

MBTA Route Performance Indicators

The MBTA uses several metrics to gauge the quality and efficiency of service by route within each mode. These service delivery policy standards are defined in the Service Delivery Policy (found here: http://www.mbta.com/uploadedfiles/About_the_T/T_Projects/T_Projects_List/2010ServiceDeliveryPolicy.pdf) Failure to meet one or more of these standards highlights the need for an evaluation of the route to identify potential improvements.

Terminology

Route Type - There are five route types: Community, Commuter, Express, Key and Local. The span and frequency standards vary depending on the type of route.

Net Cost per Passenger (PAX) - This figure shows how much it costs the MBTA to provide service per passenger *above* the amount paid by customer fares.

Net Cost per Passenger (PAX) Rank - From highest (least productive) to lowest (most productive).

Span - The time at which service starts and ends each day. In order to pass, the route needs to at least fulfill the following criteria (more detail found in our Service Delivery Policy):

Local Routes: Weekdays 7:00 AM – 6:30 PM

Community Routes: Weekdays 10:00 AM – 4:00 PM

Express/Commuter Routes: Weekdays 7:00 – 6:30 PM (no service required 9:00 AM – 4:00 PM)

Key Bus Routes: Weekday 6:00 AM – midnight

Frequency - This measures how often buses run on a particular route (headways). In order to pass, the route needs to at least fulfill the following criteria (more detail found in our Service Delivery Policy):

Local/Community Routes: AM & PM Peak 30-minute headway. All other periods 60-minute headway (Mid-day policy objective of 30-minute headway in high density areas)

Express/Commuter Routes: AM & PM 3 trips in the peak direction

Key Routes: AM & PM Peak 10-minute headway. Early AM & Midday Base/ School 15-minute headway. Evening & Late Evening 20-minute headway.

Time Period Definition

Early AM 6:00 AM – 6:59 AM

AM Peak 7:00 AM – 8:59 AM

Midday Base 9:00 AM – 1:29 PM

Midday School 1:30 PM – 3:59 PM

PM Peak 4:00 PM – 6:29 PM

Evening 6:30 PM – 9:59 PM

Late Evening 10:00 PM – 11:59 PM

Night/Sunrise 12:00 AM – 5:59 AM

Loading - This estimates how crowded our buses are. In order to pass, the following standards must be met (more detail found in our Service Delivery Policy): During peak periods the standard is <140% of seated load (meaning there should be less than 1 person standing for every 2 people sitting). At non-peak periods, the standard is <100% of seated load - every passenger should have their own seat. Additional funding would typically be needed to improve performance.

Schedule Adherence - Using a metric explained in our Service Delivery Policy, this standard measures the on-time performance of our buses. The standard is minimum 75% on-time. Additional funding would typically be needed to improve performance.

Cost - The standard is a net cost per passenger of less than three times the systemwide average for the type of day. Weekday failures are net cost per passenger that are greater than \$4.26.

Ridership Rank - From highest (best) to lowest (worst).

Daily Ridership - This figure is an estimation based both on Automated Passenger Counters (APC) conducted in the fall of 2010 and manual counts. The farebox is not used to tally this number.

Average Passengers (PAX) per Trip - This is the number of passengers per trip.

This table lists all MBTA bus routes grouped according to their performance against the Service Delivery Policy Standards:

Evaluation Recommended: These routes have higher net operating costs per passenger and have failed to meet one or more quality standards. Some of them have recently or will soon undergo service modifications in an attempt to improve performance (see notes column below). Future changes may be made to these routes, including elimination.

Meet Most or All Service Delivery Policy Standards: These routes meet most or all Service Delivery Policy Standards and have relatively lower net operating costs per passenger. Additional funding could help some of them better meet all of our quality standards.

Evaluation Recommended

Route			Cost Info		Service Delivery Policy Standards					Ridership Info			Notes
ROUTE NUMBER	ROUTE DESCRIPTION	ROUTE TYPE	NET COST PER PAX	NET COST PER PAX RANK (1 = HIGHEST, 173 = LOWEST)	SPAN	FREQUENCY	LOADING	SCHEDULE ADHERENCE	COST	RIDERSHIP RANK (1 = HIGHEST, 173 = LOWEST)	DAILY RIDERSHIP	AVG PAX PER TRIP	NOTES
4	North Station - World Trade Center	Commuter	\$ 4.38	21	Fail	Pass	Pass	70.0%	Fail	142	459	11	Undergoing schedule changes in July 2012
52	Dedham Mall - Watertown Yard	Local	\$ 4.97	15	Pass	Fail	Pass	55.0%	Fail	128	747	18	Undergoing schedule changes in July 2012
170	Oak Park - Dudley Station (Limited Service)	Commuter	\$ 5.56	11	Fail	Fail	Pass	48.0%	Fail	166	87	22	
217	Wollaston Station - Ashmont Station via Wollaston Beach	Local	\$ 7.19	5	Fail	Fail	Pass	56.0%	Fail	156	223	12	Undergoing schedule changes in July 2012
275	Downtown Boston - Long Island Health Campus	N/A	\$ -	\$ -	Pass	Fail	Pass	25.9%	Fail	N/A	Not Recorded	Not Recorded	
276	Boston City Hospital - Long Island Health Campus	N/A	\$ -	\$ -	Pass	Fail	Pass	31.2%	Fail	N/A	Not Recorded	Not Recorded	
277	L. Shattuck Hospital - Park & Tremont Streets	N/A	\$ -	\$ -	Pass	Pass	Pass	12.5%	Fail	N/A	Not Recorded	Not Recorded	
325	Elm Street - Haymarket Station	Express	\$ 7.17	6	Fail	Pass	Pass	59.0%	Fail	150	289	9	
351	Oak Park - Alewife Station	Commuter	\$ 6.33	9	Pass	Pass	Pass	52.0%	Fail	153	246	19	Undergoing schedule changes in July 2012
354	Woburn Line - State Street	Express	\$ 5.16	13	Pass	Pass	Pass	51.0%	Fail	127	764	17	Undergoing schedule changes in July 2012
436	Danvers Sq - Central Sq Lynn	Local	\$ 4.44	20	Fail	Fail	Pass	54.0%	Fail	124	790	22	
439	Bass Point Nahant - Central Sq Lynn	Commuter	\$ 9.76	3	Pass	Pass	Pass	63.0%	Fail	165	88	5	Undergoing schedule changes in July 2012
448	Marblehead - Downtown Crossing	Commuter	\$ 4.47	19	Fail	Pass	Pass	49.0%	Fail	159	162	32	
449	Marblehead - Downtown Crossing	Commuter	\$ 4.71	18	Fail	Pass	Pass	52.0%	Fail	157	181	30	
451	North Beverly - Salem Depot	Local	\$ 6.34	7	Pass	Fail	Pass	50.0%	Fail	149	323	12	Undergoing schedule changes in July 2012
465	Danvers Square - Salem Depot	Local	\$ 4.90	17	Pass	Fail	Pass	47.0%	Fail	147	348	17	
468	Danvers Square - Salem Depot (Limited Service)	Local	\$ 5.89	10	Fail	Fail	Pass	67.0%	Fail	170	30	8	Route to be merged with 465 in July 2012
554	Waverley Square - Federal & Franklin Streets	Local	\$ 4.95	16	Pass	Fail	Pass	51.0%	Fail	133	618	22	

Route			Cost Info		Service Delivery Policy Standards					Ridership Info			Notes
ROUTE NUMBER	ROUTE DESCRIPTION	ROUTE TYPE	NET COST PER PAX	NET COST PER PAX RANK (1 = HIGHEST, 173 = LOWEST)	SPAN	FREQUENCY	LOADING	SCHEDULE ADHERENCE	COST	RIDERSHIP RANK (1 = HIGHEST, 173 = LOWEST)	DAILY RIDERSHIP	AVG PAX PER TRIP	NOTES
555	Riverside Station - Federal & Franklin Streets Via Newton	Express	\$ 5.39	12	Pass	Fail	Pass	49.0%	Fail	163	105	12	Route to be merged with 553 in July 2012
710	North Medford - Wellington Station	Local	\$ 8.28	4	Pass	Fail	Pass	NA	Fail	168	61	3	
CT3	Longwood Medical Area - Andrew Station	Local	\$ 5.11	14	Pass	Pass	Pass	56.0%	Fail	129	708	7	Undergoing schedule changes in July 2012

Meet Most or All Service Delivery Policy Standards

Route			Cost Info		Service Delivery Policy Standards					Ridership Info			Notes
ROUTE NUMBER	ROUTE DESCRIPTION	ROUTE TYPE	NET COST PER PAX	NET COST PER PAX RANK (1 = HIGHEST, 173 = LOWEST)	SPAN	FREQUENCY	LOADING	SCHEDULE ADHERENCE	COST	RIDERSHIP RANK (1 = HIGHEST, 173 = LOWEST)	DAILY RIDERSHIP	AVG PAX PER TRIP	NOTES
1	Harvard Square - Dudley Station via Mass. Ave.	Key	\$ 0.63	167	Pass	Pass	Fail	69.0%	Pass	5	13,306	58	
5	City Point - McCormack Housing	Community	\$ 2.99	49	Fail	Pass	Pass	55.0%	Pass	160	156	12	
7	City Point - Otis & Summer Streets	Local	\$ 1.52	119	Pass	Pass	Fail	75.0%	Pass	31	3,893	21	
8	Harbor Point /U Mass - Kenmore Station	Local	\$ 2.02	92	Pass	Pass	Fail	52.0%	Pass	33	3,844	41	
9	City Point - Copley Square via Broadway Station	Local	\$ 1.21	132	Pass	Pass	Fail	71.0%	Pass	15	5,980	33	
10	City Point - Copley Square Via BU Med Center	Local	\$ 1.75	109	Pass	Pass	Fail	57.0%	Pass	43	3,184	35	
11	City Point - Downtown	Local	\$ 1.84	104	Pass	Pass	Fail	72.0%	Pass	41	3,312	24	
14	Roslindale Square - Heath Street Loop	Local	\$ 2.66	63	Pass	Fail	Fail	55.0%	Pass	97	1,285	35	
15	Kane Square - Ruggles Station	Key	\$ 1.11	138	Pass	Fail	Fail	66.0%	Pass	14	6,227	29	
16	Forest Hills Station - U Mass.	Local	\$ 0.99	152	Pass	Pass	Fail	59.0%	Pass	22	5,100	42	
17	Fields Corner Station - Andrew Station	Local	\$ 0.71	166	Pass	Pass	Fail	71.0%	Pass	38	3,461	33	
18	Ashmont Station - Andrew Station	Local	\$ 2.71	58	Fail	Fail	Pass	51.0%	Pass	132	630	17	

Route			Cost Info		Service Delivery Policy Standards					Ridership Info			Notes
ROUTE NUMBER	ROUTE DESCRIPTION	ROUTE TYPE	NET COST PER PAX	NET COST PER PAX RANK (1 = HIGHEST, 173 = LOWEST)	SPAN	FREQUENCY	LOADING	SCHEDULE ADHERENCE	COST	RIDERSHIP RANK (1 = HIGHEST, 173 = LOWEST)	DAILY RIDERSHIP	AVG PAX PER TRIP	NOTES
19	Fields Corner Station - Ruggles or Kenmore Station	Local	\$ 1.07	140	Pass	Pass	Fail	47.0%	Pass	37	3,591	50	
21	Ashmont Station - Forest Hills Station	Local	\$ 0.57	169	Pass	Pass	Fail	70.0%	Pass	25	4,696	36	
22	Ashmont Station - Ruggles Station Via Talbot Ave	Key	\$ 1.05	144	Pass	Fail	Fail	69.0%	Pass	11	8,151	42	
23	Ashmont Station - Ruggles Station via Washington Street	Key	\$ 1.00	151	Pass	Pass	Fail	70.0%	Pass	8	11,687	44	
24	Wakefield Ave. - Mattapan Station or Ashmont	Local	\$ 1.30	130	Pass	Pass	Pass	69.0%	Pass	75	1,725	16	
26	Ashmont Station - Norfolk & Wash. Belt	Local	\$ 0.80	160	Pass	Pass	Pass	61.9%	Pass	64	1,960	58	
27	Mattapan Station - Ashmont Station	Local	\$ 1.13	137	Pass	Fail	Pass	83.0%	Pass	118	929	29	
28	Mattapan Station - Ruggles Station	Key	\$ 0.80	160	Pass	Pass	Fail	68.0%	Pass	4	13,550	15	
29	Mattapan Station - Jackson Sq Station	Local	\$ 1.71	115	Pass	Pass	Fail	55.0%	Pass	59	2,242	28	
30	Mattapan Station - Roslindale Square	Local	\$ 1.17	134	Pass	Pass	Pass	66.0%	Pass	60	2,230	27	
31	Mattapan Station - Forest Hills Station	Local	\$ 1.07	140	Pass	Pass	Fail	77.0%	Pass	29	4,506	26	Schedule changes since data was collected; may have addressed loading failure
32	Wolcott Square or Cleary Square - Forest Hills Station	Key	\$ 1.02	148	Pass	Fail	Fail	69.0%	Pass	9	10,130	29	
33	River & Milton Streets - Mattapan Station	Local	\$ 1.67	116	Pass	Fail	Pass	67.0%	Pass	102	1,206	27	
34	Dedham Line - Forest Hills Station	Local	\$ 2.43	71	Pass	Pass	Fail	54.0%	Pass	16	5,959	16	Includes Route 34E
35	Dedham Mall - Forest Hills Station	Local	\$ 1.75	109	Pass	Pass	Fail	51.0%	Pass	54	2,368	55	
36	VA Hosp - Forest Hills Station Via Chas. River Loop	Local	\$ 1.47	123	Pass	Pass	Fail	57.0%	Pass	42	3,245	26	
37	Baker & Vermont Streets - Forest Hills Station	Local	\$ 2.10	90	Pass	Pass	Pass	59.0%	Pass	87	1,481	34	
38	Wren Street - Forest Hills Station	Local	\$ 2.29	80	Pass	Fail	Pass	81.0%	Pass	111	1,074	29	

Route			Cost Info		Service Delivery Policy Standards					Ridership Info			Notes
ROUTE NUMBER	ROUTE DESCRIPTION	ROUTE TYPE	NET COST PER PAX	NET COST PER PAX RANK (1 = HIGHEST, 173 = LOWEST)	SPAN	FREQUENCY	LOADING	SCHEDULE ADHERENCE	COST	RIDERSHIP RANK (1 = HIGHEST, 173 = LOWEST)	DAILY RIDERSHIP	AVG PAX PER TRIP	NOTES
39	Forest Hills Station - Back Bay Station	Key	\$ 0.72	165	Pass	Pass	Fail	71.0%	Pass	2	15,018	26	
40	Georgetowne - Forest Hills Station	Local	\$ 1.54	117	Pass	Pass	Fail	54.0%	Pass	96	1,360	47	
41	Centre & Eliot Streets - JFK U Mass Station	Local	\$ 1.84	104	Pass	Pass	Fail	55.0%	Pass	55	2,336	31	
42	Forest Hills Station - Ruggles Station	Local	\$ 0.80	160	Pass	Pass	Pass	69.0%	Pass	47	2,995	45	
43	Ruggles Station - Park & Tremont Streets	Local	\$ 1.93	98	Pass	Pass	Pass	62.0%	Pass	68	1,885	27	
44	Jackson Sq Station - Ruggles Station	Local	\$ 1.28	131	Pass	Pass	Fail	63.0%	Pass	39	3,440	32	
45	Franklin Park - Ruggles Station	Local	\$ 1.53	118	Pass	Pass	Fail	61.0%	Pass	40	3,326	26	
47	Central Square Cambridge. - Broadway Station	Local	\$ 1.41	126	Pass	Pass	Fail	63.0%	Pass	28	4,539	33	
50	Cleary Sq - Forest Hills Station Via Metropolitan	Local	\$ 1.74	113	Pass	Pass	Pass	72.0%	Pass	100	1,226	64	
51	Cleveland Circle - Forest Hills Station	Local	\$ 1.95	96	Pass	Pass	Fail	65.0%	Pass	65	1,956	14	
55	Queensberry Street - Park & Tremont Streets	Local	\$ 2.34	75	Pass	Pass	Pass	73.0%	Pass	116	956	11	
57	Watertown Yard - Kenmore Station	Key	\$ 0.86	157	Pass	Fail	Fail	65.0%	Pass	6	12,081	30	Includes Route 57A
59	Needham Junction - Watertown Square	Local	\$ 2.71	58	Pass	Pass	Fail	54.0%	Pass	95	1,363	46	
60	Chestnut Hill - Kenmore Station	Local	\$ 2.99	32	Pass	Pass	Pass	68.0%	Pass	92	1,418	26	
62	Bedford V.A. Hospital - Alewife Station	Local	\$ 2.53	68	Fail	Fail	Fail	51.0%	Pass	78	1,609	23	
64	Oak Square - University Pk. Cambridge	Local	\$ 2.33	77	Pass	Pass	Fail	62.0%	Pass	72	1,826	21	
65	Brighton Center - Kenmore Station	Local	\$ 1.43	125	Pass	Pass	Fail	67.0%	Pass	58	2,250	21	
66	Harvard Square - Dudley Station via Brookline	Key	\$ 0.79	163	Pass	Fail	Fail	68.0%	Pass	3	13,630	26	
67	Turkey Hill - Alewife Station	Local	\$ 2.98	52	Pass	Pass	Fail	63.0%	Pass	130	666	22	

Route			Cost Info		Service Delivery Policy Standards					Ridership Info			Notes
ROUTE NUMBER	ROUTE DESCRIPTION	ROUTE TYPE	NET COST PER PAX	NET COST PER PAX RANK (1 = HIGHEST, 173 = LOWEST)	SPAN	FREQUENCY	LOADING	SCHEDULE ADHERENCE	COST	RIDERSHIP RANK (1 = HIGHEST, 173 = LOWEST)	DAILY RIDERSHIP	AVG PAX PER TRIP	NOTES
68	Harvard Square - Kendall MIT Station	Local	\$ 2.23	82	Pass	Fail	Pass	72.0%	Pass	138	491	14	
69	Harvard Square - Lechmere Station	Local	\$ 0.82	159	Pass	Pass	Fail	64.0%	Pass	45	3,131	55	
70	Cedarwood - Central Square Cambridge	Local	\$ 1.96	95	Pass	Pass	Fail	58.0%	Pass	13	7,021	39	Includes Route 70A
71	Watertown Square - Harvard Station	Key	\$ 1.35	127	Pass	Pass	Fail	78.0%	Pass	20	5,488	38	
72	Aberdeen & Mt. Auburn - Harvard Station	Local	\$ 3.05	30	Pass	Pass	Pass	74.0%	Pass	121	808	30	
73	Waverley Square - Harvard Station	Key	\$ 1.75	109	Pass	Pass	Fail	74.1%	Pass	18	5,834	32	
74	Belmont Center - Harvard Station via Concord Ave	Local	\$ 2.34	75	Pass	Fail	Pass	60.0%	Pass	107	1,144	30	
75	Belmont Center - Harvard Station via Fresh Pond Pkwy	Local	\$ 1.88	101	Fail	Fail	Fail	63.0%	Pass	136	556	24	
76	Hanscom Air Force Base - Alewife Station	Local	\$ 3.67	29	Pass	Fail	Fail	68.0%	Pass	106	1,156	23	
77	Arlington Heights - Harvard Station	Key	\$ 1.95	96	Pass	Pass	Fail	66.0%	Pass	12	7,253	13	
78	Arlmont Village - Harvard Station	Local	\$ 3.60	14	Pass	Pass	Pass	62.0%	Pass	83	1,550	41	
79	Arlington Heights - Alewife Station	Local	\$ 3.05	30	Pass	Pass	Pass	65.0%	Pass	112	1,054	43	
80	Arlington Center - Lechmere Station	Local	\$ 2.35	73	Pass	Pass	Pass	63.0%	Pass	66	1,932	27	
83	Rindge Ave. - Central Square, Cambridge	Local	\$ 1.49	122	Pass	Pass	Pass	61.0%	Pass	57	2,257	33	
84	Arlmont Loop - Alewife Station	Commuter	\$ 2.00	94	Pass	Pass	Pass	71.0%	Pass	146	356	36	
85	Spring Hill - Kendall MIT Station	Local	\$ 1.82	106	Pass	Fail	Pass	77.0%	Pass	134	599	34	
86	Sullivan Station - Cleveland Circle	Local	\$ 1.07	140	Pass	Pass	Fail	56.0%	Pass	17	5,844	30	
87	Clarendon Hill - Lechmere Station via Somerville Avenue	Local	\$ 1.17	134	Pass	Pass	Fail	57.0%	Pass	36	3,612	34	
88	Clarendon Hill - Lechmere Station via Highland Avenue	Local	\$ 0.89	155	Pass	Pass	Fail	64.0%	Pass	32	3,883	33	

Route			Cost Info		Service Delivery Policy Standards					Ridership Info			Notes
ROUTE NUMBER	ROUTE DESCRIPTION	ROUTE TYPE	NET COST PER PAX	NET COST PER PAX RANK (1 = HIGHEST, 173 = LOWEST)	SPAN	FREQUENCY	LOADING	SCHEDULE ADHERENCE	COST	RIDERSHIP RANK (1 = HIGHEST, 173 = LOWEST)	DAILY RIDERSHIP	AVG PAX PER TRIP	NOTES
89	Clarendon Hill or Davis Square - Sullivan Station via Broadway	Local	\$ 1.01	149	Pass	Pass	Fail	66.0%	Pass	34	3,801	38	
90	Davis Square Station - Wellington Station	Local	\$ 1.75	109	Pass	Fail	Pass	63.0%	Pass	101	1,225	48	
91	Sullivan Station - Central Square, Cambridge	Local	\$ 1.01	149	Pass	Pass	Pass	70.0%	Pass	71	1,840	23	
92	Assembly Square Mall - Downtown Via Main Street	Local	\$ 2.68	60	Pass	Pass	Pass	64.0%	Pass	98	1,251	31	
93	Sullivan Station - Downtown Via Bunker Hill	Local	\$ 1.03	147	Pass	Pass	Fail	67.0%	Pass	26	4,632	15	
94	Medford Square - Davis Square Station	Local	\$ 2.02	92	Pass	Pass	Pass	67.0%	Pass	91	1,429	22	
95	West Medford - Sullivan Station	Local	\$ 2.20	84	Pass	Pass	Pass	71.0%	Pass	74	1,737	27	
96	Medford Sq - Harvard Station	Local	\$ 2.09	91	Pass	Pass	Fail	61.0%	Pass	69	1,850	27	
97	Malden Station - Wellington Station	Local	\$ 2.12	89	Pass	Pass	Pass	49.0%	Pass	120	841	29	
99	Boston Reg. Med Center Stoneham - Wellington Station	Local	\$ 2.45	70	Pass	Fail	Pass	63.0%	Pass	88	1,452	19	
100	Elm Street - Wellington Station	Local	\$ 2.31	78	Pass	Fail	Pass	80.0%	Pass	117	953	17	
101	Malden Station - Sullivan Station Via Medford Square	Local	\$ 1.04	145	Pass	Pass	Fail	56.0%	Pass	24	4,878	12	
104	Malden Station - Sullivan Station Via Ferry Street	Local	\$ 0.90	154	Pass	Pass	Fail	53.0%	Pass	30	4,008	25	
105	Malden Station - Sullivan Station Via Main Street	Local	\$ 1.91	99	Pass	Fail	Pass	54.0%	Pass	115	983	12	
106	Franklin Sq or Lebanon Street Loop - Wellington Station	Local	\$ 1.52	119	Pass	Pass	Fail	54.0%	Pass	51	2,682	13	
108	Linden Square - Wellington Station	Local	\$ 1.17	134	Pass	Pass	Fail	57.0%	Pass	44	3,166	19	
109	Linden Square - Sullivan Station	Local	\$ 1.04	145	Pass	Pass	Fail	55.0%	Pass	35	3,697	23	
110	Wonderland Station - Wellington Station	Local	\$ 1.51	121	Pass	Pass	Fail	65.0%	Pass	48	2,885	27	
111	Woodlawn or Bway & Park - Haymarket Station	Key	\$ 1.06	143	Pass	Pass	Fail	77.0%	Pass	7	11,695	19	

Route			Cost Info		Service Delivery Policy Standards					Ridership Info			Notes
ROUTE NUMBER	ROUTE DESCRIPTION	ROUTE TYPE	NET COST PER PAX	NET COST PER PAX RANK (1 = HIGHEST, 173 = LOWEST)	SPAN	FREQUENCY	LOADING	SCHEDULE ADHERENCE	COST	RIDERSHIP RANK (1 = HIGHEST, 173 = LOWEST)	DAILY RIDERSHIP	AVG PAX PER TRIP	NOTES
112	Wellington Station - Wood Island Station	Local	\$ 2.98	52	Pass	Fail	Pass	53.0%	Pass	94	1,367	39	
114	Bellingham Square or Mystic Mall - Maverick Station	Local	\$ 0.83	158	Pass	Pass	Pass	65.0%	Pass	140	483	29	
116	Wonderland Station - Maverick Station Via Revere	Key	\$ 0.88	156	Pass	Pass	Fail	58.0%	Pass	23	5,077	17	
117	Wonderland Station - Maverick Station via Beach	Key	\$ 0.73	164	Pass	Pass	Fail	59.0%	Pass	27	4,584	31	
119	Northgate Shopping Center - Beachmont Station	Local	\$ 2.16	86	Pass	Fail	Pass	57.0%	Pass	108	1,101	22	
120	Orient Heights Station - Maverick Station	Local	\$ 1.18	133	Pass	Pass	Fail	63.0%	Pass	46	3,071	34	
121	Wood Island Station - Maverick Station	Commuter	\$ 1.10	139	Fail	Pass	Pass	84.0%	Pass	143	443	25	
131	Melrose Highlands - Malden Station	Local	\$ 3.12	27	Pass	Pass	Pass	68.0%	Pass	131	633	30	
132	Redstone Shopping Center - Malden Station	Local	\$ 2.49	69	Pass	Fail	Pass	73.0%	Pass	123	796	30	
134	North Woburn - Wellington Station	Local	\$ 2.21	83	Pass	Fail	Fail	56.0%	Pass	61	2,186	8	
136	Reading Depot - Malden Station Via Lakeside	Local	\$ 3.18	42	Pass	Fail	Fail	61.0%	Pass	110	1,076	38	
137	Reading Depot - Malden Station Via North Ave	Local	\$ 2.91	54	Pass	Fail	Fail	59.0%	Pass	114	1,028	24	
171	Logan Airport - Dudley Station Sunrise	Commuter	\$ 3.23	39	Fail	Fail	Pass	22.0%	Pass	169	38	37	
210	Quincy Center Station - No. Quincy Station or Fields Corner Station	Local	\$ 3.06	46	Fail	Fail	Pass	52.0%	Pass	122	807	28	
211	Quincy Center Station - Squantum	Local	\$ 2.72	40	Pass	Pass	Pass	56.0%	Pass	119	890	26	
212	Quincy Center Station - North Quincy Station	Local	\$ 2.62	65	Pass	Fail	Pass	66.0%	Pass	151	268	42	
214	Quincy Center Station - Germantown	Local	\$ 1.35	127	Pass	Pass	Pass	61.0%	Pass	93	1,371	19	
215	Quincy Center Station - Ashmont Station	Local	\$ 2.30	79	Pass	Fail	Pass	54.0%	Pass	76	1,668	43	
216	Quincy Center Station - Houghs Neck	Local	\$ 2.65	64	Pass	Pass	Fail	58.0%	Pass	103	1,204	26	

Route			Cost Info		Service Delivery Policy Standards					Ridership Info			Notes
ROUTE NUMBER	ROUTE DESCRIPTION	ROUTE TYPE	NET COST PER PAX	NET COST PER PAX RANK (1 = HIGHEST, 173 = LOWEST)	SPAN	FREQUENCY	LOADING	SCHEDULE ADHERENCE	COST	RIDERSHIP RANK (1 = HIGHEST, 173 = LOWEST)	DAILY RIDERSHIP	AVG PAX PER TRIP	NOTES
220	Quincy Center Station - Hingham	Local	\$ 3.92	10	Pass	Pass	Pass	63.0%	Pass	86	1,512	8	
221	Quincy Center Station - Fort Point	Local	\$ 3.55	33	Fail	Fail	Pass	57.0%	Pass	163	105	5	
222	Quincy Center Station - East Weymouth	Local	\$ 2.99	49	Pass	Pass	Fail	58.0%	Pass	79	1,605	11	
225	Quincy Center Station - Weymouth Landing	Local	\$ 1.86	102	Pass	Fail	Fail	58.0%	Pass	49	2,859	34	
230	Quincy Center Station - Montello Station	Local	\$ 3.30	38	Pass	Fail	Fail	55.0%	Pass	85	1,532	39	
236	Quincy Center Station - South Shore Plaza	Local	\$ 3.56	32	Pass	Fail	Pass	57.0%	Pass	135	597	19	
238	Quincy Center Station - Holbrook/Randolph Comm. Rail St	Local	\$ 2.15	87	Pass	Fail	Fail	53.0%	Pass	67	1,894	31	
240	Avon Line - Ashmont Station	Local	\$ 2.68	60	Pass	Pass	Fail	58.0%	Pass	50	2,840	54	
245	Quincy Center Station - Mattapan Station	Local	\$ 4.20	23	Pass	Fail	Pass	63.0%	Pass	137	551	25	
326	West Medford - Haymarket Station	Express	\$ 3.87	11	Pass	Pass	Pass	64.0%	Pass	141	471	18	
350	North Burlington - Alewife Station	Local	\$ 3.36	37	Pass	Pass	Fail	55.0%	Pass	70	1,849	27	
352	Burlington - State Street	Express	\$ 3.14	43	Pass	Pass	Pass	54.0%	Pass	145	382	20	
411	Malden Station - Revere/Jack Satter House	Local	\$ 1.91	99	Pass	Fail	Fail	51.0%	Pass	104	1,181	25	
424	Eastern & Essex - Haymarket or Wonderland	Commuter	\$ 2.35	73	Fail	Pass	Pass	47.0%	Pass	155	225	14	
426	Central Sq Lynn - Haymarket or Wonderland Station Via	Local	\$ 2.14	88	Pass	Pass	Pass	55.0%	Pass	63	2,006	23	
428	Oaklandvale - Haymarket Station via Granada Highlands	Commuter	\$ 3.50	17	Pass	Pass	Pass	52.0%	Pass	158	171	14	
429	Northgate Shopping Center - Central Sq Lynn	Local	\$ 3.11	45	Pass	Fail	Fail	46.0%	Pass	82	1,559	19	
430	Saugus, Appleton Street - Malden Station	Local	\$ 2.37	72	Pass	Fail	Fail	57.0%	Pass	99	1,228	9	
431	Neptune Towers - Central Sq Lynn	Local	\$ 1.74	113	Pass	Fail	Pass	47.0%	Pass	161	141	23	

Route			Cost Info		Service Delivery Policy Standards					Ridership Info			Notes
ROUTE NUMBER	ROUTE DESCRIPTION	ROUTE TYPE	NET COST PER PAX	NET COST PER PAX RANK (1 = HIGHEST, 173 = LOWEST)	SPAN	FREQUENCY	LOADING	SCHEDULE ADHERENCE	COST	RIDERSHIP RANK (1 = HIGHEST, 173 = LOWEST)	DAILY RIDERSHIP	AVG PAX PER TRIP	NOTES
434	Peabody - Haymarket Station	Express	\$ 2.17	85	Fail	Fail	Pass	46.0%	Pass	167	75	14	
435	Liberty Tree Mall - Central Sq Lynn	Local	\$ 4.22	22	Pass	Fail	Pass	44.0%	Pass	126	767	24	
441	Marblehead - Haymarket or Wonderland Station via Paradise Road	Local	\$ 1.86	102	Pass	Fail	Fail	49.0%	Pass	90	1,442	26	Schedule changes in July 2012 do not address frequency or loading
442	Marblehead - Haymarket or Wonderland Station via Humphry Street	Local	\$ 1.80	107	Pass	Fail	Fail	52.0%	Pass	62	2,112	15	Schedule changes in July 2012 do not address frequency or loading
450	Salem Depot - Haymarket or Wonderland Station via Wes	Local	\$ 2.60	66	Pass	Fail	Fail	46.0%	Pass	84	1,549	24	
455	Salem Depot - Haymarket or Wonderland Station	Local	\$ 1.47	123	Pass	Fail	Fail	42.0%	Pass	73	1,797	16	
456	Salem Depot - Central Sq Lynn	Local	\$ 3.38	36	Pass	Fail	Pass	67.0%	Pass	152	259	21	
459	Salem Depot - Downtown Crossing	Local	\$ 2.75	55	Pass	Fail	Fail	37.0%	Pass	109	1,085	20	
501	Brighton Center - Federal & Franklin Streets	Express	\$ 2.68	60	Pass	Pass	Pass	52.0%	Pass	77	1,639	22	
502	Watertown Yard - Copley Square	Express	\$ 1.34	129	Pass	Pass	Pass	59.0%	Pass	105	1,180	27	
503	Brighton Center - Copley	Express	\$ 3.45	18	Pass	Pass	Pass	60.0%	Pass	148	347	13	
504	Watertown Yard - Federal & Franklin Streets	Express	\$ 3.23	22	Pass	Pass	Pass	57.0%	Pass	88	1,452	19	
505	Waltham Center - Federal & Franklin Streets	Express	\$ 3.95	9	Pass	Pass	Pass	47.0%	Pass	113	1,042	19	
553	Roberts - Federal & Franklin Streets	Local	\$ 3.23	39	Pass	Fail	Fail	41.0%	Pass	125	789	17	
556	Waltham Highlands - Federal & Franklin Streets	Commuter	\$ 3.66	13	Pass	Pass	Pass	46.0%	Pass	139	490	13	
558	Auburndale - Federal & Franklin Streets	Commuter	\$ 4.11	8	Pass	Pass	Pass	43.0%	Pass	144	407	28	
714	Pemberton Pt., Hull - Station St., Hingham	Local	\$ 2.55	67	Pass	Fail	Pass	NA	Pass	154	228	29	Contracted Route
716	Cobbs Corner, Stoughton - Mattapan Station	Local	\$ 4.19	24	Pass	Fail	Pass	NA	Pass	162	106	18	Contracted Route

Route			Cost Info		Service Delivery Policy Standards					Ridership Info			Notes
ROUTE NUMBER	ROUTE DESCRIPTION	ROUTE TYPE	NET COST PER PAX	NET COST PER PAX RANK (1 = HIGHEST, 173 = LOWEST)	SPAN	FREQUENCY	LOADING	SCHEDULE ADHERENCE	COST	RIDERSHIP RANK (1 = HIGHEST, 173 = LOWEST)	DAILY RIDERSHIP	AVG PAX PER TRIP	NOTES
201&202	Fields Corner Station - Fields Corner Station	Local	\$ 2.26	81	Pass	Fail	Pass	60.2%	Pass	81	1,582	20	
712/713	Point Shirley, Winthrop - Orient Heights	Local	\$ 2.72	39	Pass	Pass	Pass	NA	Pass	80	1,597	13	Contracted Route
CT1	Central Square Cambridge. - South End Medical Area	Local	\$ 0.94	153	Pass	Pass	Fail	60.0%	Pass	56	2,261	15	
CT2	Sullivan Station - Kendall MIT Station - Ruggles Station	Local	\$ 1.80	107	Pass	Pass	Pass	52.0%	Pass	53	2,580	17	
SL1	Logan Airport - South Station	Key	\$ (0.07)	172	Pass	Pass	Fail	83.0%	Pass	10	8,388	16	
SL2	Boston Marine Industrial Park - South Station	Key	\$ 0.30	170	Pass	Pass	Fail	87.0%	Pass	21	5,214	20	
SL4	Dudley Station - South Station at Essex Street	Key	\$ 0.58	168	Pass	Pass	Fail	83.0%	Pass	19	5,799	8	
SL5	Dudley Station - Downtown Crossing at Temple Pl	Key	\$ (0.03)	171	Pass	Pass	Fail	81.0%	Pass	1	15,472	42	
SLWater	Silver Line Way - South Station	NA	\$ (0.17)	173	Pass	Pass	Pass	73.4%	Pass	52	2,594	17	

Eliminated July 1st, 2012

Route			Cost Info		Service Delivery Policy Standards					Ridership Info			Notes
ROUTE NUMBER	ROUTE DESCRIPTION	ROUTE TYPE	NET COST PER PAX	NET COST PER PAX RANK (1 = HIGHEST, 173 = LOWEST)	SPAN	FREQUENCY	LOADING	SCHEDULE ADHERENCE	COST	RIDERSHIP RANK (1 = HIGHEST, 173 = LOWEST)	DAILY RIDERSHIP	AVG PAX PER TRIP	NOTES
48	Centre & Eliot Streets - Jamaica Plain Loop	Community	\$ 6.34	7	Pass	Pass	Pass	59.0%	Fail	162	128	5	Route to be eliminated 7/1/12
355	Mishawum Station - State Street	Local	\$ 13.14	1	Fail	Fail	Pass	32.0%	Fail	172	32	8	Route to be eliminated 7/1/12
500	Riverside Station - Federal & Franklin Streets	Express	\$ 10.51	2	Pass	Pass	Pass	55.0%	Fail	166	98	8	Route to be eliminated 7/1/12