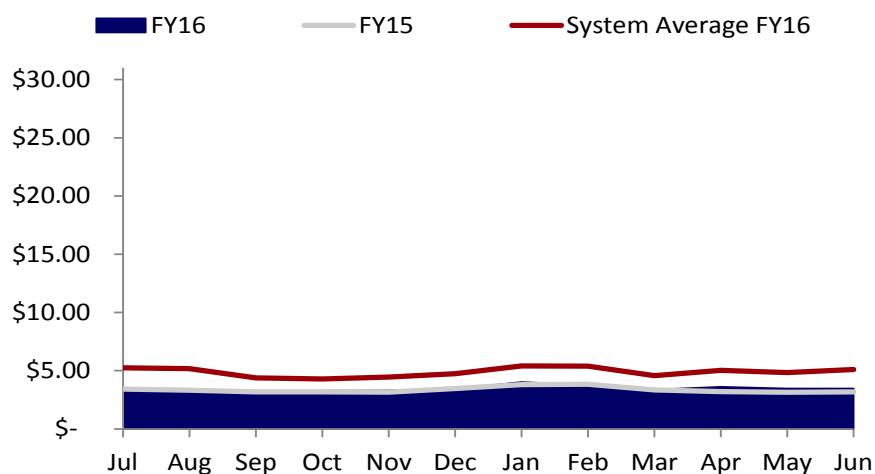
Ridership



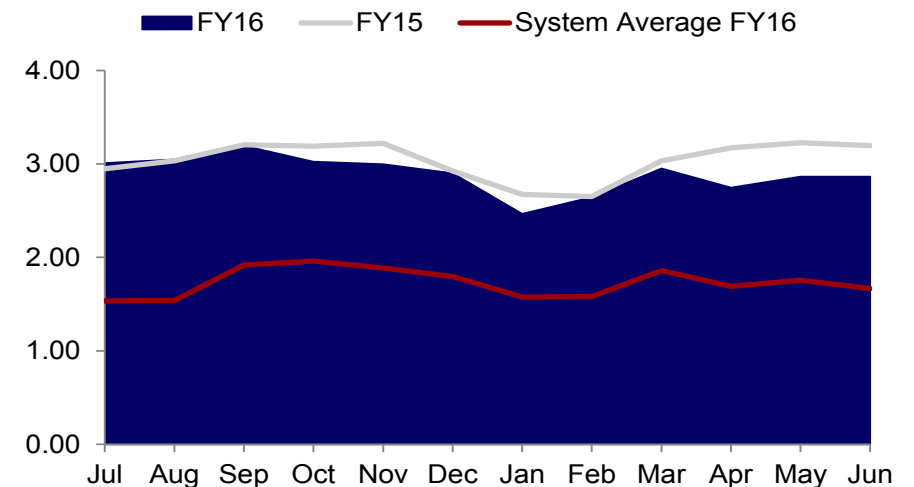
Passengers per Revenue Hour



Operating Cost per Passenger

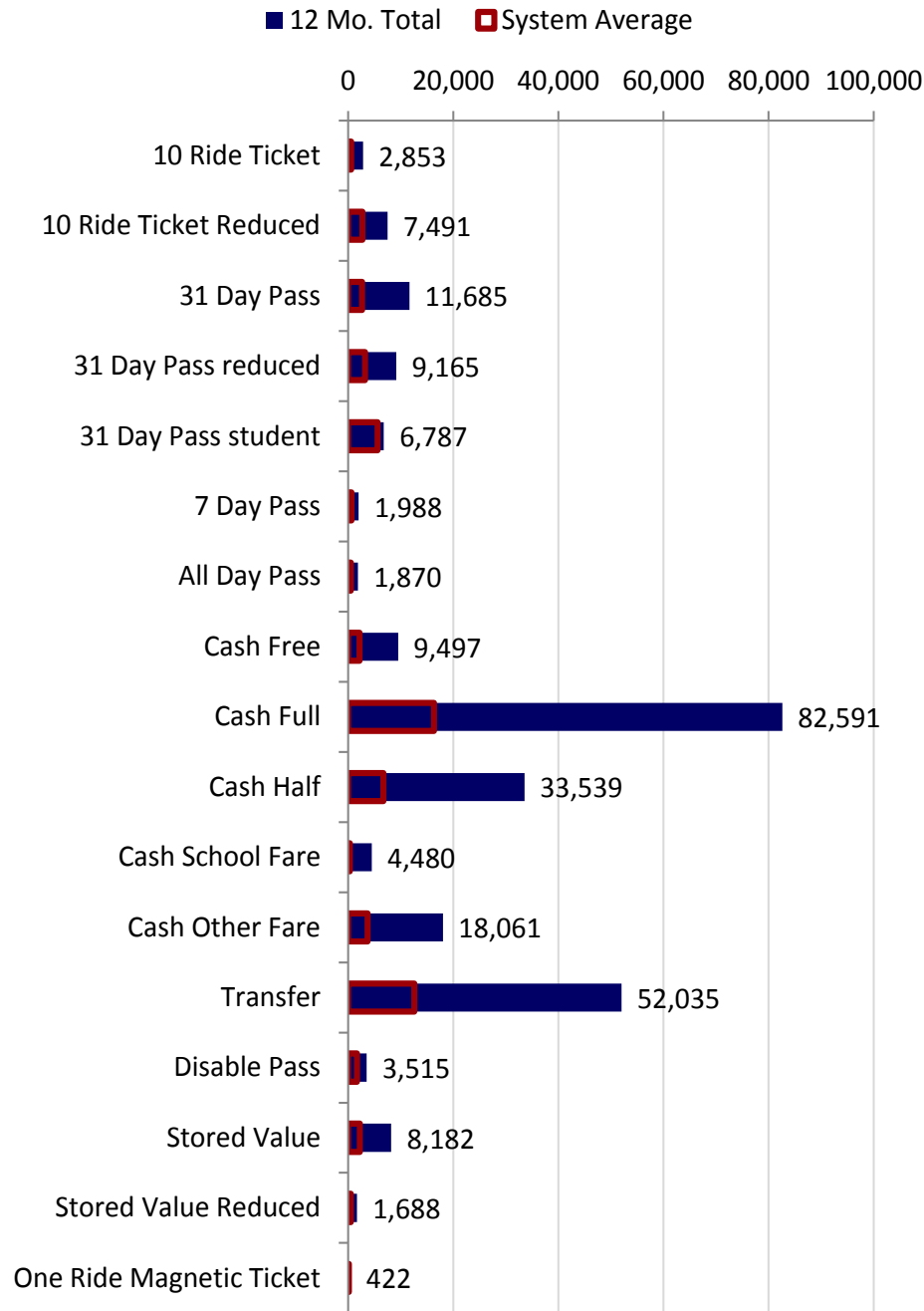


Passengers per Revenue Mile

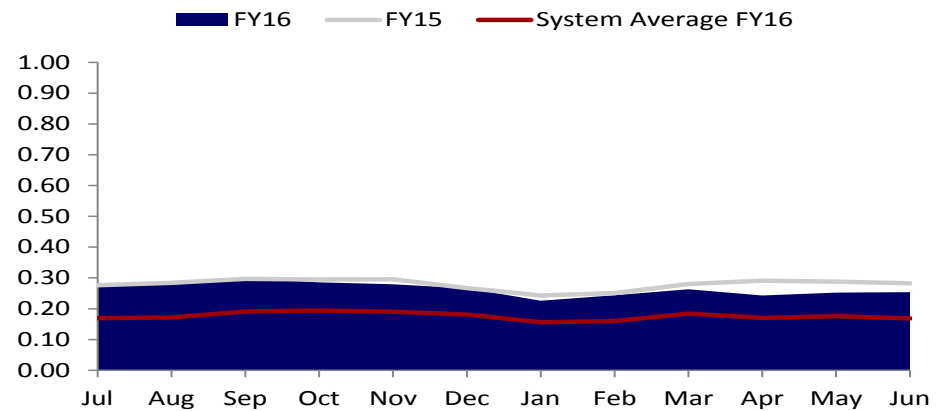


New Bedford Route 1 - Fort Rodman

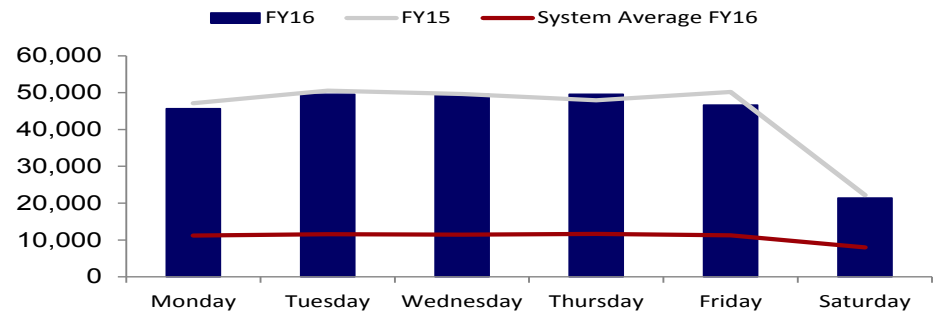
Fare Media Usage



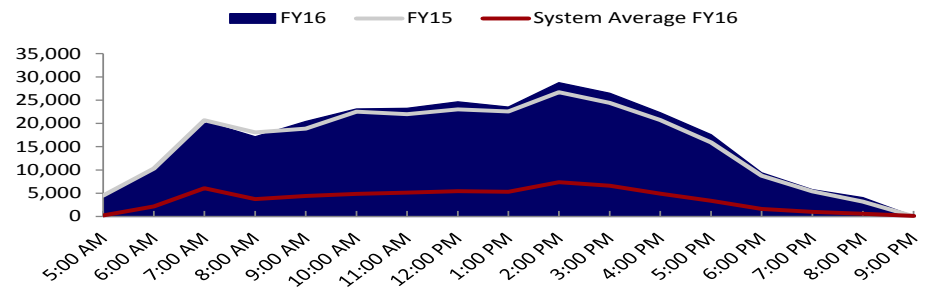
Farebox Recovery Ratio



Ridership by Day of Week



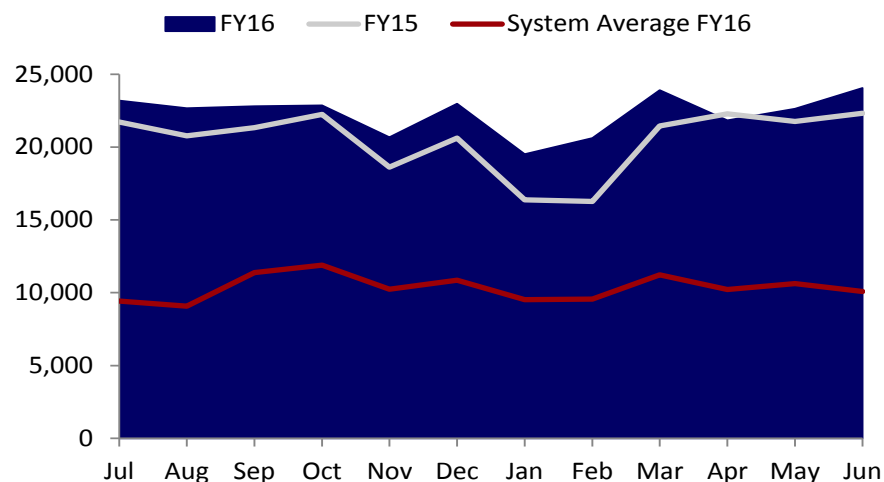
Ridership by Time of Day



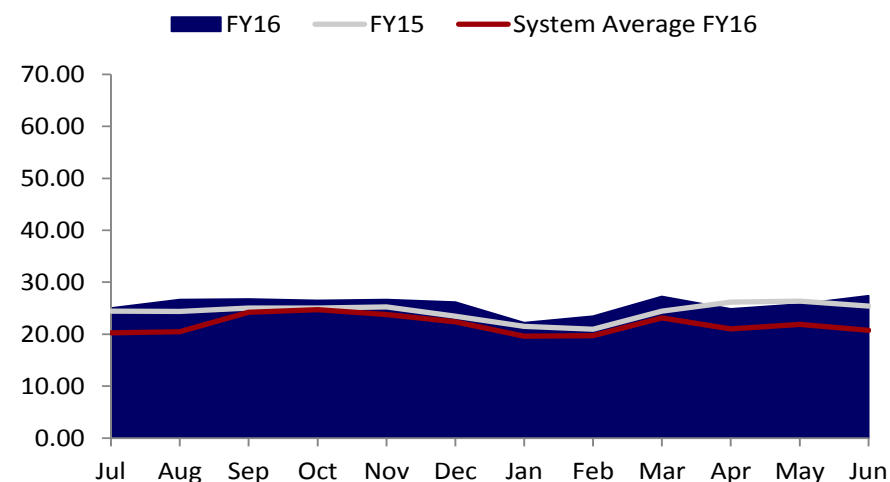
New Bedford Route 2 - Lund's Corner

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY16 Total	Change FY15
Ridership - Total	23,185	22,673	22,800	22,869	20,683	22,977	19,511	20,609	23,913	21,842	22,631	24,059	267,752	9%
PPRH	25.02	26.64	26.77	26.49	26.65	26.17	22.22	23.47	27.23	24.87	25.77	27.40	25.71	5%
PPRM	2.4	2.5	2.5	2.5	2.5	2.5	2.1	2.2	2.6	2.3	2.4	2.6	2.42	5%
Cost / Passenger	\$4.25	\$3.99	\$3.97	\$4.01	\$3.99	\$4.06	\$4.78	\$4.53	\$3.90	\$4.27	\$4.12	\$3.88	\$4.13	-7%

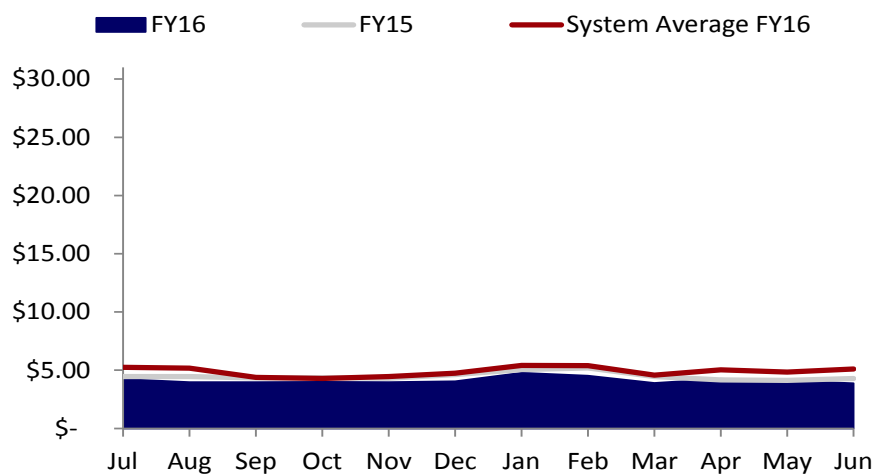
Ridership



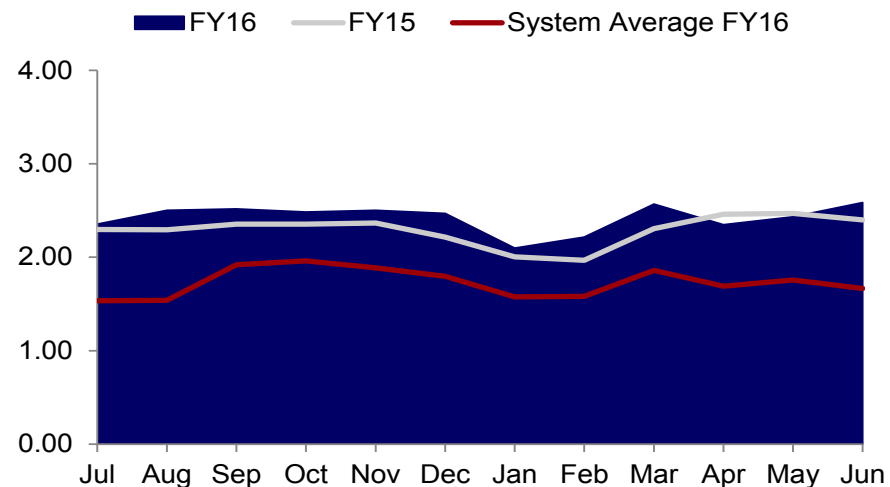
Passengers per Revenue Hour



Operating Cost per Passenger

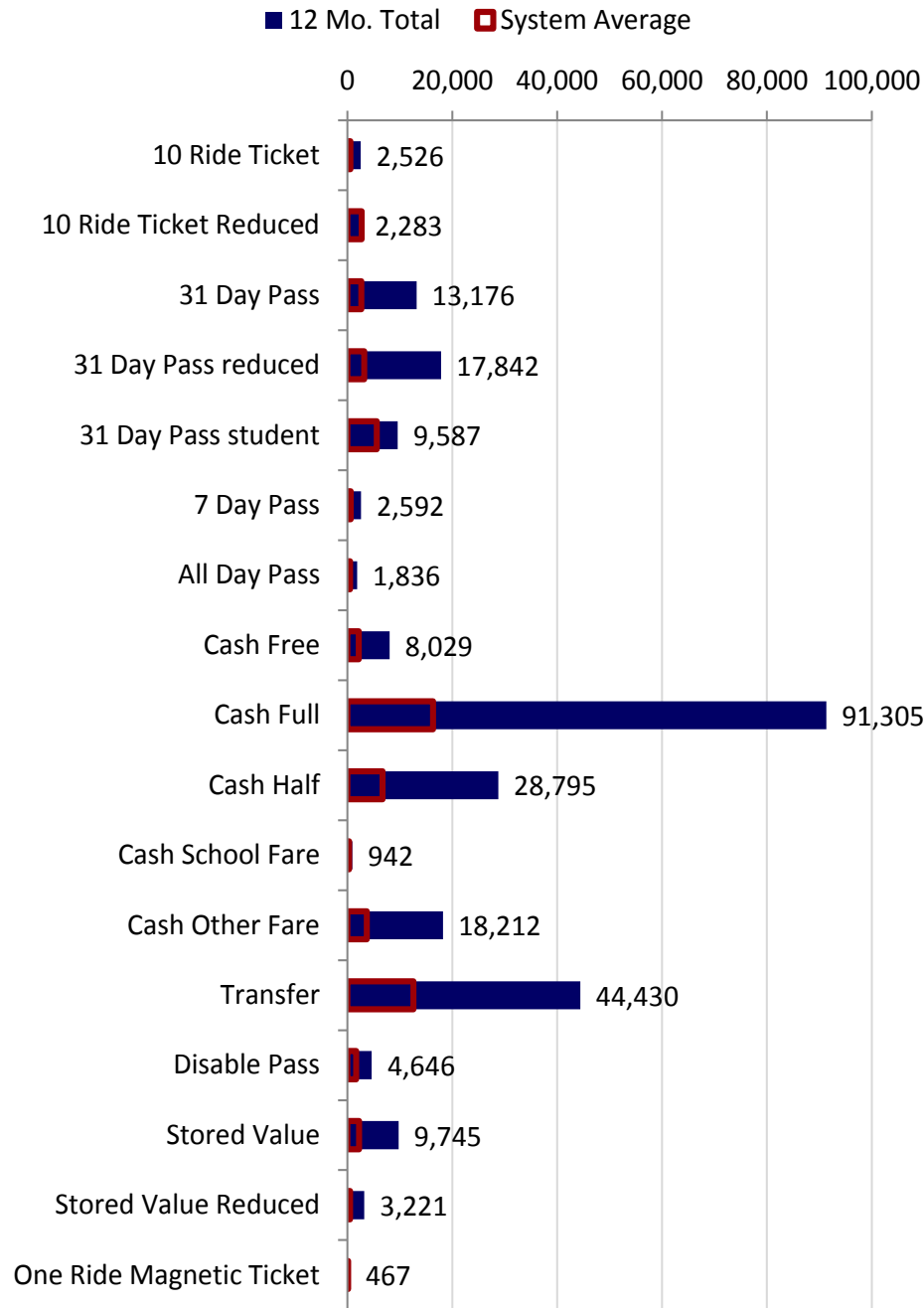


Passengers per Revenue Mile

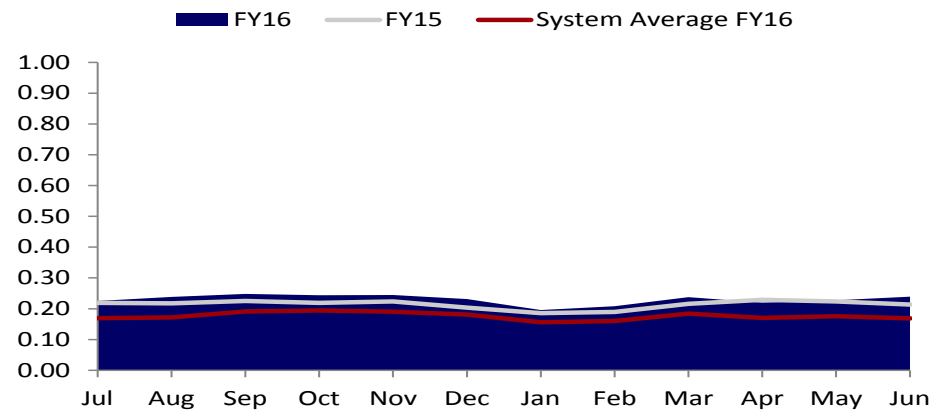


New Bedford Route 2 - Lund's Corner

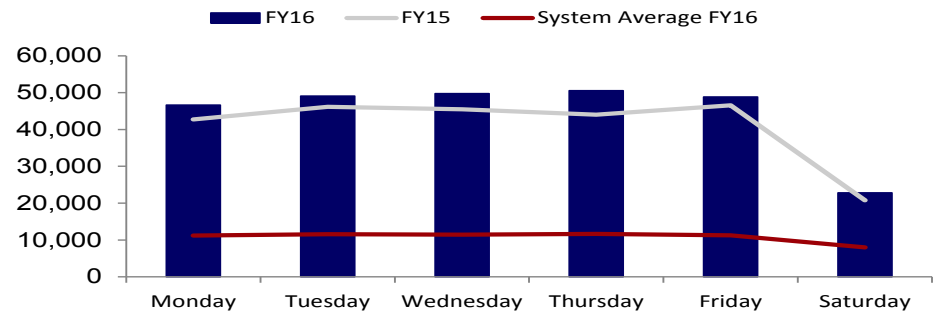
Fare Media Usage



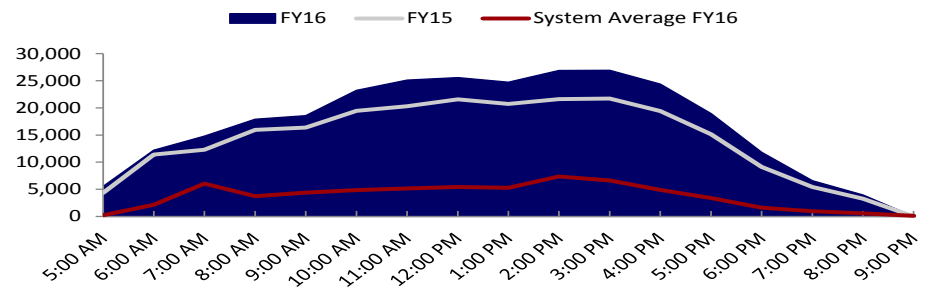
Farebox Recovery Ratio



Ridership by Day of Week



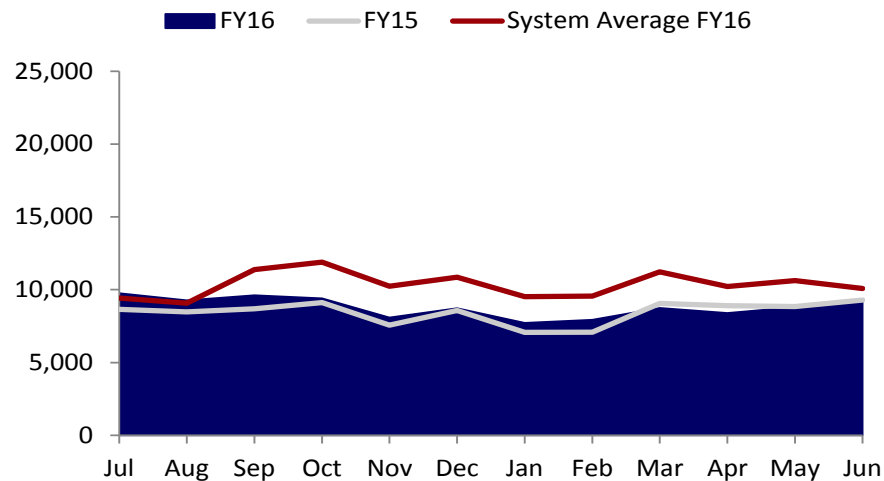
Ridership by Time of Day



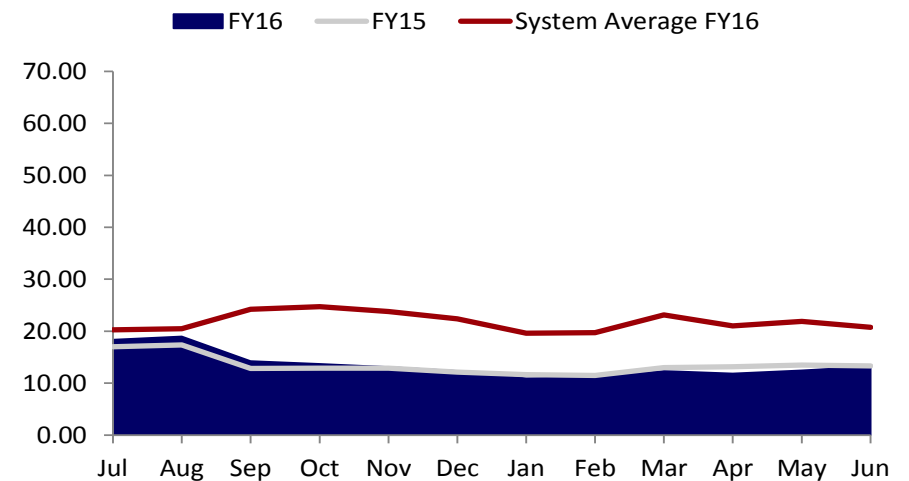
New Bedford Route 3 - Dartmouth Street

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY16 Total	Change FY15
Ridership - Total	9,758	9,273	9,618	9,411	8,092	8,732	7,720	7,943	8,753	8,396	8,813	9,363	105,872	4%
PPRH	18.39	18.99	14.22	13.72	13.13	12.34	10.91	11.23	12.37	11.87	12.46	13.23	13.32	0%
PPRM	1.3	1.4	1.4	1.4	1.3	1.2	1.1	1.1	1.2	1.2	1.3	1.3	1.27	1%
Cost / Passenger	\$5.78	\$5.59	\$7.47	\$7.74	\$8.09	\$8.61	\$9.73	\$9.46	\$8.58	\$8.95	\$8.53	\$8.03	\$7.98	-3%

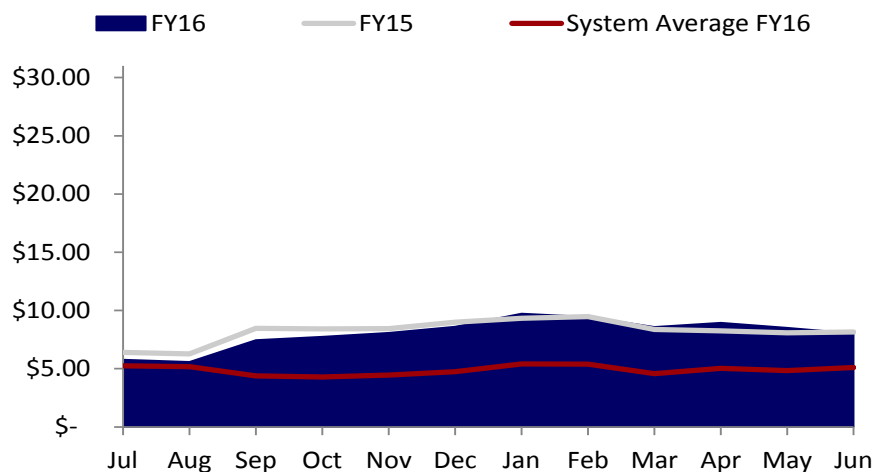
Ridership



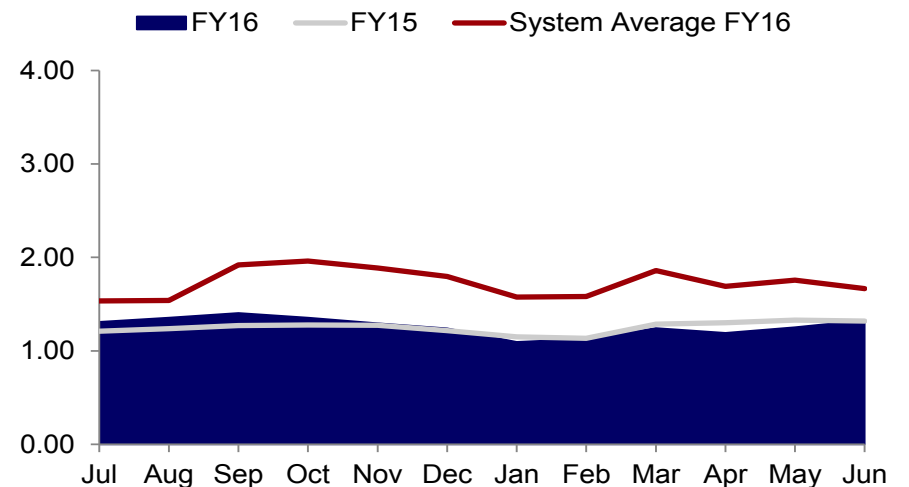
Passengers per Revenue Hour



Operating Cost per Passenger

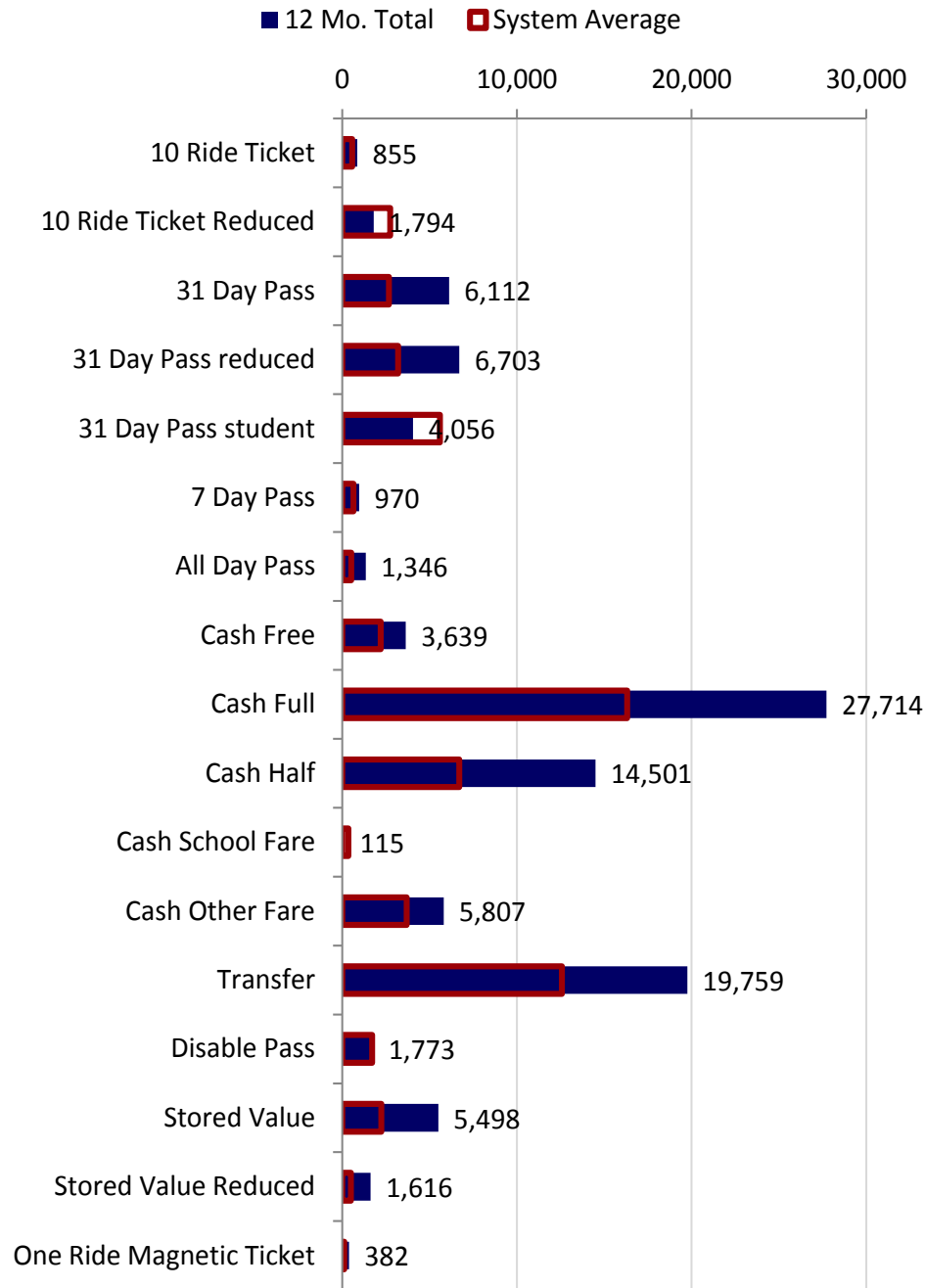


Passengers per Revenue Mile

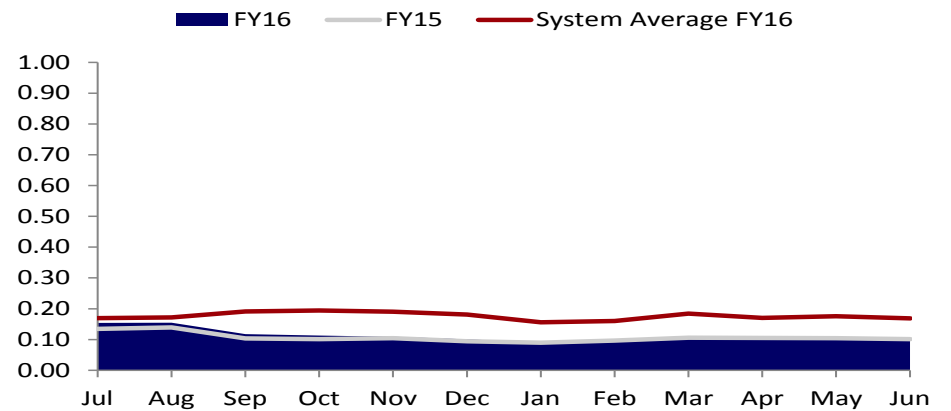


New Bedford Route 3 - Dartmouth Street

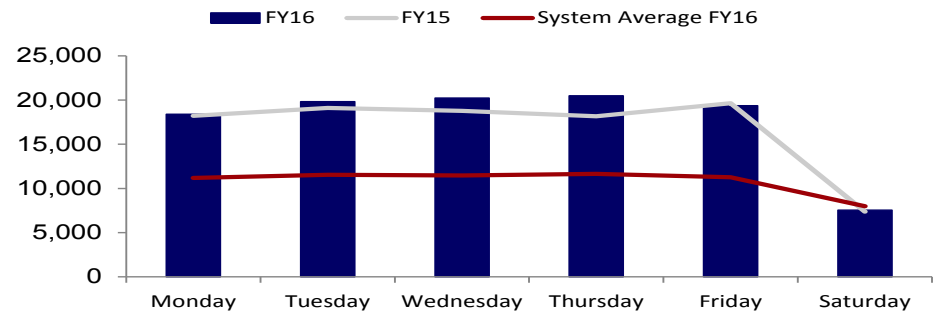
Fare Media Usage



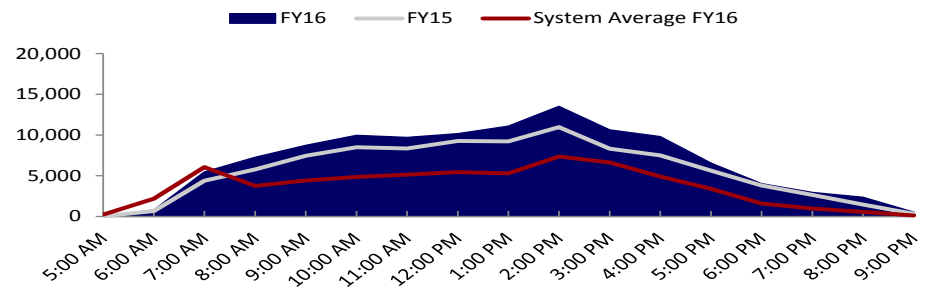
Farebox Recovery Ratio



Ridership by Day of Week



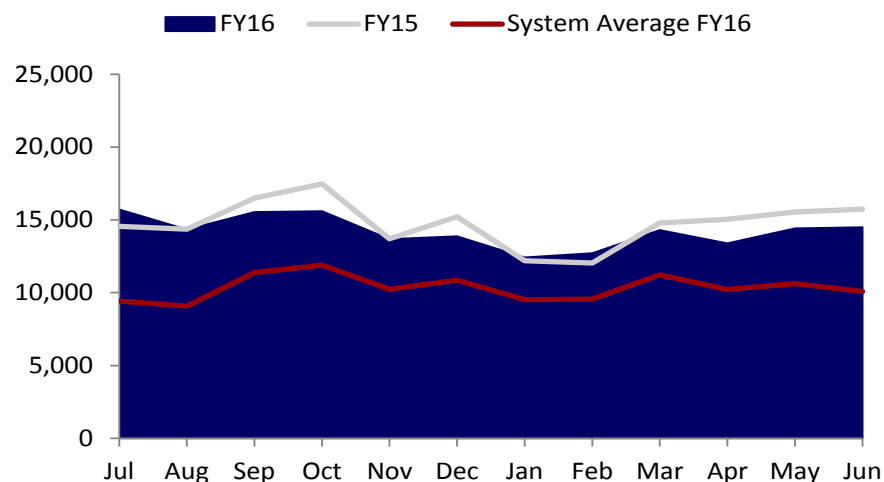
Ridership by Time of Day



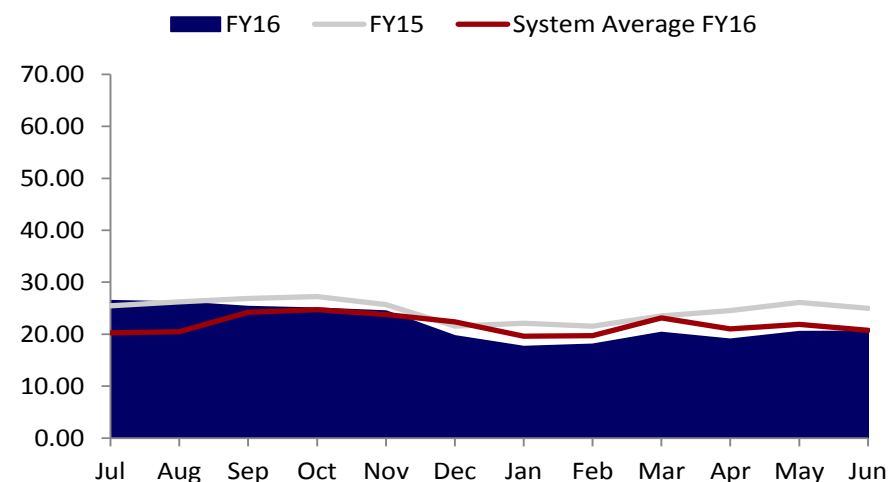
New Bedford Route 4 - Ashley Boulevard

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY16 Total	Change FY15
Ridership - Total	15,721	14,337	15,550	15,600	13,686	13,873	12,420	12,724	14,309	13,394	14,419	14,490	170,523	-4%
PPRH	26.43	26.19	25.31	24.99	24.41	19.68	17.62	18.05	20.30	19.00	20.46	20.56	21.65	-12%
PPRM	2.1	2.0	2.2	2.2	2.1	1.9	1.7	1.8	2.0	1.9	2.0	2.0	2.00	-6%
Cost / Passenger	\$4.02	\$4.06	\$4.20	\$4.25	\$4.35	\$5.40	\$6.03	\$5.88	\$5.23	\$5.59	\$5.19	\$5.17	\$4.91	11%

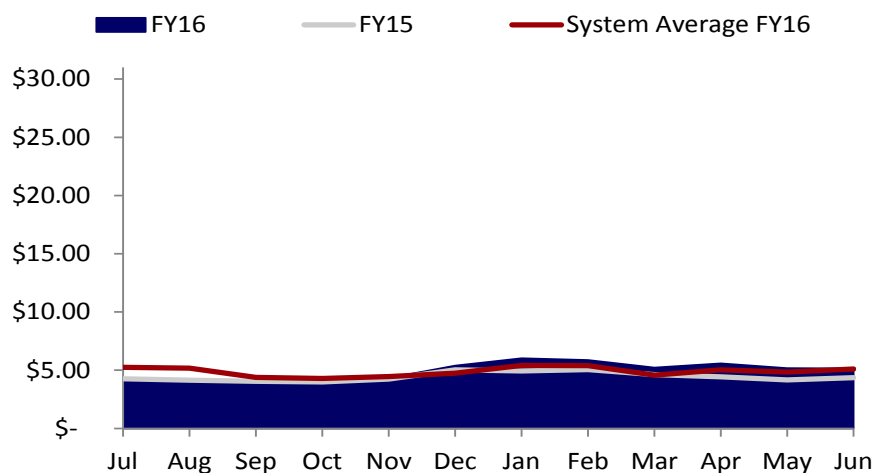
Ridership



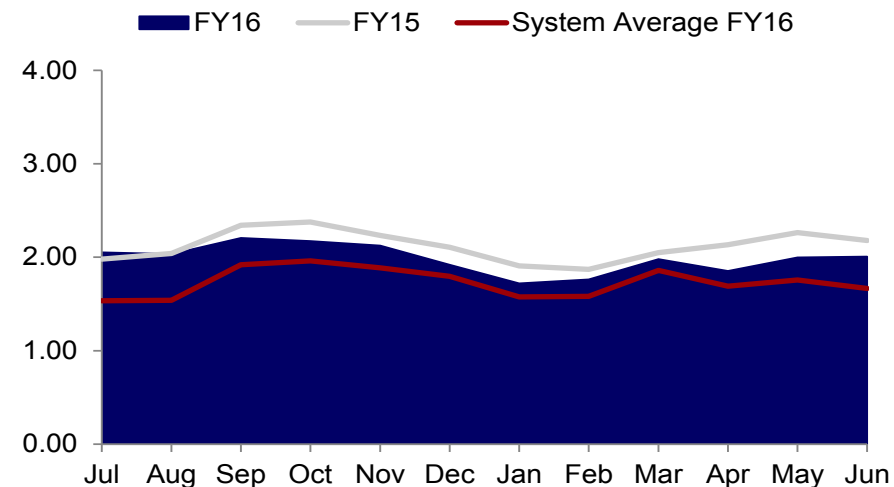
Passengers per Revenue Hour



Operating Cost per Passenger

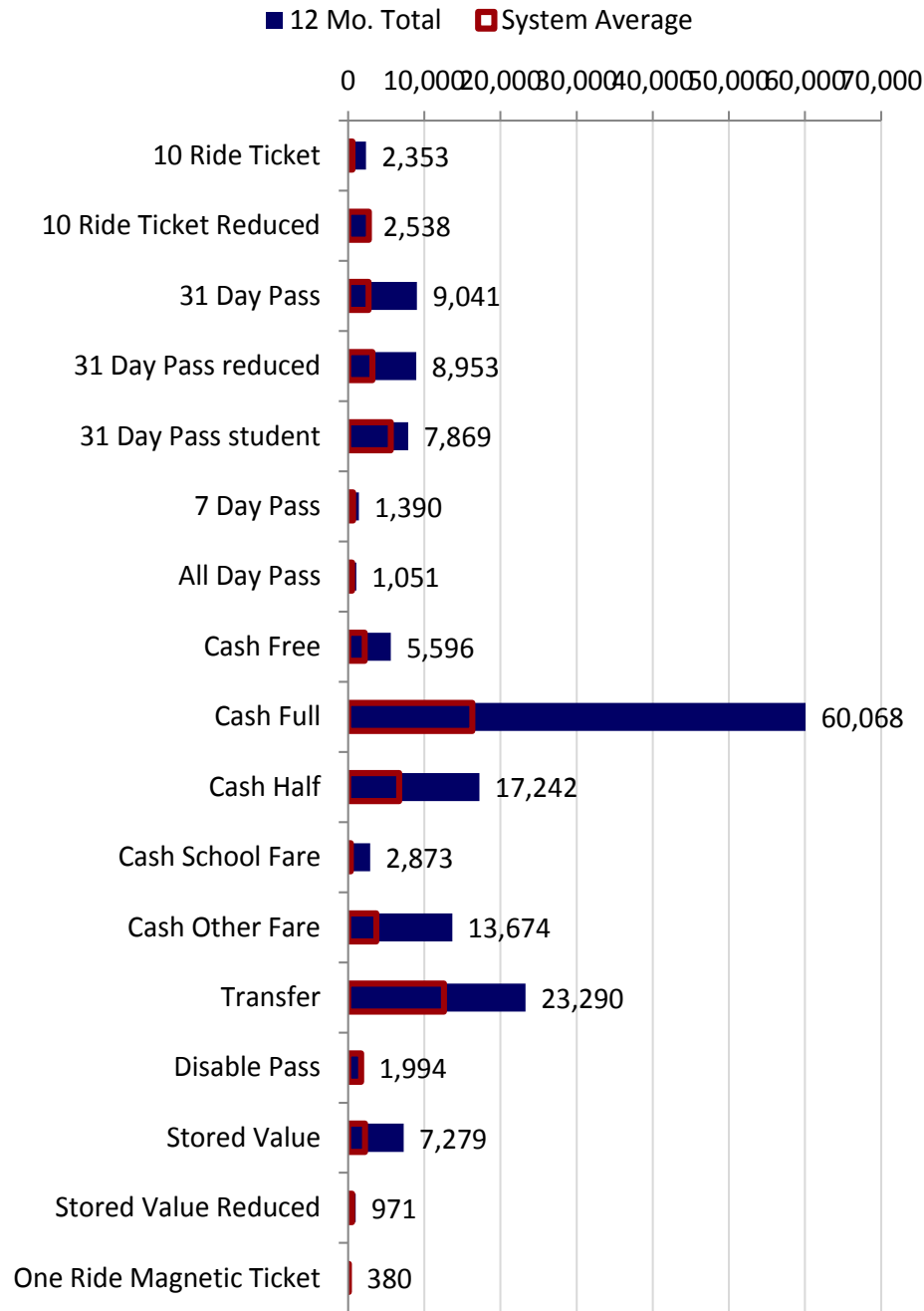


Passengers per Revenue Mile

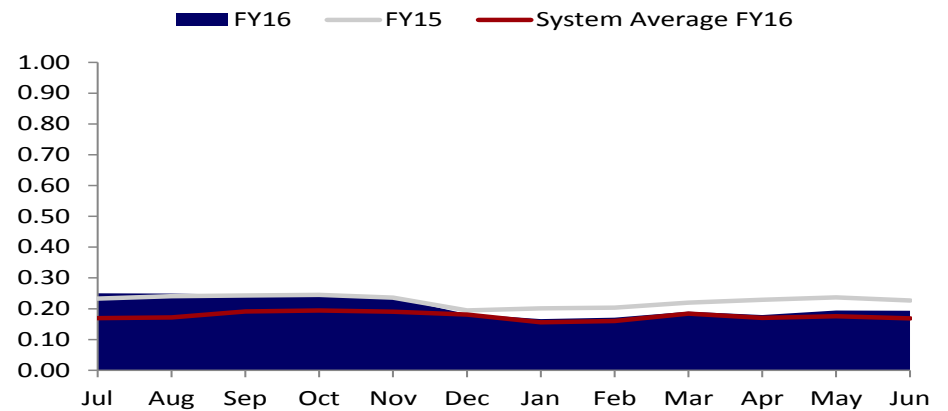


New Bedford Route 4 - Ashley Boulevard

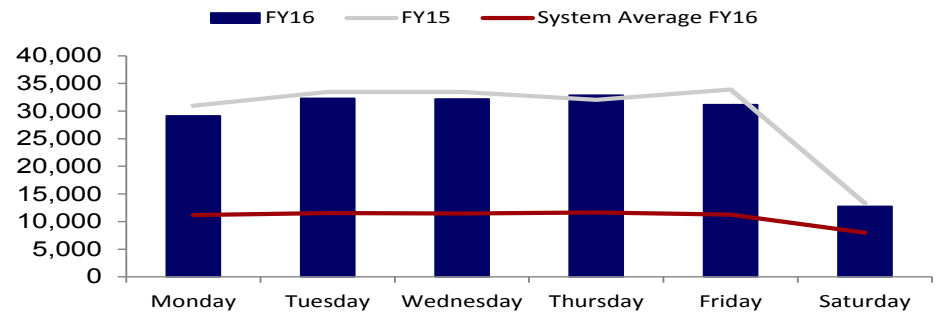
Fare Media Usage



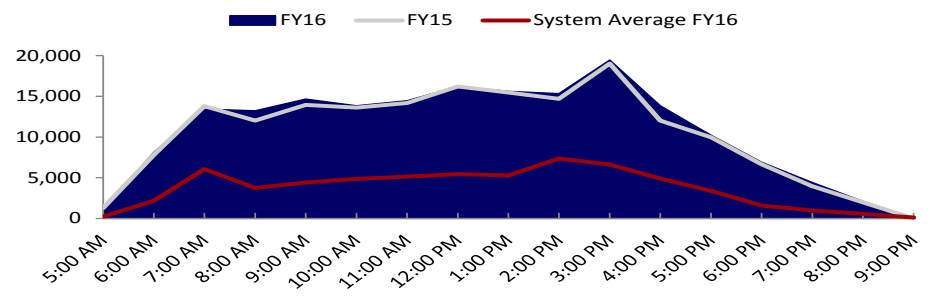
Farebox Recovery Ratio



Ridership by Day of Week



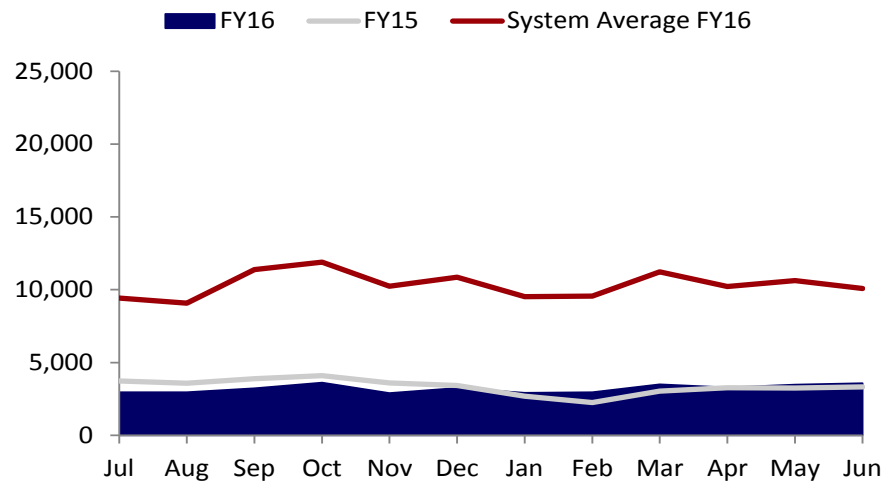
Ridership by Time of Day



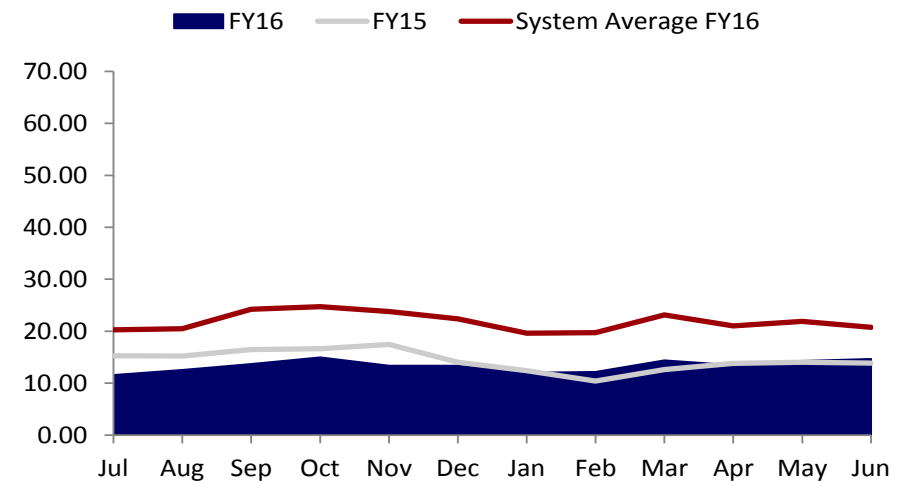
New Bedford Route 5 - Rivet Street

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY16 Total	Change FY15
Ridership - Total	2,951	2,948	3,229	3,617	2,891	3,249	2,924	2,959	3,508	3,281	3,483	3,574	38,614	-4%
PPRH	11.61	12.57	13.68	14.98	13.38	13.35	12.02	12.16	14.42	13.48	14.31	14.69	13.38	-7%
PPRM	1.1	1.2	1.3	1.5	1.3	1.3	1.2	1.2	1.4	1.3	1.4	1.5	1.33	-6%
Cost / Passenger	\$9.15	\$8.45	\$7.76	\$7.09	\$7.94	\$7.95	\$8.84	\$8.73	\$7.37	\$7.88	\$7.42	\$7.23	\$7.94	5%

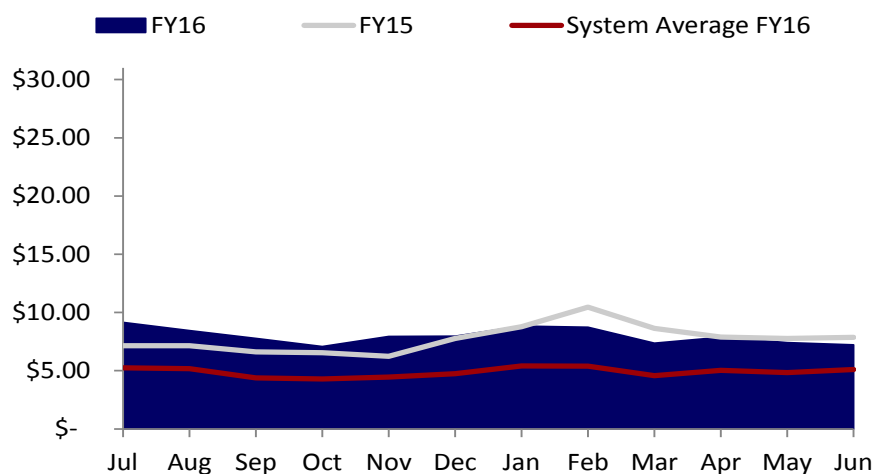
Ridership



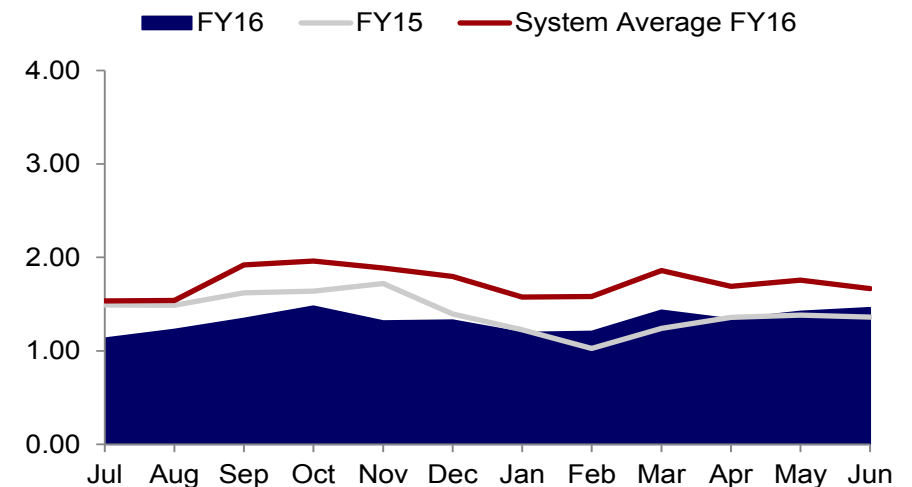
Passengers per Revenue Hour



Operating Cost per Passenger

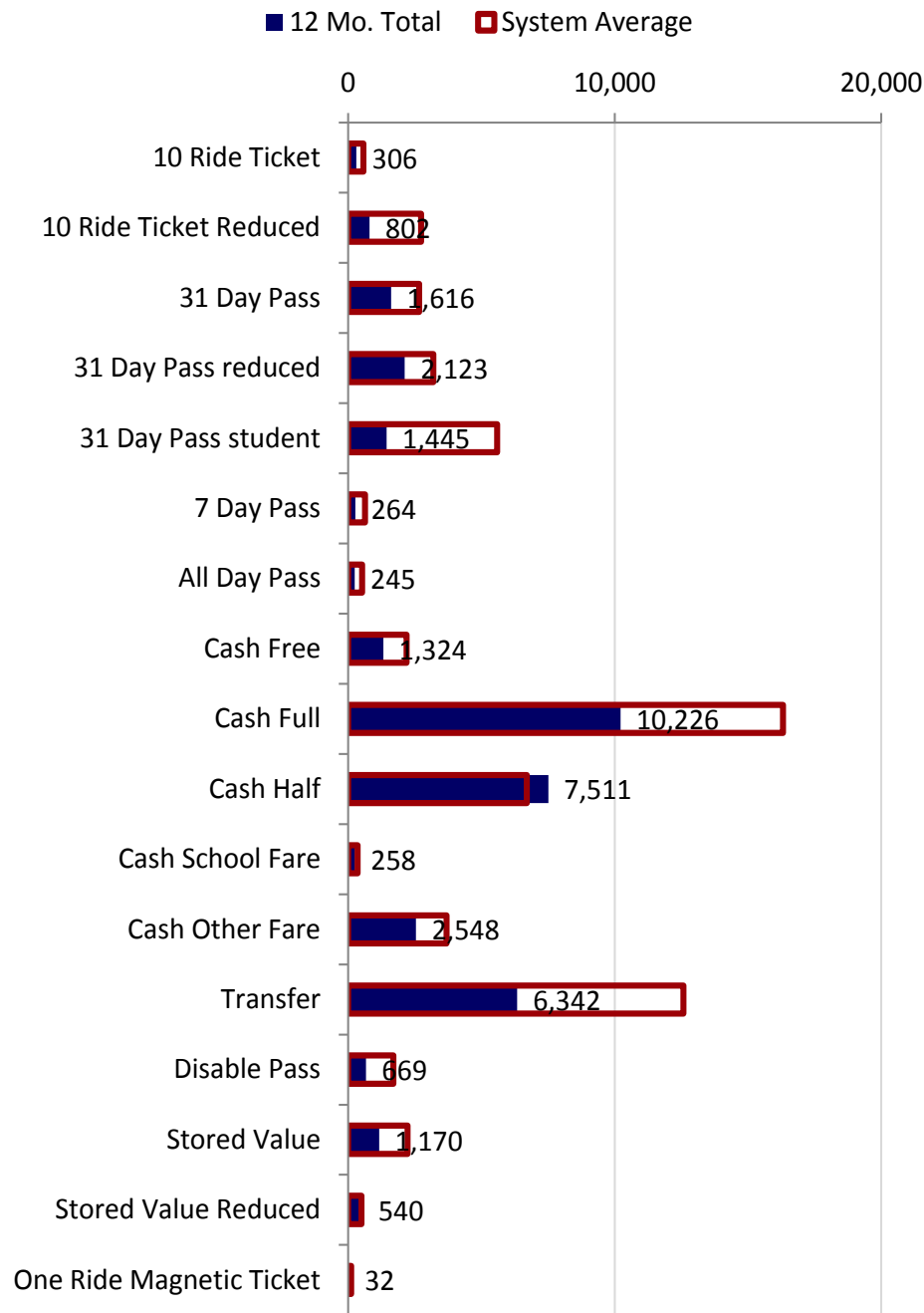


Passengers per Revenue Mile

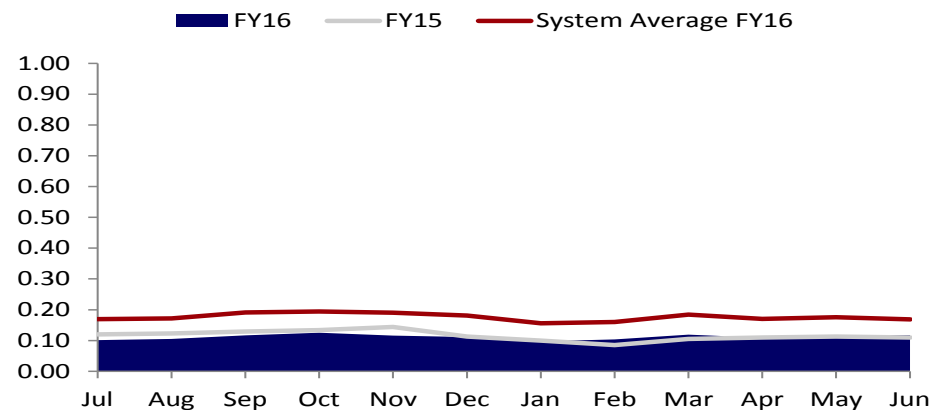


New Bedford Route 5 - Rivet Street

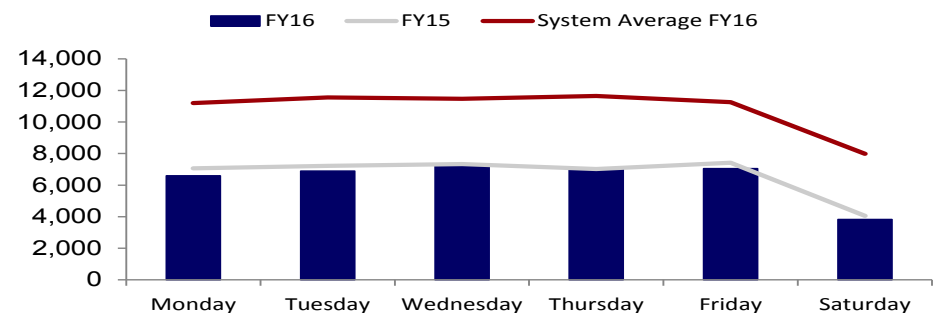
Fare Media Usage



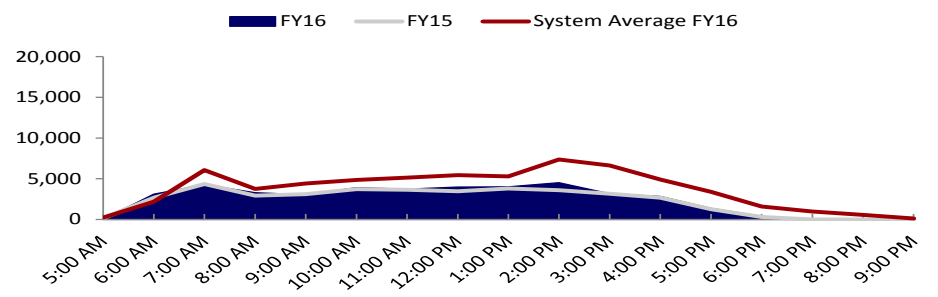
Farebox Recovery Ratio



Ridership by Day of Week



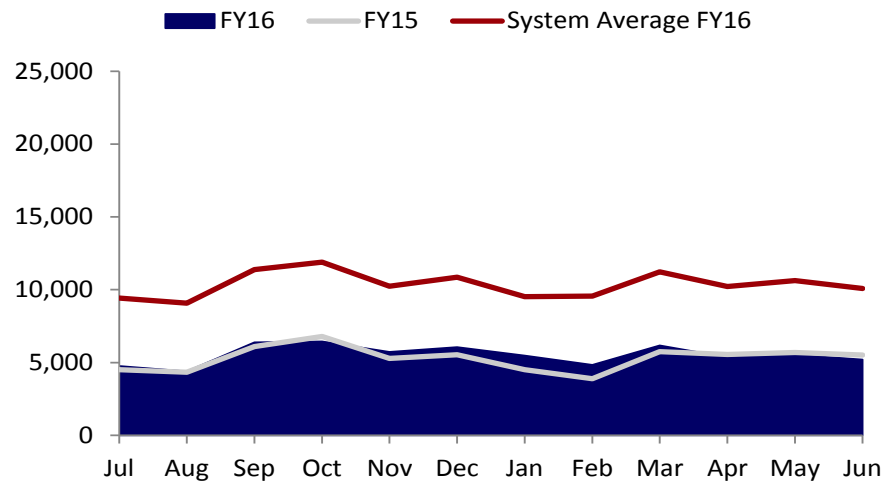
Ridership by Time of Day



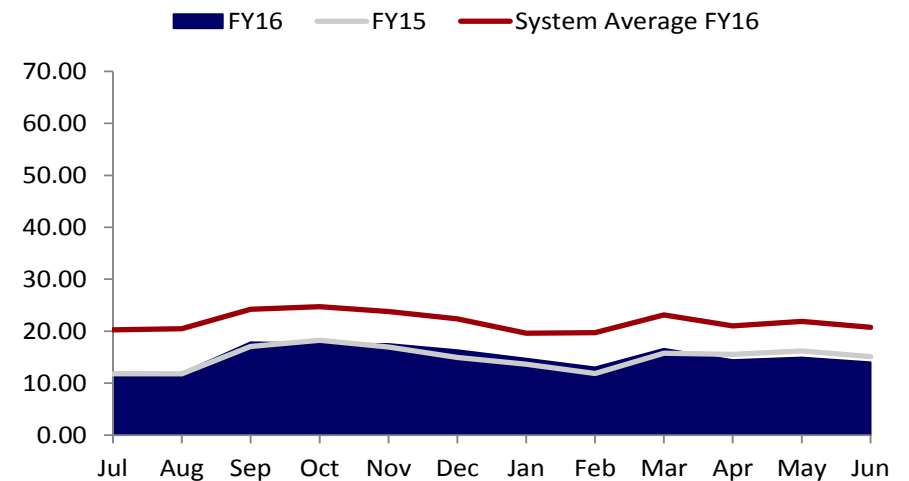
New Bedford Route 6 - Shawmut / Rockdale

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY16 Total	Change FY15
Ridership - Total	4,766	4,393	6,382	6,446	5,735	6,054	5,468	4,827	6,163	5,360	5,529	5,207	66,330	5%
PPRH	12.00	11.97	17.88	17.64	17.54	16.34	14.76	13.03	16.63	14.47	14.92	14.05	15.05	1%
PPRM	0.9	0.9	1.3	1.3	1.3	1.2	1.1	1.0	1.2	1.1	1.1	1.0	1.12	2%
Cost / Passenger	\$8.85	\$8.87	\$5.94	\$6.02	\$6.06	\$6.50	\$7.20	\$8.15	\$6.39	\$7.34	\$7.12	\$7.56	\$7.06	-3%

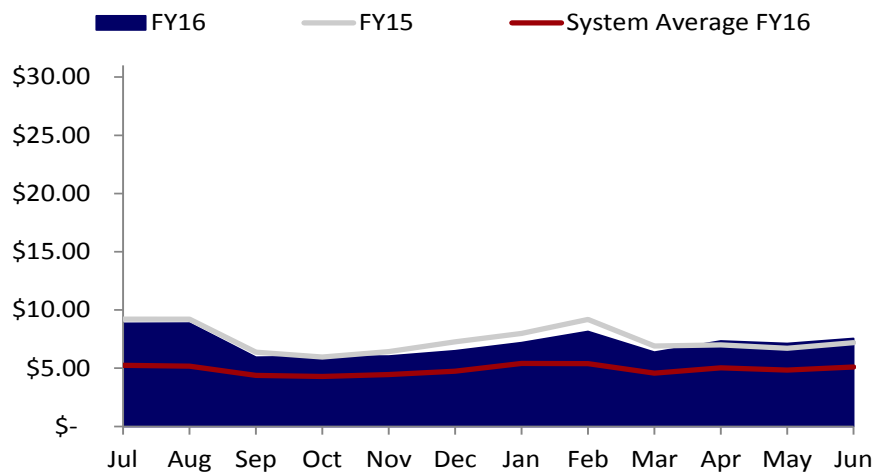
Ridership



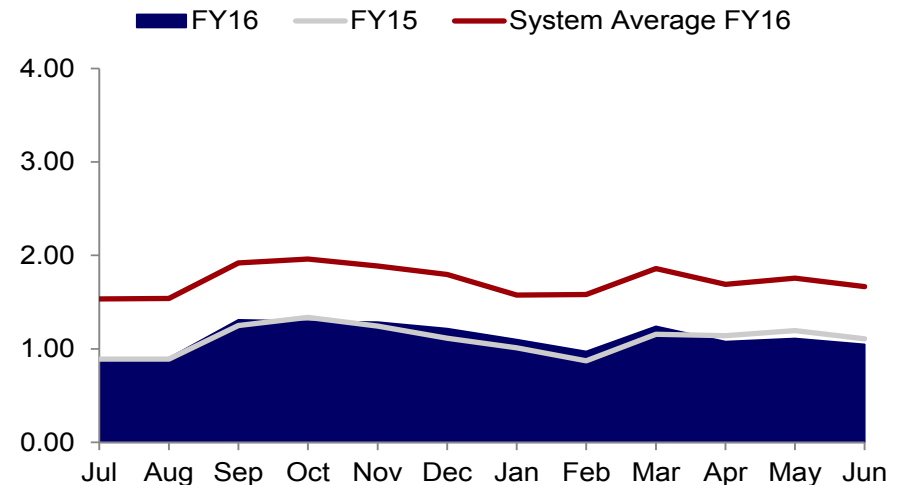
Passengers per Revenue Hour



Operating Cost per Passenger

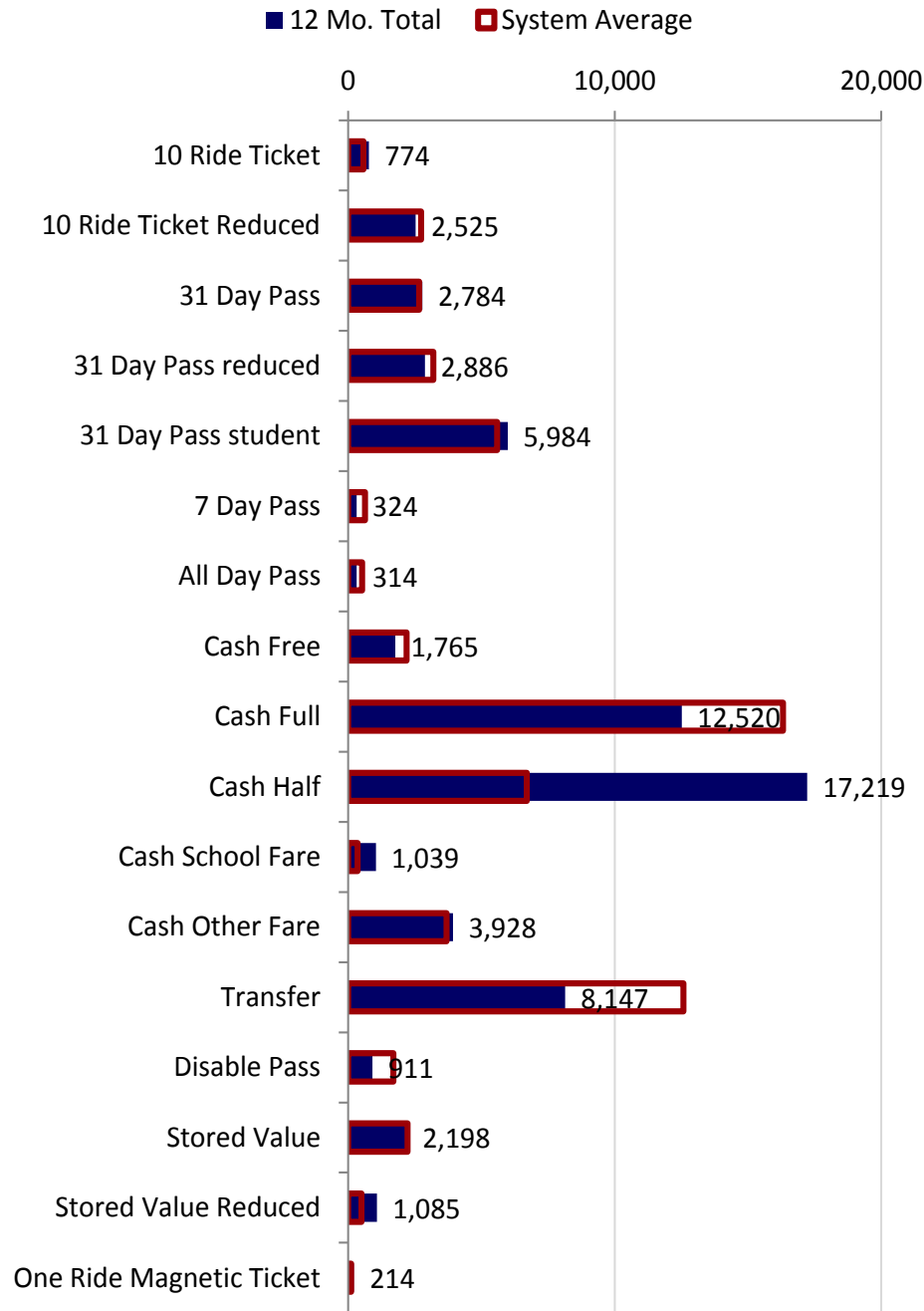


Passengers per Revenue Mile

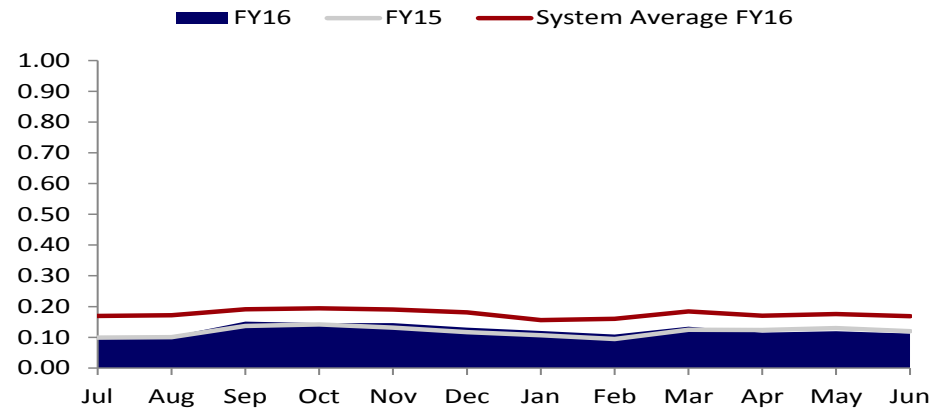


New Bedford Route 6 - Shawmut / Rockdale

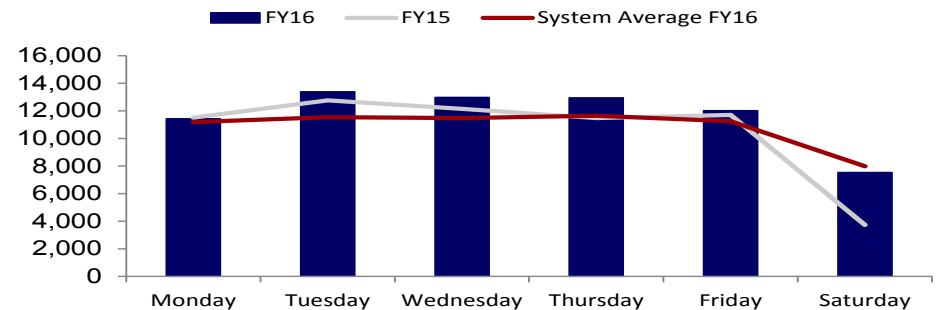
Fare Media Usage



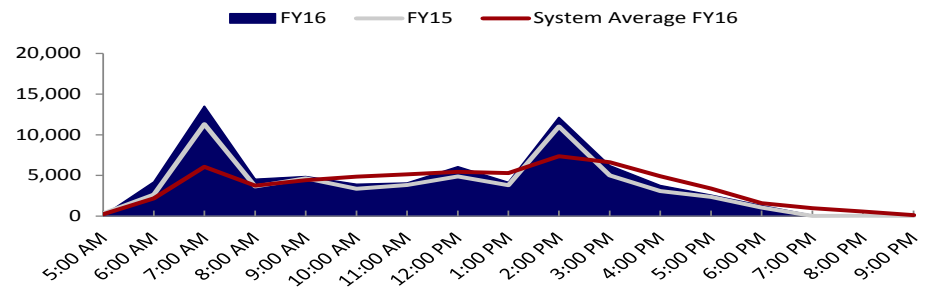
Farebox Recovery Ratio



Ridership by Day of Week



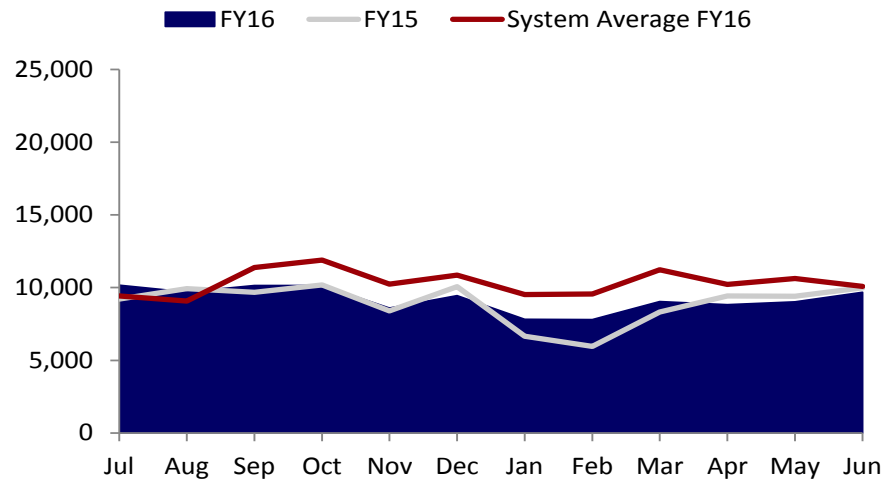
Ridership by Time of Day



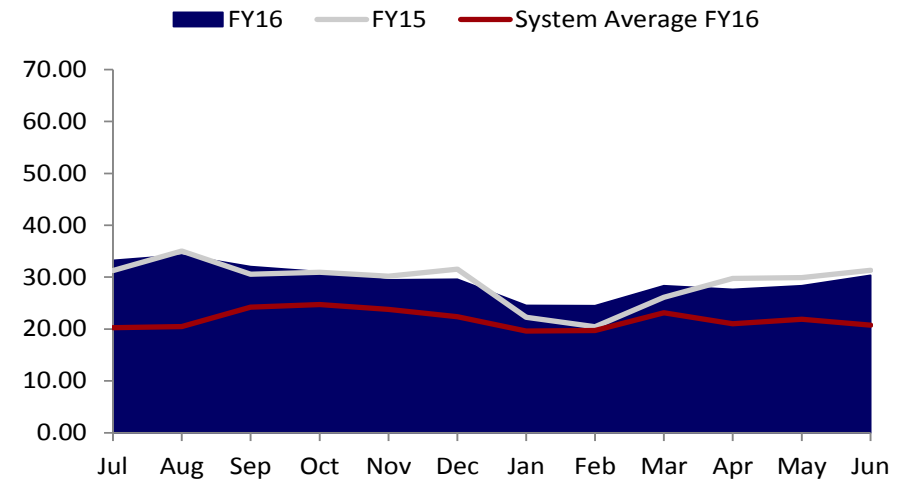
New Bedford Route 8 - Mt. Pleasant Street

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY16 Total	Change FY15
Ridership - Total	10,163	9,706	10,140	10,142	8,584	9,435	7,818	7,803	9,034	8,819	9,028	9,670	110,342	3%
PPRH	33.23	34.26	32.03	31.03	29.47	29.59	24.52	24.47	28.33	27.66	28.32	30.33	29.38	1%
PPRM	3.3	3.4	3.5	3.4	3.3	3.3	2.7	2.7	3.1	3.1	3.1	3.4	3.21	2%
Cost / Passenger	\$3.20	\$3.10	\$3.32	\$3.42	\$3.60	\$3.59	\$4.33	\$4.34	\$3.75	\$3.84	\$3.75	\$3.50	\$3.62	-3%

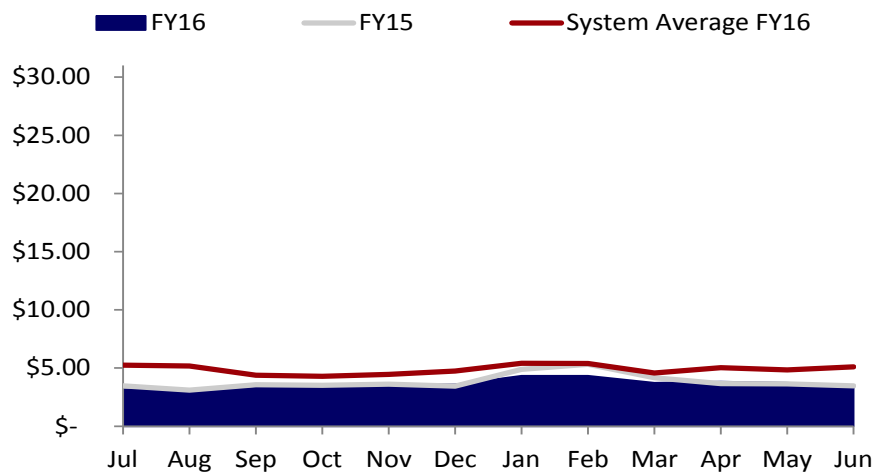
Ridership



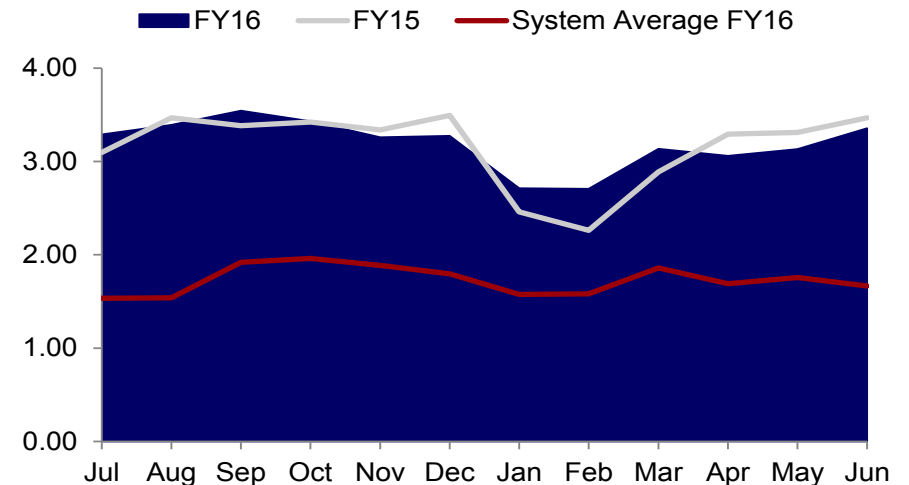
Passengers per Revenue Hour



Operating Cost per Passenger

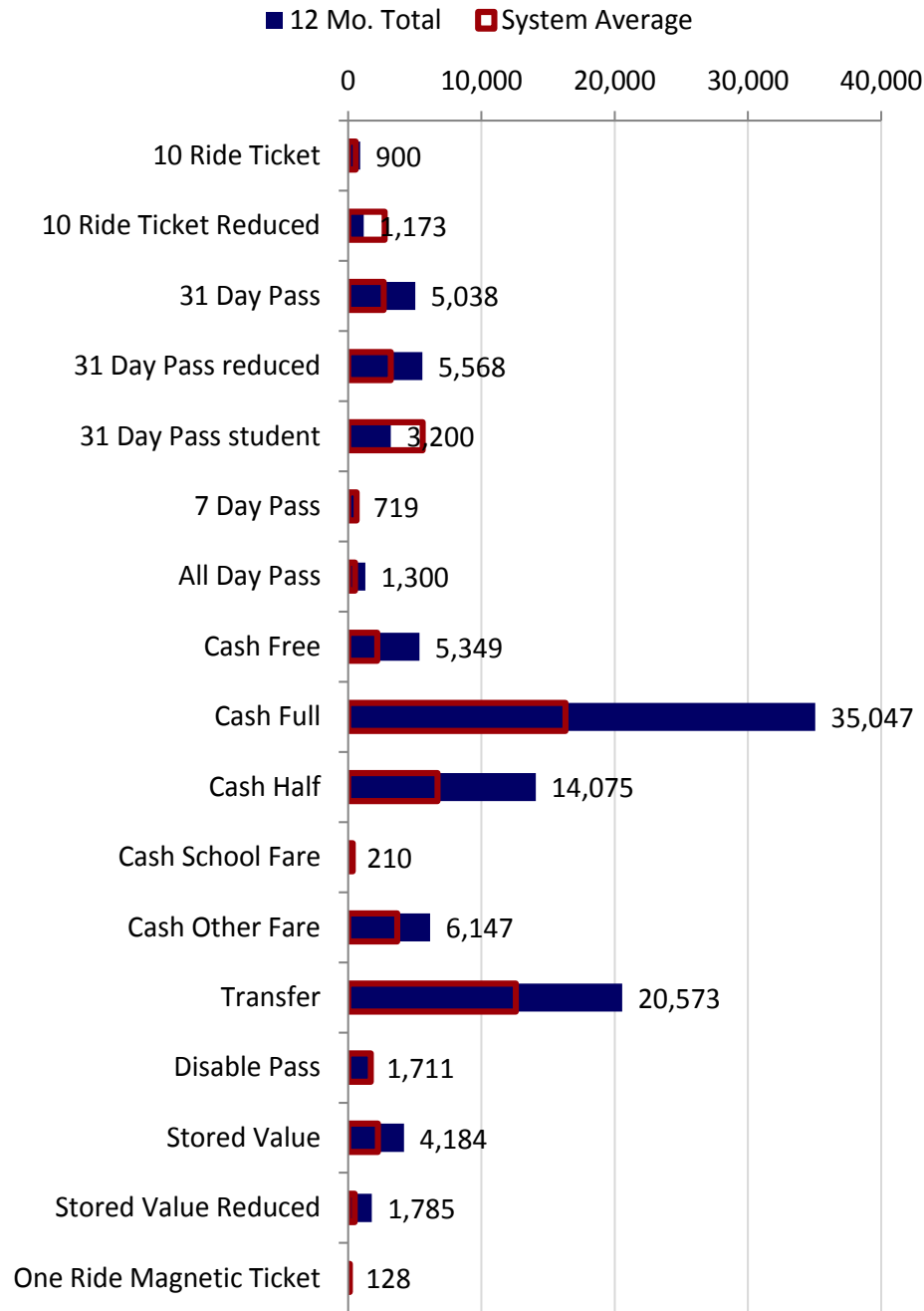


Passengers per Revenue Mile

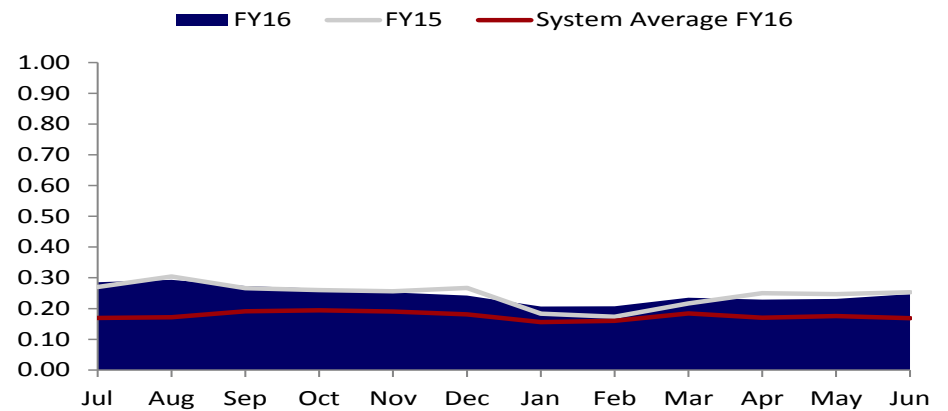


New Bedford Route 8 - Mt. Pleasant Street

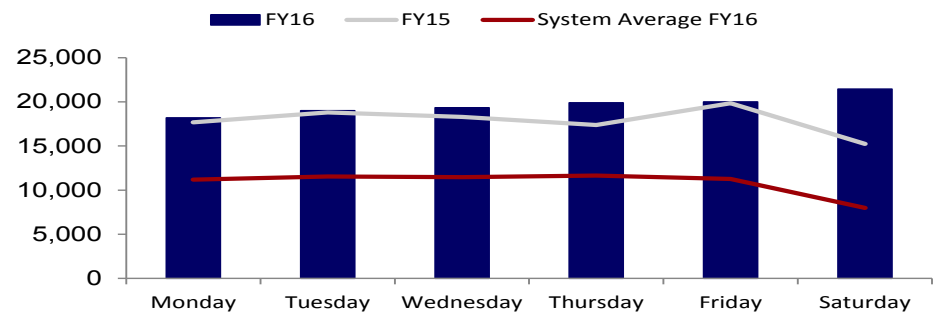
Fare Media Usage



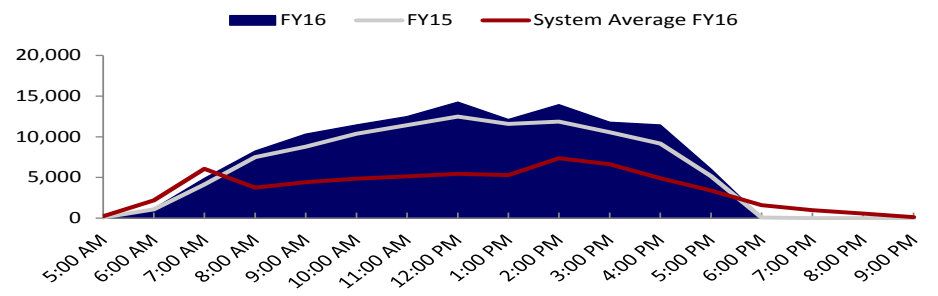
Farebox Recovery Ratio



Ridership by Day of Week



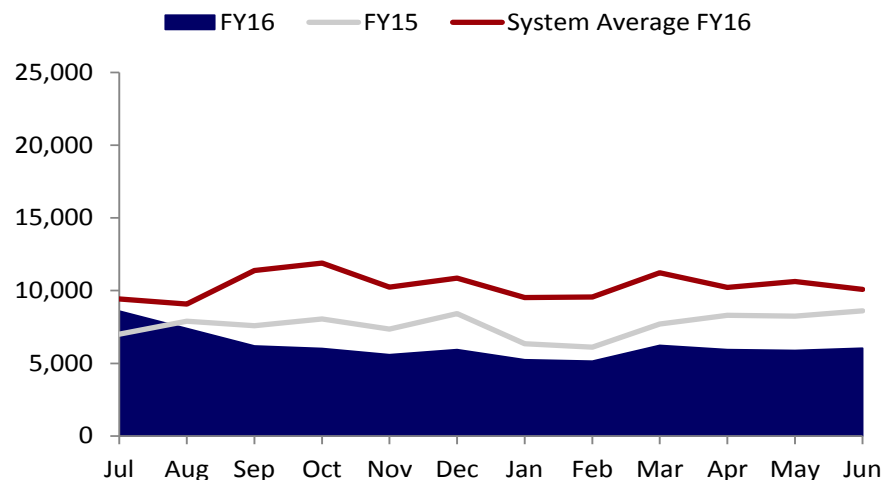
Ridership by Time of Day



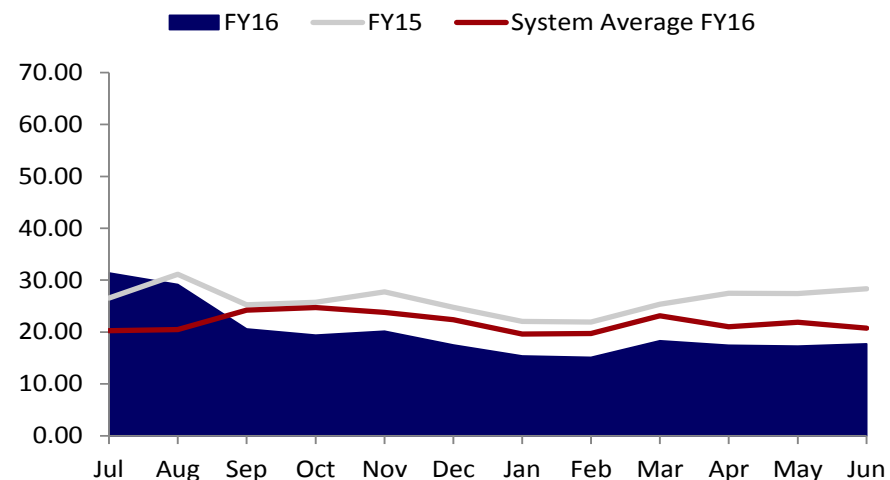
New Bedford Route 10 - Dartmouth Mall

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY16 Total	Change FY15
Ridership - Total	8,589	7,397	6,186	6,026	5,588	5,948	5,242	5,150	6,226	5,937	5,879	6,037	74,205	-19%
PPRH	31.37	29.14	20.57	19.37	20.17	17.48	15.40	15.13	18.29	17.44	17.27	17.74	19.53	-25%
PPRM	2.2	2.0	1.7	1.6	1.7	1.6	1.4	1.4	1.7	1.6	1.6	1.6	1.73	-18%
Cost / Passenger	\$3.39	\$3.65	\$5.16	\$5.48	\$5.26	\$6.08	\$6.90	\$7.02	\$5.81	\$6.09	\$6.15	\$5.99	\$5.44	30%

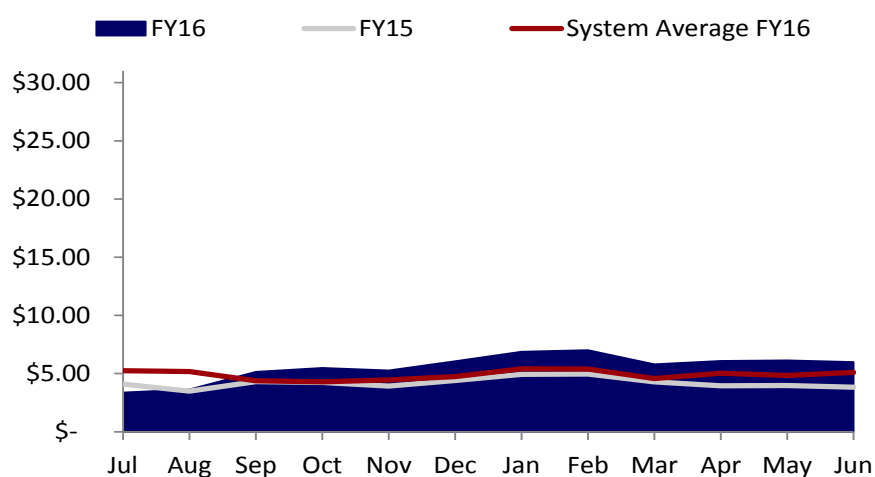
Ridership



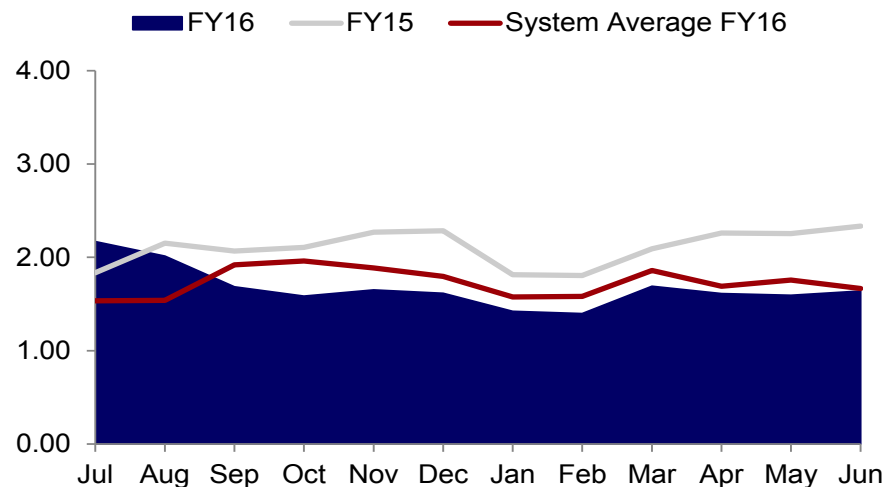
Passengers per Revenue Hour



Operating Cost per Passenger

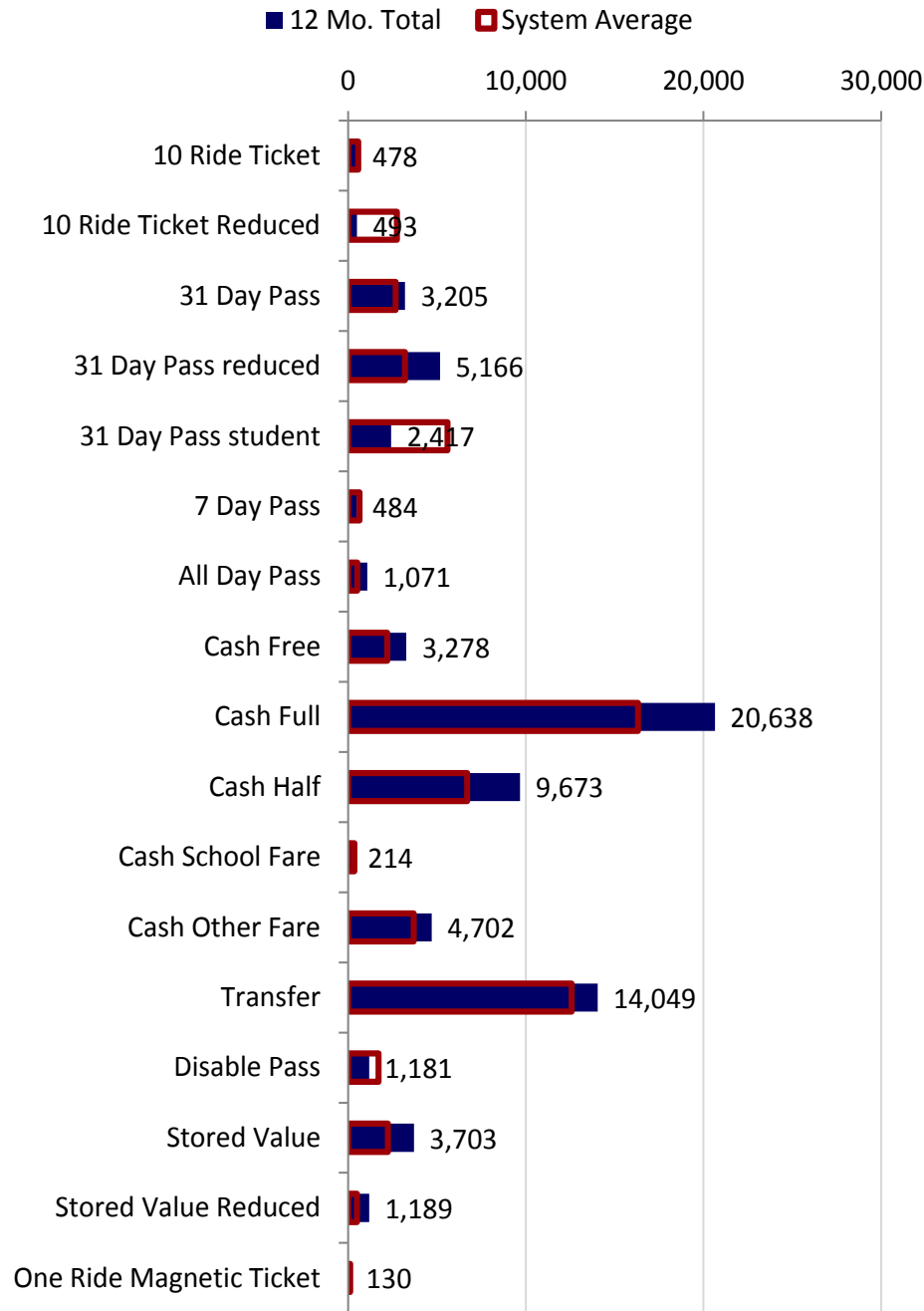


Passengers per Revenue Mile

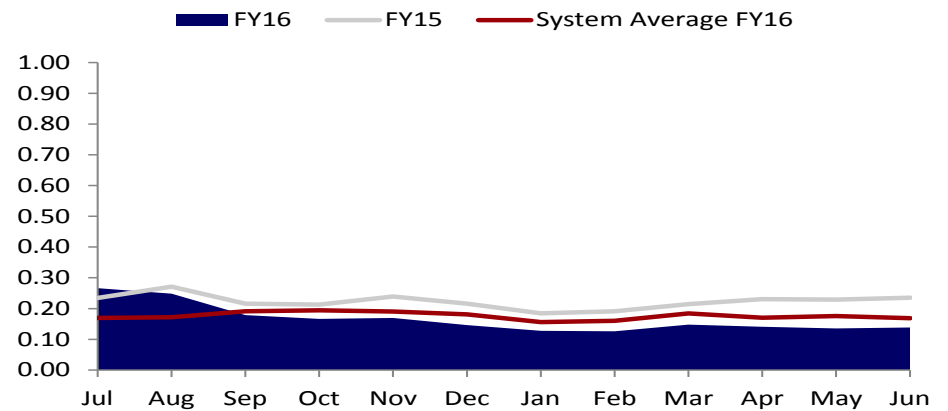


New Bedford Route 10 - Dartmouth Mall

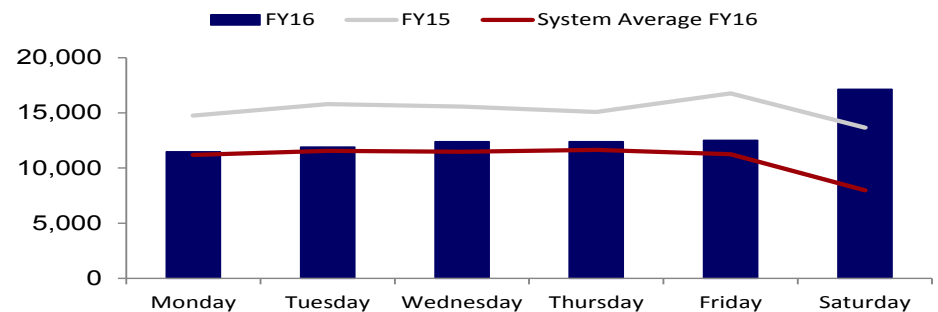
Fare Media Usage



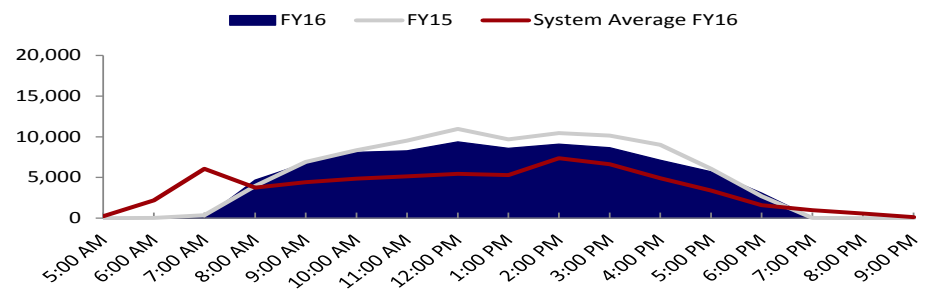
Farebox Recovery Ratio



Ridership by Day of Week



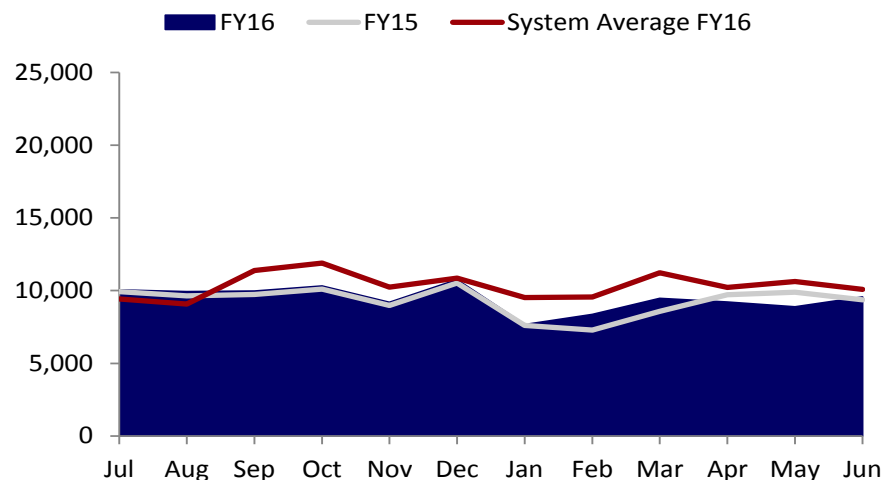
Ridership by Time of Day



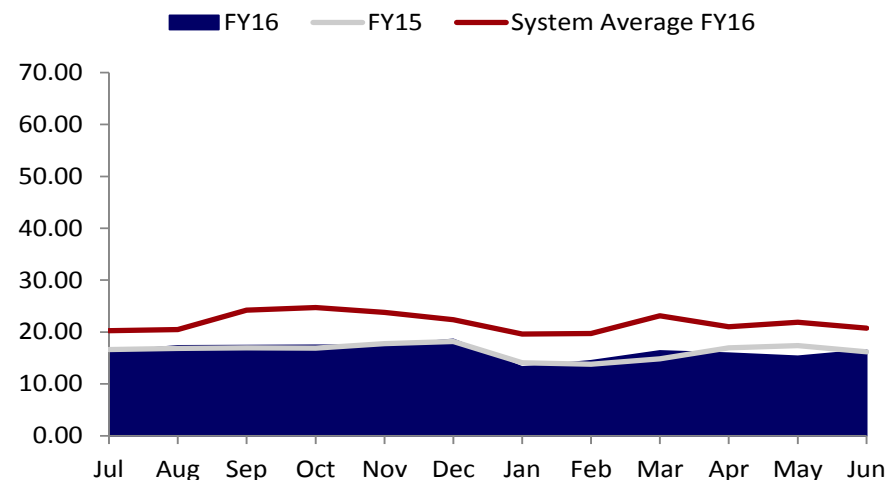
New Bedford Route 11 - Fairhaven

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY16 Total	Change FY15
Ridership - Total	10,038	9,922	9,968	10,319	9,197	10,754	7,668	8,363	9,468	9,210	8,884	9,554	113,345	2%
PPRH	16.22	17.32	17.37	17.43	17.42	18.58	13.25	14.45	16.36	15.92	15.35	16.51	16.34	0%
PPRM	1.2	1.3	1.3	1.3	1.3	1.4	1.0	1.1	1.3	1.2	1.2	1.3	1.26	0%
Cost / Passenger	\$6.55	\$6.13	\$6.11	\$6.09	\$6.10	\$5.72	\$8.02	\$7.35	\$6.49	\$6.67	\$6.92	\$6.43	\$6.50	-2%

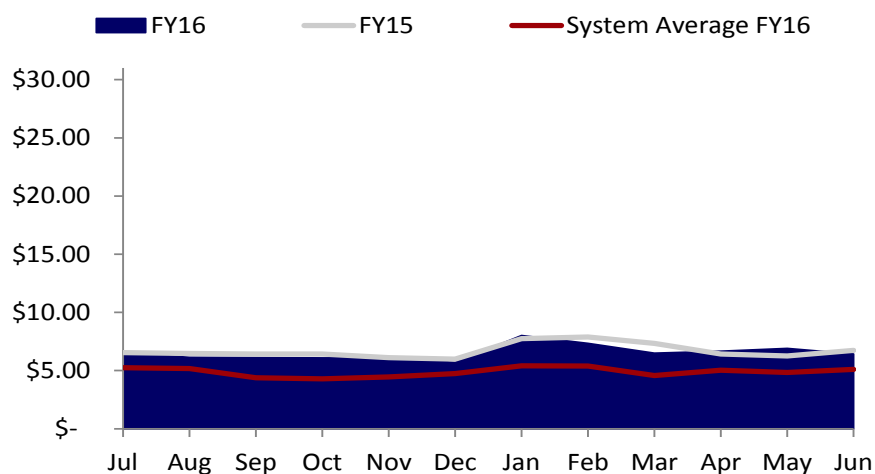
Ridership



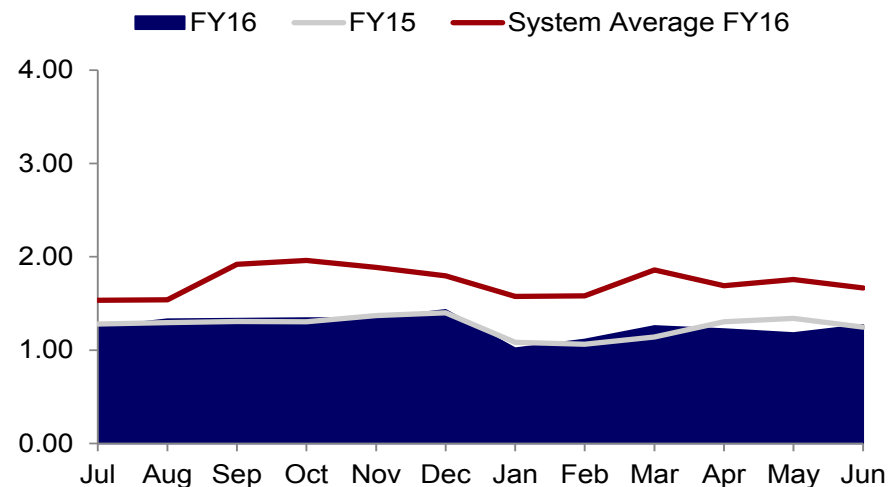
Passengers per Revenue Hour



Operating Cost per Passenger

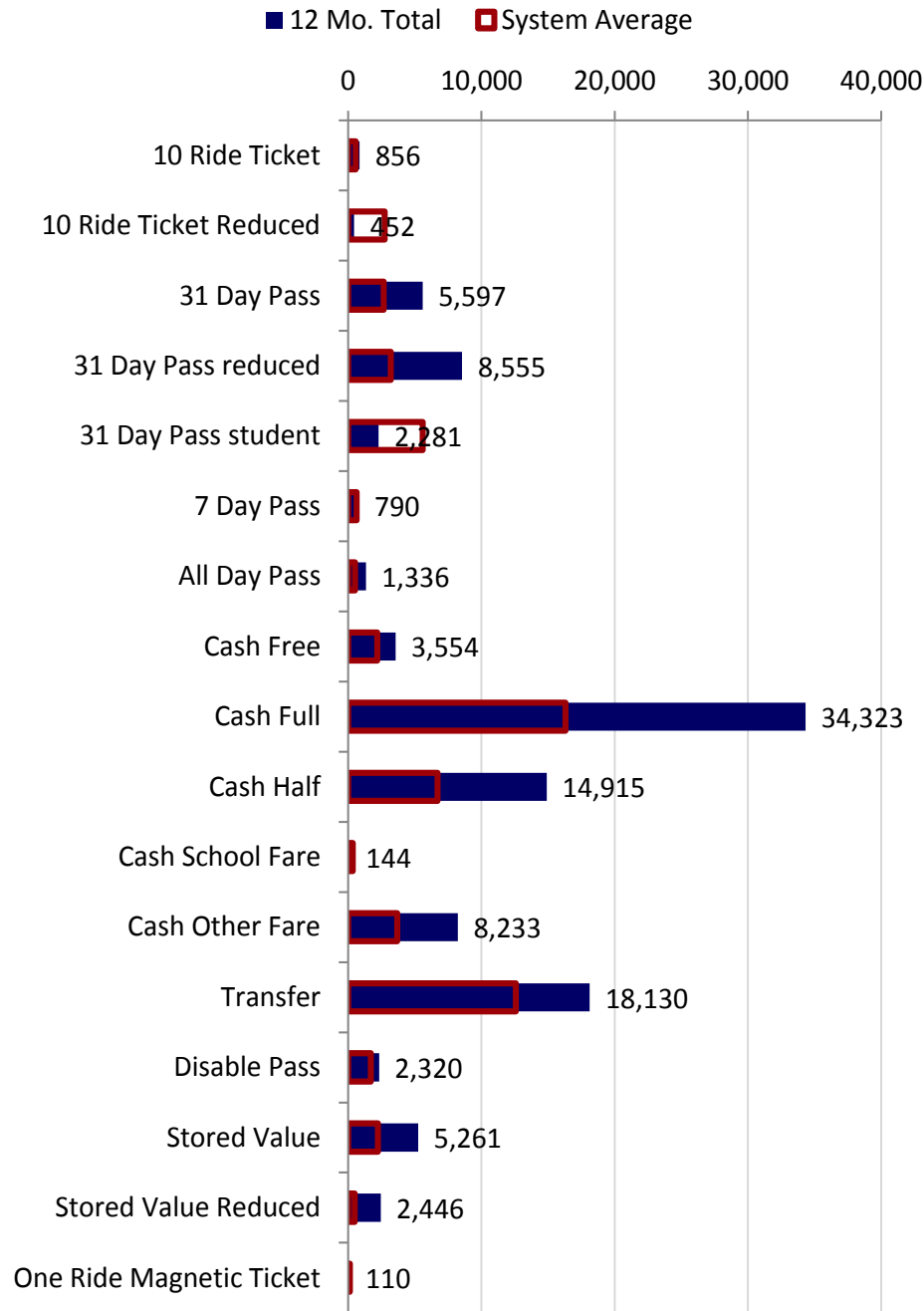


Passengers per Revenue Mile

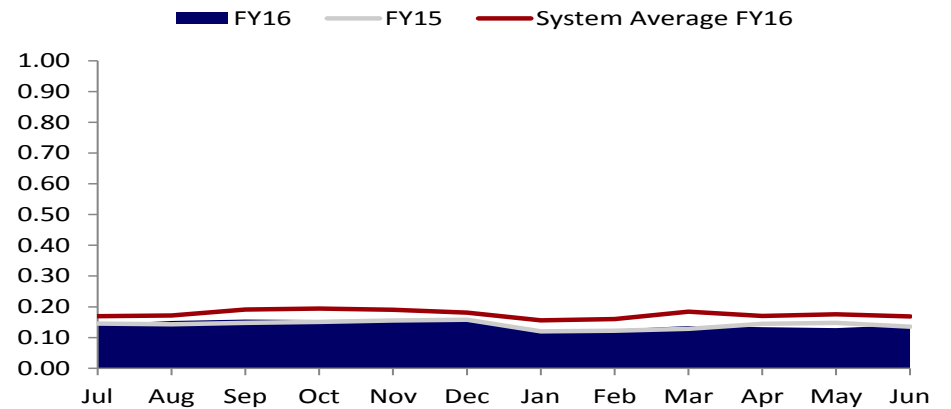


New Bedford Route 11 - Fairhaven

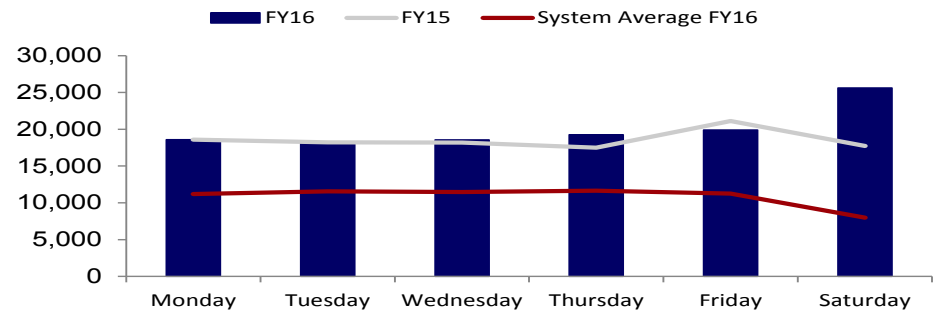
Fare Media Usage



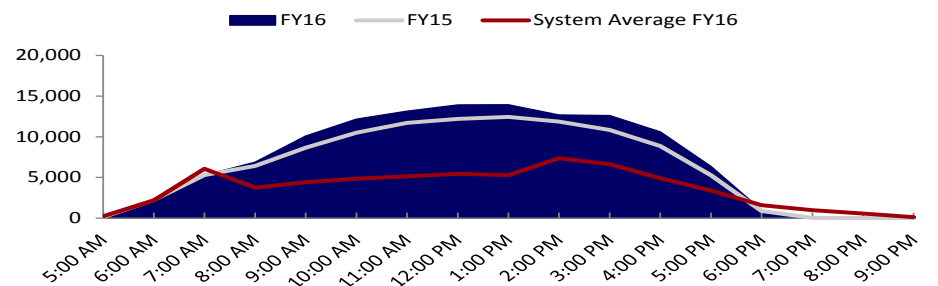
Farebox Recovery Ratio



Ridership by Day of Week



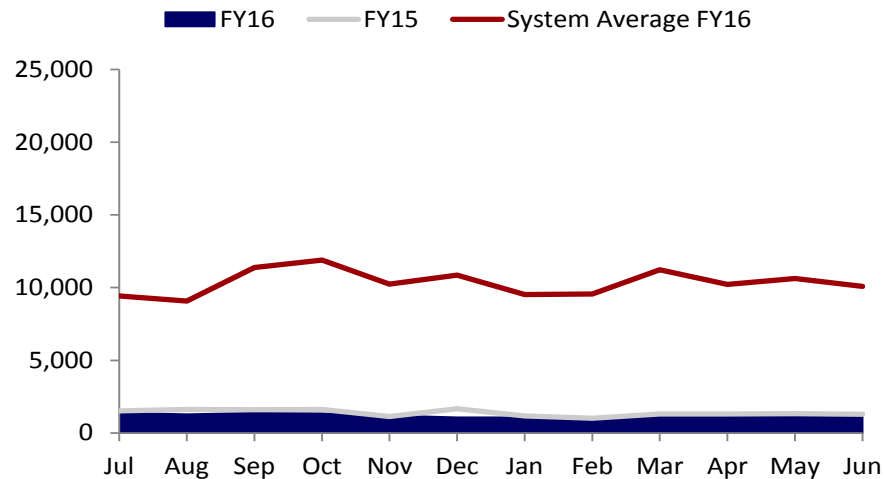
Ridership by Time of Day



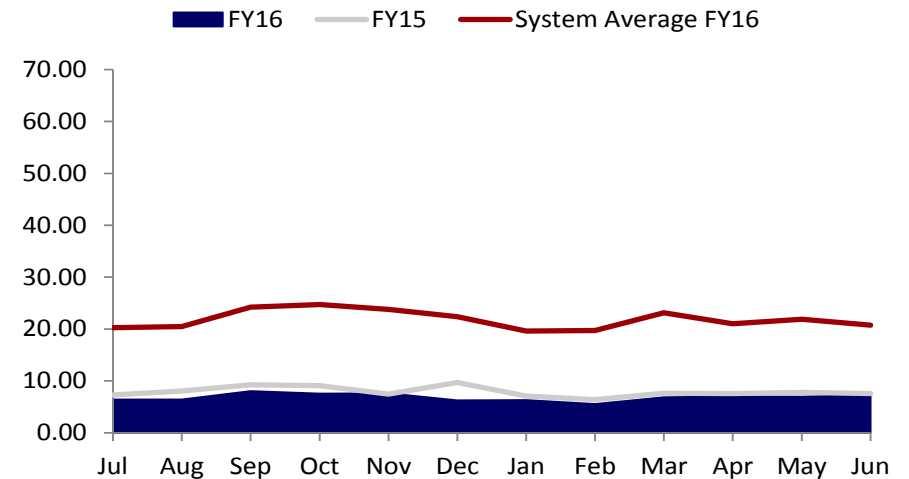
New Bedford North End Shuttle

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY16 Total	Change FY15
Ridership - Total	1,400	1,299	1,387	1,354	1,211	1,081	1,088	959	1,180	1,206	1,200	1,263	14,628	-12%
PPRH	6.45	6.45	8.06	7.57	7.62	6.28	6.32	5.57	6.86	7.01	6.97	7.34	6.86	-13%
PPRM	0.3	0.3	0.4	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.32	-13%
Cost / Passenger	\$16.46	\$16.48	\$13.18	\$14.03	\$13.94	\$16.91	\$16.80	\$19.06	\$15.49	\$15.15	\$15.23	\$14.47	\$15.49	13%

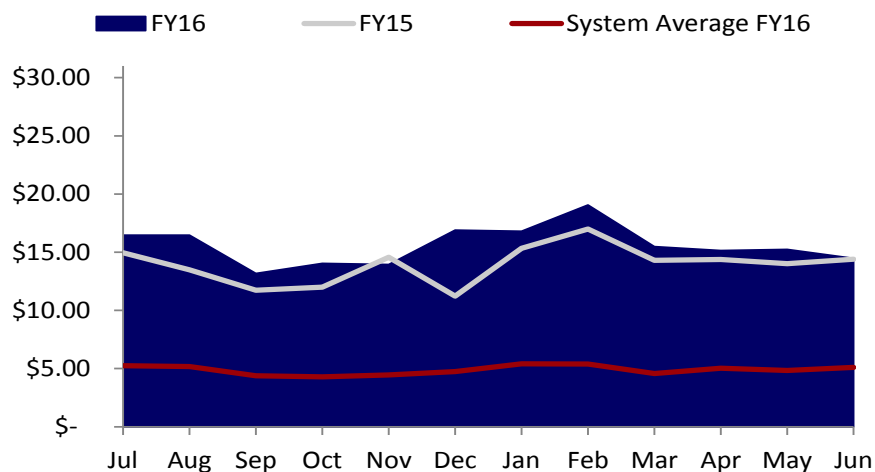
Ridership



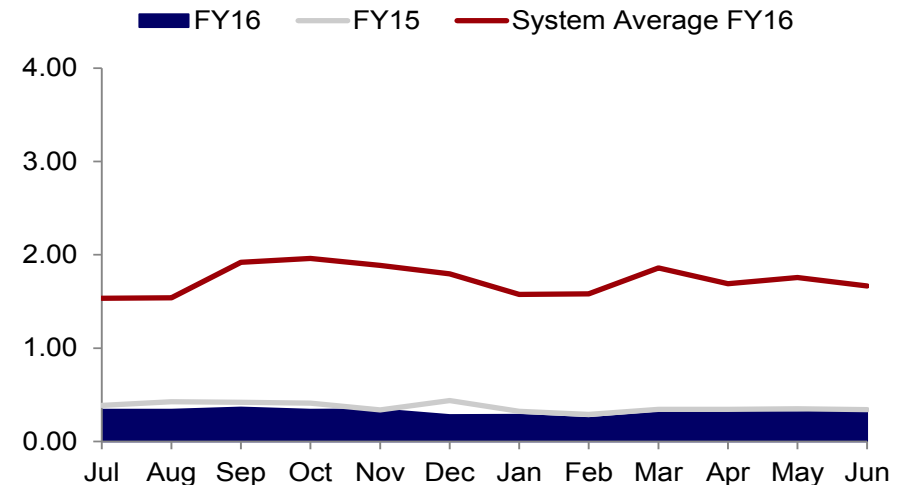
Passengers per Revenue Hour



Operating Cost per Passenger

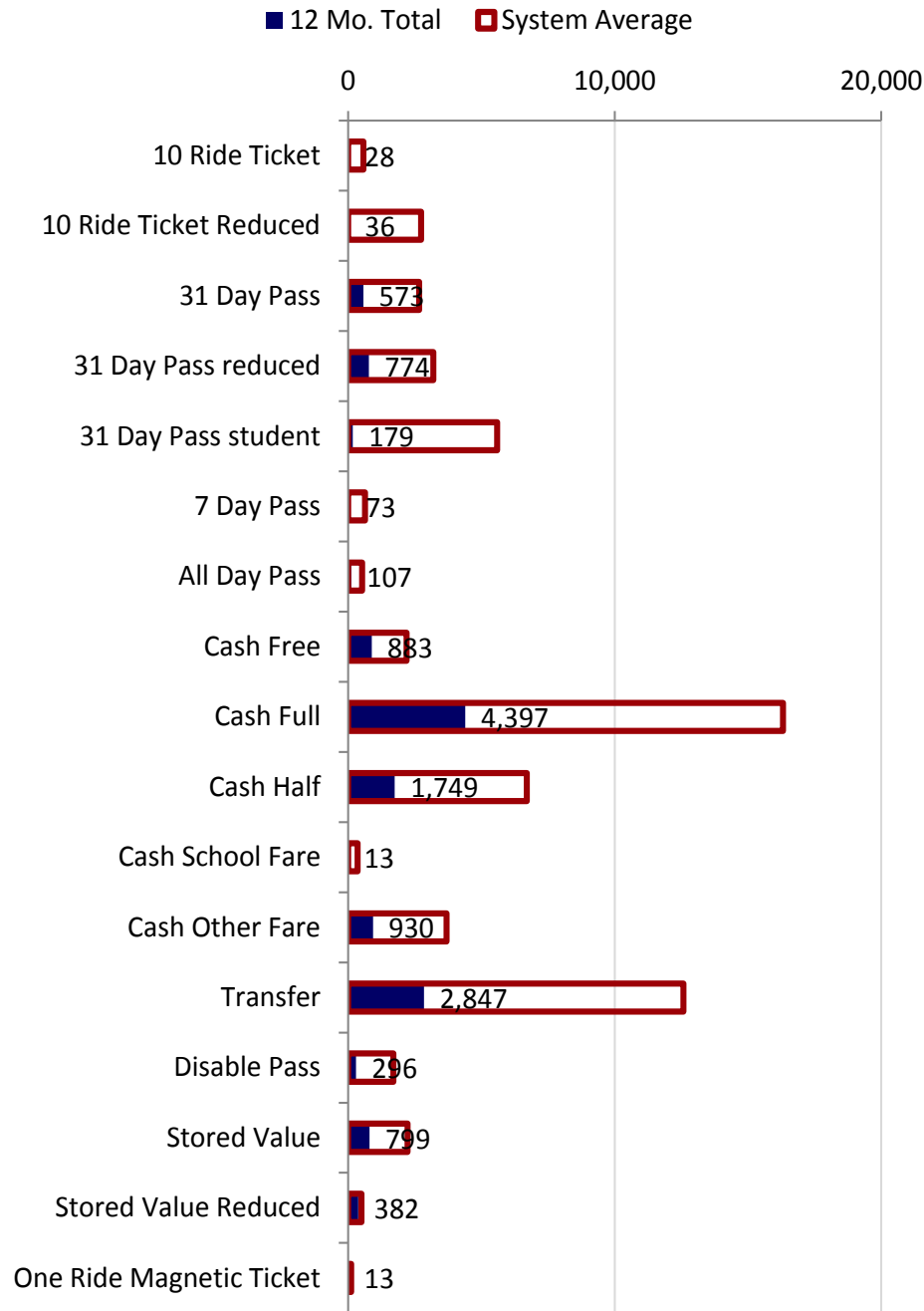


Passengers per Revenue Mile

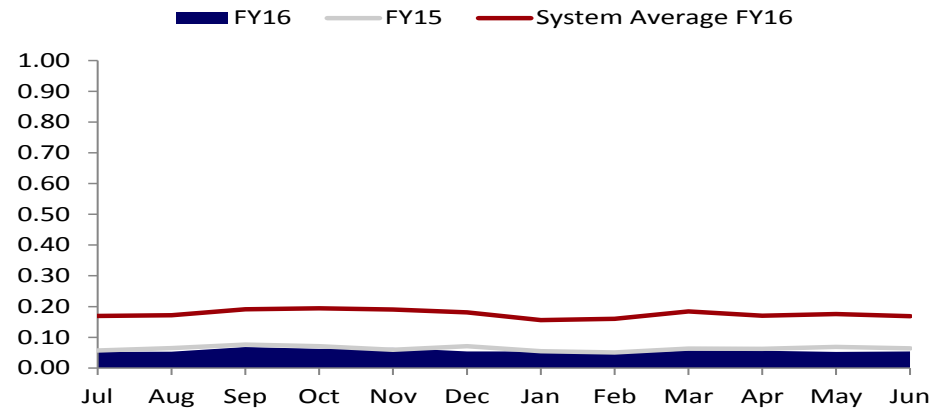


New Bedford North End Shuttle

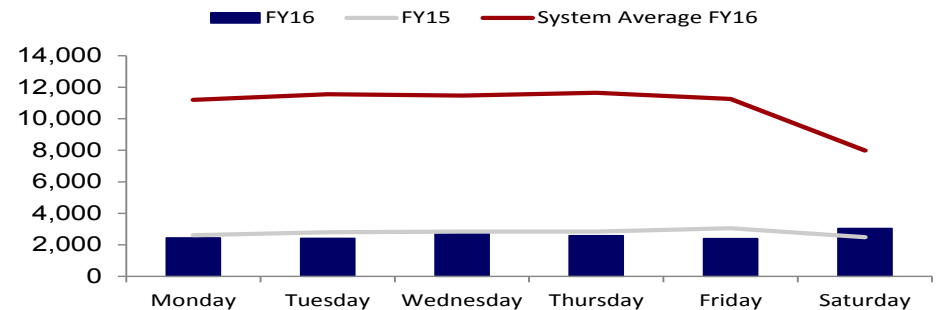
Fare Media Usage



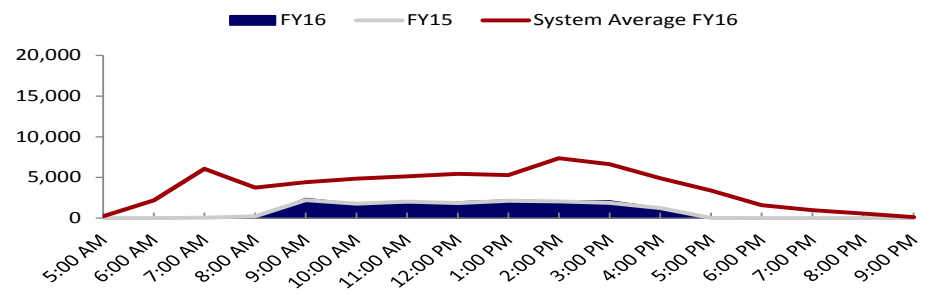
Farebox Recovery Ratio



Ridership by Day of Week



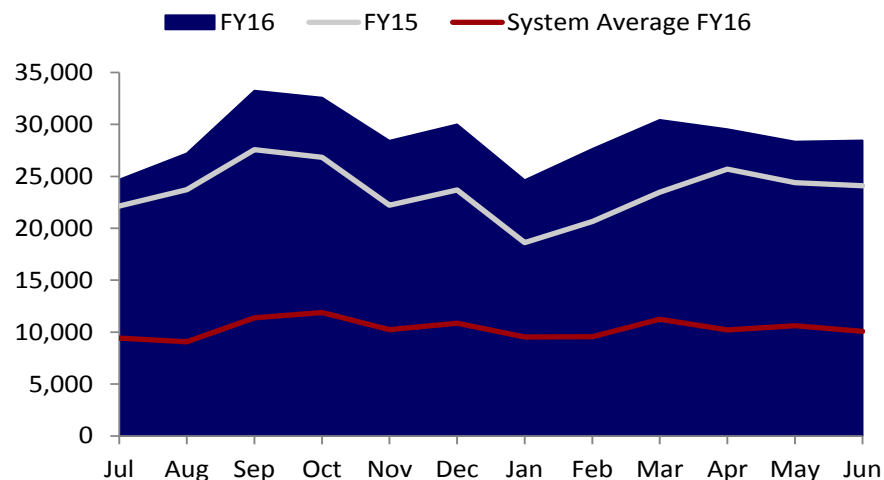
Ridership by Time of Day



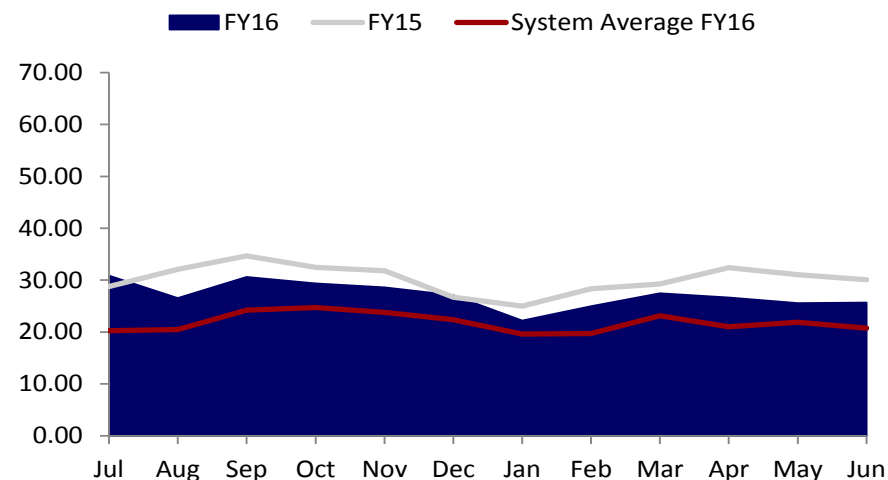
Intercity Route - New Bedford to Fall River

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY16 Total	Change FY15
Ridership - Total	24,678	27,220	33,250	32,587	28,434	30,009	24,634	27,647	30,442	29,537	28,358	28,456	345,252	22%
PPRH	30.88	26.57	30.63	29.37	28.62	27.09	22.24	24.96	27.48	26.67	25.60	25.69	27.05	-10%
PPRM	1.8	1.6	1.8	1.8	1.7	1.6	1.3	1.5	1.6	1.6	1.5	1.5	1.63	-15%
Cost / Passenger	\$3.44	\$4.00	\$3.47	\$3.62	\$3.71	\$3.92	\$4.78	\$4.26	\$3.86	\$3.98	\$4.15	\$4.13	\$3.93	9%

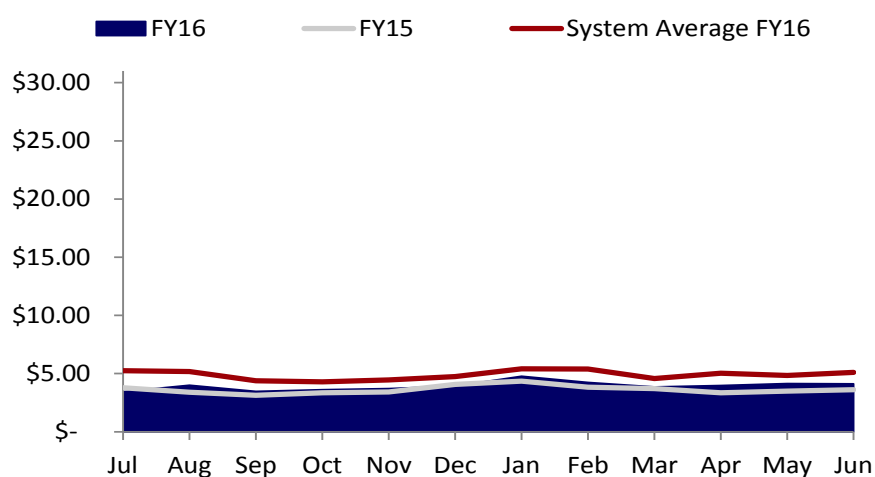
Ridership



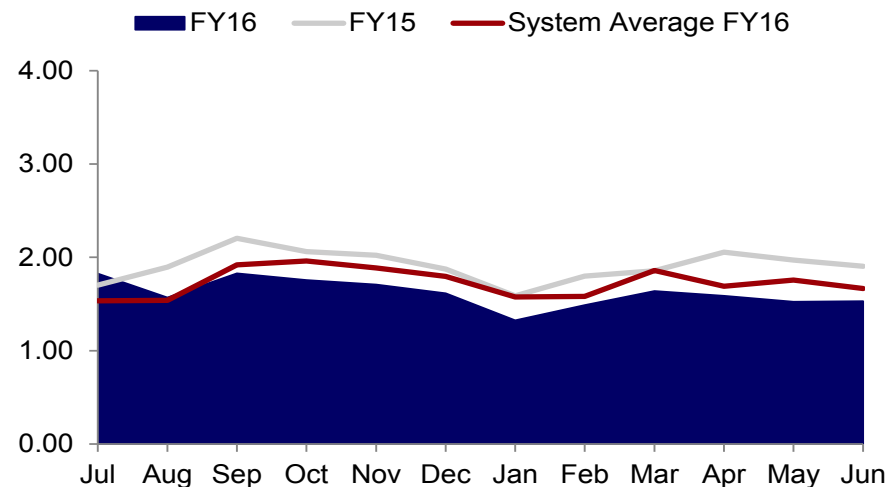
Passengers per Revenue Hour



Operating Cost per Passenger

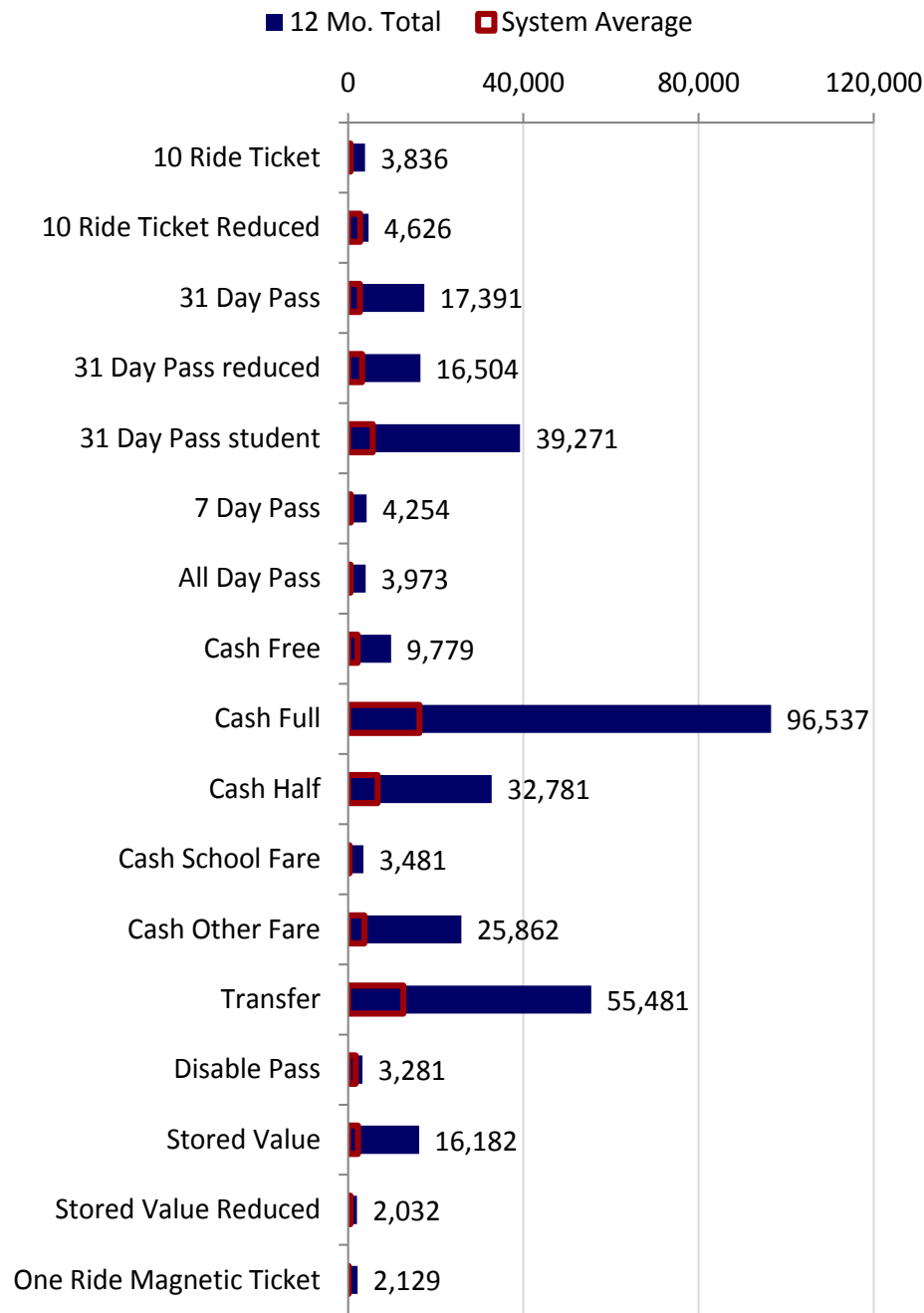


Passengers per Revenue Mile

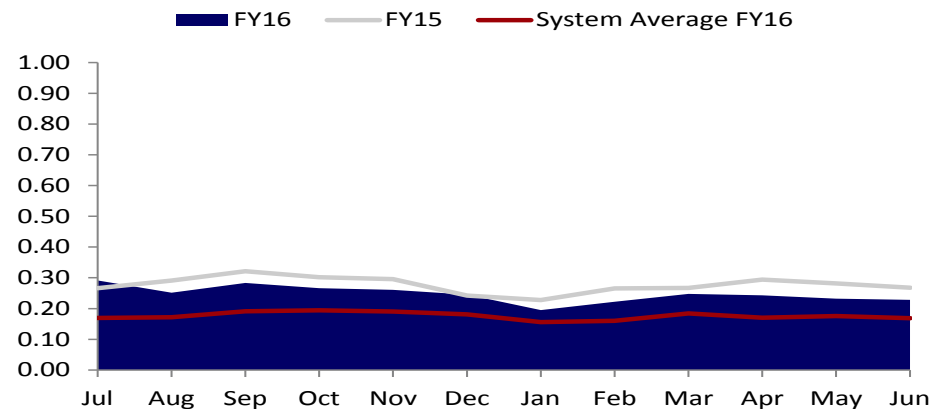


Intercity Route - New Bedford to Fall River

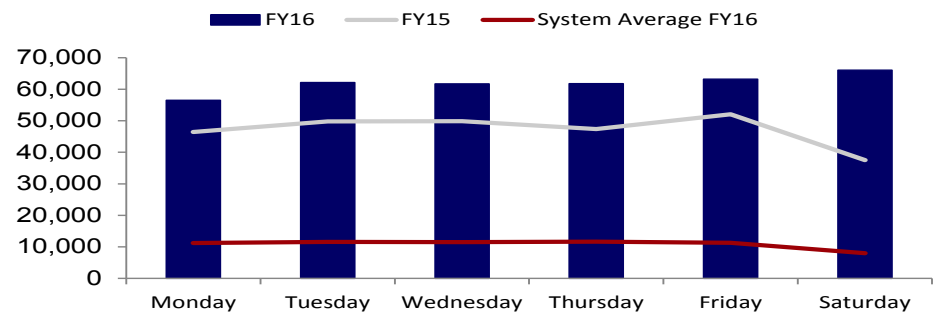
Fare Media Usage



Farebox Recovery Ratio



Ridership by Day of Week



Ridership by Time of Day

