



Comprehensive Operational Analysis

Fare and Transfer Analysis

March 2024



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1 INTRODUCTION

WHAT IS FARE AND TRANSFER ANALYSIS

The Fare and Transfer Analysis is an analysis of BCT route ridership by the fare utilized as well as an analysis of transfer activity between BCT routes and transfers involving other systems or modes in the region. The data presented comes from several sources: ridership reports and monthly farebox reports from BCT, Automatic Passenger (APC) Data collected as part of this project, and the Origin-and-Destination (O&D) survey of customers conducted during the fall of 2023.

The usage of APC data allows a comparison by route to show where there is high level of variance between ridership captured by this system and the same number reported via farebox data. The analysis does not attribute cause or suggest which report is more accurate, but the report breakout by route could be an indication of locations within the system where fare avoidance is greatest.

The use of different types of fare media has become quite common among the transit industry during the past 15-20 years. BCT now has an option for riders to purchase tickets through their mobile phones, but the usage of that service remains only a small portion of total ridership. On several routes, however, customers paying through their mobile devices are much higher than the system average.

A final element addressed in this report is transfer activity on the BCT system as reported in the systemwide on-board O&D survey that was part of this project. For route planning as part of this project and beyond, this is a critical component in understanding how existing customers make trips using multiple routes on the BCT system. The transfer pattern for BCT is somewhat unique in that most of the most common transfer patterns do not occur at transit centers or major hubs, but at intersections of major arterials throughout the service area. Given that, the transfer information can both aid in assessing facility needs at major stops, as well as determining the source of trips at major stops (i.e. what portion of these boardings are transfers from other routes).

REPORT STRUCTURE

This report is organized into following sections:

Fare & APC Data Comparison: This section presents a comparison of total ridership collected by the farebox and APC systems over similar time period in the fall of 2023. Because there were route changes during the period of comparison, routes were analyzed based on the time period that corresponds to the current levels of service.

Fare Usage: This presents an analysis of the payment form and method for customers on a route-by-route basis. In addition, this section analyzes fare types and durations that correspond to the method of payment (mobile or more traditional).

Transfer Analysis by Route: This section presents an overview of BCT routes, which ones see the most transfer activity, which pairs of routes have the largest number of passengers transferring between routes, and transfers between BCT routes and other transit systems/modes in the region.

2 FARE & APC RIDERSHIP DATA COMPARISON

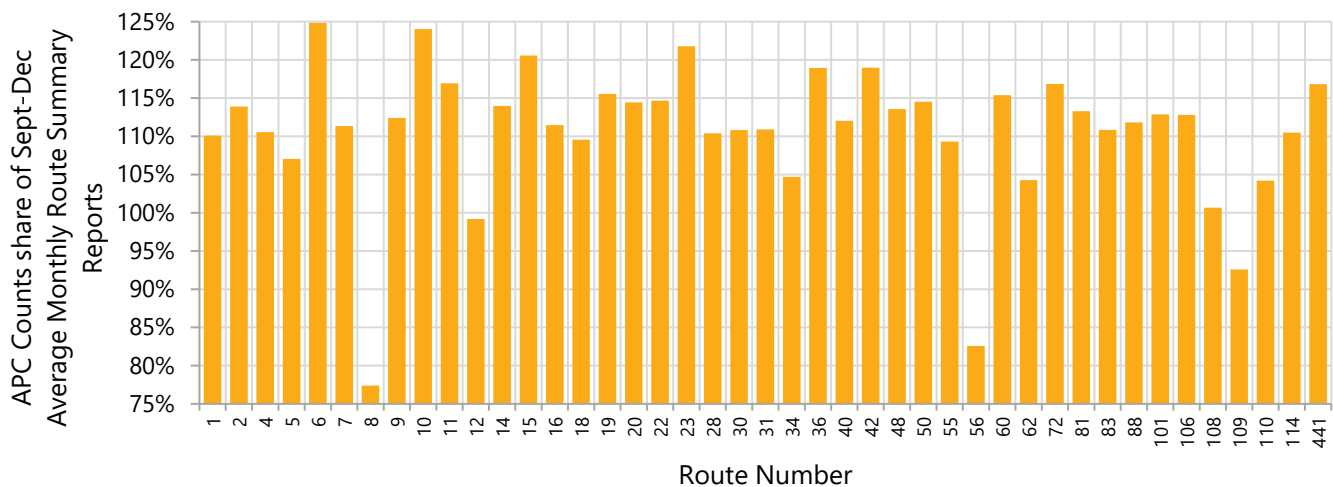
Data from BCT's monthly Ridership Reports for September - December 2023 was compared to Automatic Passenger Counter (APC) data collected in the field from 15 August 2023 to 7 January 2024. APC totals are based on average weekdays samples collected during the count periods shown in Table 1.

Table 1. Comparison of Farebox and APC Ridership by Route

APC Count Period	Routes
August 15, 2023 - January 7, 2024	1, 2, 4, 5, 8, 16, 18, 20, 22, 30, 34, 36, 42, 48, 50, 60, 62, 72, 83, 88, 101, 106, 108 and 115
October 15, 2023, - January 7, 2024	6, 7, 9, 10, 11, 12, 14, 19, 28, 31, 40, 55, 81, 109, 110, 114 and 441
November 2023	15, 23 and 56

APC data was collected for all routes, from August 15, 2023 through January 7, 2024, but due to route service changes to a number of routes in the middle of the counting period, the post-change counts were used for analysis. Farebox ridership was obtained from BCT Ridership Reports available online at <https://www.broward.org/BCT/Resources/Documents/RidershipReports>. **Figure 1** compares average weekday ridership from the APC counts and from ridership reports at the route level. While the two are quite closely correlated, the APC counts were higher than the ridership reports.

Figure 1. APC Ridership as a Portion of Farebox Ridership by Route



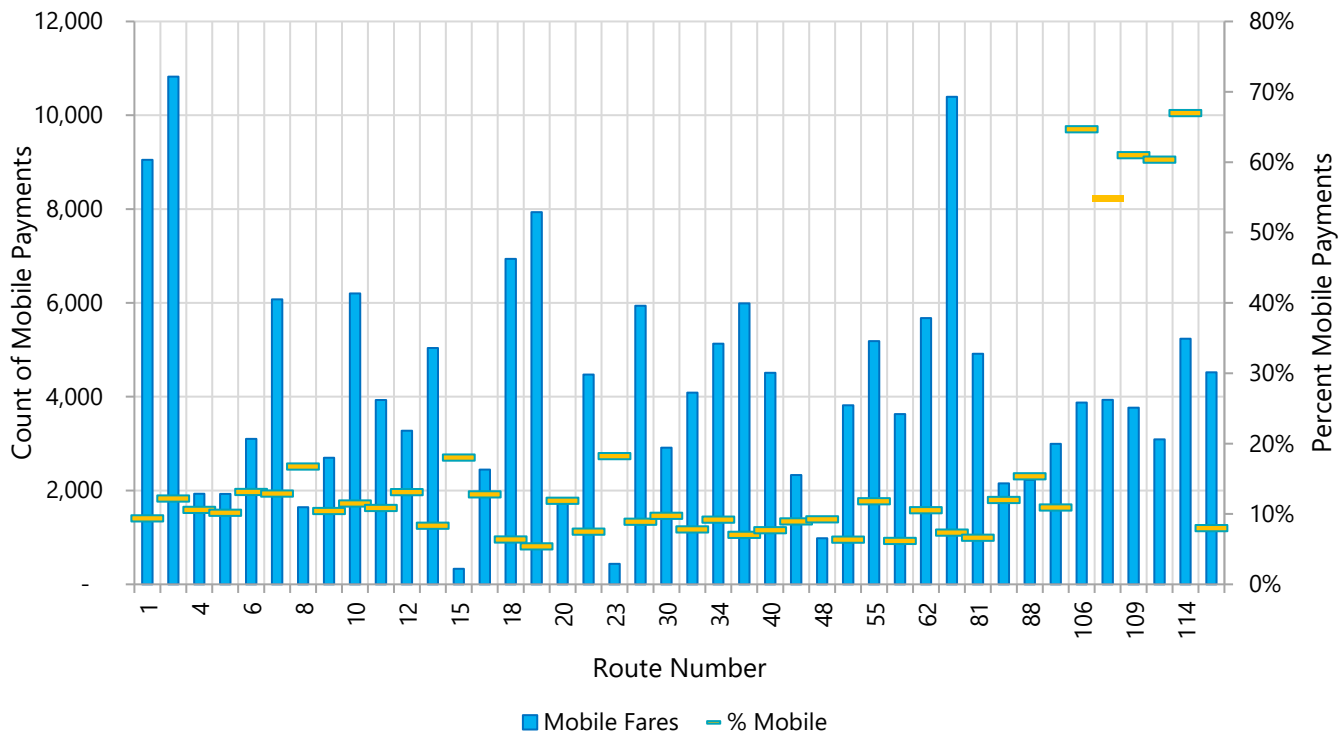
Systemwide, for an average weekday, the APC data counts about 84,000 riders, while the September-December farebox data from monthly ridership reports averages about 75,000 average weekday riders. This is not uncommon occurrence in the transit industry where the two datasets tend to provide different ridership, although the difference in the case of BCT is quite high. Anecdotal evidence suggests that the BCT practice of not denying customers a ride based on inability to pay is well known among some riders especially after COVID, and that could cause a higher undercount within fare data than typical pre-pandemic typical undercount. The differences between the two counts are not evenly distributed but vary by route. Among high volume routes, Routes 6, 10, 36, 72, 101, and 441 average more than 18% difference.

3 FARE USAGE

The section covers mobile fare payment, fare type by mobile and non-mobile payment, and fare type by route. Fare sales data from the monthly Ridership Reports for September-December 2023 was used for this analysis. To get an average 'Fall' total, the four months were summed up and then divided by four to get an average for fall 2023. The fare data used in this section represent monthly totals and should not be confused with the average weekday totals for each month. Hence, while average weekday ridership for Fall 2023 was about 75,000 (systemwide), average monthly ridership was over 1.82 million.

MOBILE AND NON-MOBILE FARES BY TYPE

September-December 2023 averaged about 1.82 million fare payments monthly. Mobile fares and the percentage of total fares by mobile payment for each route is shown in **Figure 2**. The left axis provides the count, and the right axis provides the percentage share.

Figure 2. Mobile Payment by Route (Averages)

About 10% of all fares in Fall 2023 were paid using mobile payment. Mobile fares are heavily used on the Express routes, but not elsewhere. While the Express routes average almost 60 percent, other routes average 11 percent and never exceed 18 percent.

On average over 177,000 mobile fares were purchased per month in Fall 2023. The count of the most common fares/passes (representing 99% of the total) are shown in Figure 3. For mobile fares, the 7 Day Fare is the most common, representing over a quarter of the total. In combination with the 1 Ride Regular, All Day and 31 Day Regular passes, these four fare types represented over three quarters of the mobile fares in Fall 2023.

Monthly farebox averages for Fall 2023 shows that over 1.6 million non-mobile fares were purchased. A breakout of fares by fare type for non-mobile fares is shown in Figure 4, which shows Senior Disabled Reduced Fare to be the most common (13%), with Day Pass and Regular Fare a like amount. Short Pay represents 9%, averaging 139,000 in Fall 2023. Almost a quarter of riders are covered by 31 day passes of various types (Senior, Adult, College, Disabled, Youth or Premium).

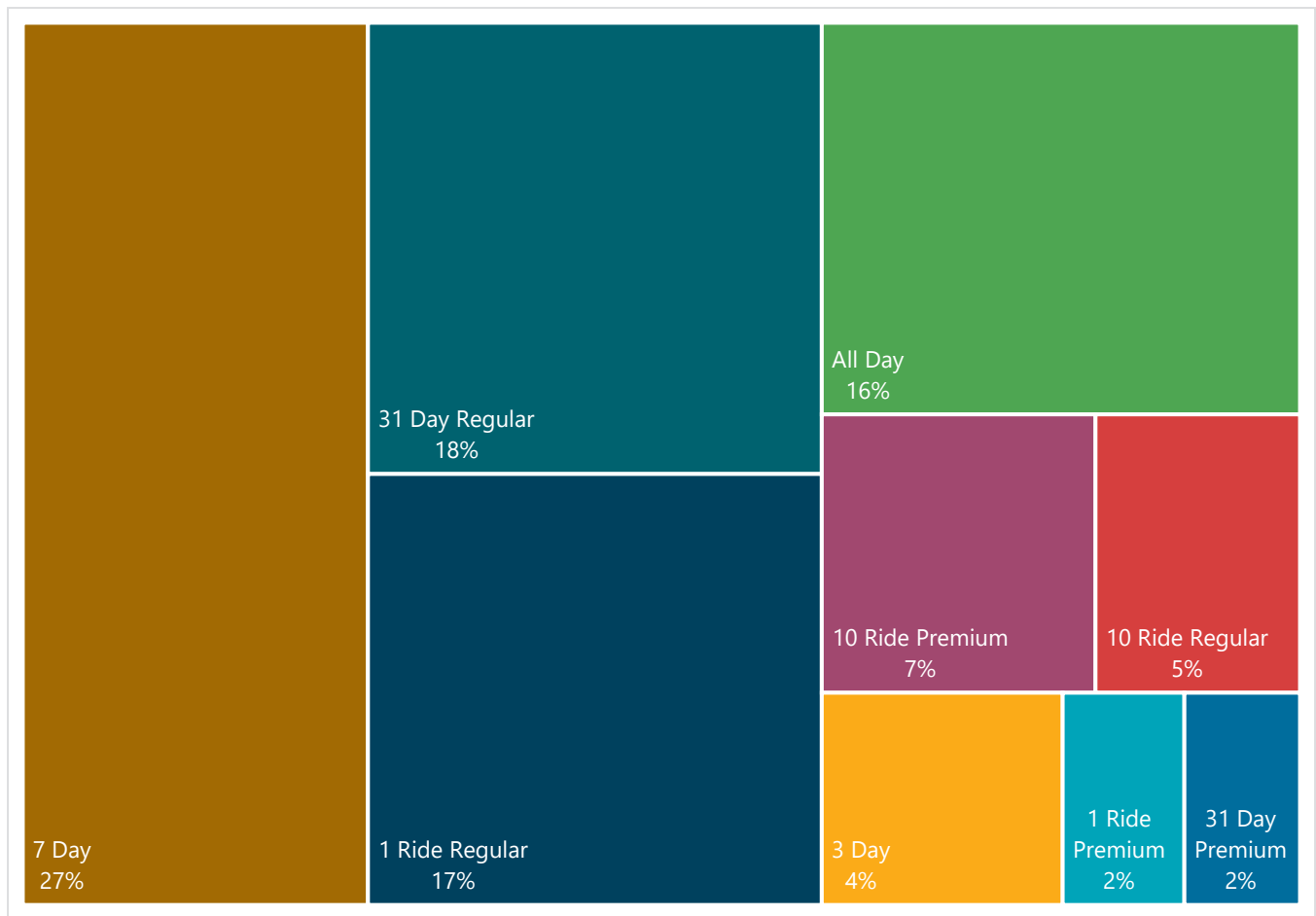
Figure 3. Share of Mobile Fares by Fare Type

Figure 4. Share of Non-Mobile Fares by Fare Type for Fall 2023

FARE TYPE BY ROUTE

Table 2 shows most the most common fare types, representing almost 80% of fares, and lumps less common fare types into the 'Other' category. Within the table, routes 15 and 23 stand out, making less use of Regular Fare, having small shares than most for Short Pay and Child Non-Pay. In contrast, Route 28 shows a high percentage of Senior Disabled Reduced Fare and Regular Fare. For the Express Routes, the large 'Other' category is primarily made up of Premium Fare, typically through the 10 Ride or 31-day pass, although with substantial percentages of Reduced Premium Fare, Toddlers Free (under 40"), and Short Fare.

Table 2. Percentages of Fare Type by Route for Fall 2023

Route	Senior Disabled Reduced Fare	Regular Fare	Day Pass Received	Senior 31 Day	Short Pay	Adult 31 Day	No Pay Child	Seven Day	Day Pass Issued	Reduce Youth Fare	Reduced Day Pass Received	Mobile 7 Day	College 31 Day	Disabled 31 Day	OTHER
1	12	15	8	7	7	6	8	3	3	3	2	2	1	1	21
2	11	11	12	7	6	7	4	4	4	3	3	3	3	2	21
4	15	13	10	9	5	7	6	2	3	3	2	3	0	3	19
5	16	15	10	4	5	5	5	2	5	5	3	2	2	1	20
6	11	13	9	8	5	9	4	4	4	2	2	4	2	2	20
7	13	15	10	6	5	6	5	3	4	5	3	3	2	2	20
8	15	13	9	4	4	5	6	3	4	4	2	3	2	2	24
9	10	11	7	6	7	8	12	4	4	4	2	3	3	2	18
10	11	11	12	7	7	8	5	4	3	2	3	3	2	3	20
11	12	9	11	9	7	8	5	6	4	2	2	3	2	3	17
12	13	14	10	6	6	6	4	2	4	4	2	3	4	1	22
14	10	7	12	11	9	9	5	6	3	2	3	3	2	3	16
15	9	4	8	5	1	6	0	3	4	4	1	5	2	1	47
16	13	13	13	7	5	5	4	3	3	4	3	3	1	2	21
18	13	16	11	6	7	5	6	4	4	2	3	2	2	1	19
19	11	9	13	9	8	6	7	5	4	4	3	2	4	2	13
20	9	8	8	10	7	9	6	5	4	5	3	3	1	3	19
22	8	6	10	8	7	11	11	5	3	2	3	2	1	3	19
23	3	6	20	13	0	8	0	4	5	0	4	6	2	1	27
28	16	22	7	3	7	3	4	1	3	4	2	2	1	1	23
30	8	11	10	8	5	10	4	6	4	6	2	3	1	3	17
31	9	6	9	8	8	7	7	4	4	8	2	2	6	2	16
34	11	13	12	5	7	5	3	4	6	6	2	3	3	1	18
36	10	7	11	10	10	7	5	6	3	5	3	2	3	2	15
40	9	7	10	10	10	9	7	6	3	2	3	3	2	3	16
42	11	10	12	7	12	7	4	4	4	3	3	3	2	2	16
48	18	12	9	6	7	4	4	4	3	2	3	2	1	1	21
50	11	11	11	8	9	8	4	5	5	5	2	2	2	3	13
55	11	9	13	8	6	7	3	5	5	4	3	3	3	3	18
60	10	6	9	8	9	10	7	5	3	5	2	2	3	3	18
62	11	10	11	7	6	7	5	3	6	4	2	3	4	2	18
72	11	9	11	10	10	7	5	4	4	4	3	2	3	2	13
81	12	6	8	10	11	9	8	4	4	4	2	3	3	2	14
83	11	11	11	9	5	6	4	5	5	5	2	3	3	2	19

88	11	10	9	7	5	5	3	3	4	8	2	3	3	2	25
101	11	13	9	7	5	7	6	3	4	2	3	3	1	2	25
106	1	1	0	0	2	0	2	0	0	0	0	0	0	0	92
108	1	1	0	0	3	0	2	0	0	0	0	0	0	0	92
109	1	1	1	0	3	1	2	0	0	0	0	1	0	0	88
110	1	1	1	1	4	1	4	0	0	0	0	1	1	0	85
114	0	1	1	1	3	0	2	0	0	0	0	0	0	0	91
441	10	11	11	8	6	6	4	4	5	3	3	3	3	1	21

INTER-AGENCY TRANSFER PASSES ISSUED AND ACCEPTED

This section covers transfer passes issued and accepted. Section 4 of this report covers actual transfers between routes in the BCT system as well as inter-agency transfers.

From September-December 2023, BCT averaged about 1.8 million fare payments per month. For those same months, on average, Broward County Transit accepted over 22 thousand transfer passes from Miami-Dade Transit (MDT), Palm Tran and South Florida Regional Transportation Authority (SFRTA) Tri-Rail service, which represented just over 1.2% of total fares. BCT also issued over 26 thousand transfer passes. A detailed breakdown of transfer passes issued & accepted by route in Fall 2023 is provided in **Table 3**. Route 18 has the highest level of transfer pass activity, with over 4,000 passes accepted and over 5,000 passes accepted. Other routes with high counts of transfer passes issued or accepted were routes 1, 2, 18, 101 and 441.

When considering the proportion of transfer passes accepted or issued, proportional to ridership, different routes stand out. Route 101 has the largest share of both transfer passes issued (almost 5%) and accepted (over 4%). Routes 18, 1, 28, and 441 also offer or accept substantially more transfer passes than the system-wide averages. Routes with a high share of trips involving any transfer passes (issued or accepted) include routes 1, 19, 28, and 101.

Transfer passes accepted make up the highest share of ridership (5%) on route 28. As a share of ridership, route 101 has the highest rate of transfer passes issued, equal to almost 7 percent of ridership. Other routes which accepted a high share of transfer passes were routes 1, 18, 101, and 441.

Table 3. Inter-Agency Transfer Passes Issued/Accepted by Route

Route	Ridership	Transfers Accepted	Transfers Issued	%Transfers Accepted	%Transfers Issued
1	95,366	3,844	4,469	4.0%	4.7%
2	87,189	977	1,662	1.1%	1.9%
4	17,716	316	184	1.8%	1.0%
5	18,436	128	253	0.7%	1.4%
6	23,043	172	157	0.7%	0.7%
7	46,169	777	334	1.7%	0.7%
8	9,501	5	83	0.1%	0.9%
9	25,280	27	165	0.1%	0.7%
10	53,090	423	1,266	0.8%	2.4%
11	35,524	12	92	0.0%	0.3%
12	24,343	527	241	2.2%	1.0%
14	59,743	722	309	1.2%	0.5%
15	1,471	9	16	0.6%	1.1%
16	18,790	341	185	1.8%	1.0%
18	107,729	4,086	5,069	3.8%	4.7%
19	146,058	470	1,139	0.3%	0.8%
20	14,099	11	67	0.1%	0.5%
22	58,845	1,131	436	1.9%	0.7%
23	2,289	1	3	0.0%	0.1%
28	65,684	3,061	3,247	4.7%	4.9%
30	29,519	15	74	0.0%	0.3%
31	51,596	42	128	0.1%	0.2%
34	55,186	1,161	622	2.1%	1.1%
36	83,954	23	223	0.0%	0.3%
40	57,719	9	131	0.0%	0.2%
42	25,718	18	96	0.1%	0.4%
48	10,310	261	146	2.5%	1.4%
50	59,340	15	199	0.0%	0.3%
55	43,217	12	123	0.0%	0.3%
60	58,250	363	187	0.6%	0.3%
62	52,908	375	312	0.7%	0.6%

Route	Ridership	Transfers Accepted	Transfers Issued	%Transfers Accepted	%Transfers Issued
72	140,211	34	153	0.0%	0.1%
81	73,222	142	247	0.2%	0.3%
83	17,579	14	64	0.1%	0.4%
88	14,019	3	71	0.0%	0.5%
101	26,991	1,170	1,814	4.3%	6.7%
106	5,809	9	78	0.2%	1.3%
108	7,016	13	53	0.2%	0.8%
109	6,002	23	74	0.4%	1.2%
110	4,926	63	79	1.3%	1.6%
114	7,555	9	52	0.1%	0.7%
441	55,858	1,638	2,132	2.9%	3.8%
1,797,267	22,449	26,428	1.2%	1.5%	

4 TRANSFER ANALYSIS BY ROUTE

Using data from the expanded onboard survey, this section provides data and analysis covering two classes of transfers: those between bus routes within the BCT system (intra-agency transfers) and transfers between bus routes in the BCT system and other systems (inter-agency transfers), such as those to Palm Tran, MDT, Tri-Rail and Brightline. Analysis of transfer activity was based on the analysis of Question 11 in the survey, which provides a list of routes or transfers that make up the trip, is shown in Figure 5.

Figure 5. BCT 2023 On-board Survey Questionnaire

11a. Did you transfer FROM another bus/train **BEFORE** getting on this bus? ☐ Yes ☐ No

11b. Will you transfer TO another bus/train **AFTER** getting off this bus? ☐ Yes ☐ No

11c. Please list the BUS/RAIL ROUTES (SYSTEM) in the exact order for this one-way trip

START → → → → → **END**

1st Route 2nd Route 3rd Route 4th Route

 Continue

Based on the expanded survey data, just under a quarter of all trips (24%) made on BCT involve a transfer, but only 3% involve two transfers. **Table 4** shows the number of transfers made for each linked trip on the BCT system.

Table 4. Transfers for All Linked Trips

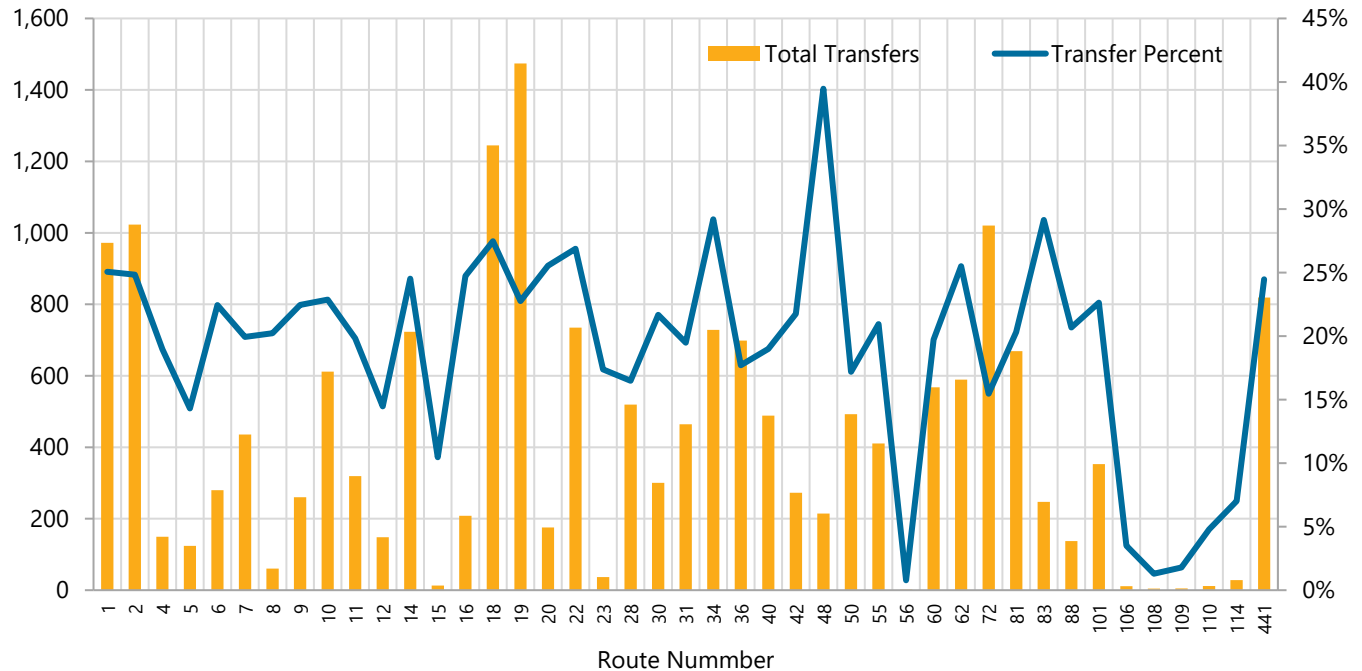
Number of Transfers	Linked Trips	Percent
0	54,707	76%
1	14,999	21%
2	2,495	3%
3	239	0%
Total	72,440	

The survey collected data on up to four trip segments (each occurring on a different vehicle), such that up to three different transfers between vehicles were possible.

INTRA-AGENCY TRANSFERS

Information on intra-system transfers is based on data from the expanded onboard survey. **Figure 6** shows transfers by route, providing both counts and the share of boardings for that route that involve a transfer either to or from that route.

Figure 6. Average Weekday Total Transfers and Percent Transfer by Route



For example, the largest number of transfers (1,516) happens from Route 19, and Route 48 has the highest percentage of transfers (40%). Other routes with a high number of transfers are routes 1, 2, 18, 19, and 72. These five routes (shown in **Figure 7**) together represent almost a third of all transfers. In contrast, Route 55 has both the fewest number and lowest percent of transfers.

For Route 19, the most common transfer is for Route 36. The routes intersect at Lauderhill Transit Center. Route 19 also has many transfers with Route 72, another east-west route ending at Sawgrass Mills Mall. Routes with high numbers of rider transfers include Routes 1, 2, 18, 19, and 72.

A detailed breakdown of route-to-route transfer activity from the expanded onboard survey is shown in **Appendix A**.

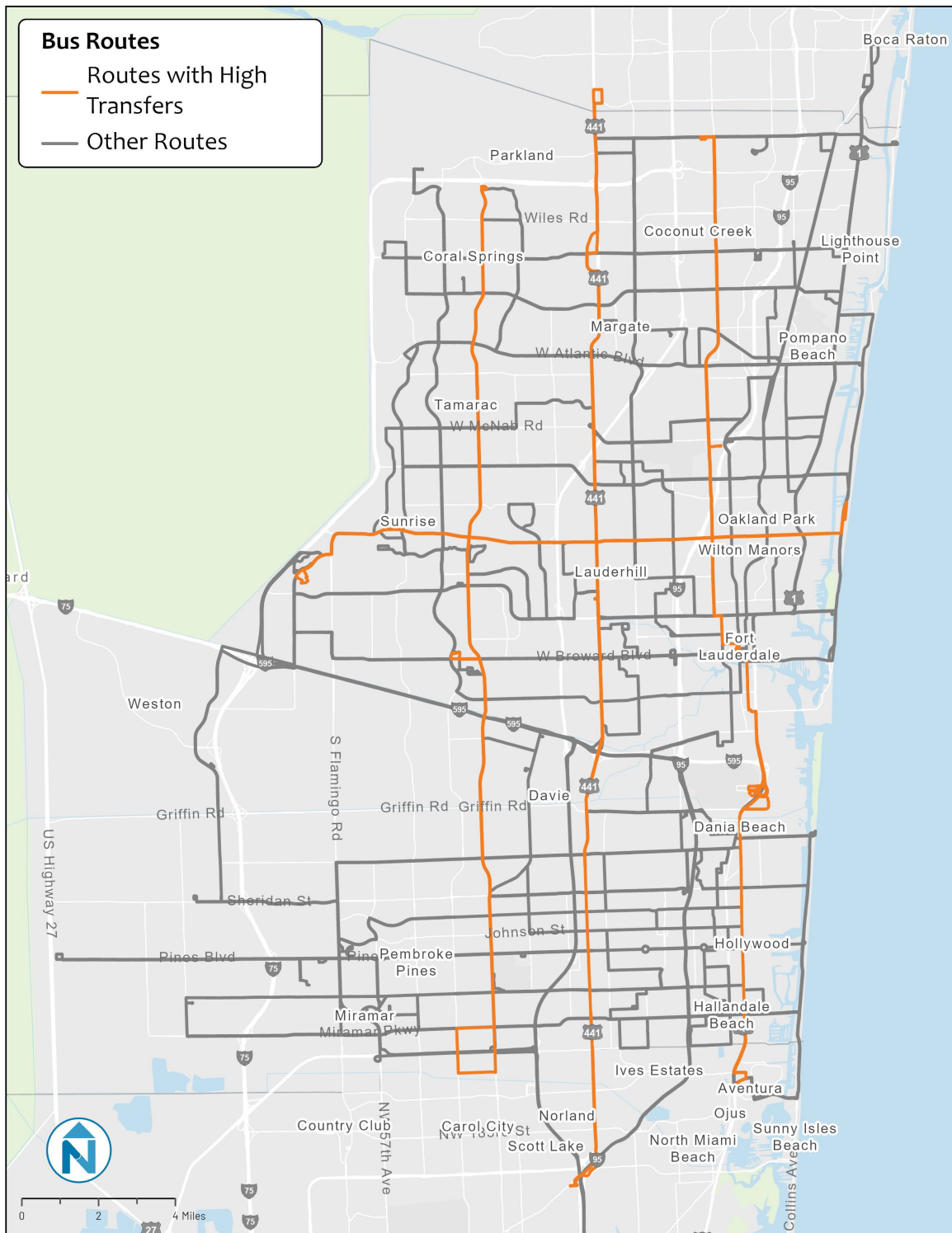
Figure 7. Map of Routes with High Numbers of Transfers

Table 5 shows the most common transfer pairs among routes in the BCT system. Consistent with Figure 7, all the most common interchanges involve either Routes 2, 14, 18, or 19. Among these major north-south routes, Route 19 is particularly notable, being part of the most five common transfer pairs. The most common pairs are intersections of major east-west routes with important north-south corridors. The largest transfer pair of any other type is between Routes 18 and 19 (transfers from Route 18 to Route 19 account for 139 daily trips). The full transfer matrix is provided in Appendix A.

Table 5. Transfer To and From Other Systems (Average Weekday)

Rank	Total Transfers	From Route	To Route
1	270	19	36
2	194	19	72
3	191	34	19
4	177	72	19
5	167	19	34
6	164	2	72
7	163	18	28
8	157	36	19
9	157	2	22
10	153	72	2
11	151	7	18
12	151	34	14

INTER-AGENCY TRANSFERS

The BCT fixed route system interacts with BCT Community shuttles and four other transit systems: Brightline, MDT, Palm Tran, and Tri-Rail. Brightline currently has one station, and Tri-Rail has seven stations within Broward County. **Table 6** shows transfers to and from Community Shuttles and other transit systems, based on the expanded onboard survey. The totals below are incompatible with farebox based estimates of transfer passes issued or accepted.

Table 6. Transfers from BCT, Community Shuttle, and Other Systems

System	BCT	Brightline	Community Shuttle	Miami-Dade Transit	Palm Tran	Tri-Rail	Grand Total
BCT	15,854	42	151	1,409	122	697	18,275
Brightline	84			6	7		97
Community Shuttle	179		18	7		11	216
Miami-Dade Transit	1,009	48				67	1,124
Palm Transit	209	14				57	280
Tri-Rail	484		5	169	55		713
Grand Total	17,819	104	175	1,592	184	832	20,705

Approximately 2,500 trips transfer to and from MDT, 1,200 transfers to and from Tri-Rail and 300 transfers to and from Palm Tran. There are about 375 transfers to or from a Community Shuttle. Based on data from the expanded survey, of the approximately 72,000 daily trips made, over 20,000 of them involve a transfer, of which just under 80 percent of that 20,000 are bus to bus within the BCT system.

Analysis using the expanded onboard survey data suggests that the primary intersystem transfers outside of Broward County are located near US-1 and Camino Real, and near US-441 and Sandalfoot Boulevard for Palm Tran and near NW 207 Street and NW 27th Avenue, the Golden Glades Multimodal Transfer Facility, and near the Aventura Mall for MDT.

APPENDICES

APPENDIX A

The following table provides a summary of transfers from route to route based on the expanded onboard survey. Not all routes have transfers from them, such routes are hence omitted from the rows. Likewise, any route without transfers to that route are omitted from the columns.

Route-to-Route Transfer (BCT Fixed Routes Only)

Route	1	2	4	5	6	7	8	9	10	11	12	14	15	16	18	19	20	22	23	28	30	31	34	36	40	42	48	50	55	60	62	72	81	83	88	101	108	114	441	Total
1			23	35		59	21	55	34	15	6	63					11	90		57	14	49			96			45		52			67			4				796
2				15		74	9				9			45				157		76	36		39	59		20			45		55	164	61	21					884	
4	13				3	23	6	7					2	14						24															12				105	
5	31	13				13								4	10					25																		5	100	
6	2		24	2		18		18	26	7	4	34		19			10	13		9	9	7			21			35		17			20						296	
7	55	75	3		37									12	151					5															20			69	428	
8		22	7					15							21																				4				69	
9	28		9		2	12			11	29	7	11			8		9	6			15	19			10			9		7			8					3	203	
10	35				9			13		10		9						29			18		77	12	12	13	48		12		65	63	13	48		22				507
11	34				7			7				8				5	6	11			9			31	9	4			12	13		63	13	11		18				260
12	10	46			20					2					19			20															4						16	138
14	14				2			26	9	5								35			10		41	39	16	45	18		43	28	72	140	11	14		32			600	
15			3											5	4																								7	19
16	23	26	7	2	11	6					7				24				9																	22			28	165
18				17		76	7	27			41		2	27		139		88		163	24			137	29				6				51				9		6	848
19									1	14					120								167	270	80	58	83		96	96	107	194	120	86					24	1,516
20	7																	2				5	30	7	5	9		8	11	32	6	11	10			11			155	
22	75	64			17				23	35	7	61			68		8		9		26	25			21			50		47		6	31		3	22			44	644
23						5								5				11						2								7						1		31
28	49	51	16	37	25					49			3		120																					14			43	358

Route	1	2	4	5	6	7	8	9	10	11	12	14	15	16	18	19	20	22	23	28	30	31	34	36	40	42	48	50	55	60	62	72	81	83	88	101	108	114	441	Total	
30	19	47			5				31	14		9			39			12				36			36			15		13				8				23	307		
31	40				19			21	55	7							5	29			11		34	32	23	6	17	4	28	23	42		31	15	13		12				468
34		50							60			151				191	25					60						43			50				11				35	674	
36		70							21	21		86			133	157	6	4	7			9			29			19		16		11	26		13				10	637	
40	60		4					9	10	22		40			12	100	24	34			12	21	6	17				24		20		4	25			15			9	467	
42									27	24		13				79												33		16	21								25	239	
48									28			50				54						27						9												168	
50	38				19			38	4	5		4						41			25	4	44	20	3	36	32		33	52	20	45	12	28						502	
55		50							16	38		48				60	22					22						17		31		53			11				52	419	
60	66				9							7				26	12	24			17	34		37	30	29		29	29		35	7	20			34				445	
62		75							32			15				87	21					33	39			36		15	5	44		5			16				70	493	
72		153							56	85	2	77				177	12	23	18			56						68	29	85			60		46			12	34	995	
81	46	35			63				20	7	8	26			49	130	9	4			29			55	39			16		26		71				33			9	677	
83		33							15	15		17				59	7					21	5					12			7				29				18	239	
88		4																			18			18		11			40		21	19		7					138		
101			23	16				11	13	11	7	3		5			7			13	3	24			17			18		4			29							204	
106															3																									3	
109																				-																				-	
114								11										1														17								29	
441	3			7		88	2	41			1			27	11	20		42		86	17		31	4	6	20			10	14	67	103	6	24						629	
Total	650	814	120	129	248	375	44	298	493	365	99	729	7	161	794	1,283	194	673	42	458	293	452	516	740	482	287	199	471	400	635	567	1,014	603	252	137	276	9	13	530	15,854	