

A report produced by the Central Transportation Planning Staff
for the Massachusetts Bay Transportation Authority

MBTA Systemwide Passenger Survey

Cabot Garage 2008–09

BUS SYSTEM



MBTA Systemwide Passenger Survey

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Cabot Garage

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ABSTRACT

This Cabot Garage report belongs to a multivolume set of reports on the findings of a systemwide survey of Massachusetts Bay Transportation Authority riders that was conducted for the MBTA by the Central Transportation Planning Staff (CTPS) in 2008–09. This survey covers all of the modes operated by the MBTA: bus (including trackless trolley), bus rapid transit,¹ heavy rail (the Blue, Red, and Orange Lines), light rail (the Green Line and the Mattapan High-Speed Line), commuter rail, and boat. The most recent comparable systemwide passenger survey was conducted during 1993–2000.

The purpose of the systemwide survey was to gather data that are not easily obtained through any other means. The data are used to update the regional travel-demand model that is routinely used by the Boston Region Metropolitan Planning Organization (MPO); they are also available for use by other entities, public and private, as well as interested individuals.

This report comprises 12 chapters and two appendices. In the chapters, data tables and summary text present information about travel on Cabot Garage bus routes, including why trips are made, where riders are coming from and going to, and how riders get to and from the service. Information is also provided on the demographics of bus riders, as well as their automobile ownership, how they pay their fares, and how they perceive the quality of MBTA bus service. The second chapter of this report provides an overview of the results for the entire Cabot Garage, while each subsequent chapter covers one or more types of data on a route-by-route basis.

¹ Reports on bus rapid transit (the Silver Line) are included in the set, although their data are from surveys conducted by CTPS in 2005 and 2006.

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KEYWORDS

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Introduction

1.1 THE SYSTEMWIDE SURVEY

This report belongs to a multivolume set of reports on the findings of a systemwide survey of Massachusetts Bay Transportation Authority riders that was conducted for the MBTA by the Central Transportation Planning Staff (CTPS) in 2008–09. This survey covers all of the modes operated by the MBTA: bus (including trackless trolley), heavy rail (the Blue, Red, and Orange Lines), light rail (the Green Line and the Mattapan High-Speed Line), commuter rail, and boat. Reports on bus rapid transit (the Silver Line) are included in the set; their data are from surveys conducted by CTPS in 2005 and 2006. Separate survey instruments were developed for each mode, but the same categories of information were gathered through each.

The purpose of the systemwide survey was to gather data that are not easily obtained through any other means. Some of the data will be used to update the regional travel-demand model that is routinely used by the Boston Region Metropolitan Planning Organization (MPO) to estimate the future impact of projects on the transportation network. In addition, as with past surveys, the data obtained through this survey will be available for use by the MBTA, CTPS, the Massachusetts Department of Transportation, other transportation agencies, academic researchers, consultants, and private citizens.

The most recent comparable systemwide passenger survey was conducted during 1993–2000. Most of the commuter rail system was surveyed in 1993, except for the Old Colony Lines, which were surveyed in 1998. The heavy rail and light rail networks were last surveyed in 1994, and the bus and trackless trolley lines in 1995. Commuter boat and ferry services were surveyed in 2000. The results of this systemwide survey have become outdated.

1.2 CABOT GARAGE SURVEY METHOD

This volume presents the survey results for passengers riding the bus routes that are based at Cabot Garage (1, 4, 5, 7, 8, 9, 10, 11, 15, 16, 17, 18, 19, 22, 23, 25, 28, 43, 44, 45, 47, 55, 66); these routes, along with the MBTA's other bus routes, belong to the local bus component of the MBTA system.

The local bus survey form, a copy of which may be found in Appendix B,

contained 24 questions (33 questions, including subquestions). The questions were designed to gather data regarding the specific trip each rider was making when he or she received the survey form (such as trip origin, destination, and purpose), as well as demographic data (such as rider age, gender, income, and ethnicity) and subjective views of the rider regarding service quality. Also, at the end of the survey form, space was provided in which the rider could write comments and suggestions of his or her own choosing.

Survey forms were offered to all riders riding Cabot Garage bus routes between 6:00 AM and 3:30 PM on a typical weekday in 2008 or 2009. This distribution strategy was designed to provide approximately 85% of the weekday riders on the bus routes with an opportunity to receive a survey form during what would be considered typical travel conditions.¹ Completed survey forms could be returned to the survey distributors or Customer Service Agents in the stations, or could be mailed in postage-free. Also, the riders were informed that they could use an online survey form instead of the paper form.

As in any survey with a response rate of less than 100%, the data that were collected needed to be “expanded.” The survey responses from each route were weighted to equal typical boardings during the survey hours using the most recently available ridership figures.

The survey results were entered into a computerized database from which responses to selected combinations of questions can be summarized at any level of aggregation. The particular data tables that have been generated and presented in this volume are ones that will be useful to this report’s anticipated users. Other, more specialized tables can be generated if needed.

1.3 ORGANIZATION OF DATA IN THIS REPORT

The types of data reported in each chapter are listed below. After Chapter 2’s overview of all of the types of data at the level of all Cabot Garage bus routes as a whole, each chapter presents a certain type (or set of types) of data by bus route. Each chapter’s data are for the passengers who rode some portion of the surveyed route. Each chapter provides any explanations of the tables that are called for and presents an overview of notable findings.

In each chapter, there is a table or set of tables for each bus route. The nature of the type (or types) of data presented in the tables is discussed and, if called for, the way in which the tables present the data is explained. In addition, an overview of notable findings is provided.

Chapter

- 2 Results for the Cabot Garage Bus Routes as a Whole:** An overview of the results for the Cabot Garage bus routes as a whole.

¹ Surveys were not distributed on Monday mornings or Friday afternoons, as the travel at these times is typically lighter than at other times during the week.

- 3 Trip Purpose, Reasons for Using the MBTA, and Alternative Means:** For each Cabot Garage bus route:
 - Why riders made their trips
 - Why riders used the MBTA to make their trips
 - What mode or modes each rider used if he or she sometimes made the same trip by means other than the surveyed bus route
- 4 Origin Locations and Activities:** For each Cabot Garage bus route:
 - Where riders started their trips (by city or town, or by neighborhood of Boston, Cambridge, Somerville, or Brookline)
 - What activities riders were engaged in at those origin locations (for example, work, home, school)
- 5 Access to the Bus:** For each Cabot Garage bus route:
 - What mode riders used to access the surveyed bus route, such as walking, biking, other transit mode, etc.
 - What mode riders who began their trip on another fixed-route transit service used to access that transit service
 - The initial transit mode riders used on their overall trips
 - Which connecting and nonconnecting bus routes, if any, riders transferred to the surveyed bus route from
 - For riders who accessed the surveyed bus route by any mode other than transferring from a fixed-route transit service, how long it took them to travel from their overall trip origin to the stop where they boarded the surveyed bus route
- 6 Egress from the Bus:** For each Cabot Garage bus route:
 - How riders completed their trips after leaving the surveyed bus route (walk, bike, bus, rapid transit, commuter rail, etc.)
 - How riders who ended the transit portions of their trips on another fixed-route transit service completed their trips
 - The final transit mode used on riders' trips
 - Which connecting and nonconnecting bus routes, if any, riders transferred from the surveyed bus route to
 - For riders who left the surveyed bus route by any mode other than transferring to a fixed-route transit service, how long it took them to travel from the stop where they left the surveyed bus route to their overall trip destination

- 7 Destination Locations and Activities:** For each Cabot Garage bus route:
 - Where riders ended their trips (by city or town, or by neighborhood of Boston, Cambridge, Somerville, or Brookline)
 - What activity riders were going to engage in after completing their trips (for example, work, home, school)
- 8 Origin-Destination Cross-tabulation:** For each Cabot Garage bus route:
 - Where riders began their trips (by city, town, or neighborhood)
 - Where riders ended their trips (by city, town, or neighborhood)
- 9 Socioeconomic Characteristics:** For each Cabot Garage bus route:
 - Riders' age, gender, household income, and ethnicity
- 10 Usage Rates and Fare Types:** For each Cabot Garage bus route:
 - How frequently riders used the system
 - How riders paid their fares
 - How the different fare-payment methods were related to how frequently riders used the system
- 11 Vehicle Availability:** For each Cabot Garage bus route:
 - How many riders had driver's licenses
 - How many vehicles riders had in their households
 - Whether riders had access to the use of household vehicles for the trips they were making when surveyed
 - The number of vehicles owned per capita for riders on the surveyed route
- 12 Service Quality:** For each Cabot Garage bus route:
 - Riders' perceptions regarding several aspects of MBTA service quality

2

Results for the Cabot Garage Bus Routes as a Whole

The tables and text in this chapter provide an overview of the survey results for the Cabot Garage bus routes as a whole and highlight some of the more important findings. Each of the subsequent chapters presents a particular category (or set of categories) of data for each Cabot Garage bus route. Explanations of the nature of the data categories are provided in the subsequent chapters. In those chapters, the data tables present, for each bus route, findings on passengers who rode some portion of that route.

Each of the following numbered sections except 2.11 corresponds to one or more tables that are located at the end of this chapter.

2.1 TRIP PURPOSE, REASONS FOR USING THE MBTA, AND ALTERNATIVE MEANS

Trip Purpose Slightly less than 85% of the trips made on Cabot Garage bus routes were in one of the seven categories that are “home-based” (that is, home was either the origin or destination of the trip). A majority of these (51% of all trips) were “home-based work” (either heading to work from home or to home from work). Of the other six types of home-based trips, “home-based school” had the second-largest percentage of all trips (13%), followed by “home-based other” (7%).

“Work-based” trips (those with one end at work and the other end not at home) accounted for 7% of all bus trips. Combining those trips with home-based work trips and home-based work-related trips shows that 60% of all trips had work or a work-related activity as one end of the trip.

Reasons for Using the MBTA The most common reason for using a Cabot Garage bus route was convenience (55%). The next-most-common responses were “only transportation available” (41%), “less expensive than other choices” (32%), and “avoid parking at destination” (28%). The least common reason was “can read or do work on the bus” (18%).

Alternative Means When asked whether they would make the same trip by other means on days that they did not use the surveyed bus route, 58% of the respondents answered “yes.” Of those riders, the largest number (51% of all surveyed bus riders) indicated that they would use another MBTA service. The

next-most-commonly selected travel mode options were “drive alone” and “other” (both 22%) and “carpool/vanpool” (13%). (The respondents indicating “other” wrote in alternatives that included walking, taking a taxi, and being driven by someone else.) Some respondents reported more than one alternative mode.

2.2 ORIGIN LOCATIONS AND ACTIVITIES

Bus routes that are operated out of the Cabot Garage primarily serve Boston. Some routes do provide service to areas of Cambridge and Brookline. The greatest number of riders on Cabot Garage bus routes reported starting their trip in various Boston neighborhoods; the most common Boston origins were Roxbury (19%), North Dorchester (15%), South Dorchester (10%), and South Boston Residential (8%).

The most common “activity” before boarding a Cabot Garage bus route was “home” (69%), followed by “work” (8%) and “school” (5%). These proportions of reported activities reflect a traditional morning commute pattern.

2.3 ACCESS TO THE BUS

The most common mode of access to Cabot Garage bus routes was walking, which accounted for 71% of the trips. The next-most-common access modes were transferring from rapid transit (12%), transferring from another MBTA bus (11%), and driving (2%). Private transportation modes (that is, any means other than using a fixed-route transit service) accounted for 76% of all access trips.

Public transportation modes accounted for the remaining 24% of all access trips to the bus; as for how these modes had themselves been accessed by riders, the most common method was walking, which accounted for 21% of the preliminary access trips. Of the first transit mode used on public transportation access trips to the bus, the most common mode was another MBTA bus (13% of the preliminary access trips) followed by rapid transit (10%).

The greatest number of riders directly transferring to the surveyed bus route from a connecting bus route transferred from the Silver Line Washington Street (Route 749—10%). The greatest number of riders on the surveyed bus route who transferred from a nonconnecting bus route (that is, via an intermediate transit mode) transferred from Route 32 (9%).

Overall, people who walked to the place where they boarded the bus made the shortest access trips (7 minutes on average). People who were dropped off had the second-lowest average access time (10 minutes), and riders who drove themselves had the longest (13 minutes). Slightly more than 55% of the respondents made access trips of less than or equal to 5 minutes, and 81% made access trips of less than or equal to 10 minutes.

2.4 EGRESS FROM THE BUS

The most common mode of egress from Cabot Garage bus routes was walking, which accounted for 67% of the trips. The next-most-common egress modes were transferring to rapid transit (16%) and transferring to another MBTA bus (11%). Private transportation modes (that is, any means other than using a fixed-route transit service) accounted for 73% of all egress trips.

Public transportation modes accounted for the remaining 27% of all egress trips from the bus; as for how riders left these modes themselves, the most common method was walking, which accounted for 22% of the preliminary egress trips. Of the final transit mode used on public transportation egress trips from the bus, the most common mode was rapid transit (14% of the preliminary egress trips) followed by another MBTA bus (12%).

The greatest number of riders directly transferring from the surveyed bus route to a connecting bus route transferred to the Silver Line Washington Street (Route 749—20%). While the greatest number of riders on the surveyed bus route who transferred to a nonconnecting bus route (that is, via an intermediate transit mode) transferred to Route 111 (14%).

Overall, people whose egress mode was walking made the shortest egress trips (7 minutes on average). People who drove themselves had the second-lowest average egress time (14 minutes), and riders who were picked up had the longest (16 minutes). Slightly more than 55% of the respondents made egress trips of less than or equal to 5 minutes, and 80% made egress trips of less than or equal to 10 minutes.

2.5 DESTINATION LOCATIONS AND ACTIVITIES

Bus routes that are operated out of the Cabot Garage primarily serve Boston. Some routes do provide service to areas of Cambridge and Brookline. The greatest number of riders on Cabot Garage bus routes reported being destined for various Boston neighborhoods; the most common Boston destinations were Roxbury (18%), North Dorchester (9%), Longwood Medical Area (8%), and South Dorchester (7%).

The most common “activity” after leaving a Cabot Garage bus route was “work” (48%), followed by “home” (13%) and “school” (10%). These proportions of reported activities reflect a traditional morning commute pattern.

2.6 ORIGIN-DESTINATION CROSS-TABULATION

The most common origin-destination pair was a trip within Roxbury (5% of all trips). The next-most-common pairs were South Dorchester to Roxbury (3%) and North Dorchester to Roxbury (3%). In the top 25 origin-destination pairs, which make up 34% of all trips, Boston neighborhoods represent 100% of the origins and 92% of the destinations.

2.7 SOCIOECONOMIC CHARACTERISTICS

More than 70% of the riders were between the ages of 25 and 64, and 15% were college age (19–24). Fewer respondents to the survey were over the age of 65 (7%), and 7% were under the age of 19. This may be due to under-sampling and/or a low response rate among these two age groups.

Women made up more than two-thirds of Cabot Garage ridership (70%), while men accounted for 30%. Three surveyed riders identified themselves as transgender.

Slightly more than 30% of the riders reported household incomes greater than \$60,000. The single most common income bracket selected was “under \$20,000” (25%). The next-most-common income bracket selected was “\$30,000–\$39,000” (14%), followed by “\$100,000 or more” (13%). Possible explanations for this are that the question’s answer choices may not have been calibrated properly for 2008 incomes¹ or people may have (intentionally or unintentionally) inflated their incomes in their answers. This question was left blank by many people. The average household size across all Cabot Garage bus routes was 2.77.

Slightly less than 45% of the riders self-identified themselves as black or African-American. The next-most-common race was white (40%). Twelve percent of respondents chose “other,” which called for writing something in; many wrote in “Hispanic.” In response to a separate question, which asked riders if they were “Hispanic/Latino,” 13% of the respondents answered “yes.”

2.8 USAGE RATES AND FARE TYPES

Slightly more than 45% of those surveyed indicated that they used the surveyed bus route five days per week, and another 25% used it six or seven days per week. Only 8% of the riders reported that they used the route less than one day per week.

Of the riders who used the surveyed bus route on the weekend, the largest percentage used it “occasionally” on both Saturday and Sunday (35%), and another 19% of the weekend users used it “regularly” on both Saturday and Sunday. Slightly less than 30% of all Cabot Garage bus riders responded “not at all” to both the Saturday and Sunday usage questions.

Slightly more than 55% of the Cabot Garage bus riders paid their fares using a monthly pass, which they used 4.7 days per week on average. The largest percentage of monthly pass riders (32% of all riders) used the LinkPass, followed by the Local Bus Pass (13%). Slightly more than 35% of riders paid by the ride, with 25% using CharlieCards and 2% using CharlieTickets. It is not surprising that many more riders who paid by the ride used the CharlieCard, as single-ride CharlieTicket users pay a surcharge.

¹ The income ranges were selected to be consistent with the ranges used by the U.S. Census Bureau and in earlier MBTA systemwide passenger surveys.

2.9 VEHICLE AVAILABILITY

A majority of Cabot Garage bus riders (64%) are licensed to drive, and 53% live in households with at least one vehicle. However, only 28% of the respondents had a household vehicle available to use for the surveyed trip instead of riding the bus, and, on a per capita basis, 66% of the riders owned fewer than 0.5 vehicles.

2.10 SERVICE QUALITY

Survey respondents were asked to rate Cabot Garage bus service on a scale of “1” (poor) to “5” (excellent) by twelve measures of service quality. The rating “3” was labeled “average.” Most respondents rated the service quality for most measures as “3” or “4.” The two measures with the highest percentage of “excellent” (“5”) ratings were “announcement of stops” (25%) and “fare collection system” (19%), while the measure with the highest percentage of “2” ratings was “frequency of service” (22%).

Based on an averaging of all respondents’ ratings, the three measures rated most favorably were stop announcement, “signage on vehicles,” and “safety and security,” and the three measures rated least favorably were “stop amenities (shelters, benches),” “reliability (on-time performance),” and frequency.

Respondents were also asked to indicate which three of the twelve service quality measures were most important to them. The top three were reliability, frequency, and safety and security.

2.11 COMMENTS AND SUGGESTIONS

Approximately half of the returned survey forms had comments written on them (either in the form’s Comments/Suggestions field or in the margins). These comments varied from vague positive and negative statements such as “Great job!” or “The T is run poorly” to specific suggestions such as “#19 is convenient but not frequent enough.” Many riders used the Comments/Suggestions field to complain about a specific issue; others used the space to suggest ideas about how the MBTA could improve their transit experience. The most common comments were complaints about unreliable service, discourtesy of MBTA personnel, overcrowded vehicles during peak hours, uncleanliness, and jerky stops and starts. Other common comments included requests for:

- More service (peak hour, early morning, late night, and weekend)
- More bus shelters, benches, and other station amenities
- Better communication about delays
- Real-time information available online and at bus stops
- Better coordination of schedules between different modes

In general, the passengers who wrote comments felt that the service reliability

and frequency should be improved; however, a significant number of them indicated that they were satisfied with the existing service.

T **MBTA Surveys: 2008-09**
Bus Survey

Trip Purpose, Reasons for Using the MBTA, and Alternative Means

Cabot Garage
All Routes

Expanded Results

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	30,585	50.8%	50.8%
Home-based School	7,725	12.8%	63.7%
Home-based Shopping	2,046	3.4%	67.1%
Home-based Social Activity	1,016	1.7%	68.8%
Home-based Personal Business	4,172	6.9%	75.7%
Home-based Work-related	1,094	1.8%	77.5%
Home-based Other	4,278	7.1%	84.6%
Work-based	4,099	6.8%	91.5%
Non-Home or Work-based	5,135	8.5%	100.0%
TOTAL	60,150		
No Answer	5,025		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	34,569	55.2%
Speed/travel time	11,202	17.9%
Avoid driving/traffic	16,210	25.9%
Avoid parking at destination	17,692	28.3%
Environmentally responsible	15,271	24.4%
Less expensive	20,179	32.2%
Can read/do work	11,159	17.8%
Only transportation available	25,612	40.9%
Other	1,811	2.9%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	62,623	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	35,691	57.6%
No	26,278	42.4%
TOTAL	61,969	100.0%
No answer	3,206	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	7,145	22.1%
Non-MBTA bus	1,370	4.2%
Carpool/vanpool	4,053	12.6%
Bicycle	2,396	7.4%
Other MBTA service	16,377	50.7%
Other	7,147	22.1%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	32,285	
(No alternatives reported)	3,407	

**Note: Percentages may total to more than 100 because of multiple choices checked.*

Origin Locations and Activities

Expanded Results

Cabot Garage

All Routes

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: Roxbury	12,360	19.0%	3.8%	57.9%	9.6%	7.1%	3.7%	3.9%	2.7%	1.7%	9.6%
Boston: North Dorchester	9,487	14.6%	1.2%	86.0%	4.0%	1.7%	2.2%	1.1%	2.3%		1.4%
Boston: South Dorchester	6,669	10.2%	1.9%	83.3%	0.8%	2.7%	5.0%	2.7%			3.6%
Boston: So Bos Res	5,123	7.9%	1.4%	91.8%	0.7%	0.8%	1.5%	0.8%	0.7%	1.4%	0.8%
Boston: South End	3,576	5.5%	0.4%	60.1%	4.6%	12.5%	1.5%	12.7%	1.1%		7.0%
Boston: Allston	3,532	5.4%	2.2%	84.2%		7.3%	1.3%			2.3%	2.6%
Boston: Fenway	1,953	3.0%	2.4%	56.0%	10.0%	17.2%	3.6%	5.9%	1.2%		3.7%
Boston: Mattapan	1,941	3.0%	3.5%	69.7%	5.3%	1.8%	10.8%	1.8%		3.5%	3.5%
Boston: Longwood Med Area	1,871	2.9%		22.2%	9.0%	43.1%		17.7%		0.5%	7.4%
Cambridge: Central Square	1,791	2.7%	2.3%	77.2%		5.1%	0.8%	4.6%	0.4%	4.5%	5.0%
Brookline: North Brookline	1,568	2.4%		78.9%			7.4%	3.0%		5.6%	5.2%
Cambridge: Harvard Square	1,352	2.1%	2.1%	53.1%	10.3%	14.1%	6.7%	4.6%	5.1%	2.1%	2.1%
Boston: Jamaica Plain	1,321	2.0%		73.7%		5.7%		2.5%		6.0%	12.2%
Boston: Back Bay	1,311	2.0%	4.0%	48.8%	14.2%	14.5%	6.9%	4.3%	0.8%	5.7%	0.8%
Boston: Brighton	1,135	1.7%	3.7%	65.6%	21.7%	9.0%					
Boston: Financial/Retail	913	1.4%	3.1%	6.8%	9.3%	30.7%	31.4%	11.4%		3.1%	4.2%
Brookline: South Brookline	573	0.9%	4.8%	54.5%	8.1%	8.1%		16.3%		8.1%	
Boston: Park Square	512	0.8%		13.2%	8.9%	33.9%		13.6%	10.8%	8.4%	11.3%
Boston: Roslindale	507	0.8%		69.3%		30.7%					
Boston: Prudential/Hancock	503	0.8%		45.2%		13.7%	9.9%	2.1%	2.1%	7.7%	19.2%
Quincy	420	0.6%		97.4%		2.6%					
Somerville: Davis Square	396	0.6%		96.4%		1.8%					1.8%
Boston: Govt Center	393	0.6%	2.7%			42.5%	11.8%	5.5%	19.1%		18.2%
Boston: Hyde Park	389	0.6%		81.2%	10.4%					8.4%	
Cambridge: Kendall/MIT	354	0.5%		26.9%	7.8%	53.1%				12.1%	
Other (< 0.5 % of riders)	5,226	8.0%	2.9%	69.7%	7.2%	10.4%	1.2%	3.3%	1.8%	0.3%	3.4%
OVERALL TOTAL	65,175	100.0%	2.1%	69.2%	5.4%	8.3%	3.4%	3.8%	1.5%	1.6%	4.7%

Note: Totals shown may differ from column total because of rounding.



MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Cabot Garage

All Routes

For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders	Percent of Riders	<i>Access Mode to the Transit System:</i>	Number of Riders	Percent of Riders
Walk Access	45,363	71.1%	Walk	13,183	20.7%
Drive/Park Access	1,116	1.7%	Drive/Park	690	1.1%
Drop-off Access	776	1.2%	Drop-off	433	0.7%
Taxi Access	101	0.2%	Other	499	0.8%
Shuttle/Van Access	419	0.7%	TOTAL	14,806	23.2%
Bicycle Access	28	0.0%	No Answer	735	
Other Access	485	0.8%			
Total Private Trans.	48,288	75.7%	<i>Initial Transit Mode Used on Trip:</i>	Number of Riders	Percent of Riders
MBTA Bus	7,203	11.3%	MBTA Bus	8,533	13.4%
Other Bus	160	0.3%	Other Bus	171	0.3%
Rapid Transit	7,627	11.9%	Rapid Transit	6,047	9.5%
Commuter Rail	551	0.9%	Commuter Rail	790	1.2%
Boat	0	0.0%	Boat	0	0.0%
Other	0	0.0%	Other	0	0.0%
Total Public Trans.	15,541	24.3%	TOTAL	15,541	24.3%
TOTAL	63,829	100.0%			
No Answer	1,346				

Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
749	731	9.9%
66	571	7.8%
57	511	6.9%
39	411	5.6%
15	284	3.9%
Other	4,854	65.9%
TOTAL	7,363	100.0%

Bus Transfers from Nonconnecting Routes:

	Number of Riders	Percent of Riders
32	129	9.4%
39	110	8.0%
38	84	6.1%
504	84	6.1%
89	80	5.8%
Other	889	64.6%
TOTAL	1,375	100.0%

Trip time from trip origin to stop by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	21,656	57.4%	202	25.9%	226	41.1%	234	33.1%	22,319	56.1%
6-10	9,237	24.5%	257	33.0%	95	17.3%	181	25.6%	9,770	24.6%
11-15	3,513	9.3%	89	11.4%	93	16.8%	124	17.6%	3,818	9.6%
16-20	2,934	7.8%	149	19.2%	125	22.8%	80	11.4%	3,289	8.3%
21-30	350	0.9%	10	1.3%	11	2.0%	46	6.5%	417	1.0%
31-45	34	0.1%	72	9.3%	0	0.0%	41	5.9%	148	0.4%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	37,724	100.0%	779	100.0%	551	100.0%	707	100.0%	39,761	100.0%
No Answer	7,639		338		225		326		8,528	
Avg. Time (min)	7.1		13.4		10.3		12.2		7.4	



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Cabot Garage

All Routes

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	40,339	66.7%
Drive/Park Egress	778	1.3%
Pick-up Egress	1,010	1.7%
Taxi Egress	147	0.2%
Shuttle/Van Egress	779	1.3%
Bicycle Egress	0	0.0%
Other Egress	1,277	2.1%
Total Private Trans.	44,330	73.3%
MBTA Bus	6,515	10.8%
Other Bus	37	0.1%
Rapid Transit	9,435	15.6%
Commuter Rail	151	0.3%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	16,139	26.7%
TOTAL	60,468	100.0%
No Answer	4,707	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	13,571	22.4%
Drive	162	0.3%
Pick-up	200	0.3%
Other	1,034	1.7%
TOTAL	14,967	24.8%
No Answer	1,171	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	7,344	12.1%
Other Bus	48	0.1%
Rapid Transit	8,612	14.2%
Commuter Rail	134	0.2%
Boat	0	0.0%
Other	0	0.0%
TOTAL	16,139	26.7%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
749	1,276	19.5%
8	566	8.6%
66	533	8.1%
47	325	5.0%
10	315	4.8%
Other	3,536	54.0%
TOTAL	6,552	100.0%

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
111	123	14.0%
SL1	76	8.6%
32	71	8.1%
79	63	7.2%
76	63	7.2%
Other	482	54.9%
TOTAL	879	100.0%

Trip time from stop to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	17,973	57.8%	138	32.4%	69	16.5%	267	19.0%	18,448	55.3%
6-10	7,405	23.8%	154	36.2%	74	17.5%	507	36.1%	8,139	24.4%
11-15	2,844	9.1%	92	21.6%	156	37.0%	251	17.9%	3,343	10.0%
16-20	2,469	7.9%	0	0.0%	82	19.4%	197	14.1%	2,748	8.2%
21-30	422	1.4%	0	0.0%	0	0.0%	146	10.4%	568	1.7%
31-45	0	0.0%	7	1.7%	40	9.5%	34	2.5%	82	0.2%
Over 45	0	0.0%	34	8.1%	0	0.0%	0	0.0%	34	0.1%
TOTAL	31,113	100.0%	426	100.0%	421	100.0%	1,402	100.0%	33,362	100.0%
No Answer	9,227		352		589		801		10,968	
Avg. Time (min)	7.2		13.7		16.0		13.5		7.7	

Destination Locations and Activities

Cabot Garage

Expanded Results

All Routes

City/Neighborhood Destinations	DESTINATION LOCATIONS			DESTINATION ACTIVITIES							
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Roxbury	11,800	18.1%	10.2%	13.5%	16.3%	29.5%	6.0%	4.7%	3.1%	1.6%	15.2%
Boston: North Dorchester	5,645	8.7%	3.5%	19.6%	10.7%	24.9%	14.0%	10.1%	1.7%	3.2%	12.4%
Boston: Longwood Med Area	5,214	8.0%	0.4%	1.1%	10.2%	76.5%		7.6%	2.1%	0.7%	1.5%
Boston: South Dorchester	4,605	7.1%	10.0%	30.5%	12.0%	27.7%	3.6%	3.8%	0.7%	2.8%	8.8%
Boston: South End	3,814	5.9%	0.8%	8.7%	7.6%	57.2%	0.5%	16.4%	0.9%	0.9%	7.0%
Boston: Financial/Retail	2,891	4.4%	4.2%		3.7%	80.4%	2.9%	4.6%	2.8%	0.5%	0.9%
Cambridge: Harvard Square	2,661	4.1%	1.3%	4.1%	8.5%	72.8%	3.5%	1.5%		4.5%	3.7%
Boston: Fenway	2,512	3.9%	5.6%	6.2%	25.6%	40.1%	0.4%	11.3%	1.9%	4.8%	4.1%
Boston: So Bos Res	2,455	3.8%	9.8%	44.5%	4.1%	20.4%	5.1%	7.1%	0.5%	2.9%	5.6%
Boston: Govt Center	1,841	2.8%	0.6%	2.4%	10.3%	77.2%		5.6%	2.2%		1.7%
Unspecified	1,597	2.5%	26.1%	9.6%	3.5%	25.1%	0.6%	7.5%	10.2%		17.4%
Cambridge: Kendall/MIT	1,493	2.3%		0.7%	16.0%	79.6%					3.7%
Boston: Park Square	1,399	2.1%			8.2%	72.4%	0.3%	11.4%		1.8%	6.0%
Boston: Jamaica Plain	1,388	2.1%	15.2%	5.9%		57.6%	5.1%	5.3%		2.7%	8.1%
Boston: Mattapan	1,342	2.1%	2.9%	45.3%		17.8%	2.9%	11.2%	2.9%		17.0%
Boston: Allston	1,267	1.9%	4.2%	16.5%	8.2%	55.6%	2.7%	2.7%		6.4%	3.7%
Cambridge: Central Square	1,220	1.9%	2.3%	19.6%	5.2%	45.2%	8.1%	5.2%	5.2%	3.2%	6.1%
Boston: Back Bay	1,170	1.8%	3.2%	4.9%	20.3%	59.1%	1.0%	0.3%	1.9%	4.8%	4.4%
Brookline: North Brookline	1,089	1.7%	3.2%	13.0%		60.5%	5.2%	10.6%	4.3%	3.2%	
Boston: Prudential/Hancock	1,039	1.6%	1.0%		4.8%	78.1%	4.2%	1.0%	0.7%	0.4%	9.9%
Boston: So Bos Indust	1,000	1.5%	2.7%	9.0%		79.9%	1.1%	5.1%	1.7%		0.4%
Brookline: South Brookline	903	1.4%		9.7%	9.0%	70.9%		10.4%			
Boston: Unspecified	608	0.9%	39.5%	16.6%	5.4%	12.8%		5.6%	6.4%	0.7%	13.1%
Boston: Waterfront	604	0.9%			7.1%	70.3%		11.8%			10.8%
Boston: Beacon Hill	513	0.8%		1.9%	3.8%	66.9%		24.3%			3.0%
Boston: Brighton	426	0.7%		29.9%	21.9%	30.8%		10.9%	6.5%		
Boston: B U	377	0.6%	1.9%		17.5%	56.1%		12.4%	9.2%		3.0%
Other (< 0.5 % of riders)	4,302	6.6%	6.0%	19.0%	8.9%	41.5%	0.2%	7.6%	3.6%	1.7%	11.6%
OVERALL TOTAL	65,175	100.0%	5.9%	13.2%	10.4%	47.5%	3.7%	7.0%	2.2%	1.9%	8.2%

Note: Totals shown may differ from column total because of rounding.



MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Cabot Garage

All Routes

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Roxbury	Boston: North Dorchester	Boston: Longwood Med Area	Boston: South Dorchester	Boston: South End	Boston: Financial/ Retail	Cambridge : Harvard Square	Boston: Fenway	Boston: So Bos Res	Boston: Govt Center	Other & % of Row	Row Total & % of Overall
Boston: Roxbury	3114	1119	557	1671	320	460	141	346	173	535	3441 27.8%	12360 19.0%
Boston: North Dorchester	1802	667	955	654	464	561	108	497	392	274	2823 29.8%	9487 14.6%
Boston: South Dorchester	2022	880	390	493	361	355	43	145	28	186	1566 23.5%	6669 10.2%
Boston: So Bos Res	174	286	212	51	292	865	39	141	303	372	2301 44.9%	5123 7.9%
Boston: South End	567	186	325	114	23	238	310	116	172	263	1078 30.2%	3576 5.5%
Boston: Allston	192	158	1078	210	10	0	513	103	0	93	1165 33.0%	3532 5.4%
Boston: Fenway	204	179	27	179	104	101	171	42	64	55	821 42.0%	1953 3.0%
Boston: Mattapan	919	123	17	241	113	34	0	78	33	34	245 12.6%	1941 3.0%
Boston: Longwood Med Area	421	272	24	131	59	0	104	41	68	0	752 40.2%	1871 2.9%
Cambridge: Central Square	120	84	241	7	118	28	156	244	7	0	758 42.3%	1791 2.7%
Brookline: North Brookline	97	67	221	0	129	34	420	0	46	0	554 35.4%	1568 2.4%
Cambridge: Harvard Square	55	38	53	0	194	55	0	139	0	0	755 55.8%	1352 2.1%
Boston: Jamaica Plain	168	226	0	43	142	0	99	57	65	15	505 38.3%	1352 2.1%
Boston: Back Bay	53	124	42	122	125	0	104	8	239	4	490 37.4%	1311 2.0%
Boston: Brighton	211	20	177	35	21	47	186	76	0	0	363 31.9%	1135 1.7%
Boston: Financial/Retail	177	117	0	190	68	0	0	16	166	0	130 14.3%	913 1.4%
Brookline: South Brookline	34	0	7	0	45	0	99	0	0	0	388 67.7%	573 0.9%
Boston: Park Square	66	93	80	39	34	0	0	0	143	0	57 11.2%	512 0.8%
Other & % of Column	1310 11.1%	859 15.2%	807 15.5%	353 7.7%	1178 30.9%	113 3.9%	168 6.3%	419 16.7%	556 22.6%	8 0.4%	1815 23.6%	7681 11.8%
Column Total & % of Overall	11800 18.1%	5645 8.7%	5214 8.0%	4605 7.1%	3814 5.9%	2891 4.4%	2661 4.1%	2512 3.9%	2455 3.8%	1841 2.8%	20140 30.9%	65175



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Expanded Results

Cabot Garage

All Routes

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	4,538	7.1%	7.1%
19 - 24	9,708	15.3%	22.4%
25 - 34	16,364	25.8%	48.2%
35 - 44	10,041	15.8%	64.0%
45 - 64	18,597	29.3%	93.3%
65 and Older	4,276	6.7%	100.0%
TOTAL	63,524	100.0%	100.0%
No Answer	1,651		

Gender of Riders:	Number of Riders	Percent of Riders
Male	18,289	30.3%
Female	41,978	69.5%
Transgender	98	0.2%
TOTAL	60,365	100.0%
No Answer	4,810	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	13,773	25.4%	25.4%
\$20,000 - \$29,999	5,741	10.6%	36.0%
\$30,000 - \$39,999	7,348	13.6%	49.6%
\$40,000 - \$49,999	6,069	11.2%	60.8%
\$50,000 - \$59,999	3,689	6.8%	67.6%
\$60,000 - \$74,999	5,286	9.8%	77.3%
\$75,000 - \$99,999	5,409	10.0%	87.3%
\$100,000 or more	6,882	12.7%	100.0%
TOTAL	54,199	100.0%	100.0%
No Answer	10,976		

Mean Household Size: 2.77



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Cabot Garage

All Routes

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	1,901	3.2%
Black or African-American	25,695	42.8%
Native Hawaiian or Other Pacific Islander	151	0.3%
Asian	4,200	7.0%
White	23,777	39.6%
Other	7,061	11.8%
TOTAL	59,982	

Note: Because responders were allowed to check more than 1 box, percentages shown may add up to more than 100 percent over all categories.

Are You Hispanic/Latino?:	Number of Responses	Percent of Responses
Yes	7,629	13.1%
No	50,394	86.9%
TOTAL	58,023	100.0%
No Answer	7,152	

Bus Usage Rates
Cabot Garage

Expanded Results

All Routes

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	4,785	7.6%	7.6%
One Day	1,705	2.7%	10.3%
Two Days	3,451	5.5%	15.7%
Three Days	4,647	7.4%	23.1%
Four Days	3,539	5.6%	28.7%
Five Days	29,221	46.3%	75.0%
Six Days	5,442	8.6%	83.6%
Seven Days	10,173	16.1%	99.7%
Only Visiting	163	0.3%	100.0%
TOTAL	63,126	100.0%	100.0%
No Answer	2,049		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	10,086 18.7%	3,107 5.8%	507 0.9%	2,657	13,701 25.4%
Occasionally	504 0.9%	18,656 34.5%	4,579 8.5%	3,820	23,739 44.0%
Not at all	98 0.2%	449 0.8%	16,025 29.7%	1,502	16,572 30.7%
No Answer	360	468	107	2,249	
Sunday Total	10,689 19.8%	22,213 41.1%	21,110 39.1%		54,012 *

* Totals and percentages reflect only riders who responded to both Saturday and Sunday questions.



MBTA Surveys: 2008-09

Bus Survey

Fare Types and Pass Usage

Cabot Garage

Expanded Results

All Routes

Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	16,066	24.9%	4.3
Pay-per-ride CharlieTicket (paper)	1,303	2.0%	4.6
Monthly pass	36,714	56.9%	4.7
Full cash fare on-board bus	1,352	2.1%	3.5
Reduced fare	4,228	6.6%	4.1
<i>Student</i>	876	1.4%	5.0
<i>Senior</i>	1,486	2.3%	3.0
<i>Disability</i>	1,820	2.8%	4.6
<i>No Reduced Fare Selected</i>	47	0.1%	5.0
Child under age 12 free fare	32	0.0%	5.0
Blind Access Card	19	0.0%	6.3
1-Day LinkPass	106	0.2%	4.5
7-Day LinkPass	4,308	6.7%	5.1
Other	380	0.6%	4.9
No Fare Payment Type Selected	666		
All Payment Types	64,509	100.0%	4.6

Monthly Pass Users by Type of Pass:

Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
Link (Subway + Bus)	20,395	31.6%	4.7
Student	2,348	3.6%	5.0
Senior	1,436	2.2%	4.9
Disability	1,825	2.8%	4.3
Inner Express Bus	948	1.5%	4.2
Outer Express Bus	95	0.1%	5.5
Zone	1,431	2.2%	4.4
Boat	0	0.0%	0.0
Local Bus	8,190	12.7%	5.0
No Pass Selected	46	0.1%	2.3
Total Riders Using Monthly Passes	36,714	56.9%	4.7

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	204	0.3%	5.6
1	129	0.2%	4.9
2	168	0.3%	5.4
3	201	0.3%	4.7
4	352	0.5%	4.0
5	54	0.1%	4.7
6	91	0.1%	4.0
7	65	0.1%	4.6
8	117	0.2%	3.2
Interzone	11	0.0%	5.0
No Zone Selected	39	0.1%	0.5
Total Riders Using Zone Passes	1,431	2.2%	4.4

T **MBTA Surveys: 2008-09**
Bus Survey

Vehicle Availability

Expanded Results

Cabot Garage

All Routes

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	40,270	63.8%
Not Licensed	22,859	36.2%
TOTAL	63,129	100.0%
No Answer	2,046	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	28,850	46.7%
1 vehicle	21,464	34.8%
2 vehicles	8,070	13.1%
3 or more vehicles	3,331	5.4%
TOTAL	61,716	100.0%
No Answer	3,459	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	17,438	27.8%
No	45,185	72.2%
TOTAL	62,623	100.0%
No Answer	2,552	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	26,277	46.2%	46.2%
0.01 to 0.49 vehicles	11,056	19.4%	65.6%
0.50 to 0.99 vehicles	12,491	22.0%	87.6%
1.00 to 1.49 vehicles	6,307	11.1%	98.7%
1.50 to 1.99 vehicles	339	0.6%	99.3%
2 or more vehicles	425	0.7%	100.0%
TOTAL RESPONSES	56,894		



MBTA Surveys: 2008-09

Bus Survey

Service Quality

Expanded Results

Cabot Garage

All Routes

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	2.7	18.0%	19.7%	38.5%	18.9%	4.9%	59,095	6,080	22,391
Safety and security	3.4	6.7%	11.1%	34.7%	34.6%	12.9%	59,196	5,979	8,974
Cleanliness/condition of vehicles	3.0	11.9%	15.6%	39.4%	26.9%	6.2%	59,225	5,950	4,664
Courtesy of drivers	3.1	11.3%	13.8%	36.1%	27.2%	11.5%	59,767	5,408	4,972
Announcement of stops	3.5	10.2%	10.3%	25.9%	28.7%	24.9%	58,894	6,281	2,139
Availability of seating on buses	2.9	14.7%	18.2%	38.9%	19.3%	8.9%	59,623	5,552	5,065
Frequency of service	2.7	16.5%	22.4%	36.7%	18.8%	5.6%	59,072	6,103	14,036
Travel time/speed	3.1	10.2%	13.6%	40.6%	27.1%	8.6%	59,070	6,105	7,582
Parking availability	2.9	16.9%	13.0%	44.0%	16.3%	9.7%	27,503	37,672	633
Stop amenities	2.7	18.7%	21.4%	36.1%	18.3%	5.5%	52,562	12,613	1,320
Fare collection system	3.3	11.6%	10.9%	29.5%	28.9%	19.2%	56,835	8,340	2,032
Signage on vehicles	3.5	6.3%	8.0%	36.4%	32.3%	17.0%	52,098	13,077	583

* The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures, while others checked more than three.



Trip Purpose, Reasons for Using the MBTA, and Alternative Means

The three types of data presented in this chapter, taken as a whole, could be said to “frame” the trips the riders made. These data help answer the questions: What kinds of trips were riders on the surveyed bus routes making? Why did they choose to use bus service? What were their alternatives?

The tables (at the end of the chapter) present these data by bus route. For each route, three tables presenting the three respective types of data are grouped on a single page. The data for each route are based on the survey responses from passengers who rode some portion of that route. Chapter 2 addresses the same categories of data that are addressed in the present chapter, but at the level of the Cabot Garage as a whole. It includes tables and discussion.

3.1 TRIP PURPOSE

3.1.1 DESCRIPTION OF TABLE

The trip purposes table for each route shows the allocation of the trips among nine categories: home-based work, home-based school, home-based shopping, home-based social activity, home-based personal business, home-based work-related, home-based other, work-based, and non-home/non-work-based. This allocation was done using information from survey questions 4a and 9a: “Where were you before starting this entire one-way trip?” and “Where will/did this one-way trip end?” The actual origins and destinations (by municipality or neighborhood) of the trips by purpose are shown in Chapters 4 and 7, respectively.

Trips with home at either end were classified as home-based. For example, trips either from home to work or from work to home were counted as home-based work trips, and there was no “work-based home” category. Work-based trips were those with work at one end and an activity other than home at the other end. Non-home/non-work-based trips did not have home or work at either end.

For each of the trip purposes, the table shows the number of riders and the percentage that these riders represent relative to the total number of riders using the respective route who specified their activities at both trip ends. It also

gives the cumulative percentages that result as one adds each trip purpose category of riders to the ones preceding it in the table.

3.1.2 OVERVIEW OF RESULTS

On every route belonging to the Cabot Garage, the percentage of home-based trips exceeded that of non-home-based trips, and the most common trip purpose category was home-based work except on Routes 5 and 25. The bus routes with the highest percentages of home-based work trips were Routes 4 (96%), 7 (82%), and 17 (68%).

Work-based trips typically composed a much smaller percentage of trips. This category included trips such as from an office to an off-site meeting, a restaurant, or a shop. The percentages of work-based trips across all Cabot Garage bus routes ranged between 0% and 12%.

Home-based shopping trips accounted for less than 11% of trips on all Cabot Garage bus routes. While 22% of all trips on Route 19 were school-based, the percentages across all other Cabot Garage bus routes ranged between 0% and 20%. Home-based other trips (trips for which riders identified home as the purpose at one end of the trip and “other” at the other end) accounted for 38% of trips on Routes 5 and 25, but less than 20% of trips on all other routes.

The trip purpose results may have been affected by the survey distribution strategy, which captured riders on buses between the hours of 6:00 AM and 3:30 PM. The scope of the project did not allow for all-day distribution, although it was designed to provide 85% of weekday riders the opportunity to receive and complete surveys. In particular, trips in the evening to socialize and personal trips completed on the way home from work may have been underrepresented.

3.2 REASONS FOR USING THE MBTA

3.2.1 DESCRIPTION OF TABLE

The table for each route showing the reasons for using MBTA bus service summarizes the results from question 22 on the survey. This question listed eight possible reasons riders might have for using bus transit rather than some other mode of transportation. These were “convenience,” “speed/travel time,” “avoid driving/traffic,” “avoid parking at destination,” “environmentally responsible,” “less expensive than other choices,” “can read/do work on the train,” and “only transportation available.” There was also a space for writing in other reasons.

The table presents both the number and percent of riders who selected each reason. Riders were allowed to check as many reasons as they felt were relevant. Therefore the values in the “Number of Riders” column have not been totaled in the table; the number at the bottom of that column is the number of riders who checked at least one reason. The values in the “Percent of Riders” column may add up to more than 100%. The percentages were calculated by

dividing the number of responses for each reason by the total number of people who checked at least one reason.

3.2.2 OVERVIEW OF RESULTS

Responses varied across routes. The most frequently selected reason for using bus transit was “convenience.” The percentage of riders choosing “convenience” was highest on Route 4 (80%), followed by Routes 43 (79%) and 55 (74%).

The second- and third-most frequently selected reasons were “only transportation available” and “less expensive than other choices.” The percentage of riders choosing “only transportation available” was highest on Route 5 (76%), and the percentage of riders choosing “less expensive than other choices” was highest on Route 7 (44%).

The fourth- and fifth-most frequently selected reasons were “avoid parking at destination” followed by “avoid driving/traffic.” The percentage of riders choosing “avoid parking at destination” was highest on Route 7 (58%), and the percentage of riders choosing “avoid driving/traffic” was highest on Route 4 (51%).

3.3 ALTERNATIVE MEANS OF TRANSPORTATION

3.3.1 DESCRIPTION OF TABLES

The two tables for each route on alternative means of transportation summarize the results of question 13b, which asked riders to indicate whether they used other means of making the same trip on days when they did not use the surveyed bus route, and, if so, what mode or modes of transportation they used. The first table shows the breakdown of passengers responding “yes” and “no” to use of alternative modes. The second table shows, for riders responding “yes,” the number and percent checking off each listed mode. The modes listed were “drive alone,” “non-MBTA bus,” “carpool/vanpool,” “bicycle,” “other MBTA service,” and “other” with a write-in option.

Riders were allowed to check more than one mode. Therefore the values in the “Number of Riders” column have not been totaled in the table; the number at the bottom of that column is the number of riders who checked at least one mode. The values in the “Percent of Riders” column may add up to more than 100%. The percentages were calculated by dividing the number of responses for each mode by the total number of people who checked at least one alternative mode. Some riders indicated that they do use alternative modes of transportation but did not check any listed options (including “other”).

3.3.2 OVERVIEW OF RESULTS

Between 37% and 76% of the riders indicated that they had used other means of making the same trip. The percentage of riders answering affirmatively to this question was highest on Route 5. The most common alternative mode of

transportation reported by riders who made the same trip using other means when not riding the surveyed bus route was “other MBTA service.” The percentage of riders choosing “other MBTA service” was highest on Route 25 (80%).

“Drive alone” was the second-most-commonly selected alternative mode on most routes. The percentage of riders choosing “drive alone” was highest on Route 7 (49%). “Other” was the third-most-commonly selected alternative mode. The percentage of riders choosing “other” was highest on Route 4 (72%). The “other” responses that had write-in mode descriptions were most often “walk,” “taxi,” or “dropped off.” After “other,” “carpool/vanpool” and “bicycle” were the next-most-frequently selected transportation alternatives. The percentage of riders choosing “carpool/vanpool” was highest on Route 45 (25%) and the percentage of riders choosing “bicycle” was highest on Route 1 (15%).

T **MBTA Surveys: 2008-09**
Bus Survey

Trip Purpose, Reasons for Using the MBTA, and Alternative Means

Route: 1

Expanded Results

Harvard Sq - Dudley Station via BU Medical

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	3,296	54.5%	54.5%
Home-based School	676	11.2%	65.7%
Home-based Shopping	28	0.5%	66.2%
Home-based Social Activity	160	2.6%	68.8%
Home-based Personal Business	350	5.8%	74.6%
Home-based Work-related	55	0.9%	75.5%
Home-based Other	295	4.9%	80.4%
Work-based	729	12.0%	92.4%
Non-Home or Work-based	458	7.6%	100.0%
TOTAL	6,047		
No Answer	375		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	4,157	65.5%
Speed/travel time	1,693	26.7%
Avoid driving/traffic	2,554	40.3%
Avoid parking at destination	2,342	36.9%
Environmentally responsible	2,974	46.9%
Less expensive	2,574	40.6%
Can read/do work	1,669	26.3%
Only transportation available	2,200	34.7%
Other	243	3.8%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	6,342	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	3,782	60.9%
No	2,425	39.1%
TOTAL	6,207	100.0%
No answer	215	

Other Modes Reported by Riders Who Checked "Yes":

	Number of Riders	Percent of Riders*
Drive alone	538	15.6%
Non-MBTA bus	212	6.2%
Carpool/vanpool	326	9.5%
Bicycle	510	14.8%
Other MBTA service	1,901	55.3%
Other	1,044	30.4%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	3,438	
(No alternatives reported)	344	

**Note: Percentages may total to more than 100 because of multiple choices checked.*

T **MBTA Surveys: 2008-09**
Bus Survey

Trip Purpose, Reasons for Using the MBTA, and Alternative Means

Route: 4

Expanded Results

North Station - World Trade Ctr

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	193	95.8%	95.8%
Home-based School	0	0.0%	95.8%
Home-based Shopping	0	0.0%	95.8%
Home-based Social Activity	0	0.0%	95.8%
Home-based Personal Business	0	0.0%	95.8%
Home-based Work-related	4	2.1%	97.9%
Home-based Other	4	2.1%	100.0%
Work-based	0	0.0%	100.0%
Non-Home or Work-based	0	0.0%	100.0%
TOTAL	202		
No Answer	0		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	162	80.2%
Speed/travel time	71	35.0%
Avoid driving/traffic	103	50.9%
Avoid parking at destination	71	35.0%
Environmentally responsible	63	31.1%
Less expensive	22	11.0%
Can read/do work	57	28.3%
Only transportation available	18	8.8%
Other	56	27.6%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	202	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	127	64.3%
No	71	35.7%
TOTAL	198	100.0%
No answer	4	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	14	10.7%
Non-MBTA bus	4	3.4%
Carpool/vanpool	0	0.0%
Bicycle	0	0.0%
Other MBTA service	48	37.6%
Other	91	71.9%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	127	
(No alternatives reported)	0	

**Note: Percentages may total to more than 100 because of multiple choices checked.*

T **MBTA Surveys: 2008-09**
Bus Survey

Trip Purpose, Reasons for Using the MBTA, and Alternative Means

Route: 5

Expanded Results

City Point - M E McCormick Housing

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	31	24.0%	24.0%
Home-based School	0	0.0%	24.0%
Home-based Shopping	0	0.0%	24.0%
Home-based Social Activity	0	0.0%	24.0%
Home-based Personal Business	41	32.0%	56.0%
Home-based Work-related	0	0.0%	56.0%
Home-based Other	48	38.0%	94.0%
Work-based	0	0.0%	94.0%
Non-Home or Work-based	8	6.0%	100.0%
TOTAL	127		
No Answer	0		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	31	24.0%
Speed/travel time	8	6.0%
Avoid driving/traffic	48	38.0%
Avoid parking at destination	41	32.0%
Environmentally responsible	23	18.0%
Less expensive	15	12.0%
Can read/do work	23	18.0%
Only transportation available	97	76.0%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	127	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	71	75.7%
No	23	24.3%
TOTAL	94	100.0%
No answer	33	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	0	0.0%
Non-MBTA bus	8	10.7%
Carpool/vanpool	8	10.7%
Bicycle	0	0.0%
Other MBTA service	15	21.4%
Other	41	57.1%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	71	
(No alternatives reported)	0	

**Note: Percentages may total to more than 100 because of multiple choices checked.*

T **MBTA Surveys: 2008-09**
Bus Survey

Trip Purpose, Reasons for Using the MBTA, and Alternative Means

Route: 7

Expanded Results

City Point - Otis/Summer

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	1,260	81.8%	81.8%
Home-based School	81	5.2%	87.0%
Home-based Shopping	54	3.5%	90.5%
Home-based Social Activity	14	0.9%	91.3%
Home-based Personal Business	0	0.0%	91.3%
Home-based Work-related	14	0.9%	92.2%
Home-based Other	81	5.2%	97.5%
Work-based	26	1.7%	99.2%
Non-Home or Work-based	13	0.8%	100.0%
TOTAL	1,541		
No Answer	26		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	1,032	67.0%
Speed/travel time	509	33.0%
Avoid driving/traffic	587	38.1%
Avoid parking at destination	900	58.4%
Environmentally responsible	588	38.2%
Less expensive	683	44.4%
Can read/do work	279	18.1%
Only transportation available	240	15.6%
Other	26	1.7%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	1,540	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	843	54.7%
No	697	45.3%
TOTAL	1,540	100.0%
No answer	27	

Other Modes Reported by Riders Who Checked "Yes":

	Number of Riders	Percent of Riders*
Drive alone	403	49.3%
Non-MBTA bus	0	0.0%
Carpool/vanpool	80	9.8%
Bicycle	27	3.3%
Other MBTA service	214	26.2%
Other	267	32.7%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	816	
(No alternatives reported)	27	

**Note: Percentages may total to more than 100 because of multiple choices checked.*

T **MBTA Surveys: 2008-09**
Bus Survey

Trip Purpose, Reasons for Using the MBTA, and Alternative Means

Route: 8

Expanded Results

Harbor Point/Umass - Kenmore Sq

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	949	49.2%	49.2%
Home-based School	274	14.2%	63.4%
Home-based Shopping	186	9.6%	73.1%
Home-based Social Activity	20	1.0%	74.1%
Home-based Personal Business	98	5.1%	79.2%
Home-based Work-related	39	2.0%	81.2%
Home-based Other	59	3.0%	84.3%
Work-based	137	7.1%	91.4%
Non-Home or Work-based	166	8.6%	100.0%
TOTAL	1,928		
No Answer	215		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	1,116	54.0%
Speed/travel time	274	13.3%
Avoid driving/traffic	548	26.5%
Avoid parking at destination	616	29.9%
Environmentally responsible	480	23.2%
Less expensive	734	35.5%
Can read/do work	342	16.6%
Only transportation available	861	41.7%
Other	39	1.9%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	2,065	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	1,380	67.8%	Drive alone	235	18.2%
No	656	32.2%	Non-MBTA bus	108	8.3%
TOTAL	2,035	100.0%	Carpool/vanpool	137	10.6%
No answer	108		Bicycle	49	3.8%
			Other MBTA service	734	56.8%
			Other	264	20.5%
			TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	1,292	
			(No alternatives reported)	88	

**Note: Percentages may total to more than 100 because of multiple choices checked.*

T **MBTA Surveys: 2008-09**
Bus Survey

Trip Purpose, Reasons for Using the MBTA, and Alternative Means

Route: 9

Expanded Results

City Point - Copley via Broadway

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	1,663	65.5%	65.5%
Home-based School	178	7.0%	72.5%
Home-based Shopping	94	3.7%	76.2%
Home-based Social Activity	47	1.9%	78.0%
Home-based Personal Business	140	5.5%	83.5%
Home-based Work-related	59	2.3%	85.9%
Home-based Other	58	2.3%	88.1%
Work-based	128	5.0%	93.2%
Non-Home or Work-based	174	6.8%	100.0%
TOTAL	2,540		
No Answer	93		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	1,547	60.4%
Speed/travel time	399	15.6%
Avoid driving/traffic	1,065	41.6%
Avoid parking at destination	1,338	52.2%
Environmentally responsible	731	28.5%
Less expensive	1,136	44.3%
Can read/do work	484	18.9%
Only transportation available	764	29.8%
Other	36	1.4%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	2,563	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	1,266	49.0%	Drive alone	475	38.9%
No	1,321	51.0%	Non-MBTA bus	0	0.0%
			Carpool/vanpool	107	8.8%
TOTAL	2,587	100.0%	Bicycle	95	7.8%
No answer	46		Other MBTA service	482	39.5%
			Other	381	31.2%
			TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	1,219	
			(No alternatives reported)	47	

**Note: Percentages may total to more than 100 because of multiple choices checked.*

T **MBTA Surveys: 2008-09**
Bus Survey

Trip Purpose, Reasons for Using the MBTA, and Alternative Means

Route: 10

City Point - Copley via Andrew

Both Directions

Expanded Results

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	1,070	53.6%	53.6%
Home-based School	114	5.7%	59.3%
Home-based Shopping	136	6.8%	66.1%
Home-based Social Activity	0	0.0%	66.1%
Home-based Personal Business	240	12.0%	78.1%
Home-based Work-related	21	1.0%	79.2%
Home-based Other	42	2.1%	81.2%
Work-based	167	8.4%	89.6%
Non-Home or Work-based	207	10.4%	100.0%
TOTAL	1,996		
No Answer	102		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	1,156	58.3%
Speed/travel time	416	21.0%
Avoid driving/traffic	690	34.8%
Avoid parking at destination	769	38.8%
Environmentally responsible	663	33.4%
Less expensive	627	31.6%
Can read/do work	517	26.1%
Only transportation available	655	33.0%
Other	73	3.7%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	1,983	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	1,104	55.9%	Drive alone	261	25.4%
No	870	44.1%	Non-MBTA bus	42	4.1%
			Carpool/vanpool	156	15.2%
			Bicycle	85	8.2%
			Other MBTA service	509	49.4%
			Other	220	21.4%
TOTAL	1,974	100.0%	TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	1,030	
No answer	124		(No alternatives reported)	74	

**Note: Percentages may total to more than 100 because of multiple choices checked.*

T **MBTA Surveys: 2008-09**
Bus Survey

Trip Purpose, Reasons for Using the MBTA, and Alternative Means

Route: 11

Expanded Results

City Point - Downtown

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	1,143	65.7%	65.7%
Home-based School	90	5.2%	70.8%
Home-based Shopping	28	1.6%	72.5%
Home-based Social Activity	26	1.5%	74.0%
Home-based Personal Business	129	7.4%	81.3%
Home-based Work-related	54	3.1%	84.4%
Home-based Other	134	7.7%	92.1%
Work-based	98	5.6%	97.8%
Non-Home or Work-based	39	2.2%	100.0%
TOTAL	1,740		
No Answer	106		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	1,079	58.8%
Speed/travel time	479	26.1%
Avoid driving/traffic	775	42.3%
Avoid parking at destination	960	52.4%
Environmentally responsible	677	36.9%
Less expensive	809	44.1%
Can read/do work	291	15.9%
Only transportation available	487	26.5%
Other	26	1.4%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	1,833	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	824	47.3%
No	917	52.7%
TOTAL	1,740	100.0%
No answer	106	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	206	25.4%
Non-MBTA bus	26	3.2%
Carpool/vanpool	77	9.5%
Bicycle	39	4.8%
Other MBTA service	430	53.0%
Other	162	20.0%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	811	
(No alternatives reported)	13	

**Note: Percentages may total to more than 100 because of multiple choices checked.*

T **MBTA Surveys: 2008-09**
Bus Survey

Trip Purpose, Reasons for Using the MBTA, and Alternative Means

Route: 15

Expanded Results

Kane Sq/Fields Cnr Station - Ruggles

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	1,786	41.8%	41.8%
Home-based School	427	10.0%	51.8%
Home-based Shopping	0	0.0%	51.8%
Home-based Social Activity	0	0.0%	51.8%
Home-based Personal Business	437	10.2%	62.0%
Home-based Work-related	92	2.2%	64.2%
Home-based Other	510	11.9%	76.1%
Work-based	330	7.7%	83.8%
Non-Home or Work-based	690	16.2%	100.0%
TOTAL	4,272		
No Answer	262		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	2,247	51.5%
Speed/travel time	641	14.7%
Avoid driving/traffic	655	15.0%
Avoid parking at destination	835	19.1%
Environmentally responsible	456	10.5%
Less expensive	1,350	30.9%
Can read/do work	539	12.3%
Only transportation available	1,908	43.7%
Other	53	1.2%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	4,364	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	2,539	59.1%
No	1,757	40.9%
TOTAL	4,296	100.0%
No answer	238	

Other Modes Reported by Riders Who Checked "Yes":

	Number of Riders	Percent of Riders*
Drive alone	679	32.3%
Non-MBTA bus	78	3.7%
Carpool/vanpool	301	14.3%
Bicycle	170	8.1%
Other MBTA service	718	34.1%
Other	408	19.4%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	2,107	
(No alternatives reported)	432	

**Note: Percentages may total to more than 100 because of multiple choices checked.*

T **MBTA Surveys: 2008-09**
Bus Survey

Trip Purpose, Reasons for Using the MBTA, and Alternative Means

Route: 16

Expanded Results

Forest Hills - Andrew Station/Umass

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	1,083	42.7%	42.7%
Home-based School	379	15.0%	57.7%
Home-based Shopping	244	9.6%	67.3%
Home-based Social Activity	33	1.3%	68.6%
Home-based Personal Business	282	11.1%	79.7%
Home-based Work-related	33	1.3%	81.0%
Home-based Other	136	5.4%	86.3%
Work-based	146	5.8%	92.1%
Non-Home or Work-based	201	7.9%	100.0%
TOTAL	2,536		
No Answer	216		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	1,380	51.5%
Speed/travel time	455	17.0%
Avoid driving/traffic	525	19.6%
Avoid parking at destination	357	13.3%
Environmentally responsible	465	17.3%
Less expensive	601	22.4%
Can read/do work	510	19.0%
Only transportation available	1,550	57.8%
Other	33	1.2%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	2,682	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	1,196	45.8%	Drive alone	309	27.6%
No	1,415	54.2%	Non-MBTA bus	33	2.9%
			Carpool/vanpool	33	2.9%
TOTAL	2,611	100.0%	Bicycle	70	6.3%
No answer	141		Other MBTA service	606	54.0%
			Other	108	9.6%
			TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	1,121	
			(No alternatives reported)	75	

**Note: Percentages may total to more than 100 because of multiple choices checked.*

T **MBTA Surveys: 2008-09**
Bus Survey

Trip Purpose, Reasons for Using the MBTA, and Alternative Means

Route: 17

Expanded Results

Fields Cnr - Andrew Station via Uphams Cnr

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	1,161	68.4%	68.4%
Home-based School	113	6.6%	75.1%
Home-based Shopping	0	0.0%	75.1%
Home-based Social Activity	56	3.3%	78.4%
Home-based Personal Business	56	3.3%	81.7%
Home-based Work-related	28	1.7%	83.3%
Home-based Other	28	1.7%	85.0%
Work-based	28	1.7%	86.7%
Non-Home or Work-based	226	13.3%	100.0%
TOTAL	1,697		
No Answer	84		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	791	46.7%
Speed/travel time	424	25.0%
Avoid driving/traffic	226	13.3%
Avoid parking at destination	423	25.0%
Environmentally responsible	169	10.0%
Less expensive	509	30.0%
Can read/do work	311	18.3%
Only transportation available	763	45.0%
Other	142	8.4%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	1,696	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	621	37.3%	Drive alone	141	29.4%
No	1,046	62.7%	Non-MBTA bus	0	0.0%
			Carpool/vanpool	0	0.0%
TOTAL	1,668	100.0%	Bicycle	57	11.8%
No answer	113		Other MBTA service	254	53.0%
			Other	141	29.4%
			TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	480	
			(No alternatives reported)	141	

**Note: Percentages may total to more than 100 because of multiple choices checked.*

T **MBTA Surveys: 2008-09**
Bus Survey

Trip Purpose, Reasons for Using the MBTA, and Alternative Means

Route: 18

Expanded Results

Ashmont Station - Andrew Station

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	264	51.6%	51.6%
Home-based School	18	3.5%	55.1%
Home-based Shopping	55	10.6%	65.8%
Home-based Social Activity	0	0.0%	65.8%
Home-based Personal Business	18	3.5%	69.3%
Home-based Work-related	0	0.0%	69.3%
Home-based Other	71	13.8%	83.1%
Work-based	34	6.7%	89.8%
Non-Home or Work-based	52	10.2%	100.0%
TOTAL	512		
No Answer	71		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	298	52.8%
Speed/travel time	36	6.4%
Avoid driving/traffic	71	12.5%
Avoid parking at destination	34	6.1%
Environmentally responsible	36	6.4%
Less expensive	71	12.5%
Can read/do work	36	6.4%
Only transportation available	317	56.1%
Other	52	9.3%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	565	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	317	59.7%	Drive alone	18	7.4%
No	214	40.3%	Non-MBTA bus	34	13.9%
TOTAL	531	100.0%	Carpool/vanpool	18	7.4%
No answer	52		Bicycle	0	0.0%
			Other MBTA service	123	50.0%
			Other	71	28.7%
			TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	246	
			(No alternatives reported)	71	

**Note: Percentages may total to more than 100 because of multiple choices checked.*

T **MBTA Surveys: 2008-09**
Bus Survey

Trip Purpose, Reasons for Using the MBTA, and Alternative Means

Route: 19

Expanded Results

Fields Cnr - Ruggles via Grove Hall

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	1,267	55.6%	55.6%
Home-based School	510	22.4%	77.9%
Home-based Shopping	32	1.4%	79.3%
Home-based Social Activity	0	0.0%	79.3%
Home-based Personal Business	138	6.1%	85.4%
Home-based Work-related	32	1.4%	86.8%
Home-based Other	205	9.0%	95.8%
Work-based	64	2.8%	98.6%
Non-Home or Work-based	32	1.4%	100.0%
TOTAL	2,280		
No Answer	271		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	1,208	49.9%
Speed/travel time	266	11.0%
Avoid driving/traffic	567	23.4%
Avoid parking at destination	734	30.3%
Environmentally responsible	535	22.1%
Less expensive	705	29.1%
Can read/do work	468	19.3%
Only transportation available	915	37.8%
Other	32	1.3%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	2,420	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	1,652	67.3%
No	801	32.7%
TOTAL	2,452	100.0%
No answer	99	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	311	19.6%
Non-MBTA bus	69	4.4%
Carpool/vanpool	207	13.1%
Bicycle	99	6.2%
Other MBTA service	1,008	63.5%
Other	200	12.6%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	1,588	
(No alternatives reported)	64	

**Note: Percentages may total to more than 100 because of multiple choices checked.*

T **MBTA Surveys: 2008-09**
Bus Survey

Trip Purpose, Reasons for Using the MBTA, and Alternative Means

Route: 22

Expanded Results

Ashmont Station - Ruggles via Jackson Sq

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	1,679	45.9%	45.9%
Home-based School	633	17.3%	63.2%
Home-based Shopping	241	6.6%	69.7%
Home-based Social Activity	78	2.1%	71.9%
Home-based Personal Business	252	6.9%	78.8%
Home-based Work-related	35	1.0%	79.7%
Home-based Other	287	7.8%	87.5%
Work-based	121	3.3%	90.8%
Non-Home or Work-based	335	9.2%	100.0%
TOTAL	3,661		
No Answer	719		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	2,460	58.3%
Speed/travel time	641	15.2%
Avoid driving/traffic	1,065	25.3%
Avoid parking at destination	971	23.0%
Environmentally responsible	571	13.5%
Less expensive	831	19.7%
Can read/do work	494	11.7%
Only transportation available	1,609	38.2%
Other	182	4.3%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	4,216	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	2,417	58.4%
No	1,722	41.6%
TOTAL	4,139	100.0%
No answer	241	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	727	32.5%
Non-MBTA bus	190	8.5%
Carpool/vanpool	432	19.3%
Bicycle	43	1.9%
Other MBTA service	893	40.0%
Other	424	19.0%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	2,234	
(No alternatives reported)	182	

**Note: Percentages may total to more than 100 because of multiple choices checked.*

T **MBTA Surveys: 2008-09**
Bus Survey

Trip Purpose, Reasons for Using the MBTA, and Alternative Means

Route: 23

Expanded Results

Ashmont Station - Ruggles via Washington

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	2,888	45.8%	45.8%
Home-based School	1,234	19.5%	65.3%
Home-based Shopping	239	3.8%	69.1%
Home-based Social Activity	84	1.3%	70.4%
Home-based Personal Business	156	2.5%	72.9%
Home-based Work-related	144	2.3%	75.2%
Home-based Other	551	8.7%	83.9%
Work-based	228	3.6%	87.5%
Non-Home or Work-based	790	12.5%	100.0%
TOTAL	6,313		
No Answer	683		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	3,162	47.2%
Speed/travel time	862	12.9%
Avoid driving/traffic	1,150	17.2%
Avoid parking at destination	1,150	17.2%
Environmentally responsible	1,078	16.1%
Less expensive	1,845	27.6%
Can read/do work	922	13.8%
Only transportation available	3,281	49.0%
Other	156	2.3%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	6,696	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	3,869	58.4%	Drive alone	455	13.1%
No	2,756	41.6%	Non-MBTA bus	144	4.1%
			Carpool/vanpool	455	13.1%
			Bicycle	311	8.9%
TOTAL	6,624	100.0%	Other MBTA service	1,784	51.2%
No answer	372		Other	562	16.1%
			TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	3,485	
			(No alternatives reported)	383	

**Note: Percentages may total to more than 100 because of multiple choices checked.*

T **MBTA Surveys: 2008-09**
Bus Survey

Trip Purpose, Reasons for Using the MBTA, and Alternative Means

Route: 25

Franklin Park - Ruggles via Dudley

Both Directions

Expanded Results

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	137	30.5%	30.5%
Home-based School	34	7.6%	38.1%
Home-based Shopping	0	0.0%	38.1%
Home-based Social Activity	34	7.6%	45.7%
Home-based Personal Business	39	8.6%	54.3%
Home-based Work-related	0	0.0%	54.3%
Home-based Other	172	38.1%	92.4%
Work-based	34	7.6%	100.0%
Non-Home or Work-based	0	0.0%	100.0%
TOTAL	451		
No Answer	34		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	279	57.5%
Speed/travel time	69	14.2%
Avoid driving/traffic	69	14.2%
Avoid parking at destination	137	28.3%
Environmentally responsible	69	14.2%
Less expensive	103	21.2%
Can read/do work	69	14.2%
Only transportation available	176	36.3%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	485	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	206	49.5%
No	210	50.5%
TOTAL	416	100.0%
No answer	69	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	34	20.0%
Non-MBTA bus	0	0.0%
Carpool/vanpool	0	0.0%
Bicycle	0	0.0%
Other MBTA service	137	80.0%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	172	
(No alternatives reported)	34	

**Note: Percentages may total to more than 100 because of multiple choices checked.*

T **MBTA Surveys: 2008-09**
Bus Survey

Trip Purpose, Reasons for Using the MBTA, and Alternative Means

Route: 28

Expanded Results

Mattapan Station - Ruggles via Dudley

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	1,750	29.9%	29.9%
Home-based School	997	17.0%	46.9%
Home-based Shopping	254	4.3%	51.2%
Home-based Social Activity	176	3.0%	54.3%
Home-based Personal Business	507	8.7%	62.9%
Home-based Work-related	219	3.7%	66.7%
Home-based Other	752	12.8%	79.5%
Work-based	361	6.2%	85.7%
Non-Home or Work-based	838	14.3%	100.0%
TOTAL	5,854		
No Answer	727		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	3,258	53.7%
Speed/travel time	585	9.6%
Avoid driving/traffic	494	8.1%
Avoid parking at destination	636	10.5%
Environmentally responsible	391	6.4%
Less expensive	1,376	22.7%
Can read/do work	619	10.2%
Only transportation available	2,902	47.8%
Other	219	3.6%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	6,069	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	3,705	61.1%
No	2,356	38.9%
TOTAL	6,060	100.0%
No answer	521	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	661	21.4%
Non-MBTA bus	112	3.6%
Carpool/vanpool	494	16.0%
Bicycle	112	3.6%
Other MBTA service	1,419	45.9%
Other	606	19.6%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	3,090	
(No alternatives reported)	615	

**Note: Percentages may total to more than 100 because of multiple choices checked.*

T **MBTA Surveys: 2008-09**
Bus Survey

Trip Purpose, Reasons for Using the MBTA, and Alternative Means

Route: 43

Expanded Results

Ruggles - Park/Tremont St

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	843	62.1%	62.1%
Home-based School	129	9.5%	71.6%
Home-based Shopping	0	0.0%	71.6%
Home-based Social Activity	49	3.6%	75.2%
Home-based Personal Business	129	9.5%	84.8%
Home-based Work-related	0	0.0%	84.8%
Home-based Other	31	2.3%	87.0%
Work-based	96	7.0%	94.1%
Non-Home or Work-based	80	5.9%	100.0%
TOTAL	1,357		
No Answer	96		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	1,135	79.0%
Speed/travel time	364	25.3%
Avoid driving/traffic	318	22.1%
Avoid parking at destination	574	39.9%
Environmentally responsible	491	34.2%
Less expensive	429	29.8%
Can read/do work	277	19.3%
Only transportation available	518	36.0%
Other	49	3.4%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	1,438	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	897	65.4%	Drive alone	142	16.4%
No	475	34.6%	Non-MBTA bus	34	3.9%
			Carpool/vanpool	15	1.8%
TOTAL	1,373	100.0%	Bicycle	127	14.6%
No answer	80		Other MBTA service	595	68.7%
			Other	238	27.4%
			TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	866	
			(No alternatives reported)	31	

**Note: Percentages may total to more than 100 because of multiple choices checked.*

T **MBTA Surveys: 2008-09**
Bus Survey

Trip Purpose, Reasons for Using the MBTA, and Alternative Means

Route: 44

Expanded Results

Jackson Sq - Ruggles

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	1,140	55.4%	55.4%
Home-based School	238	11.6%	67.0%
Home-based Shopping	67	3.3%	70.3%
Home-based Social Activity	37	1.8%	72.1%
Home-based Personal Business	244	11.9%	83.9%
Home-based Work-related	67	3.3%	87.2%
Home-based Other	165	8.0%	95.2%
Work-based	62	3.0%	98.2%
Non-Home or Work-based	37	1.8%	100.0%
TOTAL	2,058		
No Answer	367		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	1,071	51.9%
Speed/travel time	233	11.3%
Avoid driving/traffic	521	25.3%
Avoid parking at destination	306	14.8%
Environmentally responsible	350	17.0%
Less expensive	533	25.8%
Can read/do work	202	9.8%
Only transportation available	1,029	49.9%
Other	31	1.5%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	2,063	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	1,463	67.1%	Drive alone	214	16.9%
No	717	32.9%	Non-MBTA bus	67	5.3%
TOTAL	2,181	100.0%	Carpool/vanpool	196	15.5%
No answer	244		Bicycle	0	0.0%
			Other MBTA service	785	62.2%
			Other	135	10.7%
			TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	1,262	
			(No alternatives reported)	202	

**Note: Percentages may total to more than 100 because of multiple choices checked.*

T **MBTA Surveys: 2008-09**
Bus Survey

Trip Purpose, Reasons for Using the MBTA, and Alternative Means

Route: 45

Expanded Results

Franklin Park - Ruggles via Grove Hall

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	756	37.4%	37.4%
Home-based School	188	9.3%	46.7%
Home-based Shopping	107	5.3%	52.0%
Home-based Social Activity	0	0.0%	52.0%
Home-based Personal Business	122	6.0%	58.0%
Home-based Work-related	41	2.0%	60.0%
Home-based Other	445	22.0%	82.0%
Work-based	175	8.7%	90.7%
Non-Home or Work-based	188	9.3%	100.0%
TOTAL	2,022		
No Answer	242		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	997	47.7%
Speed/travel time	351	16.8%
Avoid driving/traffic	472	22.6%
Avoid parking at destination	458	21.9%
Environmentally responsible	284	13.6%
Less expensive	472	22.6%
Can read/do work	256	12.3%
Only transportation available	944	45.2%
Other	41	1.9%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	2,089	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	1,294	62.3%	Drive alone	323	28.9%
No	782	37.7%	Non-MBTA bus	41	3.6%
TOTAL	2,076	100.0%	Carpool/vanpool	282	25.3%
No answer	188		Bicycle	54	4.8%
			Other MBTA service	432	38.6%
			Other	297	26.6%
			TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	1,118	
			(No alternatives reported)	175	

**Note: Percentages may total to more than 100 because of multiple choices checked.*

T **MBTA Surveys: 2008-09**
Bus Survey

Trip Purpose, Reasons for Using the MBTA, and Alternative Means

Route: 47

Expanded Results

Central Sq Cambridge - Broadway Station

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	1,240	61.7%	61.7%
Home-based School	109	5.4%	67.2%
Home-based Shopping	23	1.1%	68.3%
Home-based Social Activity	11	0.6%	68.9%
Home-based Personal Business	187	9.3%	78.2%
Home-based Work-related	25	1.3%	79.4%
Home-based Other	82	4.1%	83.5%
Work-based	215	10.7%	94.2%
Non-Home or Work-based	116	5.8%	100.0%
TOTAL	2,008		
No Answer	43		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	1,105	54.4%
Speed/travel time	487	24.0%
Avoid driving/traffic	847	41.7%
Avoid parking at destination	1,016	50.0%
Environmentally responsible	819	40.3%
Less expensive	867	42.6%
Can read/do work	604	29.7%
Only transportation available	659	32.4%
Other	113	5.6%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	2,033	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	1,165	57.1%
No	875	42.9%
TOTAL	2,040	100.0%
No answer	11	

Other Modes Reported by Riders Who Checked "Yes":

	Number of Riders	Percent of Riders*
Drive alone	190	16.8%
Non-MBTA bus	72	6.4%
Carpool/vanpool	91	8.0%
Bicycle	101	8.9%
Other MBTA service	605	53.5%
Other	213	18.8%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	1,130	
(No alternatives reported)	36	

**Note: Percentages may total to more than 100 because of multiple choices checked.*

T **MBTA Surveys: 2008-09**
Bus Survey

Trip Purpose, Reasons for Using the MBTA, and Alternative Means

Route: 55

Expanded Results

Jersey/Queensbury St - Copley Sq/Park/Tremont St

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	388	67.7%	67.7%
Home-based School	75	13.0%	80.7%
Home-based Shopping	16	2.8%	83.5%
Home-based Social Activity	8	1.4%	84.8%
Home-based Personal Business	16	2.7%	87.6%
Home-based Work-related	16	2.7%	90.3%
Home-based Other	43	7.6%	97.9%
Work-based	4	0.7%	98.6%
Non-Home or Work-based	8	1.4%	100.0%
TOTAL	573		
No Answer	28		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	447	74.4%
Speed/travel time	210	35.0%
Avoid driving/traffic	210	34.9%
Avoid parking at destination	210	34.9%
Environmentally responsible	218	36.3%
Less expensive	214	35.5%
Can read/do work	163	27.1%
Only transportation available	186	30.9%
Other	12	2.0%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	601	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	415	70.5%	Drive alone	47	11.9%
No	174	29.5%	Non-MBTA bus	4	1.0%
			Carpool/vanpool	24	5.9%
TOTAL	589	100.0%	Bicycle	43	10.9%
No answer	12		Other MBTA service	261	65.4%
			Other	115	28.7%
			TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	400	
			(No alternatives reported)	16	

**Note: Percentages may total to more than 100 because of multiple choices checked.*

T **MBTA Surveys: 2008-09**
Bus Survey

Trip Purpose, Reasons for Using the MBTA, and Alternative Means

Route: 66

Expanded Results

Harvard Sq - Dudley Station via Allston/Brookline

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	4,598	54.5%	54.5%
Home-based School	1,227	14.5%	69.1%
Home-based Shopping	243	2.9%	71.9%
Home-based Social Activity	185	2.2%	74.1%
Home-based Personal Business	592	7.0%	81.2%
Home-based Work-related	116	1.4%	82.5%
Home-based Other	81	1.0%	83.5%
Work-based	916	10.9%	94.4%
Non-Home or Work-based	476	5.6%	100.0%
TOTAL	8,434		
No Answer	266		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	4,450	52.0%
Speed/travel time	1,729	20.2%
Avoid driving/traffic	2,652	31.0%
Avoid parking at destination	2,814	32.9%
Environmentally responsible	3,141	36.7%
Less expensive	3,674	43.0%
Can read/do work	2,027	23.7%
Only transportation available	3,536	41.4%
Other	197	2.3%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	8,550	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	4,540	53.2%	Drive alone	762	18.2%
No	3,998	46.8%	Non-MBTA bus	93	2.2%
TOTAL	8,538	100.0%	Carpool/vanpool	612	14.6%
No answer	162		Bicycle	405	9.7%
			Other MBTA service	2,423	57.9%
			Other	1,160	27.7%
			TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	4,183	
			(No alternatives reported)	357	

**Note: Percentages may total to more than 100 because of multiple choices checked.*

4

Origin Locations and Activities

The data presented in this chapter show where riders on Cabot Garage bus routes started their trips (by city, town, or neighborhood) and indicate what their activities were at each of those origin locations. This information is useful in defining the market area of each bus route and for understanding the types of trips made on each route. Additional information regarding the reasons for making trips is presented in Chapters 3 and 7.

A table presenting these data is provided for each bus route; the tables are at the end of the chapter. Each table shows both the origins and origin activities for passengers who rode some portion of the surveyed route. The data include not only the riders for whom the surveyed bus route was the point of entry into the entire transit system, but also riders who had transferred to that route from other bus routes or from rapid transit, commuter rail, or boat. (Details on the means of transportation between origins and surveyed bus trips are provided in Chapter 5.)

Chapter 2 addresses the same categories of data that are addressed in the present chapter, but at the level of the Cabot Garage as a whole. It includes tables and discussion.

4.1 ORIGIN LOCATIONS

4.1.1 DESCRIPTION OF THE ORIGIN LOCATIONS SECTION OF THE TABLE

In each route's table, the left side summarizes the results of survey question 4b, which asked where riders began the entire one-way trips they were making when surveyed. The data show origin location by city, town, or neighborhood. In the systemwide passenger survey of which this bus survey is a part, the responses about origin locations were aggregated by city or town, except in four municipalities: in Boston they were broken into 26 neighborhoods, in Cambridge into six, in Somerville into four, and in Brookline into three. All of these neighborhoods are shown in Figure 4-1. In the table, for trips originating from outside of Massachusetts, the city and the state are given.

Origins reported by less than 0.5% of riders at a station were aggregated and placed in the "other" category; therefore, not all cities, towns, and

neighborhoods from which bus trips originated are represented individually in the table. Some survey responses did not contain enough information to determine an origin city, town, or neighborhood; these responses were aggregated into the “unspecified” category. The origin locations are listed in descending order, based on the number of riders.

4.1.2 OVERVIEW OF RESULTS

The size of the market for each bus route depends on a number of factors that influence a rider’s choice to use that route instead of another transportation mode. These include, in addition to the route’s proximity to the rider’s origin, its proximity to other transit services and the relative ease of access. Cabot Garage bus routes had varying market sizes. For example, if origins that were reported by less than 0.5% of the riders are included, the highest number of origin locations was 43, the number for people boarding Route 10, while the lowest was 2, the number for Route 5. The origin locations with the highest percentages of riders were generally those that the specific bus route served.

4.2 ORIGIN ACTIVITIES

4.2.1 DESCRIPTION OF THE ORIGIN ACTIVITIES SECTION OF THE TABLE

In each route’s table, the right side of the table summarizes the results of survey question 4a, “Where were you before starting this entire one-way trip?” The survey form provided eight check-off choices: “at work,” “at school,” “at home,” “at a store,” “at a doctor or other personal business,” “at a work-related errand or meeting,” “at a restaurant, or social or recreational activity,” and “other” (with a space for write-ins). For each origin location, the table shows the percentages of riders who reported starting from each of these eight “activities.” The absolute number of riders starting from each activity can be determined by multiplying these percentages by the origin location totals on the left side of the table.

For each bus route, the number of survey responses from which the results in the table were expanded was greater for locations in the upper rows and smaller for those in the lower rows. Consequently, the higher the row, the more reliable the distribution of activities given for that origin location. For similar reasons, if one combines the data from groups of bus routes in the same general area, the resulting distribution of activities by origin location is more reliable than the results for individual routes.

4.2.2 OVERVIEW OF RESULTS

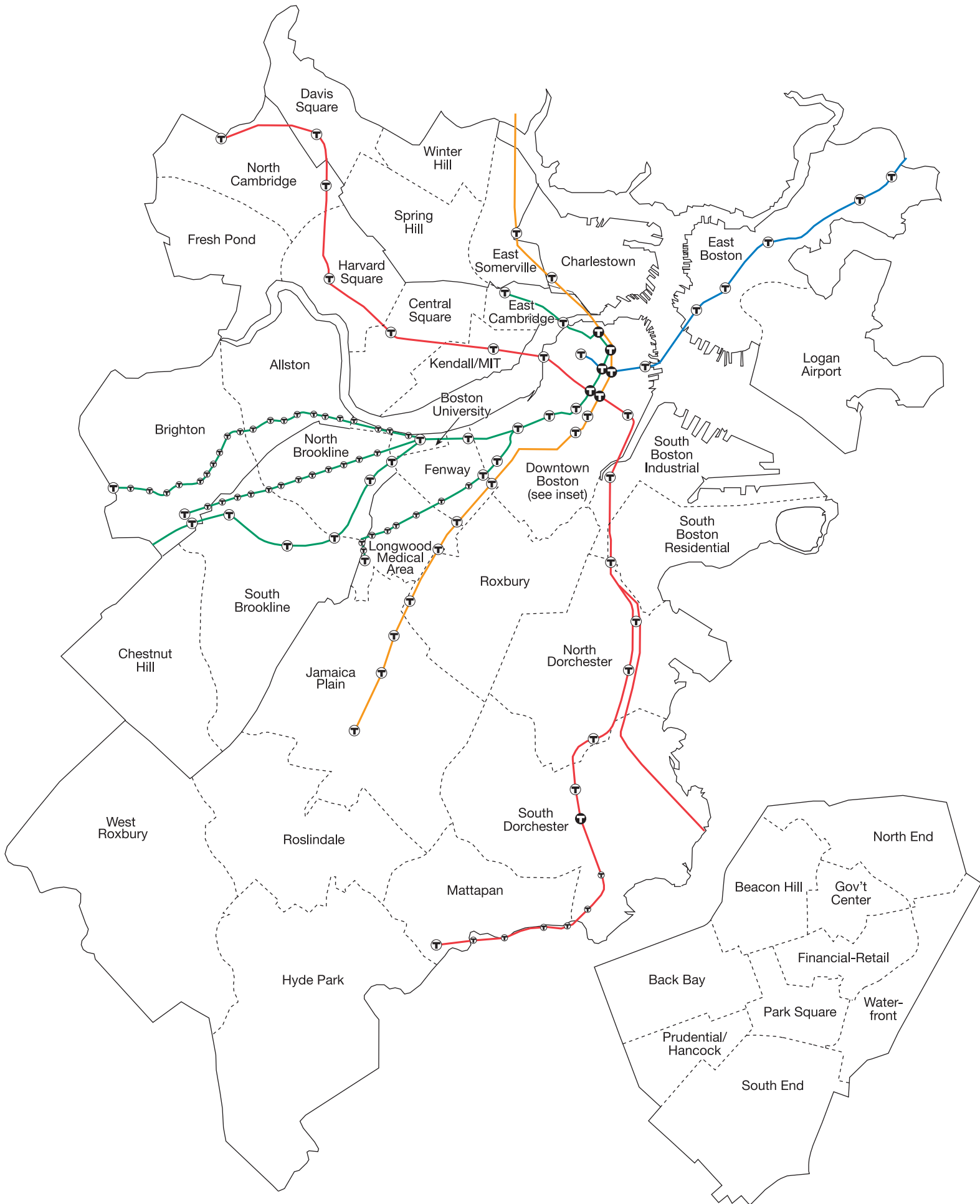
For the most part, the origin activity of people boarding each bus route was home: looking at the riders from the top 10 origin locations for these routes, home was the origin activity for 72%. This is partly a reflection of the hours when the survey was handed out (6:00 AM to 3:30 PM). Had the survey been handed out later, more people would likely have been starting from an activity other than home. The survey result regarding the predominant origin activity is

in accord with the result regarding the predominant trip purpose category, which was home-based work (see Chapters 3 and 7).

Most of the remainder of the origin activities of the surveyed riders were split between work, school, and personal business. Looking at the riders with the top 10 origin locations for all Cabot Garage bus routes, work was the origin activity for 7%, followed by school with 5% and personal business with 4%.

The percentages of riders whose origin activity was home were the highest on Routes 4 (100%), 55 (91%), and 19 (90%) and were the lowest on Routes 28 (55%), 18 (57%), and 45 (60%). The percentages of riders with work, school, and personal business origin activities, respectively, were the highest for Routes 47 (22%), 28 (13%), and 18 (15%).

Figure 4-1
Neighborhood Boundaries




MBTA Surveys: 2008-09
Bus Survey
Origin Locations and Activities

Expanded Results

Route: 1

Harvard Sq - Dudley Station via BU Medical

Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Cambridge: Central Square	1,210	18.8%	2.3%	72.8%		4.6%		6.9%		6.6%	6.9%
Cambridge: Harvard Square	943	14.7%	2.9%	55.9%	14.7%	11.8%	5.9%	2.9%		2.9%	2.9%
Boston: South End	917	14.3%		62.9%	8.7%	11.4%	5.7%	5.7%			5.7%
Boston: Back Bay	576	9.0%	9.0%	77.1%		13.9%					
Boston: Roxbury	420	6.5%	24.8%	50.4%				12.4%		12.4%	
Boston: Fenway	417	6.5%		75.0%		12.5%					12.5%
Boston: Jamaica Plain	267	4.2%		80.5%							19.5%
Boston: Prudential/Hancock	208	3.2%		75.0%							25.0%
Cambridge: Kendall/MIT	191	3.0%		29.1%	14.5%	56.4%					
Somerville: Spring Hill	166	2.6%		100.0%							
Brookline: South Brookline	132	2.1%	21.0%	79.0%							
Brookline: North Brookline	108	1.7%		100.0%							
Watertown	80	1.2%		65.3%		34.7%					
Cambridge: Fresh Pond	55	0.9%	50.0%	50.0%							
Cambridge: North Cambridge	55	0.9%		100.0%							
Medford	55	0.9%		50.0%		50.0%					
Revere	55	0.9%		50.0%				50.0%			
Somerville: Davis Square	55	0.9%		100.0%							
Waltham	55	0.9%		50.0%							50.0%
Boston: Allston	52	0.8%		100.0%							
Boston: North Dorchester	52	0.8%		100.0%							
Boston: So Bos Res	52	0.8%		100.0%							
Newton	52	0.8%		100.0%							
Unspecified	52	0.8%									100.0%
Other (< 0.5 % of riders)	194	3.0%		85.7%							14.3%
OVERALL TOTAL	6,422	100.0%	4.2%	68.6%	3.8%	8.8%	1.7%	3.8%		2.5%	6.6%

Note: Totals shown may differ from column total because of rounding.

Origin Locations and Activities
Route: 4

Expanded Results

North Station - World Trade Ctr
Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Beverly	21	10.6%		100.0%							
Salem	21	10.6%		100.0%							
Melrose	17	8.5%		100.0%							
Unspecified	13	6.4%		100.0%							
Billerica	9	4.2%		100.0%							
Boston: North End	9	4.6%		100.0%							
Lowell	9	4.2%		100.0%							
North Andover	9	4.2%		100.0%							
Tewksbury	9	4.2%		100.0%							
Brockton	5	2.5%		100.0%							
Holliston	5	2.5%		100.0%							
North Attleborough	5	2.5%		100.0%							
Providence, RI	5	2.5%		100.0%							
Unspecified, RI	5	2.5%		100.0%							
Westwood	5	2.5%		100.0%							
Boston: Charlestown	4	2.1%		100.0%							
Boxford	4	2.1%		100.0%							
Brookline: North Brookline	4	2.1%		100.0%							
Danvers	4	2.1%		100.0%							
Hamilton	4	2.1%		100.0%							
North Chelmsford	4	2.1%		100.0%							
North Shore: Unspecified	4	2.1%		100.0%							
Peabody	4	2.1%		100.0%							
Plaistow, NH	4	2.1%		100.0%							
Reading	4	2.1%		100.0%							
Revere	4	2.1%		100.0%							
Wakefield	4	2.1%		100.0%							
Wilmington	4	2.1%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	202	100.0%		100.0%							

Note: Totals shown may differ from column total because of rounding.



MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Expanded Results

Route: 5

City Point - M E McCormick Housing

Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: So Bos Res	119	94.0%		74.5%		6.4%		6.4%			12.8%
Boston: So Bos Indust	8	6.0%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	127	100.0%		70.0%		12.0%		6.0%			12.0%

Note: Totals shown may differ from column total because of rounding.


MBTA Surveys: 2008-09
Bus Survey
Origin Locations and Activities
Route: 7

Expanded Results

City Point - Otis/Summer
Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: So Bos Res	1,108	70.7%		100.0%							
Boston: Financial/Retail	65	4.2%		20.0%		60.0%	20.0%				
Boston: Govt Center	52	3.3%				75.0%			25.0%		
Boston: So Bos Indust	41	2.6%		66.7%		33.3%					
Boston: North Dorchester	27	1.7%		100.0%							
Attleboro	26	1.7%		100.0%							
Boston: Waterfront	26	1.7%				50.0%					50.0%
Cambridge: North Cambridge	26	1.7%		100.0%							
Malden	26	1.7%		100.0%							
Boston: Beacon Hill	13	0.8%			100.0%						
Boston: Brighton	13	0.8%		100.0%							
Boston: Fenway	13	0.8%				100.0%					
Boston: Hyde Park	13	0.8%		100.0%							
Boston: Roslindale	13	0.8%		100.0%							
Cambridge: Central Square	13	0.8%		100.0%							
Cambridge: East Cambridge	13	0.8%		100.0%							
Easton	13	0.8%		100.0%							
Franklin	13	0.8%		100.0%							
Gloicester, RI	13	0.8%	100.0%								
Middleborough	13	0.8%		100.0%							
Rochester, NH	13	0.8%		100.0%							
Somerville: Winter Hill	13	0.8%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	1,567	100.0%	0.8%	88.3%	0.8%	7.5%	0.8%		0.8%		0.8%

Note: Totals shown may differ from column total because of rounding.

Origin Locations and Activities
Route: 8

Expanded Results

Harbor Point/Umass - Kenmore Sq
Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: North Dorchester	586	27.4%		83.3%	8.3%	1.7%	3.3%				3.3%
Boston: Roxbury	333	15.5%		55.9%		2.9%	8.8%	8.8%	2.9%		20.6%
Boston: Longwood Med Area	245	11.4%		12.0%	12.0%	52.0%		20.0%		4.0%	
Boston: Fenway	196	9.1%		55.0%	10.0%	10.0%	5.0%	10.0%			10.0%
Boston: South End	176	8.2%		66.7%	5.6%	16.7%		11.1%			
Boston: Allston	88	4.1%	11.1%	88.9%							
Boston: Brighton	78	3.7%	12.5%	87.5%							
Boston: Mattapan	49	2.3%		100.0%							
Quincy	39	1.8%		100.0%							
Boston: North End	29	1.4%		100.0%							
Unspecified	29	1.4%	33.3%	66.7%							
Boston: Jamaica Plain	20	0.9%		50.0%							50.0%
Brockton	20	0.9%		100.0%							
Brookline: South Brookline	20	0.9%		100.0%							
Holbrook	20	0.9%		100.0%							
Malden	20	0.9%		100.0%							
Watertown	20	0.9%		100.0%							
Other (< 0.5 % of riders)	176	8.2%		94.4%		5.6%					
OVERALL TOTAL	2,143	100.0%	1.4%	69.4%	5.0%	9.6%	2.7%	5.5%	0.5%	0.5%	5.5%

Note: Totals shown may differ from column total because of rounding.

Origin Locations and Activities

Expanded Results

Route: 9

City Point - Copley via Broadway

Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: So Bos Res	1,432	54.4%		91.7%	0.8%	0.8%	1.7%	0.8%	0.8%	2.4%	0.8%
Boston: Back Bay	252	9.6%		18.2%		36.4%	27.3%	18.2%			
Boston: Park Square	160	6.1%			28.6%	57.1%		14.3%			
Boston: Prudential/Hancock	160	6.1%		14.3%		42.9%	28.6%				14.3%
Boston: South End	152	5.8%		23.8%	15.1%	46.0%		15.1%			
Boston: So Bos Indust	60	2.3%		100.0%							
Brookline: North Brookline	46	1.7%		100.0%							
Cambridge: Kendall/MIT	46	1.7%				100.0%					
Quincy	24	0.9%		100.0%							
Weymouth	24	0.9%		100.0%							
Boston: Beacon Hill	23	0.9%						100.0%			
Boston: Fenway	23	0.9%							100.0%		
Boston: Longwood Med Area	23	0.9%			100.0%						
Boston: North Dorchester	23	0.9%		100.0%							
Boston: North End	23	0.9%				100.0%					
Boston: Roxbury	23	0.9%		100.0%							
Boston: Waterfront	23	0.9%				100.0%					
Cambridge: North Cambridge	23	0.9%		100.0%							
Newton	23	0.9%		100.0%							
Unspecified	23	0.9%	100.0%								
Unspecified, NH	23	0.9%	100.0%								
Other (< 0.5 % of riders)	24	0.9%		100.0%							
OVERALL TOTAL	2,633	100.0%	1.7%	64.1%	3.9%	16.2%	5.3%	4.8%	1.3%	1.3%	1.3%

Note: Totals shown may differ from column total because of rounding.

Origin Locations and Activities
Route: 10

Expanded Results

City Point - Copley via Andrew
Both Directions

City/Neighborhood Origins	ORIGIN LOCATIONS			ORIGIN ACTIVITIES							
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: So Bos Res	464	22.1%		91.0%		2.3%	2.3%	2.2%	2.2%		
Boston: South End	382	18.2%		22.0%	2.6%	37.1%		27.2%			11.1%
Boston: Roxbury	228	10.9%		36.5%	9.5%	13.9%	17.9%	4.4%	8.8%	4.7%	4.4%
Boston: Back Bay	162	7.7%		40.0%	6.7%	6.7%	13.3%	6.7%	6.7%	13.3%	6.7%
Boston: North Dorchester	82	3.9%		50.0%			50.0%				
Boston: Prudential/Hancock	76	3.6%		42.9%				14.3%	14.3%		28.6%
Quincy	61	2.9%		82.2%		17.8%					
Boston: South Dorchester	60	2.9%	16.7%	66.7%							16.7%
Boston: Govt Center	43	2.1%	25.0%			25.0%		50.0%			
Unspecified	42	2.0%		100.0%							
Brookline: North Brookline	32	1.5%		100.0%							
Malden	32	1.5%		100.0%							
Newton	32	1.5%		100.0%							
Boston: B U	22	1.0%				100.0%					
Somerville: East Somerville	22	1.0%		100.0%							
Walpole	22	1.0%		100.0%							
Watertown	22	1.0%		100.0%							
Boston: Allston	21	1.0%		100.0%							
Boston: Mattapan	20	1.0%		100.0%							
Boston: So Bos Indust	20	1.0%				50.0%					50.0%
Randolph	20	1.0%		100.0%							
Attleboro	11	0.5%		100.0%							
Boston: Brighton	11	0.5%		100.0%							
Boston: Fenway	11	0.5%		100.0%							
Boston: Jamaica Plain	11	0.5%		100.0%							
Boston: West Roxbury	11	0.5%		100.0%							
Chelsea	11	0.5%				100.0%					
Foxborough	11	0.5%		100.0%							
Georgetown	11	0.5%		100.0%							
Holden	11	0.5%		100.0%							
Lynn	11	0.5%		100.0%							
Mansfield	11	0.5%		100.0%							
Milford	11	0.5%		100.0%							
Natick	11	0.5%		100.0%							
Providence, RI	11	0.5%		100.0%							

City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Sharon	11	0.5%		100.0%							
Stoughton	11	0.5%		100.0%							
Wayland	11	0.5%		100.0%							
Weston	11	0.5%		100.0%							
Other (< 0.5 % of riders)	40	1.9%		75.0%							25.0%
OVERALL TOTAL	2,098	100.0%	1.0%	61.8%	2.0%	12.3%	5.4%	8.0%	2.5%	1.5%	5.5%

Note: Totals shown may differ from column total because of rounding.

Origin Locations and Activities

Route: 11

Expanded Results

City Point - Downtown

Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: So Bos Res	1,327	71.9%	1.0%	92.0%	1.0%	1.0%	2.1%	1.0%	1.0%		1.0%
Boston: Financial/Retail	142	7.7%	20.0%			40.0%				20.0%	20.0%
Boston: Brighton	28	1.5%				100.0%					
Boston: Fenway	28	1.5%				100.0%					
Boston: Govt Center	28	1.5%							100.0%		
Boston: Jamaica Plain	28	1.5%		100.0%							
Boston: Logan Airport	28	1.5%									100.0%
Boston: Longwood Med Area	28	1.5%				100.0%					
Boston: Park Square	28	1.5%				100.0%					
Boston: South Dorchester	28	1.5%		100.0%							
Boston: Waterfront	28	1.5%				100.0%					
Malden	28	1.5%		100.0%							
Salem	28	1.5%		100.0%							
Boston: So Bos Indust	26	1.4%		100.0%							
Belmont	13	0.7%		100.0%							
Quincy	13	0.7%		100.0%							
Weymouth	13	0.7%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	1,846	100.0%	2.2%	75.8%	0.7%	11.5%	1.5%	0.7%	2.2%	1.5%	3.8%

Note: Totals shown may differ from column total because of rounding.

Origin Locations and Activities
Route: 15

Expanded Results

Kane Sq/Fields Cnr Station - Ruggles
Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: North Dorchester	2,202	48.6%	1.8%	88.8%	4.2%	3.5%			1.8%		
Boston: Roxbury	1,238	27.3%	4.3%	51.7%	4.3%	3.1%		4.3%	16.1%	3.1%	13.0%
Boston: Longwood Med Area	214	4.7%		25.0%		50.0%		25.0%			
Boston: Back Bay	107	2.4%			50.0%					50.0%	
Boston: Fenway	107	2.4%			100.0%						
Boston: Financial/Retail	107	2.4%				50.0%		50.0%			
Boston: South End	107	2.4%		100.0%							
Boston: South Dorchester	92	2.0%		42.1%							57.9%
Boston: Allston	53	1.2%				100.0%					
Boston: East Boston	53	1.2%					100.0%				
Boston: Jamaica Plain	53	1.2%		100.0%							
Boston: Park Square	53	1.2%				100.0%					
Cambridge: Unspecified	53	1.2%						100.0%			
Malden	53	1.2%			100.0%						
Boston: Brighton	39	0.9%			100.0%						
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	4,534	100.0%	2.0%	62.8%	8.8%	8.5%	1.2%	4.7%	5.2%	2.0%	4.7%

Note: Totals shown may differ from column total because of rounding.

Origin Locations and Activities
Route: 16

Expanded Results

Forest Hills - Andrew Station/Umass
Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: North Dorchester	1,241	45.1%		80.0%	8.3%	3.0%	3.0%		3.0%		2.6%
Boston: So Bos Res	372	13.5%		89.9%						10.1%	
Boston: Jamaica Plain	299	10.9%		67.2%		10.9%		10.9%		10.9%	
Boston: South Dorchester	216	7.9%		100.0%							
Boston: Hyde Park	65	2.4%		50.0%						50.0%	
Boston: Roslindale	65	2.4%		100.0%							
Boston: West Roxbury	65	2.4%		50.0%	50.0%						
Boston: Back Bay	38	1.4%			100.0%						
Boston: South End	38	1.4%						100.0%			
Cambridge: East Cambridge	38	1.4%		100.0%							
Cambridge: Harvard Square	38	1.4%				100.0%					
Plymouth	38	1.4%		100.0%							
Quincy	38	1.4%		100.0%							
South Boston	38	1.4%						100.0%			
Boston: Mattapan	33	1.2%		100.0%							
Boston: Park Square	33	1.2%							100.0%		
Boston: Roxbury	33	1.2%					100.0%				
Lynn	33	1.2%		100.0%							
Somerville: Davis Square	33	1.2%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	2,752	100.0%		75.8%	6.3%	3.9%	2.6%	3.9%	2.6%	3.7%	1.2%

Note: Totals shown may differ from column total because of rounding.

Origin Locations and Activities

Route: 17

Expanded Results

Fields Cnr - Andrew Station via Uphams Cnr

Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: North Dorchester	1,441	80.9%		84.3%		2.0%		3.9%	3.9%		5.9%
Boston: Fenway	57	3.2%		100.0%							
Boston: Longwood Med Area	57	3.2%									100.0%
Boston: Waterfront	57	3.2%				100.0%					
Brookline: North Brookline	57	3.2%		100.0%							
Boston: Beacon Hill	28	1.6%						100.0%			
Boston: East Boston	28	1.6%		100.0%							
Boston: Roxbury	28	1.6%		100.0%							
Boston: South Dorchester	28	1.6%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	1,781	100.0%		79.4%		4.8%		4.7%	3.2%		8.0%

Note: Totals shown may differ from column total because of rounding.

Origin Locations and Activities

Route: 18

Expanded Results

Ashmont Station - Andrew Station

Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: North Dorchester	280	48.1%		81.3%				18.7%			
Boston: South Dorchester	175	30.1%		40.2%	10.4%	19.5%	10.4%	19.5%			
Boston: Financial/Retail	18	3.1%				100.0%					
Boston: Govt Center	18	3.1%									100.0%
Boston: Longwood Med Area	18	3.1%				100.0%					
Boston: So Bos Res	18	3.1%	100.0%								
Cambridge: Kendall/MIT	18	3.1%		100.0%							
Milton	18	3.1%		100.0%							
Unspecified	18	3.1%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	583	100.0%	3.1%	57.4%	3.1%	15.2%	3.1%	14.9%			3.1%

Note: Totals shown may differ from column total because of rounding.

Origin Locations and Activities

Route: 19

Expanded Results

Fields Cnr - Ruggles via Grove Hall

Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: North Dorchester	619	24.3%		94.4%			5.6%				
Boston: Roxbury	567	22.2%		83.1%		5.6%					11.3%
Boston: South Dorchester	518	20.3%		100.0%							
Boston: Allston	192	7.5%		100.0%							
Boston: Brighton	128	5.0%	25.0%	75.0%							
Boston: Fenway	64	2.5%		100.0%							
Boston: Longwood Med Area	64	2.5%		50.0%		50.0%					
Watertown	64	2.5%		100.0%							
Boston: Jamaica Plain	35	1.4%		100.0%							
Boston: Mattapan	35	1.4%			100.0%						
Boston: Roslindale	35	1.4%		100.0%							
Brockton	35	1.4%		100.0%							
Canton	35	1.4%		100.0%							
Unspecified	35	1.4%		100.0%							
Arlington	32	1.3%		100.0%							
Boston: Back Bay	32	1.3%		100.0%							
Boston: South End	32	1.3%						100.0%			
Cambridge: Harvard Square	32	1.3%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	2,551	100.0%	1.3%	89.8%	1.4%	2.5%	1.4%	1.3%			2.5%

Note: Totals shown may differ from column total because of rounding.

Origin Locations and Activities
Route: 22

Expanded Results

Ashmont Station - Ruggles via Jackson Sq
Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: South Dorchester	1,918	43.8%	3.6%	90.5%	1.8%		2.2%				1.8%
Boston: Roxbury	995	22.7%	11.3%	67.9%			4.3%	8.6%		3.5%	4.3%
Boston: Financial/Retail	215	4.9%			20.0%	20.0%	40.0%	20.0%			
Boston: North Dorchester	182	4.2%		80.9%	19.1%						
Boston: Jamaica Plain	164	3.7%		100.0%							
Boston: Mattapan	105	2.4%		100.0%							
Randolph	105	2.4%		100.0%							
Boston: Charlestown	86	2.0%			100.0%						
Boston: Fenway	86	2.0%	50.0%			50.0%					
Boston: Longwood Med Area	86	2.0%			50.0%	50.0%					
Brockton	70	1.6%		50.0%		50.0%					
Boston: Allston	43	1.0%				100.0%					
Boston: Park Square	43	1.0%								100.0%	
Boston: So Bos Res	43	1.0%	100.0%								
Boston: South End	43	1.0%		100.0%							
Cambridge: Kendall/MIT	43	1.0%								100.0%	
Somerville: East Somerville	43	1.0%		100.0%							
Stoneham	43	1.0%		100.0%							
Boston: Brighton	35	0.8%		100.0%							
Boston: Waterfront	35	0.8%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	4,380	100.0%	6.1%	71.5%	5.5%	5.5%	3.9%	2.9%		2.8%	1.8%

Note: Totals shown may differ from column total because of rounding.

Origin Locations and Activities
Route: 23

Expanded Results

Ashmont Station - Ruggles via Washington
Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: South Dorchester	2,196	31.4%		80.3%		3.3%	6.6%	3.3%			6.6%
Boston: Roxbury	1,926	27.5%		52.8%	13.0%	8.1%	4.3%	4.3%			17.4%
Boston: North Dorchester	1,427	20.4%	5.0%	84.0%			5.0%		5.9%		
Boston: South End	323	4.6%		51.8%							48.2%
Boston: Allston	167	2.4%		100.0%							
Boston: Hyde Park	156	2.2%		100.0%							
Boston: Roslindale	156	2.2%				100.0%					
Boston: Back Bay	84	1.2%			100.0%						
Boston: Fenway	84	1.2%				100.0%					
Boston: Govt Center	84	1.2%				100.0%					
Cambridge: Central Square	84	1.2%		100.0%							
Newton	84	1.2%				100.0%					
Revere	84	1.2%		100.0%							
Quincy	72	1.0%		100.0%							
Randolph	72	1.0%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	6,996	100.0%	1.0%	68.4%	4.8%	9.1%	4.3%	2.2%	1.2%		9.1%

Note: Totals shown may differ from column total because of rounding.

Origin Locations and Activities

Route: 25

Expanded Results

Franklin Park - Ruggles via Dudley

Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Roxbury	343	70.8%		80.0%		10.0%				10.0%	
Boston: South Dorchester	69	14.2%		100.0%							
Boston: Fenway	39	8.0%		100.0%							
Boston: North Dorchester	34	7.1%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	485	100.0%		85.8%		7.1%				7.1%	

Note: Totals shown may differ from column total because of rounding.

Origin Locations and Activities

Expanded Results

Route: 28

Mattapan Station - Ruggles via Dudley

Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Roxbury	1,879	28.6%	4.1%	32.9%	22.9%	18.1%	3.9%	2.1%	3.9%		12.1%
Boston: Mattapan	1,652	25.1%	4.2%	66.5%	4.2%	2.1%	12.7%	2.1%		4.2%	4.2%
Boston: South Dorchester	1,134	17.2%		80.7%		6.4%	6.4%	6.4%			
Boston: North Dorchester	400	6.1%		91.4%	8.6%						
Boston: South End	271	4.1%		28.6%		14.3%		42.9%	14.3%		
Boston: Fenway	194	2.9%			20.0%	40.0%		40.0%			
Boston: Charlestown	116	1.8%			100.0%						
Boston: Longwood Med Area	116	1.8%				66.7%					33.3%
Boston: Hyde Park	103	1.6%		100.0%							
Boston: Brighton	78	1.2%			50.0%	50.0%					
Boston: East Boston	78	1.2%		100.0%							
Boston: West Roxbury	78	1.2%			100.0%						
Boston: Financial/Retail	73	1.1%			47.0%	53.0%					
Milton	69	1.0%		100.0%							
Boston: Back Bay	39	0.6%		100.0%							
Boston: Park Square	39	0.6%									100.0%
Boston: Prudential/Hancock	39	0.6%								100.0%	
Chelsea	39	0.6%		100.0%							
Lynn	39	0.6%		100.0%							
Quincy	39	0.6%		100.0%							
Somerville: Spring Hill	39	0.6%		100.0%							
Boston: Roslindale	34	0.5%		100.0%							
Randolph	34	0.5%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	6,581	100.0%	2.2%	54.5%	12.7%	10.9%	5.4%	5.2%	1.7%	1.6%	5.7%

Note: Totals shown may differ from column total because of rounding.

Origin Locations and Activities
Route: 43

Expanded Results

Ruggles - Park/Tremont St
Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: South End	775	53.3%	2.0%	96.0%				2.0%			
Boston: Roxbury	300	20.6%	5.2%	69.0%	10.3%	5.2%			5.2%		5.2%
Boston: Park Square	83	5.7%		81.4%					18.6%		
Boston: Financial/Retail	68	4.6%		50.0%			50.0%				
Boston: Govt Center	68	4.6%				50.0%			50.0%		
Boston: So Bos Res	34	2.3%		100.0%							
Lynn	34	2.3%		100.0%							
Boston: Roslindale	31	2.1%		100.0%							
Boston: Beacon Hill	15	1.1%								100.0%	
Boston: Fenway	15	1.1%			100.0%						
Boston: Jamaica Plain	15	1.1%									100.0%
Boston: North Dorchester	15	1.1%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	1,453	100.0%	2.1%	80.3%	3.2%	3.4%	2.3%	1.1%	4.5%	1.1%	2.1%

Note: Totals shown may differ from column total because of rounding.

Origin Locations and Activities

Route: 44

Expanded Results

Jackson Sq - Ruggles

Both Directions

City/Neighborhood Origins	ORIGIN LOCATIONS		ORIGIN ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Roxbury	1,996	82.3%	3.4%	76.1%	7.0%	1.5%	3.4%	3.4%		1.8%	3.4%
Boston: Jamaica Plain	98	4.0%		31.4%		31.4%					37.3%
Boston: South End	73	3.0%			50.0%			50.0%			
Cambridge: Central Square	37	1.5%		100.0%							
Malden	37	1.5%				100.0%					
Boston: Financial/Retail	31	1.3%				100.0%					
Boston: Longwood Med Area	31	1.3%									100.0%
Boston: North End	31	1.3%							100.0%		
Boston: Roslindale	31	1.3%		100.0%							
Natick	31	1.3%		100.0%							
Somerville: Davis Square	31	1.3%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	2,425	100.0%	2.8%	69.2%	7.3%	5.3%	2.8%	4.3%	1.3%	1.5%	5.6%

Note: Totals shown may differ from column total because of rounding.

Origin Locations and Activities
Route: 45

Expanded Results

Franklin Park - Ruggles via Grove Hall
Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Roxbury	1,052	46.4%	3.9%	52.6%	14.1%	15.4%	3.9%	5.1%			5.1%
Boston: North Dorchester	608	26.9%		100.0%							
Boston: Financial/Retail	107	4.7%					100.0%				
Boston: East Boston	54	2.4%		100.0%							
Boston: Fenway	54	2.4%					100.0%				
Boston: Govt Center	54	2.4%									100.0%
Boston: South Dorchester	54	2.4%					100.0%				
Boston: South End	54	2.4%		100.0%							
Boston: Waterfront	54	2.4%							100.0%		
Unspecified	54	2.4%	100.0%								
Boston: Hyde Park	41	1.8%			100.0%						
Boston: Mattapan	41	1.8%		100.0%							
Quincy	41	1.8%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	2,264	100.0%	4.2%	59.6%	8.3%	7.2%	11.3%	2.4%	2.4%		4.7%

Note: Totals shown may differ from column total because of rounding.


MBTA Surveys: 2008-09
Bus Survey
Origin Locations and Activities

Expanded Results

Route: 47

Central Sq Cambridge - Broadway Station

Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Cambridge: Central Square	378	18.5%	3.8%	79.3%		9.4%	3.8%		1.9%		1.9%
Boston: Longwood Med Area	346	16.9%		3.3%	6.5%	71.1%		15.9%			3.3%
Boston: Roxbury	206	10.1%		65.8%	8.9%	14.4%		5.5%	5.5%		
Boston: South End	180	8.8%		50.1%	4.0%	35.7%		10.2%			
Boston: So Bos Res	135	6.6%		83.3%	8.3%		8.3%				
Somerville: Davis Square	129	6.3%		89.0%		5.5%					5.5%
Boston: Fenway	99	4.8%		48.5%	7.2%	18.6%	7.2%	18.6%			
Boston: North Dorchester	54	2.6%		79.1%		20.9%					
Quincy	52	2.5%		100.0%							
Boston: Jamaica Plain	51	2.5%		77.9%		22.1%					
Cambridge: North Cambridge	36	1.7%		100.0%							
Arlington	28	1.4%		75.0%			25.0%				
Cambridge: Harvard Square	28	1.4%		75.0%		25.0%					
Somerville: Spring Hill	28	1.4%		100.0%							
Watertown	28	1.4%		50.0%		25.0%					25.0%
Brookline: North Brookline	25	1.2%		72.1%						27.9%	
Cambridge: Kendall/MIT	21	1.0%		100.0%							
Boston: Park Square	18	0.9%							38.7%		61.3%
Boston: Brighton	14	0.7%		50.0%	50.0%						
Brookline: South Brookline	14	0.7%		100.0%							
Waltham	14	0.7%		100.0%							
Boston: Beacon Hill	11	0.5%				100.0%					
Boston: Hyde Park	11	0.5%		100.0%							
Boston: Roslindale	11	0.5%		100.0%							
Boston: Roxbury, RI	11	0.5%		100.0%							
Boston: South Dorchester	11	0.5%		100.0%							
Everett	11	0.5%		100.0%							
Hingham	11	0.5%		100.0%							
Medford	11	0.5%									100.0%
Rockland	11	0.5%		100.0%							
Stoughton	11	0.5%		100.0%							
Other (< 0.5 % of riders)	50	2.4%		71.4%		14.3%			14.3%		
OVERALL TOTAL	2,051	100.0%	0.7%	61.9%	3.6%	22.2%	1.9%	5.0%	1.6%	0.3%	2.7%

Origin Locations and Activities
Route: 55

Expanded Results

Jersey/Queensbury St - Copley Sq/Park/Tremont St
Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Fenway	421	70.0%	0.9%	97.2%	1.9%						
Boston: Financial/Retail	31	5.2%		50.0%	25.0%			25.0%			
Boston: South Dorchester	31	5.2%		100.0%							
Boston: Prudential/Hancock	20	3.3%		79.9%			20.1%				
Boston: North Dorchester	16	2.6%		100.0%							
Stoughton	16	2.6%		100.0%							
Boston: Back Bay	12	2.0%		33.7%		66.3%					
Boston: Beacon Hill	8	1.3%		100.0%							
Boston: Park Square	8	1.3%									100.0%
Boston: So Bos Res	8	1.3%		100.0%							
Boston: South End	8	1.3%		100.0%							
Quincy	8	1.3%		100.0%							
Walpole	8	1.3%		100.0%							
Boston: Longwood Med Area	4	0.7%			100.0%						
Newton	4	0.7%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	601	100.0%	0.7%	91.5%	3.3%	1.3%	0.7%	1.3%			1.3%

Note: Totals shown may differ from column total because of rounding.

Origin Locations and Activities
Route: 66

Expanded Results

Harvard Sq - Dudley Station via Allston/Brookline
Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Allston	2,916	33.5%	2.4%	84.5%		5.6%	1.6%			2.8%	3.2%
Brookline: North Brookline	1,285	14.8%		74.8%			9.0%	3.6%		6.3%	6.3%
Boston: Roxbury	792	9.1%		64.7%	11.8%		5.9%				17.6%
Boston: Brighton	683	7.9%		71.2%	23.7%	5.0%					
Boston: Longwood Med Area	639	7.3%		45.4%	7.3%	20.0%		27.3%			
Brookline: South Brookline	407	4.7%		42.8%	11.4%	11.4%		22.9%		11.4%	
Cambridge: Harvard Square	310	3.6%		44.4%		11.1%	11.1%	11.1%	22.2%		
Boston: Jamaica Plain	280	3.2%		66.7%						16.7%	16.7%
Boston: North Dorchester	197	2.3%		64.9%	35.1%						
Somerville: Davis Square	138	1.6%		100.0%							
Boston: South Dorchester	128	1.5%	36.5%	63.5%							
Boston: Roslindale	93	1.1%		100.0%							
Belmont	69	0.8%		100.0%							
Cambridge: Central Square	69	0.8%		100.0%							
Cambridge: Fresh Pond	69	0.8%		100.0%							
Cambridge: North Cambridge	69	0.8%		50.0%		50.0%					
Watertown	69	0.8%		100.0%							
Boston: Charlestown	47	0.5%		100.0%							
Boston: Fenway	47	0.5%		100.0%							
Boston: Financial/Retail	47	0.5%					100.0%				
Boston: Govt Center	47	0.5%					100.0%				
Boston: Park Square	47	0.5%						100.0%			
Boston: South End	47	0.5%		100.0%							
Other (< 0.5 % of riders)	207	2.4%		83.3%		16.7%					
OVERALL TOTAL	8,700	100.0%	1.3%	72.1%	4.8%	5.5%	3.9%	4.5%	0.8%	2.9%	4.1%

Note: Totals shown may differ from column total because of rounding.



Access to the Bus

The data presented in this chapter describe aspects of riders' travel between the origins of their entire trips and the bus stops where they began their surveyed bus trips. These data consist of two primary types. One is the modes of transportation used by riders immediately before boarding the surveyed bus routes; these are referred to in this chapter as the access modes or trips. The other primary type of data in this chapter pertains only to the riders whose access trips were made via private transportation modes; it is the trip times for riders' entire trips from their trip origins to the bus stops where they began their bus trips.

For trips on the surveyed bus routes in which the access mode was a public transportation mode, additional details are given about the service used. The private transportation access mode to the transit system and the initial transit mode (which may or may not correspond to the access mode) used on the trip are both summarized for each route. In addition, other bus routes with the highest number of riders who transferred to the surveyed route are listed.

The tables (at the end of the chapter) present all of these data by route. The data for each bus route are based on the survey responses from passengers who rode some portion of that route. Chapter 2 addresses the same categories of data that are addressed in the present chapter, but at the level of the Cabot Garage as a whole. It includes tables and discussion.

5.1 ACCESS MODE

5.1.1 DESCRIPTION OF TABLE

The access mode table for each bus route shows the distribution of trips among 13 transportation modes that riders used immediately before boarding that route. Seven of the modes are private: walk, drive/park, drop-off, taxi, shuttle/van, bicycle, and "other." Six are public: MBTA bus, other bus, rapid transit, commuter rail, boat, and "other." The access modes are grouped separately in the table by private and public transportation. As explained above, further details on the access trips made by public transportation are given in four subsequent tables.

In the access mode table, two columns present, respectively, the number and the percent of riders who reported using each mode to access the bus route for which the table was generated. Each column includes subtotals for the private and public modes. The number of expanded survey responses that provided no answer about the access mode appears in the table, but those responses are excluded from the percentage calculations.

5.1.2 OVERVIEW OF RESULTS

Walking was the most frequently reported access mode to every Cabot Garage bus route. The highest walk access rates were on Routes 5 (94%), 44 (86%), and 9 (85%). Driving access trips were the second-largest private access mode. The highest driving access rates were on Routes 25 (7%), 23 (4%), and 8 (3%). Route 28 had the highest drop-off rate of the bus routes in Cabot Garage (4%).

The public access modes most used by riders on Cabot Garage routes were MBTA bus and rapid transit. The highest bus access rates were on Routes 19 (24%) and 8 and 16 (both 18%). The highest rapid transit access rates were on Routes 4 (65%) and 10 and 47 (both 23%). The highest rate of commuter rail access trips was reported on Route 4 (26%).

5.2 TRIP TIME FOR ACCESS VIA PRIVATE TRANSPORTATION

5.2.1 DESCRIPTION OF TABLE

For each bus route, this table summarizes the reported access times, from trip origins to bus stops on that route, for riders who made their access trips entirely by private transportation. Trips in which private transportation was used to access an intermediate, public mode that was then used to reach the surveyed bus route are not included. The access times are summarized by seven ranges starting with 0 to 5 minutes and continuing at varying intervals up to an open-ended range of anything over 45 minutes.

The table shows the number of riders with reported times in each range for the walk, drive/park, and drop-off access modes individually and for all other private access modes combined. Within each of these four groups, it also shows the percent of access trips in each time range and the average access time for the mode.

5.2.2 OVERVIEW OF RESULTS

The lowest average walk access times were reported by riders on Routes 4 (2 minutes), 55 (3 minutes), and 9 (5 minutes). The highest walk access times were reported by riders on Routes 25 and 23 (both 10 minutes) and 5 (9 minutes). The highest reported drive/park access times were on Routes 23 (21 minutes), 44 (20 minutes), and 8 (16 minutes), and the highest reported drop-off access times were on Routes 47 (22 minutes), 8 (15 minutes), and 1 (14 minutes).

Walk access times to all Cabot Garage bus routes combined averaged 7

minutes. Only 19% exceeded 10 minutes, or about one-half mile for an average person.

5.3 RIDERS WHO ACCESSED THE SURVEYED BUS ROUTE VIA PUBLIC TRANSPORTATION: FURTHER DATA

5.3.1 DESCRIPTION OF TABLES

For each bus route, four tables provide further details on the trips whose access mode was public transportation. The first of these tables lists the private modes by which riders initially accessed the transit system, while the second table lists the initial transit modes used on their trips. Two other tables indicate specific bus routes for riders who transferred from an MBTA or non-MBTA bus to the surveyed bus route; one table shows connecting routes, the other nonconnecting routes. Connecting routes are those from which riders transferred directly to the surveyed bus route; nonconnecting routes are those from which riders transferred to an intermediate public transportation mode before riding the surveyed bus route. Non-MBTA routes are identified as shown below:

TABLE 5-1
Designations Used for Private and Other Non-MBTA Bus Services

Designation	Definition
BAT	Brockton Area Transit
BEX	Boston Express Bus
CJT	C&J bus
DAT	DATTCO bus
EZ	EZRide
LEX	LEXPRESS
LRTA	Lowell Regional Transit Authority
MART	Montachusett Regional Transit Authority
MIS	Mission Hill Link
MPA	Massport shuttle at Logan Airport
MWRTA	MetroWest Regional Transit Authority
PLB	Plymouth & Brockton Street Railway Co.
RIPTA	Rhode Island Public Transit Authority
SCH	School bus (generic)
UMB	UMass Boston shuttle

The bus routes listed in the transfer tables are those reported in response to question 5a as the first bus used, if applicable, before the surveyed bus route. In cases involving multiple transfers (bus transfers from nonconnecting routes), the intermediate link or links are not specified. Few riders make such multiple transfers.

For surveyed routes where there were too many bus transfer routes to list all individually on one page, the table combines those beyond a set number of

rows as “other.” Because the bus routes are listed in descending order by number of riders, it is the less used ones that are combined.

Differences between the totals of the values shown in the transfer tables and those in the access mode tables are a result of rounding weighted records at different levels of aggregation.

5.3.2 OVERVIEW OF RESULTS

As with access to the surveyed bus routes, the most frequently reported mode for accessing the transit system (for those riders who transferred to the surveyed bus route from another transit mode) was walking. The highest walk rates for this part of the trips were on Routes 47 (33%), 4 (30%), and 19 (29%). The highest drive/park access and drop-off access rates were 35% and 13%, both on Route 4.

The highest percentages of riders who transferred to the surveyed bus route from another transit mode and had begun their transit trip on another MBTA bus route were on Routes 19 (26%), 16 (21%), and 47 (20%). The highest percentages of riders who transferred to the surveyed bus route from another transit mode and had begun their transit trip on rapid transit were on Routes 4 (65%), 10 (18%), and 18 (17%).

The most commonly listed connecting bus route from which bus riders on the surveyed routes transferred was the Silver Line Washington Street (Route 749), followed by Routes 66 and 57. The most commonly listed nonconnecting bus route from which bus riders on the surveyed routes transferred (with an intermediate transit link or links between the listed route and the surveyed route) was Route 32, followed by Routes 39 and 38.

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 1

Harvard Sq - Dudley Station via BU Medical

Both Directions

For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders	Percent of Riders	<i>Access Mode to the Transit System:</i>	Number of Riders	Percent of Riders
Walk Access	4,583	71.7%	Walk	1,402	21.9%
Drive/Park Access	55	0.9%	Drive/Park	28	0.4%
Drop-off Access	80	1.2%	Drop-off	28	0.4%
Taxi Access	28	0.4%	Other	55	0.9%
Shuttle/Van Access	28	0.4%	TOTAL	1,513	23.7%
Bicycle Access	28	0.4%	No Answer	80	
Other Access	0	0.0%			
Total Private Trans.	4,802	75.1%	<i>Initial Transit Mode Used on Trip:</i>		
MBTA Bus	597	9.3%	MBTA Bus	680	10.6%
Other Bus	0	0.0%	Other Bus	0	0.0%
Rapid Transit	996	15.6%	Rapid Transit	833	13.0%
Commuter Rail	0	0.0%	Commuter Rail	80	1.2%
Boat	0	0.0%	Boat	0	0.0%
Other	0	0.0%	Other	0	0.0%
Total Public Trans.	1,592	24.9%	TOTAL	1,592	24.9%
TOTAL	6,394	100.0%			
No Answer	28				

Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
70	80	13.4%
91	55	9.3%
83	55	9.3%
70A	55	9.3%
41	52	8.7%
Other	298	50.0%
TOTAL	597	100.0%

Bus Transfers from Nonconnecting Routes:

	Number of Riders	Percent of Riders
39	28	33.3%
34	28	33.3%
22	28	33.3%
TOTAL	83	100.0%

Trip time from trip origin to stop by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	2,443	63.7%			28	34.7%	55	66.7%	2,526	63.2%
6-10	770	20.1%			0	0.0%	0	0.0%	770	19.2%
11-15	323	8.4%			0	0.0%	0	0.0%	323	8.1%
16-20	302	7.9%		(No responses)	52	65.3%	28	33.3%	382	9.5%
21-30	0	0.0%			0	0.0%	0	0.0%	0	0.0%
31-45	0	0.0%			0	0.0%	0	0.0%	0	0.0%
Over 45	0	0.0%			0	0.0%	0	0.0%	0	0.0%
TOTAL	3,837	100.0%			80	100.0%	83	100.0%	4,000	100.0%
No Answer	746		55		0		0		802	
Avg. Time (min)		6.4				14.1		9.7		6.6

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 4

North Station - World Trade Ctr

Both Directions

For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders		Percent of Riders		<i>Access Mode to the Transit System:</i>	Number of Riders		Percent of Riders	
Walk Access	9	4.6%			Walk	60	29.7%		
Drive/Park Access	4	2.1%			Drive/Park	71	35.3%		
Drop-off Access	0	0.0%			Drop-off	27	13.4%		
Taxi Access	0	0.0%			Other	4	2.1%		
Shuttle/Van Access	4	2.1%			TOTAL	163	80.6%		
Bicycle Access	0	0.0%			No Answer	21			
Other Access	0	0.0%							
Total Private Trans.	18	8.8%			<i>Initial Transit Mode Used on Trip:</i>				
MBTA Bus	0	0.0%			MBTA Bus	0	0.0%		
Other Bus	0	0.0%			Other Bus	0	0.0%		
Rapid Transit	132	65.4%			Rapid Transit	132	65.4%		
Commuter Rail	52	25.8%			Commuter Rail	52	25.8%		
Boat	0	0.0%			Boat	0	0.0%		
Other	0	0.0%			Other	0	0.0%		
Total Public Trans.	184	91.2%			TOTAL	184	91.2%		
TOTAL	202	100.0%							
No Answer	0								

Bus Transfers from Connecting Routes:

Number of Riders	Percent of Riders
------------------	-------------------

Bus Transfers from Nonconnecting Routes:

Number of Riders	Percent of Riders
------------------	-------------------

TOTAL 0 0.0% TOTAL 0 0.0%

Trip time from trip origin to stop by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	5	100.0%					0	0.0%	5	53.9%
6-10	0	0.0%					4	100.0%	4	46.1%
11-15	0	0.0%			(No responses)	(No responses)	0	0.0%	0	0.0%
16-20	0	0.0%					0	0.0%	0	0.0%
21-30	0	0.0%					0	0.0%	0	0.0%
31-45	0	0.0%					0	0.0%	0	0.0%
Over 45	0	0.0%					0	0.0%	0	0.0%
TOTAL	5	100.0%					4	100.0%	9	100.0%
No Answer	4		4				0		9	
Avg. Time (min)		2.0						10.0		5.7



MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 5

City Point - M E McCormick Housing

Both Directions

For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders	Percent of Riders	<i>Access Mode to the Transit System:</i>	Number of Riders	Percent of Riders
Walk Access	119	94.0%	Walk	8	6.0%
Drive/Park Access	0	0.0%	Drive/Park	0	0.0%
Drop-off Access	0	0.0%	Drop-off	0	0.0%
Taxi Access	0	0.0%	Other	0	0.0%
Shuttle/Van Access	0	0.0%	TOTAL	8	6.0%
Bicycle Access	0	0.0%	No Answer	0	
Other Access	0	0.0%			
Total Private Trans.	119	94.0%	<i>Initial Transit Mode Used on Trip:</i>	Number of Riders	Percent of Riders
MBTA Bus	8	6.0%	MBTA Bus	8	6.0%
Other Bus	0	0.0%	Other Bus	0	0.0%
Rapid Transit	0	0.0%	Rapid Transit	0	0.0%
Commuter Rail	0	0.0%	Commuter Rail	0	0.0%
Boat	0	0.0%	Boat	0	0.0%
Other	0	0.0%	Other	0	0.0%
Total Public Trans.	8	6.0%	TOTAL	8	6.0%
TOTAL	127	100.0%			
No Answer	0				

Bus Transfers from Connecting Routes:

7

Number of Riders	Percent of Riders
8	100.0%

TOTAL

8 100.0%

Bus Transfers from Nonconnecting Routes:

TOTAL

0 0.0%

Trip time from trip origin to stop by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	56	50.0%							56	50.0%
6-10	15	13.6%							15	13.6%
11-15	33	29.5%							33	29.5%
16-20	8	6.8%	(No responses)		(No responses)		(No responses)		8	6.8%
21-30	0	0.0%							0	0.0%
31-45	0	0.0%							0	0.0%
Over 45	0	0.0%							0	0.0%
TOTAL	112	100.0%							112	100.0%
No Answer	8								8	
Avg. Time (min)		9.2								9.2



MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 7

City Point - Otis/Summer

Both Directions

For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders	Percent of Riders	<i>Access Mode to the Transit System:</i>	Number of Riders	Percent of Riders
Walk Access	1,266	80.8%	Walk	144	9.2%
Drive/Park Access	27	1.7%	Drive/Park	91	5.8%
Drop-off Access	0	0.0%	Drop-off	0	0.0%
Taxi Access	0	0.0%	Other	13	0.8%
Shuttle/Van Access	0	0.0%	TOTAL	248	15.8%
Bicycle Access	0	0.0%	No Answer	13	
Other Access	13	0.8%			
Total Private Trans.	1,306	83.3%	<i>Initial Transit Mode Used on Trip:</i>	Number of Riders	Percent of Riders
MBTA Bus	0	0.0%	MBTA Bus	26	1.7%
Other Bus	13	0.8%	Other Bus	13	0.8%
Rapid Transit	144	9.2%	Rapid Transit	118	7.5%
Commuter Rail	105	6.7%	Commuter Rail	105	6.7%
Boat	0	0.0%	Boat	0	0.0%
Other	0	0.0%	Other	0	0.0%
Total Public Trans.	261	16.7%	TOTAL	261	16.7%
TOTAL	1,567	100.0%			
No Answer	0				

Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
CJT	13	100.0%
TOTAL	13	100.0%

Bus Transfers from Nonconnecting Routes:

	Number of Riders	Percent of Riders
	89	50.0%
	104	50.0%
TOTAL	26	100.0%

Trip time from trip origin to stop by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	944	80.6%	0	0.0%					944	79.7%
6-10	187	16.0%	14	100.0%					200	16.9%
11-15	27	2.3%	0	0.0%					27	2.3%
16-20	14	1.2%	0	0.0%	(No responses)		(No responses)		14	1.1%
21-30	0	0.0%	0	0.0%					0	0.0%
31-45	0	0.0%	0	0.0%					0	0.0%
Over 45	0	0.0%	0	0.0%					0	0.0%
TOTAL	1,171	100.0%	14	100.0%					1,185	100.0%
No Answer	94		14				13		121	
Avg. Time (min)	4.6		10.0						4.7	



MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Route: 8

Expanded Results

Harbor Point/Umass - Kenmore Sq

Both Directions

For Passengers Transferring from Other Transit:

Access Mode to this Bus:	Number of Riders		Percent of Riders		Access Mode to the Transit System:	Number of Riders		Percent of Riders	
Walk Access	1,223		59.0%		Walk	489		23.6%	
Drive/Park Access	68		3.3%		Drive/Park	117		5.7%	
Drop-off Access	39		1.9%		Drop-off	20		0.9%	
Taxi Access	10		0.5%		Other	0		0.0%	
Shuttle/Van Access	29		1.4%		TOTAL	626		30.2%	
Bicycle Access	0		0.0%		No Answer	78			
Other Access	0		0.0%						
Total Private Trans.	1,370		66.0%		Initial Transit Mode Used on Trip:				
MBTA Bus	372		17.9%		MBTA Bus	392		18.9%	
Other Bus	0		0.0%		Other Bus	0		0.0%	
Rapid Transit	225		10.9%		Rapid Transit	196		9.4%	
Commuter Rail	108		5.2%		Commuter Rail	117		5.7%	
Boat	0		0.0%		Boat	0		0.0%	
Other	0		0.0%		Other	0		0.0%	
Total Public Trans.	705		34.0%		TOTAL	705		34.0%	
TOTAL	2,074		100.0%						
No Answer	69								

Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
57	108	29.0%
42	29	7.9%
28	29	7.9%
22	29	7.9%
66	20	5.3%
Other	157	42.1%
TOTAL	372	100.0%

Bus Transfers from Nonconnecting Routes:

	Number of Riders	Percent of Riders
93	10	50.1%
108	10	49.9%
TOTAL	20	100.0%

Trip time from trip origin to stop by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	695	71.0%	10	25.0%	0	0.0%	0	0.0%	704	66.0%
6-10	137	14.0%	0	0.0%	0	0.0%	20	66.7%	157	14.7%
11-15	69	7.0%	20	50.0%	20	100.0%	0	0.0%	108	10.1%
16-20	78	8.0%	0	0.0%	0	0.0%	10	33.3%	88	8.3%
21-30	0	0.0%	10	25.0%	0	0.0%	0	0.0%	10	0.9%
31-45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	979	100.0%	39	100.0%	20	100.0%	29	100.0%	1,067	100.0%
No Answer	245		29		20		10		303	
Avg. Time (min)	6.0		15.5		15.0		13.3		6.7	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 9

City Point - Copley via Broadway

Both Directions

For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders		Percent of Riders		<i>Access Mode to the Transit System:</i>	Number of Riders		Percent of Riders	
Walk Access	2,216		84.9%		Walk	324		12.4%	
Drive/Park Access	24		0.9%		Drive/Park	23		0.9%	
Drop-off Access	0		0.0%		Drop-off	0		0.0%	
Taxi Access	0		0.0%		Other	0		0.0%	
Shuttle/Van Access	0		0.0%		TOTAL	347		13.3%	
Bicycle Access	0		0.0%		No Answer	23			
Other Access	0		0.0%						
Total Private Trans.	2,240		85.8%		<i>Initial Transit Mode Used on Trip:</i>				
MBTA Bus	12		0.5%		MBTA Bus	60		2.3%	
Other Bus	0		0.0%		Other Bus	0		0.0%	
Rapid Transit	358		13.7%		Rapid Transit	287		11.0%	
Commuter Rail	0		0.0%		Commuter Rail	23		0.9%	
Boat	0		0.0%		Boat	0		0.0%	
Other	0		0.0%		Other	0		0.0%	
Total Public Trans.	370		14.2%		TOTAL	370		14.2%	
TOTAL	2,610		100.0%						
No Answer	23								

Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
11	12	100.0%
TOTAL	12	100.0%

Bus Transfers from Nonconnecting Routes:

	Number of Riders	Percent of Riders
240	12	25.0%
222	12	25.0%
211	12	25.0%
110	12	25.0%
TOTAL	48	100.0%

Trip time from trip origin to stop by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	1,489	73.8%	0	0.0%					1,489	73.4%
6-10	446	22.1%	0	0.0%					446	22.0%
11-15	35	1.7%	12	100.0%	(No responses)		(No responses)		47	2.3%
16-20	47	2.3%	0	0.0%					47	2.3%
21-30	0	0.0%	0	0.0%					0	0.0%
31-45	0	0.0%	0	0.0%					0	0.0%
Over 45	0	0.0%	0	0.0%					0	0.0%
TOTAL	2,017	100.0%	12	100.0%					2,029	100.0%
No Answer	199		12						211	
Avg. Time (min)	4.6		15.0						4.7	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 10

City Point - Copley via Andrew

Both Directions

For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders		Percent of Riders		<i>Access Mode to the Transit System:</i>	Number of Riders		Percent of Riders	
Walk Access	1,236		59.8%		Walk	493		23.9%	
Drive/Park Access	30		1.5%		Drive/Park	106		5.1%	
Drop-off Access	32		1.5%		Drop-off	96		4.7%	
Taxi Access	10		0.5%		Other	11		0.5%	
Shuttle/Van Access	0		0.0%		TOTAL	706		34.2%	
Bicycle Access	0		0.0%		No Answer	42			
Other Access	11		0.5%						
Total Private Trans.	1,318		63.8%		<i>Initial Transit Mode Used on Trip:</i>				
MBTA Bus	85		4.1%		MBTA Bus	198		9.6%	
Other Bus	0		0.0%		Other Bus	11		0.5%	
Rapid Transit	480		23.2%		Rapid Transit	367		17.8%	
Commuter Rail	184		8.9%		Commuter Rail	173		8.4%	
Boat	0		0.0%		Boat	0		0.0%	
Other	0		0.0%		Other	0		0.0%	
Total Public Trans.	748		36.2%		TOTAL	748		36.2%	
TOTAL	2,066		100.0%						
No Answer	32								

Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
502	22	25.5%
749	11	12.7%
55	11	12.7%
23	11	12.7%
11	11	12.7%
Other	20	23.6%
TOTAL	85	100.0%

Bus Transfers from Nonconnecting Routes:

	Number of Riders	Percent of Riders
RIPTA	11	8.7%
99	11	8.7%
71	11	8.7%
28	11	8.7%
106	11	8.7%
Other	70	56.4%
TOTAL	124	100.0%

Trip time from trip origin to stop by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	664	61.5%	20	66.7%	0	0.0%	11	52.0%	695	60.9%
6-10	314	29.0%	10	33.3%	11	100.0%	0	0.0%	334	29.3%
11-15	82	7.6%	0	0.0%	0	0.0%	10	48.0%	92	8.0%
16-20	11	1.0%	0	0.0%	0	0.0%	0	0.0%	11	0.9%
21-30	10	0.9%	0	0.0%	0	0.0%	0	0.0%	10	0.9%
31-45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	1,080	100.0%	30	100.0%	11	100.0%	21	100.0%	1,142	100.0%
No Answer	156		0		21		0		176	
Avg. Time (min)	6.1		4.7		10.0		9.8		6.2	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 11

City Point - Downtown

Both Directions

For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders		Percent of Riders		<i>Access Mode to the Transit System:</i>	Number of Riders		Percent of Riders	
Walk Access	1,526		84.6%		Walk	266		14.7%	
Drive/Park Access	0		0.0%		Drive/Park	13		0.7%	
Drop-off Access	0		0.0%		Drop-off	0		0.0%	
Taxi Access	0		0.0%		Other	0		0.0%	
Shuttle/Van Access	0		0.0%		TOTAL	279		15.4%	
Bicycle Access	0		0.0%		No Answer	0			
Other Access	0		0.0%						
Total Private Trans.	1,526		84.6%		<i>Initial Transit Mode Used on Trip:</i>				
MBTA Bus	70		3.9%		MBTA Bus	209		11.6%	
Other Bus	0		0.0%		Other Bus	0		0.0%	
Rapid Transit	209		11.6%		Rapid Transit	41		2.3%	
Commuter Rail	0		0.0%		Commuter Rail	28		1.6%	
Boat	0		0.0%		Boat	0		0.0%	
Other	0		0.0%		Other	0		0.0%	
Total Public Trans.	279		15.4%		TOTAL	279		15.4%	
TOTAL	1,805		100.0%						
No Answer	41								

Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
SL1	28	40.8%
47	28	40.8%
9	13	18.5%
TOTAL	70	100.0%

Bus Transfers from Nonconnecting Routes:

	Number of Riders	Percent of Riders
86	28	20.4%
411	28	20.4%
39	28	20.4%
23	28	20.4%
73	13	9.2%
Other	13	9.2%
TOTAL	139	100.0%

Trip time from trip origin to stop by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	1,062	78.5%							1,062	78.5%
6-10	147	10.8%							147	10.8%
11-15	93	6.8%							93	6.8%
16-20	51	3.8%	(No responses)		(No responses)		(No responses)		51	3.8%
21-30	0	0.0%							0	0.0%
31-45	0	0.0%							0	0.0%
Over 45	0	0.0%							0	0.0%
TOTAL	1,353	100.0%							1,353	100.0%
No Answer	173								173	
Avg. Time (min)		4.8								4.8

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 15

Kane Sq/Fields Cnr Station - Ruggles

Both Directions

For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders		Percent of Riders		<i>Access Mode to the Transit System:</i>	Number of Riders		Percent of Riders	
Walk Access	2,940		67.8%		Walk	1,025		23.7%	
Drive/Park Access	131		3.0%		Drive/Park	0		0.0%	
Drop-off Access	131		3.0%		Drop-off	0		0.0%	
Taxi Access	0		0.0%		Other	107		2.5%	
Shuttle/Van Access	0		0.0%		TOTAL	1,132		26.1%	
Bicycle Access	0		0.0%		No Answer	0			
Other Access	0		0.0%						
Total Private Trans.	3,202		73.9%		<i>Initial Transit Mode Used on Trip:</i>				
MBTA Bus	705		16.3%		MBTA Bus	758		17.5%	
Other Bus	0		0.0%		Other Bus	0		0.0%	
Rapid Transit	428		9.9%		Rapid Transit	374		8.6%	
Commuter Rail	0		0.0%		Commuter Rail	0		0.0%	
Boat	0		0.0%		Boat	0		0.0%	
Other	0		0.0%		Other	0		0.0%	
Total Public Trans.	1,132		26.1%		TOTAL	1,132		26.1%	
TOTAL	4,335		100.0%						
No Answer	199								

Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
66	253	35.9%
749	107	15.2%
CT3	53	7.6%
43	53	7.6%
42	53	7.6%
Other	185	26.2%
TOTAL	705	100.0%

Bus Transfers from Nonconnecting Routes:

	Number of Riders	Percent of Riders
39	53	100.0%
TOTAL	53	100.0%

Trip time from trip origin to stop by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	1,101	41.7%	39	29.6%	92	70.4%			1,232	42.5%
6-10	781	29.6%	92	70.4%	0	0.0%			873	30.1%
11-15	417	15.8%	0	0.0%	39	29.6%	(No responses)		456	15.7%
16-20	301	11.4%	0	0.0%	0	0.0%			301	10.4%
21-30	39	1.5%	0	0.0%	0	0.0%			39	1.3%
31-45	0	0.0%	0	0.0%	0	0.0%			0	0.0%
Over 45	0	0.0%	0	0.0%	0	0.0%			0	0.0%
TOTAL	2,639	100.0%	131	100.0%	131	100.0%			2,902	100.0%
No Answer	301		0		0				301	
Avg. Time (min)		9.0		8.5		6.5				8.9

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 16

Forest Hills - Andrew Station/Umass

Both Directions

For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders		Percent of Riders		<i>Access Mode to the Transit System:</i>	Number of Riders		Percent of Riders	
Walk Access	1,691		63.2%		Walk	671		25.1%	
Drive/Park Access	0		0.0%		Drive/Park	38		1.4%	
Drop-off Access	0		0.0%		Drop-off	33		1.2%	
Taxi Access	0		0.0%		Other	33		1.2%	
Shuttle/Van Access	108		4.0%		TOTAL	774		28.9%	
Bicycle Access	0		0.0%		No Answer	65			
Other Access	38		1.4%						
Total Private Trans.	1,837		68.6%		<i>Initial Transit Mode Used on Trip:</i>				
MBTA Bus	477		17.8%		MBTA Bus	548		20.5%	
Other Bus	0		0.0%		Other Bus	0		0.0%	
Rapid Transit	324		12.1%		Rapid Transit	221		8.3%	
Commuter Rail	38		1.4%		Commuter Rail	70		2.6%	
Boat	0		0.0%		Boat	0		0.0%	
Other	0		0.0%		Other	0		0.0%	
Total Public Trans.	839		31.4%		TOTAL	839		31.4%	
TOTAL	2,677		100.0%						
No Answer	75								

Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
34	65	13.7%
32	65	13.7%
23	65	13.7%
8	38	7.9%
28	38	7.9%
Other	206	43.2%
TOTAL	477	100.0%

Bus Transfers from Nonconnecting Routes:

	Number of Riders	Percent of Riders
211	38	53.6%
89	33	46.4%
TOTAL	70	100.0%

Trip time from trip origin to stop by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	726	54.0%					33	30.2%	759	52.2%
6-10	276	20.6%					0	0.0%	276	19.0%
11-15	206	15.3%					75	69.8%	282	19.4%
16-20	136	10.1%			(No responses)	(No responses)	0	0.0%	136	9.3%
21-30	0	0.0%					0	0.0%	0	0.0%
31-45	0	0.0%					0	0.0%	0	0.0%
Over 45	0	0.0%					0	0.0%	0	0.0%
TOTAL	1,344	100.0%					108	100.0%	1,453	100.0%
No Answer	347						38		385	
Avg. Time (min)		7.6						12.0		7.9

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Route: 17

Expanded Results

Fields Cnr - Andrew Station via Uphams Cnr

Both Directions

For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders		Percent of Riders		<i>Access Mode to the Transit System:</i>	Number of Riders		Percent of Riders	
Walk Access	1,271		74.9%		Walk	284		16.7%	
Drive/Park Access	28		1.7%		Drive/Park	0		0.0%	
Drop-off Access	0		0.0%		Drop-off	28		1.7%	
Taxi Access	0		0.0%		Other	0		0.0%	
Shuttle/Van Access	57		3.4%		TOTAL	312		18.4%	
Bicycle Access	0		0.0%		No Answer	0			
Other Access	28		1.7%						
Total Private Trans.	1,384		81.6%		<i>Initial Transit Mode Used on Trip:</i>				
MBTA Bus	28		1.7%		MBTA Bus	113		6.7%	
Other Bus	0		0.0%		Other Bus	0		0.0%	
Rapid Transit	284		16.7%		Rapid Transit	199		11.7%	
Commuter Rail	0		0.0%		Commuter Rail	0		0.0%	
Boat	0		0.0%		Boat	0		0.0%	
Other	0		0.0%		Other	0		0.0%	
Total Public Trans.	312		18.4%		TOTAL	312		18.4%	
TOTAL	1,696		100.0%						
No Answer	85								

Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
15	28	100.0%
TOTAL	28	100.0%

Bus Transfers from Nonconnecting Routes:

	Number of Riders	Percent of Riders
55	57	66.9%
114	28	33.1%
TOTAL	85	100.0%

Trip time from trip origin to stop by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	735	63.4%					28	33.1%	763	61.3%
6-10	254	21.9%					57	66.9%	311	25.0%
11-15	142	12.2%					0	0.0%	142	11.4%
16-20	28	2.4%			(No responses)	(No responses)	0	0.0%	28	2.3%
21-30	0	0.0%					0	0.0%	0	0.0%
31-45	0	0.0%					0	0.0%	0	0.0%
Over 45	0	0.0%					0	0.0%	0	0.0%
TOTAL	1,158	100.0%					85	100.0%	1,243	100.0%
No Answer	113		28				0		141	
Avg. Time (min)		6.0						8.3		6.2



MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 18

Ashmont Station - Andrew Station

Both Directions

For Passengers Transferring from Other Transit:

Access Mode to this Bus:	Number of Riders	Percent of Riders	Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk Access	385	72.6%	Walk	145	27.4%
Drive/Park Access	0	0.0%	Drive/Park	0	0.0%
Drop-off Access	0	0.0%	Drop-off	0	0.0%
Taxi Access	0	0.0%	Other	0	0.0%
Shuttle/Van Access	0	0.0%	TOTAL	145	27.4%
Bicycle Access	0	0.0%	No Answer	0	
Other Access	0	0.0%			
Total Private Trans.	385	72.6%	Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	55	10.3%	MBTA Bus	55	10.3%
Other Bus	0	0.0%	Other Bus	0	0.0%
Rapid Transit	91	17.1%	Rapid Transit	91	17.1%
Commuter Rail	0	0.0%	Commuter Rail	0	0.0%
Boat	0	0.0%	Boat	0	0.0%
Other	0	0.0%	Other	0	0.0%
Total Public Trans.	145	27.4%	TOTAL	145	27.4%
TOTAL	531	100.0%			
No Answer	52				

Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
240	18	33.3%
201	18	33.3%
16	18	33.3%
TOTAL	55	100.0%

Bus Transfers from Nonconnecting Routes:

	Number of Riders	Percent of Riders
TOTAL	0	0.0%

Trip time from trip origin to stop by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	155	46.6%							155	46.6%
6-10	107	32.1%							107	32.1%
11-15	52	15.8%							52	15.8%
16-20	18	5.5%	(No responses)		(No responses)		(No responses)		18	5.5%
21-30	0	0.0%							0	0.0%
31-45	0	0.0%							0	0.0%
Over 45	0	0.0%							0	0.0%
TOTAL	333	100.0%							333	100.0%
No Answer	52								52	
Avg. Time (min)		8.0								8.0



MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 19

Fields Cnr - Ruggles via Grove Hall

Both Directions

For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders	Percent of Riders	<i>Access Mode to the Transit System:</i>	Number of Riders	Percent of Riders
Walk Access	1,521	60.4%	Walk	724	28.8%
Drive/Park Access	35	1.4%	Drive/Park	35	1.4%
Drop-off Access	0	0.0%	Drop-off	0	0.0%
Taxi Access	0	0.0%	Other	35	1.4%
Shuttle/Van Access	35	1.4%	TOTAL	793	31.5%
Bicycle Access	0	0.0%	No Answer	136	
Other Access	0	0.0%			
Total Private Trans.	1,590	63.1%	<i>Initial Transit Mode Used on Trip:</i>		
MBTA Bus	594	23.6%	MBTA Bus	660	26.2%
Other Bus	0	0.0%	Other Bus	0	0.0%
Rapid Transit	301	11.9%	Rapid Transit	234	9.3%
Commuter Rail	35	1.4%	Commuter Rail	35	1.4%
Boat	0	0.0%	Boat	0	0.0%
Other	0	0.0%	Other	0	0.0%
Total Public Trans.	929	36.9%	TOTAL	929	36.9%
TOTAL	2,519	100.0%			
No Answer	32				

Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
57	288	48.5%
42	69	11.6%
202	69	11.6%
201	69	11.6%
1	64	10.8%
Other	35	5.8%
TOTAL	594	100.0%

Bus Transfers from Nonconnecting Routes:

	Number of Riders	Percent of Riders
32	35	51.9%
79	32	48.1%
TOTAL	67	100.0%

Trip time from trip origin to stop by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	707	58.2%							707	58.2%
6-10	271	22.3%							271	22.3%
11-15	104	8.5%							104	8.5%
16-20	133	10.9%	(No responses)		(No responses)		(No responses)		133	10.9%
21-30	0	0.0%							0	0.0%
31-45	0	0.0%							0	0.0%
Over 45	0	0.0%							0	0.0%
TOTAL	1,215	100.0%							1,215	100.0%
No Answer	306		35				35		375	
Avg. Time (min)		7.8								7.8



MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 22

Ashmont Station - Ruggles via Jackson Sq

Both Directions

For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders	Percent of Riders	<i>Access Mode to the Transit System:</i>	Number of Riders	Percent of Riders
Walk Access	2,999	69.1%	Walk	976	22.5%
Drive/Park Access	78	1.8%	Drive/Park	43	1.0%
Drop-off Access	43	1.0%	Drop-off	0	0.0%
Taxi Access	0	0.0%	Other	0	0.0%
Shuttle/Van Access	43	1.0%	TOTAL	1,019	23.5%
Bicycle Access	0	0.0%	No Answer	78	
Other Access	78	1.8%			
Total Private Trans.	3,240	74.7%	<i>Initial Transit Mode Used on Trip:</i>		
MBTA Bus	354	8.2%	MBTA Bus	354	8.2%
Other Bus	70	1.6%	Other Bus	70	1.6%
Rapid Transit	673	15.5%	Rapid Transit	673	15.5%
Commuter Rail	0	0.0%	Commuter Rail	0	0.0%
Boat	0	0.0%	Boat	0	0.0%
Other	0	0.0%	Other	0	0.0%
Total Public Trans.	1,097	25.3%	TOTAL	1,097	25.3%
TOTAL	4,337	100.0%			
No Answer	43				

Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
28	78	18.4%
BAT 12	70	16.5%
240	70	16.5%
CT2	43	10.1%
8	43	10.1%
Other	121	28.5%
TOTAL	424	100.0%

Bus Transfers from Nonconnecting Routes:

	Number of Riders	Percent of Riders
TOTAL	0	0.0%

Trip time from trip origin to stop by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	1,360	62.7%	0	0.0%			0	0.0%	1,360	58.5%
6-10	426	19.7%	43	55.2%			35	44.8%	504	21.7%
11-15	276	12.7%	0	0.0%	(No responses)		0	0.0%	276	11.9%
16-20	105	4.8%	35	44.8%			43	55.2%	182	7.9%
21-30	0	0.0%	0	0.0%			0	0.0%	0	0.0%
31-45	0	0.0%	0	0.0%			0	0.0%	0	0.0%
Over 45	0	0.0%	0	0.0%			0	0.0%	0	0.0%
TOTAL	2,167	100.0%	78	100.0%			78	100.0%	2,323	100.0%
No Answer	831		0		43		43		917	
Avg. Time (min)	6.4		14.5				15.5		7.0	



MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 23

Ashmont Station - Ruggles via Washington

Both Directions

For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders		Percent of Riders		<i>Access Mode to the Transit System:</i>	Number of Riders		Percent of Riders	
Walk Access	5,033		72.7%		Walk	1,375		19.9%	
Drive/Park Access	300		4.3%		Drive/Park	0		0.0%	
Drop-off Access	72		1.0%		Drop-off	72		1.0%	
Taxi Access	0		0.0%		Other	0		0.0%	
Shuttle/Van Access	0		0.0%		TOTAL	1,447		20.9%	
Bicycle Access	0		0.0%		No Answer	72			
Other Access	0		0.0%						
Total Private Trans.	5,405		78.1%		<i>Initial Transit Mode Used on Trip:</i>				
MBTA Bus	1,029		14.9%		MBTA Bus	1,352		19.5%	
Other Bus	0		0.0%		Other Bus	0		0.0%	
Rapid Transit	490		7.1%		Rapid Transit	167		2.4%	
Commuter Rail	0		0.0%		Commuter Rail	0		0.0%	
Boat	0		0.0%		Boat	0		0.0%	
Other	0		0.0%		Other	0		0.0%	
Total Public Trans.	1,519		21.9%		TOTAL	1,519		21.9%	
TOTAL	6,924		100.0%						
No Answer	72								

Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
749	239	23.3%
66	167	16.3%
15	167	16.3%
21	144	14.0%
43	84	8.1%
Other	228	22.1%
TOTAL	1,029	100.0%

Bus Transfers from Nonconnecting Routes:

	Number of Riders	Percent of Riders
504	84	25.9%
38	84	25.9%
32	84	25.9%
33	72	22.3%
TOTAL	323	100.0%

Trip time from trip origin to stop by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	1,678	38.6%	72	31.6%	72	100.0%			1,822	39.2%
6-10	1,499	34.5%	0	0.0%	0	0.0%			1,499	32.2%
11-15	407	9.3%	0	0.0%	0	0.0%			407	8.7%
16-20	539	12.4%	84	36.7%	0	0.0%	(No responses)		623	13.4%
21-30	228	5.2%	0	0.0%	0	0.0%			228	4.9%
31-45	0	0.0%	72	31.6%	0	0.0%			72	1.5%
Over 45	0	0.0%	0	0.0%	0	0.0%			0	0.0%
TOTAL	4,350	100.0%	228	100.0%	72	100.0%			4,649	100.0%
No Answer	683		72		0				755	
Avg. Time (min)		9.5		21.3		2.0				10.0

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 25

Franklin Park - Ruggles via Dudley

Both Directions

For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders	Percent of Riders	<i>Access Mode to the Transit System:</i>	Number of Riders	Percent of Riders
Walk Access	378	77.9%	Walk	73	15.1%
Drive/Park Access	34	7.1%	Drive/Park	0	0.0%
Drop-off Access	0	0.0%	Drop-off	0	0.0%
Taxi Access	0	0.0%	Other	0	0.0%
Shuttle/Van Access	0	0.0%	TOTAL	73	15.1%
Bicycle Access	0	0.0%	No Answer	0	
Other Access	0	0.0%			
Total Private Trans.	412	84.9%	<i>Initial Transit Mode Used on Trip:</i>		
MBTA Bus	73	15.1%	MBTA Bus	73	15.1%
Other Bus	0	0.0%	Other Bus	0	0.0%
Rapid Transit	0	0.0%	Rapid Transit	0	0.0%
Commuter Rail	0	0.0%	Commuter Rail	0	0.0%
Boat	0	0.0%	Boat	0	0.0%
Other	0	0.0%	Other	0	0.0%
Total Public Trans.	73	15.1%	TOTAL	73	15.1%
TOTAL	485	100.0%			
No Answer	0				

Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
1	39	53.0%
22	34	47.0%
TOTAL	73	100.0%

Bus Transfers from Nonconnecting Routes:

	Number of Riders	Percent of Riders
TOTAL	0	0.0%

Trip time from trip origin to stop by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	103	33.3%							103	33.3%
6-10	103	33.3%							103	33.3%
11-15	34	11.1%							34	11.1%
16-20	69	22.2%							69	22.2%
21-30	0	0.0%							0	0.0%
31-45	0	0.0%							0	0.0%
Over 45	0	0.0%							0	0.0%
TOTAL	309	100.0%							309	100.0%
No Answer	69		34						103	
Avg. Time (min)		9.7								9.7



MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 28

Mattapan Station - Ruggles via Dudley

Both Directions

For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders		Percent of Riders		<i>Access Mode to the Transit System:</i>	Number of Riders		Percent of Riders	
Walk Access	4,524		71.2%		Walk	1,317		20.7%	
Drive/Park Access	73		1.1%		Drive/Park	39		0.6%	
Drop-off Access	254		4.0%		Drop-off	0		0.0%	
Taxi Access	0		0.0%		Other	0		0.0%	
Shuttle/Van Access	39		0.6%		TOTAL	1,356		21.3%	
Bicycle Access	0		0.0%		No Answer	0			
Other Access	112		1.8%						
Total Private Trans.	5,002		78.7%		<i>Initial Transit Mode Used on Trip:</i>				
MBTA Bus	744		11.7%		MBTA Bus	861		13.5%	
Other Bus	78		1.2%		Other Bus	78		1.2%	
Rapid Transit	534		8.4%		Rapid Transit	418		6.6%	
Commuter Rail	0		0.0%		Commuter Rail	0		0.0%	
Boat	0		0.0%		Boat	0		0.0%	
Other	0		0.0%		Other	0		0.0%	
Total Public Trans.	1,356		21.3%		TOTAL	1,356		21.3%	
TOTAL	6,357		100.0%						
No Answer	224								

Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
8	116	14.2%
749	116	14.2%
24	103	12.5%
SCH	78	9.4%
66	78	9.4%
Other	331	40.3%
TOTAL	822	100.0%

Bus Transfers from Nonconnecting Routes:

	Number of Riders	Percent of Riders
88	39	33.3%
442	39	33.3%
111	39	33.3%
TOTAL	116	100.0%

Trip time from trip origin to stop by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	1,443	45.3%	0	0.0%	34	23.5%	0	0.0%	1,477	42.0%
6-10	928	29.1%	0	0.0%	39	26.5%	39	25.7%	1,006	28.6%
11-15	395	12.4%	34	100.0%	34	23.5%	39	25.7%	503	14.3%
16-20	348	10.9%	0	0.0%	39	26.5%	0	0.0%	387	11.0%
21-30	73	2.3%	0	0.0%	0	0.0%	39	25.7%	112	3.2%
31-45	0	0.0%	0	0.0%	0	0.0%	34	22.8%	34	1.0%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	3,187	100.0%	34	100.0%	146	100.0%	151	100.0%	3,519	100.0%
No Answer	1,337		39		107		0		1,483	
Avg. Time (min)	8.9		15.0		12.1		19.0		9.5	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 43

Ruggles - Park/Tremont St

Both Directions

For Passengers Transferring from Other Transit:

Access Mode to this Bus:	Number of Riders		Percent of Riders		Access Mode to the Transit System:	Number of Riders		Percent of Riders	
Walk Access	1,184		83.3%		Walk	93		6.5%	
Drive/Park Access	46		3.3%		Drive/Park	34		2.4%	
Drop-off Access	0		0.0%		Drop-off	15		1.1%	
Taxi Access	0		0.0%		Other	34		2.4%	
Shuttle/Van Access	15		1.1%		TOTAL	176		12.4%	
Bicycle Access	0		0.0%		No Answer	0			
Other Access	0		0.0%						
Total Private Trans.	1,246		87.6%		Initial Transit Mode Used on Trip:				
MBTA Bus	111		7.8%		MBTA Bus	142		10.0%	
Other Bus	0		0.0%		Other Bus	0		0.0%	
Rapid Transit	65		4.5%		Rapid Transit	34		2.4%	
Commuter Rail	0		0.0%		Commuter Rail	0		0.0%	
Boat	0		0.0%		Boat	0		0.0%	
Other	0		0.0%		Other	0		0.0%	
Total Public Trans.	176		12.4%		TOTAL	176		12.4%	
TOTAL	1,422		100.0%						
No Answer	31								

Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
11	34	30.4%
45	15	13.9%
44	15	13.9%
23	15	13.9%
22	15	13.9%
Other	15	13.9%
TOTAL	111	100.0%

Bus Transfers from Nonconnecting Routes:

	Number of Riders	Percent of Riders
51	15	50.0%
36	15	50.0%
TOTAL	31	100.0%

Trip time from trip origin to stop by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	796	73.3%	15	50.0%			0	0.0%	812	71.7%
6-10	194	17.9%	0	0.0%			15	100.0%	210	18.5%
11-15	46	4.3%	15	50.0%	(No responses)		0	0.0%	62	5.5%
16-20	49	4.5%	0	0.0%			0	0.0%	49	4.3%
21-30	0	0.0%	0	0.0%			0	0.0%	0	0.0%
31-45	0	0.0%	0	0.0%			0	0.0%	0	0.0%
Over 45	0	0.0%	0	0.0%			0	0.0%	0	0.0%
TOTAL	1,086	100.0%	31	100.0%			15	100.0%	1,132	100.0%
No Answer	98		15				0		114	
Avg. Time (min)	5.1		9.0				10.0		5.2	



MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 44

Jackson Sq - Ruggles

Both Directions

<i>Access Mode to this Bus:</i>	Number of Riders		Percent of Riders		<i>Access Mode to the Transit System:</i>	Number of Riders		Percent of Riders	
Walk Access	2,027		86.0%		Walk	238		10.1%	
Drive/Park Access	31		1.3%		Drive/Park	0		0.0%	
Drop-off Access	0		0.0%		Drop-off	0		0.0%	
Taxi Access	0		0.0%		Other	62		2.6%	
Shuttle/Van Access	0		0.0%		TOTAL	300		12.7%	
Bicycle Access	0		0.0%		No Answer	0			
Other Access	0		0.0%						
Total Private Trans.	2,058		87.3%		<i>Initial Transit Mode Used on Trip:</i>				
MBTA Bus	73		3.1%		MBTA Bus	104		4.4%	
Other Bus	0		0.0%		Other Bus	0		0.0%	
Rapid Transit	227		9.6%		Rapid Transit	165		7.0%	
Commuter Rail	0		0.0%		Commuter Rail	31		1.3%	
Boat	0		0.0%		Boat	0		0.0%	
Other	0		0.0%		Other	0		0.0%	
Total Public Trans.	300		12.7%		TOTAL	300		12.7%	
TOTAL	2,358		100.0%						
No Answer	67								

<i>Bus Transfers from Connecting Routes:</i>	Number of Riders		Percent of Riders		<i>Bus Transfers from Nonconnecting Routes:</i>	Number of Riders		Percent of Riders	
749	37		50.0%		34	31		100.0%	
42	37		50.0%						
TOTAL	73		100.0%		TOTAL	31		100.0%	

Trip time from trip origin to stop by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	917	55.1%	0	0.0%					917	54.1%
6-10	392	23.6%	0	0.0%					392	23.1%
11-15	104	6.2%	0	0.0%	(No responses)		(No responses)		104	6.1%
16-20	252	15.1%	31	100.0%					283	16.7%
21-30	0	0.0%	0	0.0%					0	0.0%
31-45	0	0.0%	0	0.0%					0	0.0%
Over 45	0	0.0%	0	0.0%					0	0.0%
TOTAL	1,665	100.0%	31	100.0%					1,696	100.0%
No Answer	362		0						362	
Avg. Time (min)		7.7		20.0						7.9

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 45

Franklin Park - Ruggles via Grove Hall

Both Directions

For Passengers Transferring from Other Transit:

Access Mode to this Bus:	Number of Riders		Percent of Riders		Access Mode to the Transit System:	Number of Riders		Percent of Riders	
Walk Access	1,566		72.6%		Walk	242		11.2%	
Drive/Park Access	41		1.9%		Drive/Park	0		0.0%	
Drop-off Access	0		0.0%		Drop-off	107		5.0%	
Taxi Access	54		2.5%		Other	0		0.0%	
Shuttle/Van Access	0		0.0%		TOTAL	349		16.2%	
Bicycle Access	0		0.0%		No Answer	54			
Other Access	94		4.4%						
Total Private Trans.	1,754		81.3%		Initial Transit Mode Used on Trip:				
MBTA Bus	135		6.2%		MBTA Bus	135		6.2%	
Other Bus	0		0.0%		Other Bus	0		0.0%	
Rapid Transit	268		12.4%		Rapid Transit	268		12.4%	
Commuter Rail	0		0.0%		Commuter Rail	0		0.0%	
Boat	0		0.0%		Boat	0		0.0%	
Other	0		0.0%		Other	0		0.0%	
Total Public Trans.	403		18.7%		TOTAL	403		18.7%	
TOTAL	2,157		100.0%						
No Answer	107								

Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
749	54	39.8%
28	41	30.1%
22	41	30.1%
TOTAL	135	100.0%

Bus Transfers from Nonconnecting Routes:

	Number of Riders	Percent of Riders
TOTAL	0	0.0%

Trip time from trip origin to stop by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	634	62.7%	0	0.0%			107	100.0%	742	63.9%
6-10	135	13.3%	41	100.0%			0	0.0%	175	15.1%
11-15	162	16.0%	0	0.0%			0	0.0%	162	14.0%
16-20	81	8.0%	0	0.0%	(No responses)		0	0.0%	81	7.0%
21-30	0	0.0%	0	0.0%			0	0.0%	0	0.0%
31-45	0	0.0%	0	0.0%			0	0.0%	0	0.0%
Over 45	0	0.0%	0	0.0%			0	0.0%	0	0.0%
TOTAL	1,012	100.0%	41	100.0%			107	100.0%	1,160	100.0%
No Answer	553		0				41		594	
Avg. Time (min)	6.7		6.0				4.0		6.4	



MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 47

Central Sq Cambridge - Broadway Station

Both Directions

For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders	Percent of Riders	<i>Access Mode to the Transit System:</i>	Number of Riders	Percent of Riders
Walk Access	1,198	59.0%	Walk	676	33.3%
Drive/Park Access	30	1.5%	Drive/Park	30	1.5%
Drop-off Access	18	0.9%	Drop-off	7	0.4%
Taxi Access	0	0.0%	Other	23	1.1%
Shuttle/Van Access	14	0.7%	TOTAL	735	36.2%
Bicycle Access	0	0.0%	No Answer	18	
Other Access	18	0.9%			
Total Private Trans.	1,279	62.9%	<i>Initial Transit Mode Used on Trip:</i>		
MBTA Bus	282	13.9%	MBTA Bus	398	19.6%
Other Bus	0	0.0%	Other Bus	0	0.0%
Rapid Transit	465	22.9%	Rapid Transit	337	16.6%
Commuter Rail	7	0.4%	Commuter Rail	18	0.9%
Boat	0	0.0%	Boat	0	0.0%
Other	0	0.0%	Other	0	0.0%
Total Public Trans.	754	37.1%	TOTAL	754	37.1%
TOTAL	2,033	100.0%			
No Answer	18				

Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
9	68	24.0%
15	33	11.6%
41	25	9.1%
70	21	7.6%
42	14	5.1%
Other	120	42.7%
TOTAL	282	100.0%

Bus Transfers from Nonconnecting Routes:

	Number of Riders	Percent of Riders
79	14	12.3%
73	14	12.3%
71	14	12.3%
36	11	9.7%
32	11	9.7%
Other	51	43.9%
TOTAL	116	100.0%

Trip time from trip origin to stop by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	627	56.4%	11	38.0%	0	0.0%	0	0.0%	639	53.9%
6-10	306	27.5%	11	38.0%	7	38.7%	11	44.2%	336	28.3%
11-15	142	12.7%	7	24.0%	0	0.0%	0	0.0%	149	12.6%
16-20	37	3.3%	0	0.0%	0	0.0%	0	0.0%	37	3.1%
21-30	0	0.0%	0	0.0%	11	61.3%	7	27.9%	18	1.6%
31-45	0	0.0%	0	0.0%	0	0.0%	7	27.9%	7	0.6%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	1,112	100.0%	30	100.0%	18	100.0%	25	100.0%	1,185	100.0%
No Answer	87		0		0		7		94	
Avg. Time (min)	6.7		8.2		22.3		21.2		7.3	



MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 55

Jersey/Queensbury St - Copley Sq/Park/Tremont St

Both Directions

For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders		Percent of Riders		<i>Access Mode to the Transit System:</i>	Number of Riders		Percent of Riders	
Walk Access	480		80.9%		Walk	70		11.9%	
Drive/Park Access	0		0.0%		Drive/Park	23		4.0%	
Drop-off Access	4		0.7%		Drop-off	0		0.0%	
Taxi Access	0		0.0%		Other	8		1.3%	
Shuttle/Van Access	0		0.0%		TOTAL	102		17.2%	
Bicycle Access	0		0.0%		No Answer	8			
Other Access	0		0.0%						
Total Private Trans.	484		81.5%		<i>Initial Transit Mode Used on Trip:</i>				
MBTA Bus	8		1.3%		MBTA Bus	16		2.6%	
Other Bus	0		0.0%		Other Bus	0		0.0%	
Rapid Transit	78		13.2%		Rapid Transit	70		11.9%	
Commuter Rail	23		4.0%		Commuter Rail	23		4.0%	
Boat	0		0.0%		Boat	0		0.0%	
Other	0		0.0%		Other	0		0.0%	
Total Public Trans.	110		18.5%		TOTAL	110		18.5%	
TOTAL	593		100.0%						
No Answer	8								

Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
749	8	100.0%
TOTAL	8	100.0%

Bus Transfers from Nonconnecting Routes:

	Number of Riders	Percent of Riders
17	8	100.0%
TOTAL	8	100.0%

Trip time from trip origin to stop by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	385	88.2%			0	0.0%			385	87.4%
6-10	32	7.3%			4	100.0%			36	8.1%
11-15	16	3.6%			0	0.0%			16	3.6%
16-20	4	0.9%			0	0.0%			4	0.9%
21-30	0	0.0%			0	0.0%			0	0.0%
31-45	0	0.0%			0	0.0%			0	0.0%
Over 45	0	0.0%			0	0.0%			0	0.0%
TOTAL	436	100.0%			4	100.0%			440	100.0%
No Answer	43				0				43	
Avg. Time (min)		3.2				10.0				3.2

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 66

Harvard Sq - Dudley Station via Allston/Brookline

Both Directions

For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders	Percent of Riders	<i>Access Mode to the Transit System:</i>	Number of Riders	Percent of Riders
Walk Access	5,987	69.9%	Walk	2,086	24.4%
Drive/Park Access	81	0.9%	Drive/Park	0	0.0%
Drop-off Access	103	1.2%	Drop-off	0	0.0%
Taxi Access	0	0.0%	Other	116	1.4%
Shuttle/Van Access	47	0.5%	TOTAL	2,202	25.7%
Bicycle Access	0	0.0%	No Answer	47	
Other Access	93	1.1%			
Total Private Trans.	6,312	73.7%	<i>Initial Transit Mode Used on Trip:</i>		
MBTA Bus	1,393	16.3%	MBTA Bus	1,393	16.3%
Other Bus	0	0.0%	Other Bus	0	0.0%
Rapid Transit	856	10.0%	Rapid Transit	821	9.6%
Commuter Rail	0	0.0%	Commuter Rail	34	0.4%
Boat	0	0.0%	Boat	0	0.0%
Other	0	0.0%	Other	0	0.0%
Total Public Trans.	2,248	26.3%	TOTAL	2,248	26.3%
TOTAL	8,560	100.0%			
No Answer	140				

Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
39	326	23.4%
749	140	10.0%
57	116	8.3%
73	103	7.4%
22	93	6.7%
Other	614	44.1%
TOTAL	1,393	100.0%

Bus Transfers from Nonconnecting Routes:

	Number of Riders	Percent of Riders
89	34	100.0%
TOTAL	34	100.0%

Trip time from trip origin to stop by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	2,930	56.8%	34	42.5%	0	0.0%			2,964	55.9%
6-10	1,517	29.4%	47	57.5%	34	50.0%			1,598	30.1%
11-15	349	6.8%	0	0.0%	0	0.0%	(No responses)		349	6.6%
16-20	324	6.3%	0	0.0%	34	50.0%			359	6.8%
21-30	0	0.0%	0	0.0%	0	0.0%			0	0.0%
31-45	34	0.7%	0	0.0%	0	0.0%			34	0.7%
Over 45	0	0.0%	0	0.0%	0	0.0%			0	0.0%
TOTAL	5,154	100.0%	81	100.0%	69	100.0%			5,304	100.0%
No Answer	833		0		34		140		1,008	
Avg. Time (min)	7.0		5.3		13.5				7.1	

6

Egress from the Bus

The data presented in this chapter describe aspects of riders' travel between the bus stops where they ended their bus trips and the destinations of their entire trips. These data consist of two primary types. One is the modes of transportation used by riders immediately after alighting from the surveyed bus route; these are referred to in this chapter as the egress modes or trips. The other primary type of data in this chapter pertains only to the riders whose egress trips were made via private transportation modes; it is the trip times for riders' entire trips from the bus stops where they ended their bus trips to their trip destinations.

For trips on the surveyed bus route in which the egress mode was a public transportation mode, additional details are given about the service used. The private transportation egress mode from the transit system and the final transit mode (which may or may not correspond to the egress mode) used on the bus trip are both summarized for each route. In addition, other bus routes with the highest number of riders who transferred from the surveyed route are listed.

The tables (at the end of the chapter) present all of these data by route. The data for each bus route are based on the survey responses from passengers who rode some portion of that route. Chapter 2 addresses the same categories of data that are addressed in the present chapter, but at the level of the Cabot Garage as a whole. It includes tables and discussion.

6.1 EGRESS MODE

6.1.1 DESCRIPTION OF TABLE

The egress mode table for each bus route shows the distribution of trips among 13 transportation modes that riders used immediately after alighting from that route. Seven of the modes are private: walk, drive/park, pick-up, taxi, shuttle/van, bicycle, and "other." Six are public: MBTA bus, other bus, rapid transit, commuter rail, boat, and "other." The egress modes are grouped separately in the table by private and public transportation. As explained above, further details on the egress trips made by public transportation are given in four subsequent tables.

In the egress mode table, two columns present, respectively, the number and the percent of riders who reported using each mode immediately after alighting from the bus route for which the table was generated. Each column includes subtotals for the private and public modes. The number of expanded survey responses that provided no answer about the egress mode appears in the table, but those responses are excluded from the percentage calculations.

It should be noted again that the data in these tables are only for riders on the bus system between 6:00 AM and 3:30 PM. Therefore, these results are dominated by passengers making their first trips of the day. After 3:30 PM (a period which, again, is not reflected in the survey results), the return segments of round-trips would be dominant. That is, riders alighting a given bus route after 3:30 would be predominantly the same riders who had boarded that morning, and on their PM trips they would alight from the bus route at mostly the same stops where they had boarded the bus route that morning.

6.1.2 OVERVIEW OF RESULTS

Walking was the most frequently reported private egress mode from every Cabot Garage bus route. The highest walk egress rates were on Routes 4 (100%), 7 (89%), and 10 (81%). Pick-up and driving egress trips were the second- and third-largest private egress modes. Route 25 had the highest pick-up rate of the Cabot Garage bus routes (10%). Route 25 also had highest driving egress rate (10%). Several routes did not report any pick-up or driving egress trips.

The two public egress modes most used by riders on Cabot Garage routes were MBTA bus and rapid transit. The highest bus egress rates were on Routes 45 (30%), 16 (22%), and 25 (20%). The highest rapid transit egress rates were on Routes 17 (48%), 44 (38%), and 22 (27%).

6.2 TRIP TIME FOR EGRESS VIA PRIVATE TRANSPORTATION

6.2.1 DESCRIPTION OF TABLE

For each bus route, this table summarizes the reported egress times, from the surveyed bus route stops to the trip destinations, for riders who made their egress trips entirely by private transportation. Trips in which private transportation was used upon alighting from an intermediate, public mode that was used after the surveyed bus route are not included. The egress times are summarized by seven ranges starting with 0 to 5 minutes and continuing at varying intervals up to an open-ended range of anything over 45 minutes.

The table shows the number of riders with reported times in each range for the walk, drive/park, and pick-up egress modes individually and for all other private egress modes combined. Within each of these four groups, it also shows the percent of egress trips in each time range and the average egress time for the mode.

6.2.2 OVERVIEW OF RESULTS

The lowest average walk egress times were reported by riders on Routes 4 (4 minutes) and 9 and 11 (both 6 minutes). The highest walk egress times were reported by riders on Routes 25 (16 minutes), 5 (13 minutes), and 18 (11 minutes). The highest reported driving egress times were on Routes 66 (33 minutes), 47 (16 minutes), and 15 (15 minutes) and the highest reported pick-up egress times were on Routes 17 (45 minutes) and 8 and 23 (both 20 minutes).

Walking egress times from all Cabot Garage bus routes combined averaged 7 minutes. Slightly more than 20% exceeded 10 minutes, or about one-half mile for an average person.

6.3 RIDERS WHO EGRESSED FROM THE SURVEYED BUS ROUTE VIA PUBLIC TRANSPORTATION: FURTHER DATA

6.3.1 DESCRIPTION OF TABLES

For each bus route, four tables provide further details on the trips whose egress mode was public transportation. The first of these tables shows the usage of private modes by these riders after finally leaving the transit system, while the second table shows the final transit modes used on their trips. Two other tables show, respectively, the specific connecting and nonconnecting bus routes (either MBTA or non-MBTA) to which the riders transferred from the surveyed bus route. Connecting routes are those to which riders transferred directly from the surveyed bus route; nonconnecting routes are those to which riders transferred after riding the surveyed bus route and an intermediate public transportation mode. Non-MBTA routes are designated with the abbreviations given in Table 5-1.

The bus routes listed in the transfer tables are those reported in response to question 8b as the last bus used, if applicable, following the surveyed bus route. In cases involving multiple transfers (bus transfers to nonconnecting routes), the intermediate link or links are not specified. Few riders make such multiple transfers.

For surveyed routes where there were too many bus transfer routes to list all individually on one page, the table combines those beyond a set number of rows as “other.” Because the bus routes are listed in descending order by number of riders, it is the less used ones that are combined.

Differences between the totals of the values shown in the transfer tables and those in the egress mode tables are a result of rounding weighted records at different levels of aggregation.

6.3.2 OVERVIEW OF RESULTS

As with private egress from the surveyed bus routes, the most frequently reported mode used after finally leaving the entire transit system (for those

riders who transferred from the surveyed bus route to another transit mode) was walking. The highest walk rates for this part of the trips were on Routes 17 (56%), 44 (44%), and 22 (32%). The highest drive and pick-up rates respectively, were, 3% on Route 10 and 7% on Route 45.

The highest percentages of riders who transferred from the surveyed bus route to another transit mode and ended their transit trip on another MBTA bus route were on Routes 45 (30%), 16 (24%), and 28 (20%). The highest percentages of riders who transferred from the surveyed bus route to another transit mode and ended their transit trip on rapid transit were on Routes 17 (46%), 44 (31%), and 22 (25%).

The most commonly listed connecting bus route to which bus riders on the surveyed routes transferred was the Silver Line Washington Street (Route 749), followed by Routes 8 and 66. The most commonly listed nonconnecting bus route to which bus riders on the surveyed routes transferred (with an intermediate transit link or links between the surveyed route and the listed route) was Route 111, followed by the Silver Line Waterfront (Route SL1) and Route 32.



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 1

Expanded Results

Harvard Sq - Dudley Station via BU Medical

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	4,874	78.8%
Drive/Park Egress	80	1.3%
Pick-up Egress	80	1.3%
Taxi Egress	0	0.0%
Shuttle/Van Egress	28	0.4%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	5,062	81.9%
MBTA Bus	295	4.8%
Other Bus	0	0.0%
Rapid Transit	826	13.4%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	1,121	18.1%
TOTAL	6,183	100.0%
No Answer	239	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	802	13.0%
Drive	0	0.0%
Pick-up	0	0.0%
Other	160	2.6%
TOTAL	961	15.5%
No Answer	160	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	427	6.9%
Other Bus	0	0.0%
Rapid Transit	694	11.2%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	1,121	18.1%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
71	132	44.7%
69	52	17.7%
749	28	9.4%
70	28	9.4%
55	28	9.4%
Other	28	9.4%
TOTAL	295	100.0%

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
79	52	39.5%
76	52	39.5%
14	28	21.0%
TOTAL	132	100.0%

Trip time from stop to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	2,536	60.8%	0	0.0%			0	0.0%	2,536	59.7%
6-10	1,204	28.9%	52	100.0%			0	0.0%	1,256	29.6%
11-15	160	3.8%	0	0.0%			0	0.0%	160	3.8%
16-20	139	3.3%	0	0.0%	(No responses)		0	0.0%	139	3.3%
21-30	132	3.2%	0	0.0%			28	100.0%	160	3.8%
31-45	0	0.0%	0	0.0%			0	0.0%	0	0.0%
Over 45	0	0.0%	0	0.0%			0	0.0%	0	0.0%
TOTAL	4,170	100.0%	52	100.0%			28	100.0%	4,250	100.0%
No Answer	704		28		80		0		812	
Avg. Time (min)		6.4		10.0				25.0		6.5



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 4

Expanded Results

North Station - World Trade Ctr

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	198	100.0%
Drive/Park Egress	0	0.0%
Pick-up Egress	0	0.0%
Taxi Egress	0	0.0%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	198	100.0%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	0	0.0%
TOTAL	198	100.0%
No Answer	4	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	0	0.0%
Drive	0	0.0%
Pick-up	0	0.0%
Other	0	0.0%
TOTAL	0	0.0%
No Answer	0	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	0	0.0%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
--	------------------	-------------------

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
--	------------------	-------------------

TOTAL

0

0.0%

TOTAL

0

0.0%

Trip time from stop to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	145	82.2%							145	82.2%
6-10	22	12.6%							22	12.6%
11-15	9	5.3%							9	5.3%
16-20	0	0.0%	(No responses)		(No responses)		(No responses)		0	0.0%
21-30	0	0.0%							0	0.0%
31-45	0	0.0%							0	0.0%
Over 45	0	0.0%							0	0.0%
TOTAL	176	100.0%							176	100.0%
No Answer	21								21	
Avg. Time (min)		4.2								4.2



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 5

Expanded Results

City Point - M E McCormick Housing

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	56	59.4%
Drive/Park Egress	0	0.0%
Pick-up Egress	0	0.0%
Taxi Egress	0	0.0%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	8	8.1%
Total Private Trans.	64	67.6%
MBTA Bus	8	8.1%
Other Bus	8	8.1%
Rapid Transit	15	16.2%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	31	32.4%
TOTAL	94	100.0%
No Answer	33	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	23	24.3%
Drive	0	0.0%
Pick-up	0	0.0%
Other	8	8.1%
TOTAL	31	32.4%
No Answer	0	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	15	16.2%
Other Bus	8	8.1%
Rapid Transit	8	8.1%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	31	32.4%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
UMB	8	50.0%
18	8	50.0%
TOTAL	15	100.0%

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
97	8	100.0%
TOTAL	8	100.0%

Trip time from stop to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	8	13.6%							8	13.6%
6-10	8	13.6%							8	13.6%
11-15	33	59.1%	(No responses)		(No responses)		(No responses)		33	59.1%
16-20	8	13.6%							8	13.6%
21-30	0	0.0%							0	0.0%
31-45	0	0.0%							0	0.0%
Over 45	0	0.0%							0	0.0%
TOTAL	56	100.0%							56	100.0%
No Answer	0						8		8	
Avg. Time (min)		12.7								12.7



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 7

Expanded Results

City Point - Otis/Summer

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	1,365	89.4%
Drive/Park Egress	13	0.9%
Pick-up Egress	0	0.0%
Taxi Egress	0	0.0%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	1,378	90.3%
MBTA Bus	14	0.9%
Other Bus	0	0.0%
Rapid Transit	122	8.0%
Commuter Rail	14	0.9%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	149	9.7%
TOTAL	1,527	100.0%
No Answer	40	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	135	8.8%
Drive	14	0.9%
Pick-up	0	0.0%
Other	0	0.0%
TOTAL	149	9.7%
No Answer	0	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	27	1.8%
Other Bus	0	0.0%
Rapid Transit	108	7.1%
Commuter Rail	14	0.9%
Boat	0	0.0%
Other	0	0.0%
TOTAL	149	9.7%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
93	14	100.0%
TOTAL	14	100.0%

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
71	14	100.0%
TOTAL	14	100.0%

Trip time from stop to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	895	68.3%	0	0.0%					895	67.6%
6-10	322	24.6%	13	100.0%					335	25.3%
11-15	40	3.1%	0	0.0%					40	3.0%
16-20	54	4.1%	0	0.0%	(No responses)		(No responses)		54	4.1%
21-30	0	0.0%	0	0.0%					0	0.0%
31-45	0	0.0%	0	0.0%					0	0.0%
Over 45	0	0.0%	0	0.0%					0	0.0%
TOTAL	1,312	100.0%	13	100.0%					1,325	100.0%
No Answer	54		0						54	
Avg. Time (min)	5.9		10.0						5.9	



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 8

Expanded Results

Harbor Point/Umass - Kenmore Sq

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	1,468	76.5%
Drive/Park Egress	39	2.0%
Pick-up Egress	10	0.5%
Taxi Egress	10	0.5%
Shuttle/Van Egress	49	2.6%
Bicycle Egress	0	0.0%
Other Egress	29	1.5%
Total Private Trans.	1,605	83.7%
MBTA Bus	88	4.6%
Other Bus	0	0.0%
Rapid Transit	215	11.2%
Commuter Rail	10	0.5%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	313	16.3%
TOTAL	1,918	100.0%
No Answer	225	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	254	13.3%
Drive	20	1.0%
Pick-up	0	0.0%
Other	0	0.0%
TOTAL	274	14.3%
No Answer	39	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	108	5.6%
Other Bus	0	0.0%
Rapid Transit	186	9.7%
Commuter Rail	20	1.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	313	16.3%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
60	20	22.2%
44	20	22.2%
43	10	11.1%
39	10	11.1%
10	10	11.1%
Other	20	22.2%
TOTAL	88	100.0%

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
21	10	50.0%
111	10	50.0%
TOTAL	20	100.0%

Trip time from stop to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	734	69.4%	10	100.0%	0	0.0%	29	42.9%	773	67.5%
6-10	157	14.8%	0	0.0%	0	0.0%	10	14.3%	166	14.5%
11-15	117	11.1%	0	0.0%	0	0.0%	10	14.3%	127	11.1%
16-20	49	4.6%	0	0.0%	10	100.0%	20	28.6%	78	6.8%
21-30	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
31-45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	1,057	100.0%	10	100.0%	10	100.0%	68	100.0%	1,145	100.0%
No Answer	411		29		0		20		460	
Avg. Time (min)	5.9		3.0		20.0		11.1		6.3	



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 9

Expanded Results

City Point - Copley via Broadway

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	1,894	74.6%
Drive/Park Egress	0	0.0%
Pick-up Egress	47	1.9%
Taxi Egress	0	0.0%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	23	0.9%
Total Private Trans.	1,964	77.3%
MBTA Bus	130	5.1%
Other Bus	0	0.0%
Rapid Transit	446	17.5%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	576	22.7%
TOTAL	2,540	100.0%
No Answer	93	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	491	19.3%
Drive	0	0.0%
Pick-up	0	0.0%
Other	48	1.9%
TOTAL	540	21.2%
No Answer	36	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	154	6.1%
Other Bus	0	0.0%
Rapid Transit	422	16.6%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	576	22.7%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
39	60	46.3%
47	24	18.5%
749	23	17.6%
11	23	17.6%
TOTAL	130	100.0%

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
38	12	50.0%
215	12	50.0%
TOTAL	24	100.0%

Trip time from stop to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	1,040	68.4%			12	25.6%	23	100.0%	1,075	67.6%
6-10	363	23.9%			0	0.0%	0	0.0%	363	22.8%
11-15	47	3.1%			23	48.7%	0	0.0%	70	4.4%
16-20	59	3.9%	(No responses)		0	0.0%	0	0.0%	59	3.7%
21-30	12	0.8%			0	0.0%	0	0.0%	12	0.8%
31-45	0	0.0%			12	25.6%	0	0.0%	12	0.8%
Over 45	0	0.0%			0	0.0%	0	0.0%	0	0.0%
TOTAL	1,521	100.0%			47	100.0%	23	100.0%	1,591	100.0%
No Answer	374				0		0		374	
Avg. Time (min)		5.7				17.4		3.0		6.0



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 10

Expanded Results

City Point - Copley via Andrew

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	1,598	81.0%
Drive/Park Egress	20	1.0%
Pick-up Egress	11	0.5%
Taxi Egress	0	0.0%
Shuttle/Van Egress	20	1.0%
Bicycle Egress	0	0.0%
Other Egress	21	1.1%
Total Private Trans.	1,669	84.6%
MBTA Bus	50	2.5%
Other Bus	0	0.0%
Rapid Transit	214	10.8%
Commuter Rail	40	2.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	304	15.4%
TOTAL	1,973	100.0%
No Answer	125	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	212	10.8%
Drive	50	2.5%
Pick-up	0	0.0%
Other	21	1.1%
TOTAL	283	14.3%
No Answer	21	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	71	3.6%
Other Bus	0	0.0%
Rapid Transit	183	9.3%
Commuter Rail	50	2.5%
Boat	0	0.0%
Other	0	0.0%
TOTAL	304	15.4%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
CT3	10	20.0%
502	10	20.0%
39	10	20.0%
17	10	20.0%
1	10	20.0%
TOTAL	50	100.0%

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
	87	52.0%
	215	48.0%
TOTAL	21	100.0%

Trip time from stop to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	898	67.6%	10	50.0%	0	0.0%	0	0.0%	908	65.9%
6-10	220	16.5%	10	50.0%	0	0.0%	0	0.0%	230	16.6%
11-15	136	10.2%	0	0.0%	11	100.0%	20	100.0%	166	12.1%
16-20	75	5.6%	0	0.0%	0	0.0%	0	0.0%	75	5.4%
21-30	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
31-45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	1,328	100.0%	20	100.0%	11	100.0%	20	100.0%	1,379	100.0%
No Answer	270		0		0		21		290	
Avg. Time (min)	5.9		7.5		15.0		13.5		6.1	



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 11

Expanded Results

City Point - Downtown

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	1,239	70.7%
Drive/Park Egress	13	0.7%
Pick-up Egress	0	0.0%
Taxi Egress	13	0.7%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	1,265	72.1%
MBTA Bus	64	3.7%
Other Bus	0	0.0%
Rapid Transit	424	24.2%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	489	27.9%
TOTAL	1,753	100.0%
No Answer	93	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	411	23.5%
Drive	0	0.0%
Pick-up	0	0.0%
Other	39	2.2%
TOTAL	450	25.7%
No Answer	39	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	77	4.4%
Other Bus	0	0.0%
Rapid Transit	399	22.7%
Commuter Rail	13	0.7%
Boat	0	0.0%
Other	0	0.0%
TOTAL	489	27.9%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
9	39	60.0%
47	26	40.0%
TOTAL	64	100.0%

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
92	13	100.0%
TOTAL	13	100.0%

Trip time from stop to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	729	65.8%							729	65.8%
6-10	247	22.3%							247	22.3%
11-15	118	10.7%							118	10.7%
16-20	13	1.2%	(No responses)		(No responses)		(No responses)		13	1.2%
21-30	0	0.0%							0	0.0%
31-45	0	0.0%							0	0.0%
Over 45	0	0.0%							0	0.0%
TOTAL	1,108	100.0%							1,108	100.0%
No Answer	131		13				13		157	
Avg. Time (min)		5.9								5.9



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 15

Expanded Results

Kane Sq/Fields Cnr Station - Ruggles

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	2,408	58.9%
Drive/Park Egress	146	3.6%
Pick-up Egress	199	4.9%
Taxi Egress	0	0.0%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	310	7.6%
Total Private Trans.	3,064	75.0%
MBTA Bus	597	14.6%
Other Bus	0	0.0%
Rapid Transit	388	9.5%
Commuter Rail	39	0.9%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	1,023	25.0%
TOTAL	4,087	100.0%
No Answer	447	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	907	22.2%
Drive	0	0.0%
Pick-up	0	0.0%
Other	39	0.9%
TOTAL	946	23.1%
No Answer	78	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	597	14.6%
Other Bus	0	0.0%
Rapid Transit	427	10.4%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	1,023	25.0%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
749	272	45.5%
8	116	19.5%
17	53	9.0%
66	39	6.5%
28	39	6.5%
Other	78	13.0%
TOTAL	597	100.0%

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
73	39	100.0%
TOTAL	39	100.0%

Trip time from stop to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	952	60.3%	0	0.0%	53	36.7%	0	0.0%	1,006	51.0%
6-10	262	16.6%	0	0.0%	39	26.6%	39	25.0%	340	17.2%
11-15	170	10.8%	92	100.0%	53	36.7%	78	50.0%	393	19.9%
16-20	116	7.4%	0	0.0%	0	0.0%	39	25.0%	155	7.9%
21-30	78	4.9%	0	0.0%	0	0.0%	0	0.0%	78	3.9%
31-45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	1,578	100.0%	92	100.0%	146	100.0%	155	100.0%	1,971	100.0%
No Answer	830		53		53		155		1,093	
Avg. Time (min)	8.2		15.0		10.0		15.0		9.2	



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 16

Expanded Results

Forest Hills - Andrew Station/Umass

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	1,334	50.5%
Drive/Park Egress	33	1.2%
Pick-up Egress	75	2.9%
Taxi Egress	0	0.0%
Shuttle/Van Egress	70	2.7%
Bicycle Egress	0	0.0%
Other Egress	75	2.9%
Total Private Trans.	1,588	60.1%
MBTA Bus	578	21.9%
Other Bus	0	0.0%
Rapid Transit	477	18.1%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	1,056	39.9%
TOTAL	2,644	100.0%
No Answer	108	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	807	30.5%
Drive	0	0.0%
Pick-up	65	2.5%
Other	146	5.5%
TOTAL	1,018	38.5%
No Answer	38	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	644	24.3%
Other Bus	0	0.0%
Rapid Transit	412	15.6%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	1,056	39.9%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
32	151	26.1%
10	131	22.6%
34	113	19.6%
15	70	12.2%
42	38	6.5%
Other	75	13.1%
TOTAL	578	100.0%

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
SL1	33	50.0%
225	33	50.0%
TOTAL	65	100.0%

Trip time from stop to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	482	50.0%					38	53.6%	520	50.2%
6-10	201	20.8%					0	0.0%	201	19.4%
11-15	146	15.1%					0	0.0%	146	14.1%
16-20	136	14.1%					0	0.0%	136	13.1%
21-30	0	0.0%					33	46.4%	33	3.2%
31-45	0	0.0%					0	0.0%	0	0.0%
Over 45	0	0.0%					0	0.0%	0	0.0%
TOTAL	965	100.0%					70	100.0%	1,035	100.0%
No Answer	369		33		75		75		553	
Avg. Time (min)		8.0						16.6		8.6



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 17

Expanded Results

Fields Cnr - Andrew Station via Uphams Cnr

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	539	31.2%
Drive/Park Egress	0	0.0%
Pick-up Egress	56	3.3%
Taxi Egress	0	0.0%
Shuttle/Van Egress	57	3.3%
Bicycle Egress	0	0.0%
Other Egress	85	4.9%
Total Private Trans.	737	42.7%
MBTA Bus	169	9.8%
Other Bus	0	0.0%
Rapid Transit	819	47.5%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	988	57.3%
TOTAL	1,725	100.0%
No Answer	56	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	960	55.6%
Drive	0	0.0%
Pick-up	0	0.0%
Other	0	0.0%
TOTAL	960	55.6%
No Answer	28	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	197	11.4%
Other Bus	0	0.0%
Rapid Transit	791	45.9%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	988	57.3%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
10	141	83.3%
15	28	16.7%
TOTAL	169	100.0%

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
57	28	100.0%
TOTAL	28	100.0%

Trip time from stop to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	227	57.2%			0	0.0%	0	0.0%	227	40.0%
6-10	113	28.5%			0	0.0%	114	80.2%	227	40.0%
11-15	57	14.3%			0	0.0%	0	0.0%	57	10.0%
16-20	0	0.0%	(No responses)		0	0.0%	28	19.8%	28	5.0%
21-30	0	0.0%			0	0.0%	0	0.0%	0	0.0%
31-45	0	0.0%			28	100.0%	0	0.0%	28	5.0%
Over 45	0	0.0%			0	0.0%	0	0.0%	0	0.0%
TOTAL	397	100.0%			28	100.0%	142	100.0%	567	100.0%
No Answer	142				28		0		170	
Avg. Time (min)		6.5				45.0		12.0		9.8



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 18

Expanded Results

Ashmont Station - Andrew Station

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	234	49.0%
Drive/Park Egress	0	0.0%
Pick-up Egress	18	3.8%
Taxi Egress	0	0.0%
Shuttle/Van Egress	34	7.2%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	287	59.9%
MBTA Bus	71	14.8%
Other Bus	18	3.8%
Rapid Transit	103	21.5%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	192	40.1%
TOTAL	478	100.0%
No Answer	105	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	105	21.9%
Drive	0	0.0%
Pick-up	0	0.0%
Other	52	11.0%
TOTAL	157	32.9%
No Answer	34	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	71	14.8%
Other Bus	18	3.8%
Rapid Transit	103	21.5%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	192	40.1%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
10	34	38.6%
BAT	18	20.5%
23	18	20.5%
22	18	20.5%
TOTAL	89	100.0%

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
TOTAL	0	0.0%

Trip time from stop to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	71	35.7%					0	0.0%	71	30.4%
6-10	55	27.6%					0	0.0%	55	23.5%
11-15	18	9.2%					0	0.0%	18	7.8%
16-20	55	27.6%	(No responses)		(No responses)		34	100.0%	89	38.3%
21-30	0	0.0%					0	0.0%	0	0.0%
31-45	0	0.0%					0	0.0%	0	0.0%
Over 45	0	0.0%					0	0.0%	0	0.0%
TOTAL	198	100.0%					34	100.0%	232	100.0%
No Answer	36				18		0		55	
Avg. Time (min)		10.7						20.0		12.1



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 19

Expanded Results

Fields Cnr - Ruggles via Grove Hall

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	1,503	67.8%
Drive/Park Egress	0	0.0%
Pick-up Egress	0	0.0%
Taxi Egress	0	0.0%
Shuttle/Van Egress	67	3.0%
Bicycle Egress	0	0.0%
Other Egress	205	9.2%
Total Private Trans.	1,774	80.1%
MBTA Bus	170	7.7%
Other Bus	0	0.0%
Rapid Transit	271	12.2%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	441	19.9%
TOTAL	2,216	100.0%
No Answer	335	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	375	16.9%
Drive	0	0.0%
Pick-up	0	0.0%
Other	0	0.0%
TOTAL	375	16.9%
No Answer	67	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	239	10.8%
Other Bus	0	0.0%
Rapid Transit	202	9.1%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	441	19.9%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
8	35	20.3%
66	35	20.3%
42	35	20.3%
1	35	20.3%
210	32	18.8%
TOTAL	170	100.0%

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
111	35	50.0%
108	35	50.0%
TOTAL	69	100.0%

Trip time from stop to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	905	77.6%					67	32.9%	971	71.0%
6-10	128	11.0%					101	50.0%	229	16.7%
11-15	32	2.7%					35	17.1%	67	4.9%
16-20	67	5.7%	(No responses)		(No responses)		0	0.0%	67	4.9%
21-30	35	3.0%					0	0.0%	35	2.5%
31-45	0	0.0%					0	0.0%	0	0.0%
Over 45	0	0.0%					0	0.0%	0	0.0%
TOTAL	1,166	100.0%					202	100.0%	1,368	100.0%
No Answer	338						69		407	
Avg. Time (min)		5.9						8.2		6.3



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 22

Expanded Results

Ashmont Station - Ruggles via Jackson Sq

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	2,376	58.4%
Drive/Park Egress	43	1.1%
Pick-up Egress	70	1.7%
Taxi Egress	0	0.0%
Shuttle/Van Egress	121	3.0%
Bicycle Egress	0	0.0%
Other Egress	35	0.9%
Total Private Trans.	2,645	65.0%
MBTA Bus	314	7.7%
Other Bus	0	0.0%
Rapid Transit	1,110	27.3%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	1,424	35.0%
TOTAL	4,069	100.0%
No Answer	311	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	1,312	32.2%
Drive	0	0.0%
Pick-up	0	0.0%
Other	78	1.9%
TOTAL	1,389	34.1%
No Answer	35	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	392	9.6%
Other Bus	0	0.0%
Rapid Transit	1,033	25.4%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	1,424	35.0%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
8	139	44.4%
47	70	22.2%
43	35	11.1%
41	35	11.1%
23	35	11.1%
TOTAL	314	100.0%

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
SL1	43	55.2%
36	35	44.8%
TOTAL	78	100.0%

Trip time from stop to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	665	51.7%			0	0.0%	0	0.0%	665	49.0%
6-10	276	21.5%			35	100.0%	0	0.0%	311	22.9%
11-15	156	12.1%			0	0.0%	35	100.0%	190	14.0%
16-20	190	14.8%			0	0.0%	0	0.0%	190	14.0%
21-30	0	0.0%			0	0.0%	0	0.0%	0	0.0%
31-45	0	0.0%			0	0.0%	0	0.0%	0	0.0%
Over 45	0	0.0%			0	0.0%	0	0.0%	0	0.0%
TOTAL	1,287	100.0%			35	100.0%	35	100.0%	1,357	100.0%
No Answer	1,089		43		35		121		1,287	
Avg. Time (min)	8.3				10.0		15.0		8.5	



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 23

Expanded Results

Ashmont Station - Ruggles via Washington

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	4,382	68.5%
Drive/Park Egress	72	1.1%
Pick-up Egress	156	2.4%
Taxi Egress	84	1.3%
Shuttle/Van Egress	72	1.1%
Bicycle Egress	0	0.0%
Other Egress	156	2.4%
Total Private Trans.	4,921	76.9%
MBTA Bus	876	13.7%
Other Bus	0	0.0%
Rapid Transit	599	9.4%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	1,476	23.1%
TOTAL	6,397	100.0%
No Answer	599	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	1,187	18.6%
Drive	72	1.1%
Pick-up	0	0.0%
Other	72	1.1%
TOTAL	1,331	20.8%
No Answer	144	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	948	14.8%
Other Bus	0	0.0%
Rapid Transit	527	8.2%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	1,476	23.1%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
749	360	41.1%
66	216	24.7%
210	84	9.5%
45	72	8.2%
41	72	8.2%
Other	72	8.2%
TOTAL	876	100.0%

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
111	72	100.0%
TOTAL	72	100.0%

Trip time from stop to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	1,891	55.0%	0	0.0%	0	0.0%	0	0.0%	1,891	51.8%
6-10	922	26.8%	72	100.0%	0	0.0%	72	100.0%	1,066	29.2%
11-15	300	8.7%	0	0.0%	0	0.0%	0	0.0%	300	8.2%
16-20	323	9.4%	0	0.0%	72	100.0%	0	0.0%	395	10.8%
21-30	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
31-45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	3,436	100.0%	72	100.0%	72	100.0%	72	100.0%	3,652	100.0%
No Answer	946		0		84		239		1,269	
Avg. Time (min)	7.4		8.0		20.0		10.0		7.7	



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 25

Expanded Results

Franklin Park - Ruggles via Dudley

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	107	30.9%
Drive/Park Egress	34	9.9%
Pick-up Egress	34	9.9%
Taxi Egress	0	0.0%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	34	9.9%
Total Private Trans.	210	60.5%
MBTA Bus	69	19.7%
Other Bus	0	0.0%
Rapid Transit	69	19.7%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	137	39.5%
TOTAL	348	100.0%
No Answer	137	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	69	19.7%
Drive	0	0.0%
Pick-up	0	0.0%
Other	34	9.9%
TOTAL	103	29.6%
No Answer	34	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	69	19.7%
Other Bus	0	0.0%
Rapid Transit	69	19.7%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	137	39.5%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
749	34	50.0%
66	34	50.0%
TOTAL	69	100.0%

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
TOTAL	0	0.0%

Trip time from stop to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	0	0.0%							0	0.0%
6-10	39	36.1%							39	36.1%
11-15	0	0.0%	(No responses)		(No responses)		(No responses)		0	0.0%
16-20	69	63.9%							69	63.9%
21-30	0	0.0%							0	0.0%
31-45	0	0.0%							0	0.0%
Over 45	0	0.0%							0	0.0%
TOTAL	107	100.0%							107	100.0%
No Answer	0		34		34		34		103	
Avg. Time (min)		16.4								16.4



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 28

Expanded Results

Mattapan Station - Ruggles via Dudley

Both Directions

For Passengers Transferring to Other Transit:

<i>Egress Mode from this Bus:</i>	Number of Riders	Percent of Riders	<i>Egress Mode from the Transit System:</i>	Number of Riders	Percent of Riders
Walk Egress	3,517	59.8%	Walk	1,546	26.3%
Drive/Park Egress	146	2.5%	Drive	0	0.0%
Pick-up Egress	215	3.7%	Pick-up	0	0.0%
Taxi Egress	0	0.0%	Other	69	1.2%
Shuttle/Van Egress	73	1.2%	TOTAL	1,615	27.5%
Bicycle Egress	0	0.0%	No Answer	137	
Other Egress	176	3.0%			
Total Private Trans.	4,128	70.2%	<i>Final Transit Mode Used on Trip:</i>	Number of Riders	Percent of Riders
MBTA Bus	1,160	19.7%	MBTA Bus	1,194	20.3%
Other Bus	0	0.0%	Other Bus	0	0.0%
Rapid Transit	558	9.5%	Rapid Transit	524	8.9%
Commuter Rail	34	0.6%	Commuter Rail	34	0.6%
Boat	0	0.0%	Boat	0	0.0%
Other	0	0.0%	Other	0	0.0%
Total Public Trans.	1,752	29.8%	TOTAL	1,752	29.8%
TOTAL	5,880	100.0%			
No Answer	701				

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
749	416	35.9%
47	103	8.9%
43	103	8.9%
15	103	8.9%
24	78	6.7%
Other	357	30.8%
TOTAL	1,160	100.0%

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
51	34	100.0%
TOTAL	34	100.0%

Trip time from stop to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	873	37.5%	39	100.0%	0	0.0%	69	27.6%	980	36.5%
6-10	740	31.7%	0	0.0%	0	0.0%	69	27.6%	808	30.1%
11-15	288	12.4%	0	0.0%	69	100.0%	0	0.0%	357	13.3%
16-20	357	15.3%	0	0.0%	0	0.0%	34	13.8%	391	14.6%
21-30	73	3.1%	0	0.0%	0	0.0%	78	31.1%	151	5.6%
31-45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	2,330	100.0%	39	100.0%	69	100.0%	249	100.0%	2,687	100.0%
No Answer	1,187		107		146		0		1,441	
Avg. Time (min)	9.7		5.0		15.0		14.0		10.1	



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 43

Expanded Results

Ruggles - Park/Tremont St

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	1,103	78.6%
Drive/Park Egress	0	0.0%
Pick-up Egress	0	0.0%
Taxi Egress	0	0.0%
Shuttle/Van Egress	34	2.4%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	1,137	81.0%
MBTA Bus	203	14.4%
Other Bus	0	0.0%
Rapid Transit	65	4.6%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	267	19.0%
TOTAL	1,404	100.0%
No Answer	49	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	233	16.6%
Drive	0	0.0%
Pick-up	0	0.0%
Other	34	2.4%
TOTAL	267	19.0%
No Answer	0	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	203	14.4%
Other Bus	0	0.0%
Rapid Transit	65	4.6%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	267	19.0%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
CT3	101	50.0%
8	34	16.7%
19	34	16.7%
1	34	16.7%
TOTAL	203	100.0%

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
TOTAL	0	0.0%

Trip time from stop to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	615	65.0%					0	0.0%	615	62.8%
6-10	188	19.9%					0	0.0%	188	19.3%
11-15	62	6.5%					34	100.0%	96	9.8%
16-20	80	8.5%	(No responses)		(No responses)		0	0.0%	80	8.2%
21-30	0	0.0%					0	0.0%	0	0.0%
31-45	0	0.0%					0	0.0%	0	0.0%
Over 45	0	0.0%					0	0.0%	0	0.0%
TOTAL	945	100.0%					34	100.0%	979	100.0%
No Answer	158						0		158	
Avg. Time (min)		6.4						15.0		6.7



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 44

Expanded Results

Jackson Sq - Ruggles

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	894	45.8%
Drive/Park Egress	31	1.6%
Pick-up Egress	0	0.0%
Taxi Egress	0	0.0%
Shuttle/Van Egress	31	1.6%
Bicycle Egress	0	0.0%
Other Egress	37	1.9%
Total Private Trans.	992	50.8%
MBTA Bus	221	11.3%
Other Bus	0	0.0%
Rapid Transit	740	37.9%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	962	49.2%
TOTAL	1,954	100.0%
No Answer	471	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	863	44.2%
Drive	0	0.0%
Pick-up	0	0.0%
Other	37	1.9%
TOTAL	900	46.1%
No Answer	62	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	362	18.5%
Other Bus	0	0.0%
Rapid Transit	600	30.7%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	962	49.2%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
8	92	41.7%
749	62	27.8%
14	37	16.5%
43	31	13.9%
TOTAL	221	100.0%

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
441	37	26.0%
34	37	26.0%
32	37	26.0%
SL2	31	21.9%
TOTAL	140	100.0%

Trip time from stop to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	392	65.4%	31	100.0%			0	0.0%	423	60.6%
6-10	110	18.3%	0	0.0%			37	54.3%	146	20.9%
11-15	37	6.1%	0	0.0%			0	0.0%	37	5.2%
16-20	62	10.3%	0	0.0%	(No responses)		31	45.7%	92	13.2%
21-30	0	0.0%	0	0.0%			0	0.0%	0	0.0%
31-45	0	0.0%	0	0.0%			0	0.0%	0	0.0%
Over 45	0	0.0%	0	0.0%			0	0.0%	0	0.0%
TOTAL	600	100.0%	31	100.0%			67	100.0%	698	100.0%
No Answer	294		0				0		294	
Avg. Time (min)	7.3		5.0				13.5		7.8	



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 45

Expanded Results

Franklin Park - Ruggles via Grove Hall

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	1,117	54.5%
Drive/Park Egress	0	0.0%
Pick-up Egress	0	0.0%
Taxi Egress	41	2.0%
Shuttle/Van Egress	41	2.0%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	1,198	58.5%
MBTA Bus	607	29.6%
Other Bus	0	0.0%
Rapid Transit	243	11.9%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	850	41.5%
TOTAL	2,048	100.0%
No Answer	216	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	594	29.0%
Drive	0	0.0%
Pick-up	135	6.6%
Other	41	2.0%
TOTAL	769	37.6%
No Answer	81	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	607	29.6%
Other Bus	0	0.0%
Rapid Transit	243	11.9%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	850	41.5%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
66	175	28.9%
8	81	13.4%
749	81	13.4%
28	54	8.8%
16	54	8.8%
Other	162	26.7%
TOTAL	607	100.0%

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
TOTAL	0	0.0%

Trip time from stop to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	511	71.7%					0	0.0%	511	64.4%
6-10	94	13.2%					41	50.0%	135	17.0%
11-15	54	7.5%					41	50.0%	94	11.9%
16-20	54	7.5%	(No responses)		(No responses)		0	0.0%	54	6.8%
21-30	0	0.0%					0	0.0%	0	0.0%
31-45	0	0.0%					0	0.0%	0	0.0%
Over 45	0	0.0%					0	0.0%	0	0.0%
TOTAL	713	100.0%					81	100.0%	794	100.0%
No Answer	404						0		404	
Avg. Time (min)		6.1						11.5		6.6



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 47

Expanded Results

Central Sq Cambridge - Broadway Station

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	1,610	80.5%
Drive/Park Egress	40	2.0%
Pick-up Egress	0	0.0%
Taxi Egress	0	0.0%
Shuttle/Van Egress	14	0.7%
Bicycle Egress	0	0.0%
Other Egress	41	2.0%
Total Private Trans.	1,705	85.3%
MBTA Bus	84	4.2%
Other Bus	11	0.6%
Rapid Transit	193	9.6%
Commuter Rail	7	0.4%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	295	14.7%
TOTAL	2,000	100.0%
No Answer	51	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	269	13.5%
Drive	7	0.4%
Pick-up	0	0.0%
Other	18	0.9%
TOTAL	295	14.7%
No Answer	0	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	149	7.4%
Other Bus	18	0.9%
Rapid Transit	127	6.4%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	295	14.7%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
83	23	23.7%
9	21	22.5%
28	14	15.0%
MIS	11	11.9%
1	11	11.9%
Other	14	15.0%
TOTAL	95	100.0%

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
221	14	19.7%
79	11	15.6%
76	11	15.6%
RIPTA	7	9.8%
426	7	9.8%
Other	21	29.5%
TOTAL	72	100.0%

Trip time from stop to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	881	66.3%	14	50.0%			7	16.2%	902	64.4%
6-10	277	20.9%	7	25.0%			25	58.1%	310	22.1%
11-15	125	9.4%	0	0.0%	(No responses)		0	0.0%	125	8.9%
16-20	47	3.5%	0	0.0%			11	25.7%	58	4.1%
21-30	0	0.0%	0	0.0%			0	0.0%	0	0.0%
31-45	0	0.0%	7	25.0%			0	0.0%	7	0.5%
Over 45	0	0.0%	0	0.0%			0	0.0%	0	0.0%
TOTAL	1,330	100.0%	28	100.0%			44	100.0%	1,402	100.0%
No Answer	280		11				11		303	
Avg. Time (min)		5.9		16.3				11.3		6.3



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 55

Expanded Results

Jersey/Queensbury St - Copley Sq/Park/Tremont St

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	462	80.1%
Drive/Park Egress	0	0.0%
Pick-up Egress	4	0.7%
Taxi Egress	0	0.0%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	8	1.4%
Total Private Trans.	474	82.1%
MBTA Bus	8	1.4%
Other Bus	0	0.0%
Rapid Transit	87	15.1%
Commuter Rail	8	1.4%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	103	17.9%
TOTAL	577	100.0%
No Answer	24	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	91	15.8%
Drive	0	0.0%
Pick-up	0	0.0%
Other	0	0.0%
TOTAL	91	15.8%
No Answer	12	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	20	3.4%
Other Bus	4	0.7%
Rapid Transit	75	13.1%
Commuter Rail	4	0.7%
Boat	0	0.0%
Other	0	0.0%
TOTAL	103	17.9%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
9	4	50.0%
43	4	50.0%
TOTAL	8	100.0%

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
SL2	8	50.0%
MWRTA	4	25.0%
93	4	25.0%
TOTAL	16	100.0%

Trip time from stop to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	221	55.4%			4	100.0%	0	0.0%	225	54.8%
6-10	115	28.7%			0	0.0%	0	0.0%	115	27.9%
11-15	55	13.9%			0	0.0%	0	0.0%	55	13.5%
16-20	8	2.0%			0	0.0%	0	0.0%	8	1.9%
21-30	0	0.0%			0	0.0%	8	100.0%	8	1.9%
31-45	0	0.0%			0	0.0%	0	0.0%	0	0.0%
Over 45	0	0.0%			0	0.0%	0	0.0%	0	0.0%
TOTAL	399	100.0%			4	100.0%	8	100.0%	411	100.0%
No Answer	63				0		0		63	
Avg. Time (min)		6.5				2.0		30.0		6.9



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 66

Expanded Results

Harvard Sq - Dudley Station via Allston/Brookline

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	6,058	71.6%
Drive/Park Egress	69	0.8%
Pick-up Egress	34	0.4%
Taxi Egress	0	0.0%
Shuttle/Van Egress	69	0.8%
Bicycle Egress	0	0.0%
Other Egress	34	0.4%
Total Private Trans.	6,265	74.1%
MBTA Bus	742	8.8%
Other Bus	0	0.0%
Rapid Transit	1,450	17.1%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	2,192	25.9%
TOTAL	8,457	100.0%
No Answer	243	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	1,924	22.8%
Drive	0	0.0%
Pick-up	0	0.0%
Other	140	1.7%
TOTAL	2,064	24.4%
No Answer	128	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	777	9.2%
Other Bus	0	0.0%
Rapid Transit	1,415	16.7%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	2,192	25.9%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
39	138	18.6%
77	93	12.6%
71	93	12.6%
57	93	12.6%
86	47	6.3%
Other	278	37.4%
TOTAL	742	100.0%

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
32	34	100.0%
TOTAL	34	100.0%

Trip time from stop to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	2,301	46.7%	34	50.0%			34	50.0%	2,370	46.7%
6-10	1,342	27.2%	0	0.0%			0	0.0%	1,342	26.5%
11-15	685	13.9%	0	0.0%			0	0.0%	685	13.5%
16-20	511	10.4%	0	0.0%	(No responses)		0	0.0%	511	10.1%
21-30	93	1.9%	0	0.0%			0	0.0%	93	1.8%
31-45	0	0.0%	0	0.0%			34	50.0%	34	0.7%
Over 45	0	0.0%	34	50.0%			0	0.0%	34	0.7%
TOTAL	4,933	100.0%	69	100.0%			69	100.0%	5,071	100.0%
No Answer	1,125		0		34		34		1,194	
Avg. Time (min)	8.6		32.5				25.0		9.1	



Destination Locations and Activities

The data presented in this chapter show where riders on Cabot Garage bus routes ended their trips (by city, town, or neighborhood) and indicate what their activities were at each of those destination locations. This information is useful in defining the market area of each bus route and for understanding the types of trips made on each route. Additional information regarding the reasons for making trips is presented in Chapters 3 and 4.

A table presenting these data is provided for each bus route; the tables are at the end of the chapter. Each table shows both the destinations and destination activities for passengers who rode some portion of the surveyed route. The data include not only the riders who left the entire transit system when they alighted from these routes, but also riders who continued on the system through transfers to other bus routes or to rapid transit, commuter rail, or boat. (Details on the means of transportation between surveyed bus routes and destinations are provided in Chapter 6.)

Chapter 2 addresses the same categories of data that are addressed in the present chapter, but at the level of the Cabot Garage as a whole. It includes tables and discussion.

7.1 DESTINATION LOCATIONS

7.1.1 DESCRIPTION OF THE DESTINATION LOCATIONS SECTION OF THE TABLE

In each route's table, the left side summarizes the results of survey question 9b, which asked where riders ended the entire one-way trips they were making when surveyed. The data show destination location by city, town, or neighborhood. In the systemwide passenger survey of which this bus survey is a part, the responses about destination locations were aggregated by city or town, except in four municipalities: in Boston they were broken into 26 neighborhoods, in Cambridge into six, in Somerville into four, and in Brookline into three. All of these neighborhoods are shown in Figure 4-1. In the table, for trips ending outside of Massachusetts, the city and the state are given.

Destinations reported by less than 0.5% of riders at a station were aggregated and placed in the “other” category; therefore, not all cities, towns, and neighborhoods in which bus trips ended are represented individually in the table. Some survey responses did not contain enough information to determine a destination city, town, or neighborhood; these responses were aggregated into the “unspecified” category. The destination locations are listed in descending order, based on the number of riders.

7.1.2 OVERVIEW OF RESULTS

The size of the market for each bus route depends on a number of factors that influence a rider’s choice to use that route instead of another transportation mode. These include, in addition to the route’s proximity to the rider’s destination, its proximity to other transit services and the relative ease of access. Cabot Garage bus routes had varying market sizes. For example, if destinations that were reported by less than 0.5% of the riders are included, the highest number of destination locations was 34, the number for people boarding Route 47, while the lowest was 3, the number for Route 4. The destination locations with the highest percentages of riders were generally those that the specific bus route served.

7.2 DESTINATION ACTIVITIES

7.2.1 DESCRIPTION OF THE DESTINATION ACTIVITIES SECTION OF THE TABLE

In each route’s table, the right side of the table summarizes the results of survey question 9a, “Where will/did this one-way trip end?” The survey form provided eight check-off choices: “at work,” “at school,” “at home,” “at a store,” “at a doctor or other personal business,” “at a work-related errand or meeting,” “at a restaurant, or social or recreational activity,” and “other” (with a space for write-ins). For each destination location (city, town, or neighborhood), the table shows the percentages of riders who reported ending at each of these eight “activities.” The absolute number of riders ending at each activity can be determined by multiplying these percentages by the destination location totals on the left side of the table.

For each bus route, the number of survey responses from which the results in the table were expanded was greater for locations in the upper rows and smaller for those in the lower rows. Consequently, the higher the row, the more reliable the distribution of activities given for that destination location. For similar reasons, if one combines the data from groups of bus routes in the same general area, the resulting distribution of activities by destination location is more reliable than the results for individual routes.

7.2.2 OVERVIEW OF RESULTS

For the most part, the largest destination activity of people boarding each bus route was work: looking at the riders from the top 10 destination locations for

these routes, work was the destination activity for 44%. This is partly a reflection of the hours when the survey was handed out (6:00 AM to 3:30 PM). Had the survey been handed out later, more people would likely have been destined for an activity other than work. The survey result regarding the predominant destination activity is in accord with the result regarding the predominant trip purpose category, which was home-based work (see Chapters 3 and 4).

Most of the remainder of the destination activities of the surveyed riders were split between home, school, other activities, and personal business. Looking at the riders with the top 10 destination locations for all Cabot Garage bus routes, home was the destination activity for 14%, followed by school with 12%, other activities with 9%, and personal business with 7%.

The percentages of riders whose destination activity was work were the highest on Routes 4 (96%), 7 (75%), and 55 (64%) and were the lowest on Routes 5 (12%), 28 (24%), and 25 (35%). The percentages of riders with home, school, other, and personal business destination activities, respectively, were the highest for Routes 5 (24%), 19 (19%), 5 (38%), and 5 (26%).

Destination Locations and Activities

Route: 1

Harvard Sq - Dudley Station via BU Medical

Both Directions

Expanded Results

DESTINATION LOCATIONS			DESTINATION ACTIVITIES								
City/Neighborhood Destinations	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Cambridge: Kendall/MIT	989	15.4%			24.2%	70.2%					5.6%
Cambridge: Harvard Square	937	14.6%		5.6%		77.8%				11.1%	5.6%
Boston: South End	936	14.6%	3.0%	14.5%	3.0%	47.4%		20.4%			11.8%
Cambridge: Central Square	816	12.7%	3.4%	12.8%	6.4%	51.5%	9.8%	6.4%	6.4%	3.4%	
Boston: Fenway	635	9.9%		4.4%	26.2%	47.5%		8.7%		8.7%	4.4%
Boston: Back Bay	302	4.7%		9.2%	26.5%	55.2%					9.2%
Boston: Prudential/Hancock	274	4.3%			10.1%	79.8%					10.1%
Boston: Roxbury	250	3.9%				44.4%	11.1%		22.2%		22.2%
Lexington	156	2.4%				100.0%					
Boston: Financial/Retail	135	2.1%				61.5%		38.5%			
Watertown	132	2.1%	39.5%	21.0%							39.5%
Brookline: South Brookline	83	1.3%				100.0%					
Unspecified	83	1.3%			33.3%						66.7%
Boston: Longwood Med Area	80	1.2%				100.0%					
Boston: Jamaica Plain	55	0.9%		50.0%		50.0%					
Boston: Unspecified	55	0.9%		50.0%							50.0%
Arlington	52	0.8%		100.0%							
Boston: Chestnut Hill	52	0.8%			100.0%						
Boston: Dwntrwn Unspecified	52	0.8%		100.0%							
Boston: East Boston	52	0.8%		100.0%							
Medford	52	0.8%									100.0%
Somerville: Davis Square	52	0.8%				100.0%					
Somerville: Spring Hill	52	0.8%									100.0%
Other (< 0.5 % of riders)	139	2.2%		20.0%		20.0%		40.0%	20.0%		
OVERALL TOTAL	6,422	100.0%	1.7%	9.6%	10.5%	56.0%	1.7%	6.3%	2.1%	2.9%	9.3%

Note: Totals shown may differ from column total because of rounding.



MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 4

North Station - World Trade Ctr

Both Directions

Expanded Results

DESTINATION LOCATIONS			DESTINATION ACTIVITIES								
City/Neighborhood Destinations	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: Financial/Retail	86	42.4%				100.0%					
Boston: So Bos Indust	81	40.3%				89.5%			5.3%		5.3%
Boston: North End	35	17.3%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	202	100.0%				95.8%			2.1%		2.1%

Note: Totals shown may differ from column total because of rounding.



MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 5

City Point - M E McCormick Housing

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		No Resp.	DESTINATION ACTIVITIES							
	Total Riders	Pct. of Riders		Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: So Bos Res	89	70.0%		25.7%					37.1%		37.1%
Boston: Dwntrwn Unspecified	8	6.0%				100.0%					
Boston: Jamaica Plain	8	6.0%									100.0%
Boston: North Dorchester	8	6.0%									100.0%
Boston: South Dorchester	8	6.0%		100.0%							
Everett	8	6.0%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	127	100.0%		24.0%		12.0%			26.0%		38.0%

Note: Totals shown may differ from column total because of rounding.

Destination Locations and Activities

Route: 7

City Point - Otis/Summer

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: Financial/Retail	459	29.3%				82.4%	8.8%		2.9%	2.9%	2.9%
Boston: So Bos Indust	344	22.0%				100.0%					
Boston: Govt Center	270	17.2%			20.0%	80.0%					
Boston: So Bos Res	170	10.8%		69.2%		7.7%		7.7%	7.7%	7.7%	
Boston: Waterfront	148	9.5%				63.5%					36.5%
Boston: North End	54	3.4%				100.0%					
Cambridge: Kendall/MIT	27	1.7%				100.0%					
Boston: Beacon Hill	14	0.9%				100.0%					
Boston: Fenway	14	0.9%			100.0%						
Cambridge: North Cambridge	14	0.9%				100.0%					
Foster, RI	14	0.9%		100.0%							
Malden	14	0.9%				100.0%					
Watertown	14	0.9%				100.0%					
Unspecified	13	0.8%	100.0%								
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	1,567	100.0%	0.8%	8.4%	4.3%	75.4%	2.6%	0.8%	1.7%	1.7%	4.3%

Note: Totals shown may differ from column total because of rounding.

T **MBTA Surveys: 2008-09**
Bus Survey

Destination Locations and Activities

Route: 8

Harbor Point/Umass - Kenmore Sq

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: Longwood Med Area	460	21.5%	4.3%	2.1%	10.6%	72.3%		6.4%			4.3%
Boston: Roxbury	401	18.7%	26.8%	14.6%	2.4%	34.2%	9.8%	9.8%			2.4%
Boston: North Dorchester	353	16.5%	11.1%	5.6%	16.7%	11.1%	47.2%	2.8%		2.8%	2.8%
Boston: South End	343	16.0%		5.7%	14.3%	68.6%	2.9%	8.6%			
Boston: Fenway	225	10.5%		8.7%	30.4%	39.1%	4.3%	8.7%		8.7%	
Boston: Financial/Retail	59	2.7%				100.0%					
Unspecified	39	1.8%	25.0%				25.0%		25.0%		25.0%
Boston: Back Bay	29	1.4%				66.7%			33.3%		
Boston: So Bos Res	29	1.4%		33.3%							66.7%
Boston: B U	20	0.9%			50.0%	50.0%					
Boston: South Dorchester	20	0.9%		100.0%							
Malden	20	0.9%		50.1%				49.9%			
Newton: Chestnut Hill	20	0.9%				100.0%					
Other (< 0.5 % of riders)	127	5.9%	7.7%	38.5%		30.7%	7.7%		15.4%		
OVERALL TOTAL	2,143	100.0%	8.7%	10.0%	11.4%	45.7%	11.4%	6.4%	1.8%	1.4%	3.2%

Note: Totals shown may differ from column total because of rounding.

Destination Locations and Activities

Route: 9

City Point - Copley via Broadway

Both Directions

Expanded Results

DESTINATION LOCATIONS			DESTINATION ACTIVITIES								
City/Neighborhood Destinations	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: So Bos Res	850	32.3%	4.1%	52.6%		21.6%	10.8%	5.5%		5.4%	
Boston: Prudential/Hancock	470	17.8%			2.6%	89.7%	5.1%				2.6%
Boston: Back Bay	205	7.8%				76.5%	5.9%		5.9%	11.8%	
Boston: Park Square	192	7.3%			18.9%	62.9%				6.3%	12.0%
Boston: South End	177	6.7%		26.5%	6.8%	40.8%		12.9%			12.9%
Boston: So Bos Indust	127	4.8%		54.3%		27.6%		18.1%			
Boston: Longwood Med Area	108	4.1%			33.3%	55.6%		11.1%			
Cambridge: Kendall/MIT	72	2.7%				100.0%					
Boston: Fenway	60	2.3%			20.0%	80.0%					
Boston: Financial/Retail	60	2.3%				80.0%			20.0%		
Boston: North Dorchester	48	1.8%			50.0%	50.0%					
Unspecified	48	1.8%	25.0%			75.0%					
Boston: Roxbury	47	1.8%				51.3%		48.7%			
Boston: Beacon Hill	36	1.4%				66.7%		33.3%			
Boston: Jamaica Plain	24	0.9%				100.0%					
Brookline: North Brookline	24	0.9%				100.0%					
Brookline: South Brookline	24	0.9%				100.0%					
Other (< 0.5 % of riders)	60	2.3%			40.0%	40.0%		20.0%			
OVERALL TOTAL	2,633	100.0%	1.8%	21.4%	5.9%	54.0%	4.9%	5.8%	0.9%	3.1%	2.2%

Note: Totals shown may differ from column total because of rounding.

Destination Locations and Activities

Route: 10

City Point - Copley via Andrew

Both Directions

Expanded Results

DESTINATION LOCATIONS			DESTINATION ACTIVITIES								
City/Neighborhood Destinations	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: South End	797	38.0%		5.3%	6.5%	72.9%	1.4%	12.7%			1.3%
Boston: So Bos Res	342	16.3%	6.1%	44.0%	9.5%	18.7%		12.4%			9.2%
Boston: Roxbury	197	9.4%		10.5%		62.5%	5.5%	11.0%			10.5%
Boston: North Dorchester	189	9.0%	5.7%	5.7%	5.7%	11.0%	71.8%				
Boston: Prudential/Hancock	150	7.1%	6.7%		6.7%	53.3%	13.3%	6.7%			13.3%
Boston: Back Bay	130	6.2%	23.1%	23.1%	15.4%	38.5%					
Quincy	21	1.0%				100.0%					
Boston: Beacon Hill	20	1.0%		50.0%		50.0%					
Boston: Fenway	20	1.0%				50.0%				50.0%	
Boston: Longwood Med Area	20	1.0%				100.0%					
Arlington	11	0.5%		100.0%							
Boston: Mattapan	11	0.5%		100.0%							
Boston: So Bos Indust	11	0.5%					100.0%				
Boston: Waterfront	11	0.5%				100.0%					
Other (< 0.5 % of riders)	170	8.1%	5.9%	47.1%	5.9%	23.5%			5.9%		11.8%
OVERALL TOTAL	2,098	100.0%	3.9%	17.4%	6.4%	49.1%	9.0%	8.4%	0.5%	0.5%	4.9%

Note: Totals shown may differ from column total because of rounding.

Destination Locations and Activities

Route: 11

City Point - Downtown

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: So Bos Res	434	23.5%		68.5%		16.1%				3.0%	12.5%
Boston: Financial/Retail	373	20.2%				82.8%		10.3%	3.4%		3.4%
Boston: Park Square	334	18.1%			19.2%	53.8%		19.2%		3.8%	3.8%
Boston: So Bos Indust	152	8.2%	8.4%			64.4%		18.7%	8.4%		
Boston: Govt Center	90	4.9%				100.0%					
Boston: Beacon Hill	51	2.8%				75.0%		25.0%			
Boston: Fenway	51	2.8%			25.0%	50.0%		25.0%			
Unspecified	51	2.8%	75.0%								25.0%
Boston: Longwood Med Area	39	2.1%				100.0%					
Boston: South End	39	2.1%				100.0%					
Cambridge: Harvard Square	39	2.1%				100.0%					
Boston: North Dorchester	26	1.4%			100.0%						
Boston: Prudential/Hancock	26	1.4%				100.0%					
Boston: Waterfront	26	1.4%				100.0%					
Beverly	13	0.7%				100.0%					
Boston: Back Bay	13	0.7%				100.0%					
Boston: North End	13	0.7%				100.0%					
Boston: Roxbury	13	0.7%				100.0%					
Boston: Unspecified	13	0.7%									100.0%
Brookline: South Brookline	13	0.7%						100.0%			
Cambridge: Kendall/MIT	13	0.7%				100.0%					
Quincy	13	0.7%			100.0%						
Somerville: East Somerville	13	0.7%	100.0%								
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	1,846	100.0%	3.5%	16.1%	6.3%	56.5%		9.2%	1.4%	1.4%	5.7%

Note: Totals shown may differ from column total because of rounding.

Destination Locations and Activities

Route: 15

Kane Sq/Fields Cnr Station - Ruggles

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: Roxbury	1,388	30.6%	6.6%	14.3%	16.8%	37.8%		5.6%	3.9%		15.0%
Boston: North Dorchester	1,278	28.2%	3.0%	25.1%		16.7%	12.6%	20.9%			21.7%
Boston: Longwood Med Area	272	6.0%				85.7%		14.3%			
Boston: Fenway	233	5.1%			33.3%	50.0%			16.7%		
Boston: Park Square	233	5.1%				83.3%		16.7%			
Unspecified	223	4.9%	34.7%						23.9%		41.3%
Boston: Govt Center	155	3.4%			25.0%	75.0%					
Boston: Back Bay	116	2.6%				100.0%					
Boston: Financial/Retail	116	2.6%			33.3%	66.7%					
Boston: Mattapan	78	1.7%				50.0%					50.0%
Boston: Waterfront	53	1.2%				100.0%					
Boston: Beacon Hill	39	0.9%				100.0%					
Boston: Charlestown	39	0.9%			100.0%						
Boston: Jamaica Plain	39	0.9%				100.0%					
Boston: Prudential/Hancock	39	0.9%									100.0%
Boston: So Bos Indust	39	0.9%				100.0%					
Boston: South Dorchester	39	0.9%			100.0%						
Boston: South End	39	0.9%									100.0%
Brookline: North Brookline	39	0.9%				100.0%					
Cambridge: Kendall/MIT	39	0.9%				100.0%					
Watertown	39	0.9%							100.0%		
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	4,534	100.0%	4.6%	11.5%	10.3%	41.4%	3.5%	9.3%	4.1%		15.3%

Note: Totals shown may differ from column total because of rounding.

Destination Locations and Activities

Route: 16

Forest Hills - Andrew Station/Umass

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: North Dorchester	1,106	40.2%	3.4%	15.7%	12.3%	31.8%	24.5%	3.0%	3.0%		6.4%
Boston: So Bos Res	359	13.0%	18.2%	9.1%	9.1%	45.5%	9.1%	9.1%			
Boston: Jamaica Plain	264	9.6%				85.7%				14.3%	
Boston: Hyde Park	151	5.5%	50.0%		50.0%						
Boston: Roxbury	141	5.1%		26.8%		23.2%	26.8%				23.2%
Quincy	98	3.6%			33.3%	33.3%					33.3%
Boston: Roslindale	75	2.7%		50.0%		50.0%					
Dedham	75	2.7%	50.0%					50.0%			
Boston: So Bos Indust	70	2.6%				100.0%					
Boston: Beacon Hill	38	1.4%						100.0%			
Boston: Longwood Med Area	38	1.4%				100.0%					
Boston: South Dorchester	38	1.4%		100.0%							
Boston: West Roxbury	38	1.4%				100.0%					
Boston: Financial/Retail	33	1.2%							100.0%		
Boston: Govt Center	33	1.2%						100.0%			
Boston: Logan Airport	33	1.2%				100.0%					
Boston: Unspecified	33	1.2%			100.0%						
Boston: Waterfront	33	1.2%				100.0%					
Melrose	33	1.2%				100.0%					
Milton	33	1.2%						100.0%			
Unspecified	33	1.2%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	2,752	100.0%	7.9%	11.6%	11.2%	40.7%	12.4%	7.5%	2.4%	1.4%	4.9%

Note: Totals shown may differ from column total because of rounding.

Destination Locations and Activities

Route: 17

Fields Cnr - Andrew Station via Uphams Cnr

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: North Dorchester	482	27.1%		11.8%		41.2%		17.6%	5.8%	17.6%	5.8%
Boston: Financial/Retail	226	12.7%				87.6%		12.4%			
Boston: Govt Center	141	7.9%		20.0%		80.0%					
Boston: South Dorchester	114	6.4%				100.0%					
Boston: So Bos Res	113	6.3%	75.0%		25.0%						
Boston: Park Square	85	4.8%				100.0%					
Unspecified	85	4.8%			33.1%	66.9%					
Boston: South End	84	4.7%				33.3%		66.7%			
Boston: East Boston	57	3.2%				100.0%					
Boston: Waterfront	57	3.2%				100.0%					
Boston: Beacon Hill	56	3.2%				100.0%					
Cambridge: Harvard Square	56	3.2%			50.0%	50.0%					
Boston: Back Bay	28	1.6%								100.0%	
Boston: Brighton	28	1.6%				100.0%					
Boston: Roxbury	28	1.6%			100.0%						
Boston: Unspecified	28	1.6%				100.0%					
Braintree	28	1.6%				100.0%					
Cambridge: Central Square	28	1.6%				100.0%					
Cambridge: East Cambridge	28	1.6%				100.0%					
Quincy	28	1.6%								100.0%	
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	1,781	100.0%	4.7%	4.8%	6.3%	63.6%		9.5%	1.6%	7.9%	1.6%

Note: Totals shown may differ from column total because of rounding.

Destination Locations and Activities

Route: 18

Ashmont Station - Andrew Station

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: North Dorchester	161	27.7%		45.0%		32.5%	11.3%	11.3%			
Boston: South Dorchester	127	21.8%	14.3%	28.6%		28.6%	14.3%	14.3%			
Boston: Roxbury	52	9.0%					100.0%				
Boston: Charlestown	34	5.9%				100.0%					
Boston: East Boston	34	5.9%									100.0%
Boston: Financial/Retail	34	5.9%				100.0%					
Boston: So Bos Res	34	5.9%	100.0%								
Boston: Unspecified	34	5.9%				100.0%					
Unspecified	34	5.9%									100.0%
Boston: South End	18	3.1%				100.0%					
Brockton	18	3.1%									100.0%
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	583	100.0%	9.0%	18.7%		36.0%	15.2%	6.2%			14.9%

Note: Totals shown may differ from column total because of rounding.

Destination Locations and Activities

Route: 19

Fields Cnr - Ruggles via Grove Hall

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: Longwood Med Area	796	31.2%			4.0%	96.0%					
Boston: Roxbury	547	21.5%	25.2%		56.8%	11.7%					6.3%
Boston: Fenway	306	12.0%	11.3%		21.8%	22.6%		22.6%			21.8%
Boston: North Dorchester	266	10.4%	12.0%	25.0%	25.0%	12.0%					26.0%
Boston: South Dorchester	224	8.8%		14.3%		28.6%	28.6%	14.3%	14.3%		
Boston: Beacon Hill	69	2.7%				100.0%					
Boston: South End	69	2.7%				50.0%		50.0%			
Boston: Back Bay	35	1.4%				100.0%					
Boston: Park Square	35	1.4%				100.0%					
Boston: Prudential/Hancock	35	1.4%				100.0%					
Boston: So Bos Indust	35	1.4%				100.0%					
Boston: Unspecified	35	1.4%	100.0%								
Chelsea	35	1.4%						100.0%			
Medford	35	1.4%									100.0%
Boston: North End	32	1.3%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	2,551	100.0%	9.4%	3.9%	18.7%	49.7%	2.5%	6.7%	1.3%		8.0%

Note: Totals shown may differ from column total because of rounding.

Destination Locations and Activities

Route: 22

Ashmont Station - Ruggles via Jackson Sq

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: South Dorchester	1,419	32.4%	11.5%	30.2%	4.9%	38.2%		3.0%		3.0%	9.1%
Boston: Roxbury	834	19.0%	8.4%	8.4%	12.5%	26.0%	9.3%	8.4%		5.1%	21.9%
Boston: Jamaica Plain	461	10.5%	30.2%			39.5%	7.6%				22.7%
Boston: Financial/Retail	287	6.6%	24.3%		12.1%	63.6%					
Boston: Longwood Med Area	174	4.0%			40.0%	20.0%		40.0%			
Boston: North Dorchester	156	3.6%			27.6%	27.6%			22.4%		22.4%
Unspecified	121	2.8%				28.9%		71.1%			
Boston: Govt Center	105	2.4%				66.7%		33.3%			
Boston: Waterfront	78	1.8%			55.2%			44.8%			
Boston: Fenway	70	1.6%	50.0%		50.0%						
Boston: South End	70	1.6%			50.0%	50.0%					
Boston: Logan Airport	43	1.0%	100.0%								
Boston: So Bos Indust	43	1.0%				100.0%					
Brookline: South Brookline	43	1.0%				100.0%					
Cambridge: Harvard Square	43	1.0%			100.0%						
Malden	43	1.0%						100.0%			
Weston	43	1.0%				100.0%					
Boston: B U	35	0.8%			100.0%						
Boston: Back Bay	35	0.8%			100.0%						
Boston: Dwntwn Unspecified	35	0.8%				100.0%					
Boston: North End	35	0.8%				100.0%					
Boston: Park Square	35	0.8%				100.0%					
Boston: West Roxbury	35	0.8%				100.0%					
Brookline: North Brookline	35	0.8%				100.0%					
Cambridge: East Cambridge	35	0.8%				100.0%					
Lynn	35	0.8%		100.0%							
Newton	35	0.8%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	4,380	100.0%	11.9%	12.2%	12.5%	39.1%	2.6%	8.7%	0.8%	2.0%	10.3%

Note: Totals shown may differ from column total because of rounding.

Destination Locations and Activities

Route: 23

Ashmont Station - Ruggles via Washington

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: Roxbury	2,098	30.0%	6.9%	7.4%	21.2%	35.4%	8.0%		3.4%	3.4%	14.3%
Boston: South Dorchester	1,805	25.8%	13.3%	31.8%	22.5%	18.5%		4.6%			9.3%
Boston: North Dorchester	1,006	14.4%		15.5%	14.3%	29.8%		15.5%		8.3%	16.6%
Boston: Longwood Med Area	504	7.2%			14.3%	57.1%		14.3%	14.3%		
Unspecified	239	3.4%				65.1%			34.9%		
Boston: Govt Center	156	2.2%				100.0%					
Boston: Park Square	144	2.1%				100.0%					
Brookline: South Brookline	144	2.1%				100.0%					
Boston: Mattapan	84	1.2%				100.0%					
Boston: Unspecified	84	1.2%	100.0%								
Quincy	84	1.2%									100.0%
Boston: Allston	72	1.0%				100.0%					
Boston: B U	72	1.0%				100.0%					
Boston: Charlestown	72	1.0%				100.0%					
Boston: Fenway	72	1.0%	100.0%								
Boston: Financial/Retail	72	1.0%				100.0%					
Boston: Jamaica Plain	72	1.0%	100.0%								
Boston: North End	72	1.0%				100.0%					
Boston: South End	72	1.0%				100.0%					
Chelsea	72	1.0%						100.0%			
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	6,996	100.0%	8.7%	12.7%	15.2%	39.8%	2.4%	5.5%	3.3%	2.2%	10.3%

Note: Totals shown may differ from column total because of rounding.

T **MBTA Surveys: 2008-09**
Bus Survey

Destination Locations and Activities

Route: 25

Franklin Park - Ruggles via Dudley

Both Directions

Expanded Results

DESTINATION LOCATIONS			DESTINATION ACTIVITIES								
City/Neighborhood Destinations	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: Roxbury	348	71.7%	9.9%		9.9%	19.7%		11.1%			49.4%
Boston: Financial/Retail	69	14.2%				100.0%					
Brookline: South Brookline	34	7.1%				100.0%					
Unspecified	34	7.1%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	485	100.0%	7.1%	7.1%	7.1%	35.4%		8.0%			35.4%

Note: Totals shown may differ from column total because of rounding.

Destination Locations and Activities

Route: 28

Mattapan Station - Ruggles via Dudley

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: Roxbury	2,355	35.8%	11.9%	11.1%	21.2%	17.2%	10.4%	7.3%	4.6%	2.9%	13.5%
Boston: Mattapan	1,072	16.3%	3.6%	49.8%		10.8%	3.6%	14.0%	3.6%		14.5%
Boston: South Dorchester	710	10.8%	5.5%	32.1%	5.5%	26.1%	10.9%			4.8%	15.1%
Boston: South End	446	6.8%		7.7%	15.4%	38.5%		23.1%			15.4%
Unspecified	365	5.6%	29.4%	30.6%		10.6%		9.4%			20.0%
Boston: Unspecified	262	4.0%	29.5%	27.8%				13.1%	14.8%		14.8%
Boston: North Dorchester	258	3.9%	13.3%	45.1%		13.3%	15.0%				13.3%
Boston: Financial/Retail	240	3.7%			14.3%	71.4%	14.3%				
Boston: Back Bay	172	2.6%			60.0%	40.0%					
Boston: Fenway	172	2.6%		20.0%	20.0%	40.0%				20.0%	
Boston: Govt Center	103	1.6%				100.0%					
Boston: Hyde Park	39	0.6%		100.0%							
Canton	39	0.6%				100.0%					
Milton	39	0.6%	100.0%								
Boston: Beacon Hill	34	0.5%						100.0%			
Boston: Jamaica Plain	34	0.5%				100.0%					
Boston: Longwood Med Area	34	0.5%			100.0%						
Boston: North End	34	0.5%									100.0%
Boston: Park Square	34	0.5%				100.0%					
Boston: Roslindale	34	0.5%				100.0%					
Boston: Waterfront	34	0.5%				100.0%					
Boston: West Roxbury	34	0.5%		100.0%							
Brookline: North Brookline	34	0.5%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	6,581	100.0%	9.3%	22.3%	12.3%	23.9%	6.6%	8.0%	2.8%	2.1%	12.6%

Note: Totals shown may differ from column total because of rounding.

T **MBTA Surveys: 2008-09**
Bus Survey

Destination Locations and Activities

Route: 43

Ruggles - Park/Tremont St

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: Govt Center	402	27.7%		3.8%	7.7%	73.1%		7.7%			7.7%
Boston: Financial/Retail	248	17.0%	6.3%			87.5%		6.3%			
Boston: South End	233	16.1%		21.1%		50.0%			14.5%	14.5%	
Boston: Longwood Med Area	169	11.6%			20.0%	60.0%		20.0%			
Boston: Roxbury	83	5.7%	18.6%		40.7%	40.7%					
Boston: Park Square	80	5.5%				80.7%		19.3%			
Boston: Beacon Hill	77	5.3%			20.0%	60.0%					20.0%
Cambridge: Harvard Square	65	4.5%	52.2%			23.9%				23.9%	
Boston: Fenway	34	2.3%						100.0%			
Boston: Dwntrwn Unspecified	15	1.1%							100.0%		
Boston: Unspecified	15	1.1%				100.0%					
Boston: Waterfront	15	1.1%				100.0%					
Unspecified	15	1.1%							100.0%		
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	1,453	100.0%	4.5%	4.5%	7.8%	63.3%		8.9%	4.5%	3.4%	3.2%

Note: Totals shown may differ from column total because of rounding.

Destination Locations and Activities

Route: 44

Jackson Sq - Ruggles

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: Roxbury	1,390	57.3%	16.3%	36.9%	2.2%	37.5%		4.8%			2.2%
Boston: Financial/Retail	171	7.1%	21.4%			78.6%					
Boston: Govt Center	154	6.3%				100.0%					
Boston: Jamaica Plain	110	4.5%					33.3%	66.7%			
Boston: Waterfront	73	3.0%				50.0%		50.0%			
Cambridge: Harvard Square	67	2.8%				100.0%					
Unspecified	67	2.8%	100.0%								
Boston: Charlestown	62	2.5%			50.0%	50.0%					
Boston: Fenway	62	2.5%				50.0%		50.0%			
Boston: Hyde Park	37	1.5%			100.0%						
Boston: Roslindale	37	1.5%							100.0%		
Boston: West Roxbury	37	1.5%									100.0%
Lynn	37	1.5%				100.0%					
Boston: B U	31	1.3%				100.0%					
Boston: Back Bay	31	1.3%				100.0%					
Boston: So Bos Indust	31	1.3%				100.0%					
Boston: South End	31	1.3%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	2,425	100.0%	13.6%	21.2%	4.0%	46.8%	1.5%	8.6%	1.5%		2.8%

Note: Totals shown may differ from column total because of rounding.

Destination Locations and Activities

Route: 45

Franklin Park - Ruggles via Grove Hall

Both Directions

Expanded Results

DESTINATION LOCATIONS			DESTINATION ACTIVITIES								
City/Neighborhood Destinations	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: Roxbury	915	40.4%	10.3%	27.8%	4.4%	10.3%	5.9%	4.4%	8.9%		28.0%
Boston: Longwood Med Area	324	14.3%				87.5%					12.5%
Boston: North Dorchester	201	8.9%		53.2%		46.8%					
Boston: Fenway	162	7.2%		25.0%		50.0%		25.0%			
Boston: Park Square	122	5.4%				33.3%		33.3%			33.3%
Boston: Allston	94	4.2%	56.9%			43.1%					
Boston: Jamaica Plain	94	4.2%				100.0%					
Boston: Mattapan	54	2.4%		100.0%							
Boston: South Dorchester	54	2.4%								100.0%	
Boston: Financial/Retail	41	1.8%				100.0%					
Boston: Govt Center	41	1.8%							100.0%		
Boston: South End	41	1.8%				100.0%					
Cambridge: Central Square	41	1.8%									100.0%
Cambridge: Harvard Square	41	1.8%						100.0%			
Cambridge: Kendall/MIT	41	1.8%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	2,264	100.0%	6.5%	20.2%	1.8%	37.6%	2.4%	7.2%	5.4%	2.4%	16.7%

Note: Totals shown may differ from column total because of rounding.

Destination Locations and Activities

Route: 47

Central Sq Cambridge - Broadway Station

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: Longwood Med Area	697	34.0%			4.7%	77.0%		10.0%	5.7%		2.6%
Boston: South End	296	14.4%			3.8%	62.1%		29.3%			4.8%
Cambridge: Central Square	289	14.1%		46.8%	3.9%	19.5%	6.4%	3.9%	3.9%	3.9%	11.7%
Boston: Fenway	135	6.6%		8.4%	5.3%	69.6%		16.7%			
Boston: Roxbury	113	5.5%		16.2%		48.7%					35.1%
Boston: B U	101	4.9%	7.1%		21.2%	60.6%					11.2%
Cambridge: Harvard Square	45	2.2%		25.0%		75.0%					
Boston: So Bos Indust	36	1.7%	40.0%	60.0%							
Boston: So Bos Res	36	1.7%		40.0%	20.0%	20.0%		20.0%			
Brookline: North Brookline	33	1.6%		43.7%		56.3%					
Somerville: Davis Square	23	1.1%		100.0%							
Boston: South Dorchester	21	1.0%		66.7%			33.3%				
Brookline: South Brookline	18	0.9%		100.0%							
Boston: North Dorchester	14	0.7%	50.0%	50.0%							
Braintree	14	0.7%		50.0%			50.0%				
Medford	14	0.7%		100.0%							
Quincy	14	0.7%		100.0%							
Weymouth	14	0.7%		100.0%							
Arlington	11	0.5%		100.0%							
Boston: Dwntwn Unspecified	11	0.5%						100.0%			
Cambridge: Kendall/MIT	11	0.5%				100.0%					
Cambridge: North Cambridge	11	0.5%		100.0%							
Lexington	11	0.5%				100.0%					
Somerville: Spring Hill	11	0.5%		100.0%							
Other (< 0.5 % of riders)	71	3.5%		60.0%	10.0%	10.0%			10.0%		10.0%
OVERALL TOTAL	2,051	100.0%	1.4%	20.2%	4.8%	52.4%	1.6%	10.1%	2.8%	0.5%	6.1%

Note: Totals shown may differ from column total because of rounding.

Destination Locations and Activities

Route: 55

Jersey/Queensbury St - Copley Sq/Park/Tremont St

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: Fenway	125	20.8%		18.8%	37.5%	31.3%			6.3%		6.3%
Boston: Financial/Retail	91	15.2%				91.3%	8.7%				
Boston: Back Bay	75	12.5%	10.4%			47.4%		5.3%		5.3%	31.6%
Boston: Govt Center	67	11.2%	17.5%		11.8%	64.8%		5.9%			
Boston: Park Square	52	8.6%			7.7%	69.2%	7.7%				15.4%
Boston: Prudential/Hancock	40	6.6%				80.0%				10.0%	10.0%
Boston: So Bos Indust	32	5.3%				100.0%					
Boston: South End	20	3.3%	20.0%	20.0%		60.0%					
Boston: Beacon Hill	16	2.6%			25.0%	75.0%					
Boston: North End	16	2.6%				50.0%			50.0%		
Boston: Waterfront	12	2.0%				66.7%					33.3%
Cambridge: Kendall/MIT	12	2.0%				100.0%					
Unspecified	12	2.0%				100.0%					
Natick	8	1.3%				100.0%					
Boston: Charlestown	4	0.7%				100.0%					
Boston: Unspecified	4	0.7%								100.0%	
Cambridge: East Cambridge	4	0.7%			100.0%						
Cambridge: Harvard Square	4	0.7%			100.0%						
Lynn	4	0.7%				100.0%					
Quincy	4	0.7%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	601	100.0%	3.9%	4.6%	11.8%	63.9%	2.0%	1.3%	2.6%	2.0%	7.9%

Note: Totals shown may differ from column total because of rounding.

T **MBTA Surveys: 2008-09**
Bus Survey

Destination Locations and Activities

Route: 66

Harvard Sq - Dudley Station via Allston/Brookline

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: Longwood Med Area	1,499	17.2%		3.1%	11.5%	78.5%		4.6%		2.3%	
Cambridge: Harvard Square	1,352	15.5%		3.4%	10.3%	75.9%	6.9%				3.4%
Boston: Allston	1,101	12.7%		19.0%	9.4%	53.8%	3.1%	3.1%		7.4%	4.2%
Brookline: North Brookline	904	10.4%	3.8%	14.1%		55.2%	5.2%	12.8%	5.2%	3.8%	
Boston: Roxbury	598	6.9%			25.1%	51.9%					23.1%
Brookline: South Brookline	543	6.2%		12.7%	14.9%	57.5%		14.9%			
Boston: Brighton	361	4.1%		35.4%	25.8%	25.8%		12.9%			
Cambridge: Kendall/MIT	280	3.2%				100.0%					
Cambridge: North Cambridge	233	2.7%		60.0%	40.0%						
Somerville: Davis Square	233	2.7%		20.0%		60.0%				20.0%	
Boston: Jamaica Plain	207	2.4%		16.7%		83.3%					
Boston: Fenway	138	1.6%			75.0%	25.0%					
Unspecified	116	1.3%	70.2%			29.8%					
Boston: South End	103	1.2%			33.3%	66.7%					
Boston: Govt Center	93	1.1%			50.0%	50.0%					
Boston: North Dorchester	93	1.1%			100.0%						
Cambridge: Fresh Pond	93	1.1%				100.0%					
Somerville: Spring Hill	93	1.1%				50.0%					50.0%
Boston: B U	81	0.9%						57.5%	42.5%		
Boston: Financial/Retail	81	0.9%				100.0%					
Newton	69	0.8%				50.0%			50.0%		
Arlington	47	0.5%						100.0%			
Boston: Waterfront	47	0.5%				100.0%					
Cambridge: Central Square	47	0.5%				100.0%					
Watertown	47	0.5%				100.0%					
Other (< 0.5 % of riders)	241	2.8%	14.3%	14.3%		57.1%					14.3%
OVERALL TOTAL	8,700	100.0%	1.7%	10.1%	12.8%	61.1%	2.0%	5.1%	1.3%	2.3%	3.6%

Note: Totals shown may differ from column total because of rounding.

8

Origin-Destination Cross-tabulation

The data in Chapter 4 of this report show, for riders who made their bus trips on Cabot Garage bus routes, the origin locations of their entire trips by city, town, or neighborhood. The data in Chapter 7 show the final destination locations, by city, town, or neighborhood, of these riders.

In this chapter, the type of table presented provides, for the passengers who boarded the bus on each surveyed route, a cross-tabulation between the origins of the passengers' entire trips and the final destinations of these trips, regardless of where they entered or exited the transit system.

The tables (at the end of the chapter) present all of these data by route. The data for each bus route are based on the survey responses from passengers who rode some portion of that route. Chapter 2 addresses the same categories of data that are addressed in the present chapter, but at the level of the Cabot Garage as a whole. It includes tables and discussion.

8.1 DESCRIPTION OF TABLE

The origin-destination cross-tabulation table for each entry station is based on the responses to survey questions 4b and 9b, which asked riders to state the location of the starting and ending points of the trips they were making when they received the survey forms. Respondents were asked to provide the following information about these locations: address, or nearest intersection or landmark; city, town, or neighborhood; state; and zip code. However, many of the responses were less detailed than this. In such cases, missing details were inferred to the extent possible from other information provided, such as the transit boarding and alighting points, the modes of access and egress, and the access and egress times.

In the systemwide passenger survey of which this bus survey is a part, the responses about origin locations were aggregated by city or town, except in four municipalities: in Boston they were broken into 26 neighborhoods, in Cambridge into six, in Somerville into four, and in Brookline into three. All of these neighborhoods are shown in Figure 4-1. In the table, for trips originating from outside of Massachusetts, the city and the state are given.

The neighborhood names and boundaries used in the survey databases conform

to definitions that have been used by CTPS in previous surveys, and they do not all match the names used by survey respondents. For example, locations reported as “Chinatown” in survey responses were included in “Boston: Park Square” in the databases.

The table for each entry station shows a maximum of 18 origins (in rows) and 10 destinations (in columns). For each bus route, the origins included are those with the largest total numbers of reported trip beginnings, regardless of reported destination. The rows of origins are arranged in descending order of size. Any origins below the top 18 are combined as “Other” in a nineteenth row.

Similarly, the destinations included in each table are those with the largest total numbers of trip ends, regardless of reported origin. The columns of destinations are arranged in descending order of size. Any origins below the top 10 are combined as “Other” in an eleventh column.

For each surveyed route, the destination most frequently reported by all riders combined was often, though not always, the same as the one most frequently reported by the riders who were coming from the most frequently reported origin. Therefore, the most common origin-destination pair was often, though not always, the one in the first column of the first row in the table.

The entries in the “Other” row and “Other” column show, both in absolute numbers and in percentages, the importance, respectively, of origins not shown for each destination listed and of destinations not shown for each origin listed. If information on specific “other” origins or destinations is desired, custom reports can be generated.

8.2 OVERVIEW OF RESULTS

The most common origin-destination pair for all Cabot Garage bus routes as a whole was Roxbury to Roxbury, which was reported by 5% of all riders. This combination was one of the top five origin-destination pairs for six of the 23 Cabot Garage routes: Routes 25 (50% of the route’s riders), 44 (43%), 45 (19%), 15 (8%), 28 (7%), and 23 (6%). The highest percentages of riders, by route, in one origin-destination pair were on Routes 5 (64%, South Boston Residential to South Boston Residential), 25 (50%, Roxbury to Roxbury), and 44 (43%, Roxbury to Roxbury).

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Route: 1

Harvard Sq - Dudley Station via BU Medical

Both Directions

Expanded Results

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Cambridge: Kendall/MIT	Cambridge: Harvard Square	Boston: South End	Cambridge: Central Square	Boston: Fenway	Boston: Back Bay	Boston: Prudential/ Hancock	Boston: Roxbury	Lexington	Boston: Financial/R etail	Other & % of Row	Row Total & % of Overall
Cambridge: Central Square	166	156	111	28	194	111	55	83	0	28	250 20.6%	1210 18.8%
Cambridge: Harvard Square	194	0	194	55	139	83	55	55	0	55	111 11.8%	943 14.7%
Boston: South End	52	260	0	156	52	0	0	55	52	52	184 20.1%	917 14.3%
Boston: Back Bay	156	104	28	104	0	0	0	0	52	0	132 22.9%	576 9.0%
Boston: Roxbury	52	0	108	208	0	0	0	0	0	0	52 12.4%	420 6.5%
Boston: Fenway	104	156	0	104	0	0	0	0	0	0	52 12.5%	417 6.5%
Boston: Jamaica Plain	52	52	111	0	0	52	0	0	0	0	0 0.0%	267 4.2%
Boston: Prudential/Hancock	0	52	0	52	0	0	0	0	52	0	0 0.0%	208 3.2%
Cambridge: Kendall/MIT	0	0	28	52	55	0	28	0	0	0	28 14.5%	191 3.0%
Somerville: Spring Hill	28	0	55	0	55	28	0	0	0	0	0 0.0%	166 2.6%
Brookline: South Brookline	0	52	28	0	0	0	0	0	0	0	52 39.5%	132 2.1%
Brookline: North Brookline	52	0	28	0	0	0	0	28	0	0	0 0.0%	108 1.7%
Watertown	0	52	28	0	0	0	0	0	0	0	0 0.0%	108 1.7%
Revere	0	0	55	0	0	0	0	0	0	0	0 0.0%	55 0.9%
Cambridge: North Cambridge	0	0	0	0	55	0	0	0	0	0	0 0.0%	55 0.9%
Medford	0	0	28	0	0	0	28	0	0	0	0 0.0%	55 0.9%
Waltham	0	0	0	0	28	0	28	0	0	0	0 0.0%	55 0.9%
Somerville: Davis Square	0	0	0	28	0	0	28	0	0	0	0 0.0%	55 0.9%
Other & % of Column	104 10.5%	52 5.6%	135 14.5%	28 3.4%	28 4.4%	28 9.2%	52 19.0%	28 11.1%	0 0.0%	0 0.0%	0 0.0%	455 7.1%
Column Total & % of Overall	989 15.4%	937 14.6%	936 14.6%	816 12.7%	635 9.9%	302 4.7%	274 4.3%	250 3.9%	156 2.4%	135 2.1%	860 13.4%	6422

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Route: 4

Expanded Results

North Station - World Trade Ctr

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston:	Boston:	Boston:										Row Total & % of Overall
	Financial/R etail	So Bos Indust	North End										
Salem	13	9	0										21 10.6%
Beverly	9	13	0										21 10.6%
Melrose	0	17	0										17 8.5%
Unspecified	13	0	0										13 6.4%
Boston: North End	4	0	5										9 4.6%
North Andover	4	4	0										9 4.2%
Billerica	9	0	0										9 4.2%
Tewksbury	9	0	0										9 4.2%
Lowell	4	4	0										9 4.2%
Brockton	0	0	5										5 2.5%
Holliston	0	0	5										5 2.5%
North Attleborough	0	0	5										5 2.5%
Westwood	0	0	5										5 2.5%
Providence, RI	0	0	5										5 2.5%
Unspecified, RI	0	0	5										5 2.5%
Hamilton	4	0	0										4 2.1%
Boston: Charlestown	0	4	0										4 2.1%
Wakefield	0	4	0										4 2.1%
Other & % of Column	13 15.0%	26 31.6%	0 0.0%										39 19.1%
Column Total & % of Overall	86 42.4%	81 40.3%	35 17.3%										202

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Route: 7

Expanded Results

City Point - Otis/Summer

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Financial/R etail	Boston: So Bos Indust	Boston: Govt Center	Boston: So Bos Res	Boston: Waterfront	Boston: North End	Cambridge : Kendall/MI	Watertown	Malden	Foster, RI	Other & % of Row	Row Total & % of Overall
Boston: So Bos Res	432	135	270	0	122	54	27	14	14	0	27 2.4%	1108 70.7%
Boston: Financial/Retail	0	13	0	52	0	0	0	0	0	0	0 0.0%	65 4.2%
Boston: Govt Center	0	0	0	52	0	0	0	0	0	0	0 0.0%	52 3.3%
Boston: So Bos Indust	27	0	0	0	0	0	0	0	0	14	0 0.0%	41 2.6%
Boston: North Dorchester	0	13	0	0	14	0	0	0	0	0	0 0.0%	27 1.7%
Boston: Waterfront	0	0	0	26	0	0	0	0	0	0	0 0.0%	26 1.7%
Attleboro	0	26	0	0	0	0	0	0	0	0	0 0.0%	26 1.7%
Malden	0	13	0	0	13	0	0	0	0	0	0 0.0%	26 1.7%
Cambridge: North Cambridge	0	26	0	0	0	0	0	0	0	0	0 0.0%	26 1.7%
Cambridge: East Cambridge	0	0	0	0	0	0	0	0	0	0	13 100.0%	13 0.8%
Cambridge: Central Square	0	13	0	0	0	0	0	0	0	0	0 0.0%	13 0.8%
Somerville: Winter Hill	0	13	0	0	0	0	0	0	0	0	0 0.0%	13 0.8%
Glocester, RI	0	13	0	0	0	0	0	0	0	0	0 0.0%	13 0.8%
Easton	0	13	0	0	0	0	0	0	0	0	0 0.0%	13 0.8%
Franklin	0	13	0	0	0	0	0	0	0	0	0 0.0%	13 0.8%
Boston: Hyde Park	0	13	0	0	0	0	0	0	0	0	0 0.0%	13 0.8%
Middleborough	0	13	0	0	0	0	0	0	0	0	0 0.0%	13 0.8%
Rochester, NH	0	0	0	13	0	0	0	0	0	0	0 0.0%	13 0.8%
Other & % of Column	0 0.0%	26 7.6%	0 0.0%	13 7.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	39 2.5%
Column Total & % of Overall	459 29.3%	344 22.0%	270 17.2%	170 10.8%	148 9.5%	54 3.4%	27 1.7%	14 0.9%	14 0.9%	14 0.9%	40 2.6%	1567



MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Route: 8

Harbor Point/Umass - Kenmore Sq

Both Directions

Expanded Results

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Longwood Med Area	Boston: Roxbury	Boston: North Dorchester	Boston: South End	Boston: Fenway	Boston: Financial/R etail	Unspecie d	Boston: So Bos Res	Boston: Back Bay	Malden	Other & % of Row	Row Total & % of Overall
Boston: North Dorchester	59	98	49	147	68	39	20	0	20	10	78 13.3%	586 27.4%
Boston: Roxbury	39	49	108	29	59	10	0	10	0	0	29 8.8%	333 15.5%
Boston: Longwood Med Area	10	98	29	10	29	0	0	10	0	10	39 16.0%	245 11.4%
Boston: Fenway	20	59	20	59	10	10	0	0	0	0	10 5.0%	196 9.1%
Boston: South End	59	20	78	0	0	0	0	10	10	0	0 0.0%	176 8.2%
Boston: Allston	59	10	0	10	0	0	10	0	0	0	0 0.0%	88 4.1%
Boston: Brighton	39	0	20	10	10	0	0	0	0	0	0 0.0%	78 3.7%
Boston: Mattapan	10	10	10	10	10	0	0	0	0	0	0 0.0%	49 2.3%
Quincy	10	20	0	0	0	0	10	0	0	0	0 0.0%	39 1.8%
Boston: North End	10	10	0	10	0	0	0	0	0	0	0 0.0%	29 1.4%
Unspecified	10	0	10	10	0	0	0	0	0	0	0 0.0%	29 1.4%
Boston: Jamaica Plain	0	0	10	10	0	0	0	0	0	0	0 0.0%	20 0.9%
Watertown	20	0	0	0	0	0	0	0	0	0	0 0.0%	20 0.9%
Brookline: South Brookline	0	0	0	10	0	0	0	0	0	0	10 50.0%	20 0.9%
Holbrook	0	10	0	10	0	0	0	0	0	0	0 0.0%	20 0.9%
Malden	20	0	0	0	0	0	0	0	0	0	0 0.0%	20 0.9%
Brockton	20	0	0	0	0	0	0	0	0	0	0 0.0%	20 0.9%
Brookline: North Brookline	0	0	10	0	0	0	0	0	0	0	0 0.0%	10 0.5%
Other & % of Column	78 17.0%	20 4.9%	0 0.0%	20 5.7%	39 17.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	156 7.3%
Column Total & % of Overall	460 21.5%	401 18.7%	353 16.5%	343 16.0%	225 10.5%	59 2.7%	39 1.8%	29 1.4%	29 1.4%	20 0.9%	166 7.8%	2143

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Route: 9

Expanded Results

City Point - Copley via Broadway

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: So Bos Res	Boston: Prudential/ Hancock	Boston: Back Bay	Boston: Park Square	Boston: South End	Boston: So Bos Indust	Boston: Longwood Med Area	Cambridge : Kendall/MIT	Boston: Fenway	Boston: Financial/R etail	Other & % of Row	Row Total & % of Overall
Boston: So Bos Res	36	422	181	132	84	23	108	72	48	60	217 15.1%	1432 54.4%
Boston: Back Bay	206	0	0	23	0	23	0	0	0	0	0 0.0%	252 9.6%
Boston: Park Square	115	0	0	0	0	23	0	0	0	0	23 14.3%	160 6.1%
Boston: Prudential/Hancock	69	0	0	0	69	23	0	0	0	0	0 0.0%	160 6.1%
Boston: South End	69	24	0	0	12	23	0	0	12	0	12 7.9%	152 5.8%
Boston: So Bos Indust	12	12	12	12	0	0	0	0	0	0	12 20.0%	60 2.3%
Cambridge: Kendall/MIT	46	0	0	0	0	0	0	0	0	0	0 0.0%	46 1.7%
Brookline: North Brookline	46	0	0	0	0	0	0	0	0	0	0 0.0%	46 1.7%
Weymouth	0	0	12	12	0	0	0	0	0	0	0 0.0%	24 0.9%
Quincy	0	12	0	12	0	0	0	0	0	0	0 0.0%	24 0.9%
Boston: Beacon Hill	23	0	0	0	0	0	0	0	0	0	0 0.0%	23 0.9%
Boston: Fenway	23	0	0	0	0	0	0	0	0	0	0 0.0%	23 0.9%
Boston: Longwood Med Area	23	0	0	0	0	0	0	0	0	0	0 0.0%	23 0.9%
Boston: North Dorchester	23	0	0	0	0	0	0	0	0	0	0 0.0%	23 0.9%
Boston: North End	23	0	0	0	0	0	0	0	0	0	0 0.0%	23 0.9%
Unspecified, NH	23	0	0	0	0	0	0	0	0	0	0 0.0%	23 0.9%
Boston: Waterfront	23	0	0	0	0	0	0	0	0	0	0 0.0%	23 0.9%
Boston: Roxbury	23	0	0	0	0	0	0	0	0	0	0 0.0%	23 0.9%
Other & % of Column	46 5.4%	0 0.0%	0 0.0%	0 0.0%	12 6.8%	12 9.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	70 2.7%
Column Total & % of Overall	850 32.3%	470 17.8%	205 7.8%	192 7.3%	177 6.7%	127 4.8%	108 4.1%	72 2.7%	60 2.3%	60 2.3%	264 10.0%	2633

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Route: 10

City Point - Copley via Andrew

Both Directions

Expanded Results

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: South End	Boston: So Bos Res	Boston: Roxbury	Boston: North Dorchester	Boston: Prudential/ Hancock	Boston: Back Bay	Quincy	Boston: Beacon Hill	Boston: Fenway	Boston: Longwood Med Area	Other & % of Row	Row Total & % of Overall
Boston: So Bos Res	150	93	21	40	50	40	10	10	10	20	21 4.5%	464 22.1%
Boston: South End	11	86	0	54	70	30	11	10	10	0	100 26.2%	382 18.2%
Boston: Roxbury	0	65	11	0	20	40	0	0	0	0	82 35.8%	228 10.9%
Boston: Back Bay	97	32	0	32	0	0	0	0	0	0	0 0.0%	162 7.7%
Boston: North Dorchester	30	22	10	0	10	10	0	0	0	0	0 0.0%	82 3.9%
Boston: Prudential/Hancock	43	0	22	11	0	0	0	0	0	0	0 0.0%	76 3.6%
Quincy	40	11	0	0	0	10	0	0	0	0	0 0.0%	61 2.9%
Boston: South Dorchester	40	0	10	10	0	0	0	0	0	0	0 0.0%	60 2.9%
Boston: Govt Center	0	11	32	0	0	0	0	0	0	0	0 0.0%	43 2.1%
Unspecified	42	0	0	0	0	0	0	0	0	0	0 0.0%	42 2.0%
Malden	32	0	0	0	0	0	0	0	0	0	0 0.0%	32 1.5%
Brookline: North Brookline	32	0	0	0	0	0	0	0	0	0	0 0.0%	32 1.5%
Newton	22	0	10	0	0	0	0	0	0	0	0 0.0%	32 1.5%
Watertown	22	0	0	0	0	0	0	0	0	0	0 0.0%	22 1.0%
Walpole	22	0	0	0	0	0	0	0	0	0	0 0.0%	22 1.0%
Somerville: East Somerville	11	0	11	0	0	0	0	0	0	0	0 0.0%	22 1.0%
Boston: B U	22	0	0	0	0	0	0	0	0	0	0 0.0%	22 1.0%
Boston: Allston	0	0	10	11	0	0	0	0	0	0	0 0.0%	21 1.0%
Other & % of Column	181 22.7%	22 6.3%	51 25.7%	21 11.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	274 13.1%
Column Total & % of Overall	797 38.0%	342 16.3%	197 9.4%	189 9.0%	150 7.1%	130 6.2%	21 1.0%	20 1.0%	20 1.0%	20 1.0%	202 9.6%	2098

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Route: 11

Expanded Results

City Point - Downtown

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: So Bos Res	Boston: Financial/R etail	Boston: Park Square	Boston: So Bos Indust	Boston: Govt Center	Boston: Beacon Hill	Boston: Fenway	Unspecif ied	Cambridge : Harvard Square	Boston: Longwood Med Area	Other & % of Row	Row Total & % of Overall
Boston: So Bos Res	93	373	296	39	90	51	51	51	39	39	193 14.5%	1327 71.9%
Boston: Financial/Retail	114	0	0	28	0	0	0	0	0	0	0 0.0%	142 7.7%
Boston: Park Square	28	0	0	0	0	0	0	0	0	0	0 0.0%	28 1.5%
Boston: Brighton	0	0	0	28	0	0	0	0	0	0	0 0.0%	28 1.5%
Boston: Fenway	28	0	0	0	0	0	0	0	0	0	0 0.0%	28 1.5%
Boston: Govt Center	28	0	0	0	0	0	0	0	0	0	0 0.0%	28 1.5%
Boston: Jamaica Plain	0	0	0	28	0	0	0	0	0	0	0 0.0%	28 1.5%
Boston: Logan Airport	28	0	0	0	0	0	0	0	0	0	0 0.0%	28 1.5%
Boston: Longwood Med Area	28	0	0	0	0	0	0	0	0	0	0 0.0%	28 1.5%
Boston: South Dorchester	28	0	0	0	0	0	0	0	0	0	0 0.0%	28 1.5%
Boston: Waterfront	28	0	0	0	0	0	0	0	0	0	0 0.0%	28 1.5%
Malden	28	0	0	0	0	0	0	0	0	0	0 0.0%	28 1.5%
Salem	0	0	0	28	0	0	0	0	0	0	0 0.0%	28 1.5%
Boston: So Bos Indust	0	0	26	0	0	0	0	0	0	0	0 0.0%	26 1.4%
Belmont	0	0	0	0	0	0	0	0	0	0	0 0.0%	13 0.7%
Weymouth	0	0	13	0	0	0	0	0	0	0	0 0.0%	13 0.7%
Quincy	0	0	0	0	0	0	0	0	0	0	0 0.0%	13 0.7%
Column Total & % of Overall	434 23.5%	373 20.2%	334 18.1%	152 8.2%	90 4.9%	51 2.8%	51 2.8%	51 2.8%	39 2.1%	39 2.1%	193 10.4%	1846

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Route: 15

Kane Sq/Fields Cnr Station - Ruggles

Both Directions

Expanded Results

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Roxbury	Boston: North Dorchester	Boston: Longwood Med Area	Boston: Fenway	Boston: Park Square	Unspecie d	Boston: Govt Center	Boston: Financial/R etail	Boston: Back Bay	Boston: Mattapan	Other & % of Row	Row Total & % of Overall
Boston: North Dorchester	674	116	272	194	194	116	78	116	39	39	310 14.1%	2202 48.6%
Boston: Roxbury	369	467	0	39	39	53	78	0	78	39	78 6.3%	1238 27.3%
Boston: Longwood Med Area	53	160	0	0	0	0	0	0	0	0	0 0.0%	214 4.7%
Boston: South End	0	53	0	0	0	53	0	0	0	0	0 0.0%	107 2.4%
Boston: Financial/Retail	53	53	0	0	0	0	0	0	0	0	0 0.0%	107 2.4%
Boston: Fenway	53	53	0	0	0	0	0	0	0	0	0 0.0%	107 2.4%
Boston: Back Bay	53	53	0	0	0	0	0	0	0	0	0 0.0%	107 2.4%
Boston: South Dorchester	39	53	0	0	0	0	0	0	0	0	0 0.0%	92 2.0%
Malden	0	53	0	0	0	0	0	0	0	0	0 0.0%	53 1.2%
Cambridge: Unspecified	0	53	0	0	0	0	0	0	0	0	0 0.0%	53 1.2%
Boston: Park Square	0	53	0	0	0	0	0	0	0	0	0 0.0%	53 1.2%
Boston: Jamaica Plain	53	0	0	0	0	0	0	0	0	0	0 0.0%	53 1.2%
Boston: East Boston	0	53	0	0	0	0	0	0	0	0	0 0.0%	53 1.2%
Boston: Allston	0	53	0	0	0	0	0	0	0	0	0 0.0%	53 1.2%
Boston: Brighton	39	0	0	0	0	0	0	0	0	0	0 0.0%	39 0.9%
Column Total & % of Overall	1388 30.6%	1278 28.2%	272 6.0%	233 5.1%	233 5.1%	223 4.9%	155 3.4%	116 2.6%	116 2.6%	78 1.7%	388 8.6%	4534

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Route: 16

Expanded Results

Forest Hills - Andrew Station/Umass

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: North Dorchester	Boston: So Bos Res	Boston: Jamaica Plain	Boston: Hyde Park	Boston: Roxbury	Quincy	Boston: Roslindale	Dedham	Boston: So Bos Indust	Boston: Longwood Med Area	Other & % of Row	Row Total & % of Overall
Boston: North Dorchester	239	229	151	151	65	65	0	0	70	38	234 18.8%	1241 45.1%
Boston: So Bos Res	146	0	75	0	38	0	0	75	0	0	0 0.0%	372 13.5%
Boston: Jamaica Plain	131	65	0	0	0	33	0	0	0	0	70 23.5%	299 10.9%
Boston: South Dorchester	108	0	38	0	0	0	38	0	0	0	33 15.1%	216 7.9%
Boston: West Roxbury	65	0	0	0	0	0	0	0	0	0	0 0.0%	65 2.4%
Boston: Roslindale	65	0	0	0	0	0	0	0	0	0	0 0.0%	65 2.4%
Boston: Hyde Park	65	0	0	0	0	0	0	0	0	0	0 0.0%	65 2.4%
Cambridge: Harvard Square	38	0	0	0	0	0	0	0	0	0	0 0.0%	38 1.4%
Cambridge: East Cambridge	38	0	0	0	0	0	0	0	0	0	0 0.0%	38 1.4%
South Boston	0	0	0	0	38	0	0	0	0	0	0 0.0%	38 1.4%
Plymouth	38	0	0	0	0	0	0	0	0	0	0 0.0%	38 1.4%
Boston: Back Bay	38	0	0	0	0	0	0	0	0	0	0 0.0%	38 1.4%
Quincy	38	0	0	0	0	0	0	0	0	0	0 0.0%	38 1.4%
Boston: South End	0	0	0	0	0	0	38	0	0	0	0 0.0%	38 1.4%
Lynn	33	0	0	0	0	0	0	0	0	0	0 0.0%	33 1.2%
Boston: Roxbury	0	33	0	0	0	0	0	0	0	0	0 0.0%	33 1.2%
Boston: Park Square	33	0	0	0	0	0	0	0	0	0	0 0.0%	33 1.2%
Boston: Mattapan	0	33	0	0	0	0	0	0	0	0	0 0.0%	33 1.2%
Other & % of Column	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Column Total & % of Overall	1106 40.2%	359 13.0%	264 9.6%	151 5.5%	141 5.1%	98 3.6%	75 2.7%	75 2.7%	70 2.6%	38 1.4%	337 12.2%	2752

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Route: 19

Fields Cnr - Ruggles via Grove Hall

Both Directions

Expanded Results

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Longwood Med Area	Boston: Roxbury	Boston: Fenway	Boston: North Dorchester	Boston: South Dorchester	Boston: South End	Boston: Beacon Hill	Medford	Chelsea	Boston: Unspecie d	Other & % of Row	Row Total & % of Overall
Boston: North Dorchester	173	207	138	35	32	0	35	0	0	0	0	619 24.3%
Boston: Roxbury	69	0	0	128	128	35	35	0	35	35	69	567 22.2%
Boston: South Dorchester	69	276	35	69	0	35	0	35	0	0	0	518 20.3%
Boston: Allston	192	0	0	0	0	0	0	0	0	0	0	192 7.5%
Boston: Brighton	96	0	32	0	0	0	0	0	0	0	0	128 5.0%
Boston: Fenway	0	0	32	0	0	0	0	0	0	0	32	64 2.5%
Boston: Longwood Med Area	0	32	0	0	32	0	0	0	0	0	0	64 2.5%
Watertown	64	0	0	0	0	0	0	0	0	0	0	64 2.5%
Boston: Jamaica Plain	0	0	35	0	0	0	0	0	0	0	0	35 1.4%
Boston: Roslindale	0	0	35	0	0	0	0	0	0	0	0	35 1.4%
Brockton	0	0	0	0	0	0	0	0	0	0	35	35 1.4%
Canton	35	0	0	0	0	0	0	0	0	0	0	35 1.4%
Unspecified	35	0	0	0	0	0	0	0	0	0	0	35 1.4%
Boston: Mattapan	0	0	0	35	0	0	0	0	0	0	0	35 1.4%
Arlington	0	32	0	0	0	0	0	0	0	0	0	32 1.3%
Boston: South End	0	0	0	0	32	0	0	0	0	0	0	32 1.3%
Cambridge: Harvard Square	32	0	0	0	0	0	0	0	0	0	0	32 1.3%
Boston: Back Bay	32	0	0	0	0	0	0	0	0	0	0	32 1.3%
Other & % of Column	0	0	0	0	0	0	0	0	0	0	0	0
Column Total & % of Overall	796 31.2%	547 21.5%	306 12.0%	266 10.4%	224 8.8%	69 2.7%	69 2.7%	35 1.4%	35 1.4%	35 1.4%	136 5.3%	2551

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Route: 22

Expanded Results

Ashmont Station - Ruggles via Jackson Sq

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: South Dorchester	Boston: Roxbury	Boston: Jamaica Plain	Boston: Financial/R etail	Boston: Longwood Med Area	Boston: North Dorchester	Unspecifie d	Boston: Govt Center	Boston: Waterfront	Boston: Fenway	Other & % of Row	Row Total & % of Overall
Boston: South Dorchester	292	384	244	217	105	35	35	70	0	35	432 22.5%	1918 43.8%
Boston: Roxbury	343	113	139	70	35	35	43	35	78	0	105 10.5%	995 22.7%
Boston: Financial/Retail	172	0	0	0	0	0	43	0	0	0	0 0.0%	215 4.9%
Boston: North Dorchester	43	35	35	0	0	0	0	0	0	0	70 38.2%	182 4.2%
Boston: Jamaica Plain	43	35	0	0	0	86	0	0	0	0	0 0.0%	164 3.7%
Boston: Mattapan	70	35	0	0	0	0	0	0	0	0	0 0.0%	105 2.4%
Randolph	0	35	0	0	35	0	0	0	0	35	0 0.0%	105 2.4%
Boston: Charlestown	86	0	0	0	0	0	0	0	0	0	0 0.0%	86 2.0%
Boston: Fenway	86	0	0	0	0	0	0	0	0	0	0 0.0%	86 2.0%
Boston: Longwood Med Area	43	43	0	0	0	0	0	0	0	0	0 0.0%	86 2.0%
Brockton	0	70	0	0	0	0	0	0	0	0	0 0.0%	70 1.6%
Stoneham	0	0	43	0	0	0	0	0	0	0	0 0.0%	43 1.0%
Boston: So Bos Res	43	0	0	0	0	0	0	0	0	0	0 0.0%	43 1.0%
Boston: Park Square	0	43	0	0	0	0	0	0	0	0	0 0.0%	43 1.0%
Cambridge: Kendall/MIT	0	43	0	0	0	0	0	0	0	0	0 0.0%	43 1.0%
Somerville: East Somerville	43	0	0	0	0	0	0	0	0	0	0 0.0%	43 1.0%
Boston: South End	43	0	0	0	0	0	0	0	0	0	0 0.0%	43 1.0%
Boston: Allston	43	0	0	0	0	0	0	0	0	0	0 0.0%	43 1.0%
Other & % of Column	35 2.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	35 0.8%
Column Total & % of Overall	1419 32.4%	834 19.0%	461 10.5%	287 6.6%	174 4.0%	156 3.6%	121 2.8%	105 2.4%	78 1.8%	70 1.6%	606 13.8%	4380

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Route: 23

Expanded Results

Ashmont Station - Ruggles via Washington

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Roxbury	Boston: South Dorchester	Boston: North Dorchester	Boston: Longwood Med Area	Unspecie d	Boston: Govt Center	Brookline: South Brookline	Boston: Park Square	Boston: Mattapan	Boston: Unspecie d	Other & % of Row	Row Total & % of Overall
Boston: South Dorchester	864	144	432	216	84	84	144	0	0	0	144 6.6%	2196 31.4%
Boston: Roxbury	395	836	251	72	156	72	0	72	0	0	72 3.7%	1926 27.5%
Boston: North Dorchester	432	335	0	144	0	0	0	72	84	0	360 25.2%	1427 20.4%
Boston: South End	251	0	0	0	0	0	0	0	0	0	72 22.3%	323 4.6%
Boston: Allston	0	167	0	0	0	0	0	0	0	0	0 0.0%	167 2.4%
Boston: Roslindale	0	72	84	0	0	0	0	0	0	0	0 0.0%	156 2.2%
Boston: Hyde Park	0	0	156	0	0	0	0	0	0	0	0 0.0%	156 2.2%
Revere	84	0	0	0	0	0	0	0	0	0	0 0.0%	84 1.2%
Newton	0	84	0	0	0	0	0	0	0	0	0 0.0%	84 1.2%
Cambridge: Central Square	0	0	84	0	0	0	0	0	0	0	0 0.0%	84 1.2%
Boston: Govt Center	0	0	0	0	0	0	0	0	0	84	0 0.0%	84 1.2%
Boston: Fenway	0	84	0	0	0	0	0	0	0	0	0 0.0%	84 1.2%
Boston: Back Bay	0	84	0	0	0	0	0	0	0	0	0 0.0%	84 1.2%
Randolph	0	0	0	72	0	0	0	0	0	0	0 0.0%	72 1.0%
Quincy	72	0	0	0	0	0	0	0	0	0	0 0.0%	72 1.0%
Column Total & % of Overall	2098 30.0%	1805 25.8%	1006 14.4%	504 7.2%	239 3.4%	156 2.2%	144 2.1%	144 2.1%	84 1.2%	84 1.2%	648 9.3%	6996

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Route: 25

Franklin Park - Ruggles via Dudley

Both Directions

Expanded Results

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Roxbury	Boston: Financial/R etail	Unspecifie d	Brookline: South Brookline								Row Total & % of Overall
Boston: Roxbury	240	34	34	34								343 70.8%
Boston: South Dorchester	34	34	0	0								69 14.2%
Boston: Fenway	39	0	0	0								39 8.0%
Boston: North Dorchester	34	0	0	0								34 7.1%
Column Total & % of Overall	348 71.7%	69 14.2%	34 7.1%	34 7.1%								485

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Route: 28

Mattapan Station - Ruggles via Dudley

Both Directions

Expanded Results

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Roxbury	Boston: Mattapan	Boston: South Dorchester	Boston: South End	Unspecifie d	Boston: Unspecifie d	Boston: North Dorchester	Boston: Financial/R etail	Boston: Fenway	Boston: Back Bay	Other & % of Row	Row Total & % of Overall
Boston: Roxbury	430	310	310	34	151	116	78	103	34	103	142 7.5%	1879 28.6%
Boston: Mattapan	824	107	172	103	103	69	69	34	69	0	69 4.2%	1652 25.1%
Boston: South Dorchester	309	194	39	206	34	39	73	103	34	34	69 6.1%	1134 17.2%
Boston: North Dorchester	137	155	0	0	0	0	0	0	0	34	73 18.3%	400 6.1%
Boston: South End	78	39	39	0	39	39	0	0	0	0	39 14.3%	271 4.1%
Boston: Fenway	39	116	0	0	0	0	39	0	0	0	0 0.0%	194 2.9%
Boston: Charlestown	78	0	0	0	39	0	0	0	0	0	0 0.0%	116 1.8%
Boston: Longwood Med Area	39	39	39	0	0	0	0	0	0	0	0 0.0%	116 1.8%
Boston: Hyde Park	0	0	34	69	0	0	0	0	0	0	0 0.0%	103 1.6%
Boston: Brighton	0	78	0	0	0	0	0	0	0	0	0 0.0%	78 1.2%
Boston: East Boston	78	0	0	0	0	0	0	0	0	0	0 0.0%	78 1.2%
Boston: West Roxbury	78	0	0	0	0	0	0	0	0	0	0 0.0%	78 1.2%
Boston: Financial/Retail	39	34	0	0	0	0	0	0	0	0	0 0.0%	78 1.2%
Milton	0	0	0	34	0	0	0	0	34	0	0 0.0%	69 1.0%
Boston: Prudential/Hancock	39	0	0	0	0	0	0	0	0	0	0 0.0%	39 0.6%
Boston: Back Bay	0	0	39	0	0	0	0	0	0	0	0 0.0%	39 0.6%
Boston: Park Square	0	0	39	0	0	0	0	0	0	0	0 0.0%	39 0.6%
Somerville: Spring Hill	39	0	0	0	0	0	0	0	0	0	0 0.0%	39 0.6%
Other & % of Column	112 4.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	34 23.5%	146 2.2%
Column Total & % of Overall	2355 35.8%	1072 16.3%	710 10.8%	446 6.8%	365 5.6%	262 4.0%	258 3.9%	240 3.7%	172 2.6%	172 2.6%	425 6.5%	6581

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Route: 45

Franklin Park - Ruggles via Grove Hall

Both Directions

Expanded Results

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Roxbury	Boston: Longwood Med Area	Boston: North Dorchester	Boston: Fenway	Boston: Park Square	Boston: Jamaica Plain	Boston: Allston	Boston: South Dorchester	Boston: Mattapan	Cambridge : Kendall/MI	Other & % of Row	Row Total & % of Overall
Boston: Roxbury	432	122	54	81	81	94	0	54	54	0	81 7.7%	1052 46.4%
Boston: North Dorchester	81	203	41	81	41	0	0	0	0	41	81 13.3%	608 26.9%
Boston: Financial/Retail	54	0	54	0	0	0	0	0	0	0	0 0.0%	107 4.7%
Unspecified	54	0	0	0	0	0	0	0	0	0	0 0.0%	54 2.4%
Boston: Waterfront	0	0	54	0	0	0	0	0	0	0	0 0.0%	54 2.4%
Boston: South End	54	0	0	0	0	0	0	0	0	0	0 0.0%	54 2.4%
Boston: South Dorchester	54	0	0	0	0	0	0	0	0	0	0 0.0%	54 2.4%
Boston: Govt Center	54	0	0	0	0	0	0	0	0	0	0 0.0%	54 2.4%
Boston: Fenway	0	0	0	0	0	0	54	0	0	0	0 0.0%	54 2.4%
Boston: East Boston	54	0	0	0	0	0	0	0	0	0	0 0.0%	54 2.4%
Quincy	0	0	0	0	0	0	41	0	0	0	0 0.0%	41 1.8%
Boston: Mattapan	41	0	0	0	0	0	0	0	0	0	0 0.0%	41 1.8%
Boston: Hyde Park	41	0	0	0	0	0	0	0	0	0	0 0.0%	41 1.8%
Column Total & % of Overall	915 40.4%	324 14.3%	201 8.9%	162 7.2%	122 5.4%	94 4.2%	94 4.2%	54 2.4%	54 2.4%	41 1.8%	162 7.2%	2264



MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Route: 47

Central Sq Cambridge - Broadway Station

Both Directions

Expanded Results

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Longwood Med Area	Boston: South End	Cambridge : Central Square	Boston: Fenway	Boston: Roxbury	Boston: B U	Cambridge : Harvard Square	Boston: So Bos Indust	Boston: So Bos Res	Brookline: North Brookline	Other & % of Row	Row Total & % of Overall
Cambridge: Central Square	214	7	18	50	0	36	0	0	7	7	40 10.5%	378 18.5%
Boston: Longwood Med Area	14	14	124	11	21	0	11	7	7	0	113 32.7%	346 16.9%
Boston: Roxbury	34	43	79	0	7	0	11	7	14	11	0 0.0%	206 10.1%
Boston: South End	79	0	11	0	11	0	0	14	7	0	57 31.7%	180 8.8%
Boston: So Bos Res	45	45	0	0	45	0	0	0	0	0	0 0.0%	135 6.6%
Somerville: Davis Square	85	11	0	0	0	25	0	0	0	7	0 0.0%	129 6.3%
Boston: Fenway	7	14	34	0	14	0	11	0	0	0	18 18.6%	99 4.8%
Boston: North Dorchester	21	21	0	0	0	0	11	0	0	0	0 0.0%	54 2.6%
Quincy	0	45	0	0	7	0	0	0	0	0	0 0.0%	52 2.5%
Boston: Jamaica Plain	0	21	0	23	7	0	0	0	0	0	0 0.0%	51 2.5%
Cambridge: North Cambridge	28	0	0	0	0	7	0	0	0	0	0 0.0%	36 1.7%
Somerville: Spring Hill	14	0	0	7	0	7	0	0	0	0	0 0.0%	28 1.4%
Cambridge: Harvard Square	21	0	0	0	0	0	0	0	0	7	0 0.0%	28 1.4%
Arlington	21	0	0	0	0	7	0	0	0	0	0 0.0%	28 1.4%
Watertown	14	0	0	7	0	0	0	0	0	0	7 25.0%	28 1.4%
Brookline: North Brookline	14	0	11	0	0	0	0	0	0	0	0 0.0%	25 1.2%
Cambridge: Kendall/MIT	0	0	0	14	0	7	0	0	0	0	0 0.0%	21 1.0%
Boston: Park Square	0	0	11	0	0	0	0	0	0	0	7 38.7%	18 0.9%
Other & % of Column	76 11.0%	74 24.8%	0 0.0%	23 16.7%	0 0.0%	11 11.2%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	7 3.7%	191 9.3%
Column Total & % of Overall	697 34.0%	296 14.4%	289 14.1%	135 6.6%	113 5.5%	101 4.9%	45 2.2%	36 1.7%	36 1.7%	33 1.6%	250 12.2%	2051

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Route: 55

Jersey/Queensbury St - Copley Sq/Park/Tremont St

Both Directions

Expanded Results

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Fenway	Boston: Financial/R etail	Boston: Back Bay	Boston: Govt Center	Boston: Park Square	Boston: Prudential/ Hancock	Boston: So Bos Indust	Boston: South End	Boston: North End	Boston: Beacon Hill	Other & % of Row	Row Total & % of Overall
Boston: Fenway	0	91	52	55	52	36	32	16	12	16	48 11.3%	421 70.0%
Boston: South Dorchester	31	0	0	0	0	0	0	0	0	0	0 0.0%	31 5.2%
Boston: Financial/Retail	16	0	8	0	0	0	0	0	0	0	8 25.0%	31 5.2%
Boston: Prudential/Hancock	8	0	0	4	0	0	0	4	4	0	0 0.0%	20 3.3%
Stoughton	16	0	0	0	0	0	0	0	0	0	0 0.0%	16 2.6%
Boston: North Dorchester	16	0	0	0	0	0	0	0	0	0	0 0.0%	16 2.6%
Boston: Back Bay	8	0	0	4	0	0	0	0	0	0	0 0.0%	12 2.0%
Walpole	8	0	0	0	0	0	0	0	0	0	0 0.0%	8 1.3%
Quincy	8	0	0	0	0	0	0	0	0	0	0 0.0%	8 1.3%
Boston: South End	8	0	0	0	0	0	0	0	0	0	0 0.0%	8 1.3%
Boston: So Bos Res	8	0	0	0	0	0	0	0	0	0	0 0.0%	8 1.3%
Boston: Park Square	0	0	8	0	0	0	0	0	0	0	0 0.0%	8 1.3%
Boston: Beacon Hill	0	0	8	0	0	0	0	0	0	0	0 0.0%	8 1.3%
Newton	0	0	0	4	0	0	0	0	0	0	0 0.0%	4 0.7%
Boston: Longwood Med Area	0	0	0	0	0	4	0	0	0	0	0 0.0%	4 0.7%
Column Total & % of Overall	125 20.8%	91 15.2%	75 12.5%	67 11.2%	52 8.6%	40 6.6%	32 5.3%	20 3.3%	16 2.6%	16 2.6%	55 9.2%	601

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Route: 66

Harvard Sq - Dudley Station via Allston/Brookline

Both Directions

Expanded Results

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Longwood Med Area	Cambridge : Harvard Square	Boston: Allston	Brookline: North Brookline	Boston: Roxbury	Brookline: South Brookline	Boston: Brighton	Cambridge : Kendall/MI	Somerville : Davis Square	Cambridge : North Cambridge	Other & % of Row	Row Total & % of Overall
Boston: Allston	828	513	0	69	172	138	0	233	140	140	580 19.9%	2916 33.5%
Brookline: North Brookline	207	420	47	0	69	69	47	0	47	0	312 24.3%	1285 14.8%
Boston: Roxbury	186	47	93	93	0	140	186	0	0	0	47 5.9%	792 9.1%
Boston: Brighton	34	186	47	0	172	0	0	47	47	0	150 22.0%	683 7.9%
Boston: Longwood Med Area	0	93	186	93	103	47	0	0	0	47	69 10.8%	639 7.3%
Brookline: South Brookline	0	47	47	93	34	47	47	0	0	47	47 11.4%	407 4.7%
Cambridge: Harvard Square	0	0	34	103	0	69	34	0	0	0	34 11.1%	310 3.6%
Boston: Jamaica Plain	0	47	186	47	0	0	0	0	0	0	0 0.0%	280 3.2%
Boston: North Dorchester	47	0	69	47	0	0	0	0	0	0	34 17.5%	197 2.3%
Somerville: Davis Square	34	0	69	0	0	0	0	0	0	0	34 25.0%	138 1.6%
Boston: South Dorchester	0	0	34	47	0	0	0	0	0	0	47 36.5%	128 1.5%
Boston: Roslindale	0	0	47	47	0	0	0	0	0	0	0 0.0%	93 1.1%
Cambridge: North Cambridge	34	0	34	0	0	0	0	0	0	0	0 0.0%	93 1.1%
Cambridge: Fresh Pond	0	0	0	34	0	34	0	0	0	0	0 0.0%	69 0.8%
Watertown	34	0	0	34	0	0	0	0	0	0	0 0.0%	69 0.8%
Belmont	0	0	69	0	0	0	0	0	0	0	0 0.0%	69 0.8%
Cambridge: Central Square	0	0	34	34	0	0	0	0	0	0	0 0.0%	69 0.8%
Boston: Park Square	47	0	0	0	0	0	0	0	0	0	0 0.0%	47 0.5%
Other & % of Column	0 0.0%	0 0.0%	103 9.4%	162 17.9%	47 7.8%	0 0.0%	47 12.9%	0 0.0%	0 0.0%	0 0.0%	34 8.8%	393 4.5%
Column Total & % of Overall	1499 17.2%	1352 15.5%	1101 12.7%	904 10.4%	598 6.9%	543 6.2%	361 4.1%	280 3.2%	233 2.7%	233 2.7%	1389 16.0%	8700



Socioeconomic Characteristics

This chapter presents data on the age, gender, income, and ethnicity of the riders on Cabot Garage bus routes. Tables (at the end of the chapter) present these data by route. For each route, three tables presenting, respectively, the age, gender, and income data are grouped on one page. Ethnicity data for that route's riders are shown in two tables on the following page. The data for each bus route are based on the survey responses from passengers who rode some portion of that route. Chapter 2 addresses the same categories of data that are addressed in the present chapter, but at the level of the Cabot Garage as a whole. It includes tables and discussion.

9.1 AGE OF RIDERS

9.1.1 DESCRIPTION OF TABLE

The first table for each bus route summarizes the results from survey question 16, "What is your age?" It shows the number of riders and the percent of riders relative to the station total (excluding "no answer") in each of six age groups: 18 or under, 19 to 24, 25 to 34, 35 to 44, 45 to 64, and 65 or over. It also gives the cumulative percentages that result as one adds each age group to the ones preceding it in the table.

9.1.2 OVERVIEW OF RESULTS

Across all bus routes, most respondents were between the ages of 25 and 64. On two bus routes, however, less than 60% of the responding population belonged to this age group: Routes 5 (56%) and 55 (58%). Members of the workforce are most likely to be somewhere in this age range, and, indeed, 60% of the riders on all bus routes reported work or work-related trip purposes (see Chapter 3 for a full discussion of trip purposes). In contrast, only 24% of the riders on Route 5 had work or work-related trip ends.

Overall, the 45-to-64 age bracket had the highest share of riders (29%); its highest shares by route were on Routes 4 (57%), 25 (54%), and 44 (49%). The 25-to-34 age bracket had the second-highest share of riders (26%); its highest shares by route were on Routes 7 (41%), 9 (39%), and 1 (37%).

The percentages of responses in the 19-to-24 category varied widely among bus routes. The highest percentages were observed on Routes 66 (27%), 18 (23%), and 55 (21%). The lowest were observed on Routes 4 (0%), 44 (3%), and 5 (6%).

On the Cabot Garage routes overall, 7% of survey respondents were age 18 or under. The highest percentages were observed on Routes 19 (22%), 23 (17%), and 16 (16%). At the other end of the spectrum, 7% of the respondents on all surveyed routes were age 65 or older. The highest percentages were observed on Routes 5 (38%), 18 (17%), and 45 (15%).

9.2 GENDER OF RIDERS

9.2.1 DESCRIPTION OF TABLE

The gender table for each bus route summarizes the responses to survey question 20, “What is your gender? (For example: Male, Female),” with space for a write-in answer. The open-ended format of the question allowed survey respondents to self-identify as transgender. The table displays, for each gender, the number of riders and the percentage of the total number of riders who answered the question.

9.2.2 OVERVIEW OF RESULTS

On every Cabot Garage bus route, female riders outnumbered male riders. The highest percentage of male respondents was 43%, on Route 7. The highest percentage of female respondents was 78%, on Route 17.

Three surveys were returned by transgender riders.

9.3 ANNUAL HOUSEHOLD INCOME

9.3.1 DESCRIPTION OF TABLE

Each station’s table on annual household income summarizes the responses to survey question 19, “What is your annual combined household income?” The survey form provided eight income-range choices: “under \$20,000,” “\$20,000–\$29,999,” “\$30,000–\$39,999,” “\$40,000–\$49,999,” “\$50,000–\$59,999,” “\$60,000–\$74,999,” “\$75,000–\$99,999,” and “\$100,000 or more.” The table shows the number and percent of riders who checked each income range, as well as giving the cumulative percentages that result as one adds each income group to the ones preceding it in the table. Riders who did not answer this question are not reflected in the percentages. Below this table is a line that reports the average household size for riders on the bus route.

9.3.2 OVERVIEW OF RESULTS

The results regarding household income varied considerably among bus routes. On the Cabot Garage routes overall, the highest percentage of survey respondents were in the under-\$20,000 range (25%). The routes with the

highest percentages in this range were Routes 5 (51%), 28 (40%), and 15 (38%); the lowest percentages were on Routes 4 (0%), 7 (2%), and 9 (11%).

The average household size varied across the bus routes from as high as 3.6 on Route 25 to as low as 1.7 on Route 5.

9.4 ETHNICITY OF RIDERS

9.4.1 DESCRIPTION OF TABLES

For each bus route, ethnicity is reported using two tables. The first summarizes the results from survey question 21a, “How do you self-identify by race?” Six check-off choices were provided: “American Indian or Alaska native,” “black or African-American,” “native Hawaiian or other Pacific islander,” “Asian,” “white,” and “other” with space for write-ins. These categories were those used in the U.S. census. Respondents were instructed to check as many as applied. The table shows the number and percent of responses for each race category. Because riders were allowed to check more than one box, percentages generally add up to more than 100%.

The second table shows the results from survey question 21b, “Are you Hispanic/Latino?”, which provided the check-off options “yes” and “no.” The table shows the number and percent of “yes” and “no” responses. The data reported in this table are independent of those in the preceding table. Riders who self-identified as Hispanic or Latino in question 21b could have checked any of the races listed in question 21a.

9.4.2 OVERVIEW OF RESULTS

The route with the highest percentage of white riders was Route 7 (96%). The route with the highest percentage of nonwhite riders was Route 28, where 77% of the riders self-identified as black or African-American. Most of the riders who checked “other” also checked that they were Hispanic/Latino. As in the table, each of the percentages given in this discussion for a race includes any respondents who checked not only that race but one or more others as well.

The bus routes with the highest percentages of riders who answered “yes” as to whether they were Hispanic/Latino were Routes 15 (25%), 16 (23%), and 23 (18%). The routes with the lowest percentages of Hispanic/Latino riders were Routes 7 (1%), 4 (3%), and 11 (4%).



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 1

Expanded Results

Harvard Sq - Dudley Station via BU Medical

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	0	0.0%	0.0%
19 - 24	999	15.8%	15.8%
25 - 34	2,314	36.6%	52.5%
35 - 44	753	11.9%	64.4%
45 - 64	1,714	27.1%	91.5%
65 and Older	534	8.5%	100.0%
TOTAL	6,314	100.0%	100.0%
No Answer	108		

Gender of Riders:	Number of Riders	Percent of Riders
Male	2,418	38.6%
Female	3,792	60.6%
Transgender	52	0.8%
TOTAL	6,262	100.0%
No Answer	160	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	1,537	26.0%	26.0%
\$20,000 - \$29,999	163	2.8%	28.8%
\$30,000 - \$39,999	534	9.0%	37.8%
\$40,000 - \$49,999	753	12.7%	50.5%
\$50,000 - \$59,999	347	5.9%	56.4%
\$60,000 - \$74,999	461	7.8%	64.2%
\$75,000 - \$99,999	645	10.9%	75.1%
\$100,000 or more	1,471	24.9%	100.0%
TOTAL	5,912	100.0%	100.0%
No Answer	510		

Mean Household Size: 2.09



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 1

Harvard Sq - Dudley Station via BU Medical

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	52	0.9%
Black or African-American	933	15.7%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	729	12.3%
White	3,771	63.5%
Other	586	9.9%
TOTAL	5,940	

Note: Because responders were allowed to check more than 1 box, percentages shown may add up to more than 100 percent over all categories.

Are You Hispanic/Latino?:	Number of Responses	Percent of Responses
Yes	673	11.3%
No	5,270	88.7%
TOTAL	5,943	100.0%
No Answer	479	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 4

Expanded Results

North Station - World Trade Ctr

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	0	0.0%	0.0%
19 - 24	0	0.0%	0.0%
25 - 34	22	11.2%	11.2%
35 - 44	54	27.1%	38.3%
45 - 64	113	57.4%	95.7%
65 and Older	9	4.3%	100.0%
TOTAL	198	100.0%	100.0%
No Answer	4		

Gender of Riders:	Number of Riders	Percent of Riders
Male	59	30.3%
Female	135	69.7%
Transgender	0	0.0%
TOTAL	193	100.0%
No Answer	9	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	0	0.0%	0.0%
\$20,000 - \$29,999	0	0.0%	0.0%
\$30,000 - \$39,999	0	0.0%	0.0%
\$40,000 - \$49,999	17	10.9%	10.9%
\$50,000 - \$59,999	4	2.7%	13.6%
\$60,000 - \$74,999	18	11.4%	25.0%
\$75,000 - \$99,999	34	21.8%	46.8%
\$100,000 or more	84	53.2%	100.0%
TOTAL	157	100.0%	100.0%
No Answer	45		

Mean Household Size: 2.73



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 4

North Station - World Trade Ctr

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	4	2.2%
Black or African-American	9	4.8%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	9	4.8%
White	170	87.8%
Other	5	2.6%
TOTAL	193	

Note: Because responders were allowed to check more than 1 box, percentages shown may add up to more than 100 percent over all categories.

Are You Hispanic/Latino?:	Number of Responses	Percent of Responses
Yes	5	2.7%
No	183	97.3%
TOTAL	188	100.0%
No Answer	14	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 5

Expanded Results

City Point - M E McCormick Housing

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	0	0.0%	0.0%
19 - 24	8	6.0%	6.0%
25 - 34	8	6.0%	12.0%
35 - 44	41	32.0%	44.0%
45 - 64	23	18.0%	62.0%
65 and Older	48	38.0%	100.0%
TOTAL	127	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	23	26.5%
Female	64	73.5%
Transgender	0	0.0%
TOTAL	86	100.0%
No Answer	41	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	48	51.3%	51.3%
\$20,000 - \$29,999	23	24.3%	75.7%
\$30,000 - \$39,999	8	8.1%	83.8%
\$40,000 - \$49,999	0	0.0%	83.8%
\$50,000 - \$59,999	8	8.1%	91.9%
\$60,000 - \$74,999	8	8.1%	100.0%
\$75,000 - \$99,999	0	0.0%	100.0%
\$100,000 or more	0	0.0%	100.0%
TOTAL	94	100.0%	100.0%
No Answer	33		

Mean Household Size: 1.68



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 5

City Point - M E McCormick Housing

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	8	6.4%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	0	0.0%
White	104	87.2%
Other	8	6.4%
TOTAL	119	

Note: Because responders were allowed to check more than 1 box, percentages shown may add up to more than 100 percent over all categories.

Are You Hispanic/Latino?:	Number of Responses	Percent of Responses
Yes	15	13.6%
No	97	86.4%
TOTAL	112	100.0%
No Answer	15	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 7

Expanded Results

City Point - Otis/Summer

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	0	0.0%	0.0%
19 - 24	241	15.5%	15.5%
25 - 34	630	40.6%	56.1%
35 - 44	335	21.6%	77.6%
45 - 64	321	20.6%	98.3%
65 and Older	27	1.7%	100.0%
TOTAL	1,553	100.0%	100.0%
No Answer	14		

Gender of Riders:	Number of Riders	Percent of Riders
Male	655	42.5%
Female	886	57.5%
Transgender	0	0.0%
TOTAL	1,540	100.0%
No Answer	27	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	27	1.9%	1.9%
\$20,000 - \$29,999	13	0.9%	2.8%
\$30,000 - \$39,999	54	3.8%	6.7%
\$40,000 - \$49,999	107	7.6%	14.2%
\$50,000 - \$59,999	40	2.8%	17.1%
\$60,000 - \$74,999	134	9.5%	26.6%
\$75,000 - \$99,999	415	29.5%	56.2%
\$100,000 or more	617	43.8%	100.0%
TOTAL	1,407	100.0%	100.0%
No Answer	160		

Mean Household Size: 2.21



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 7

City Point - Otis/Summer

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	27	1.8%
Black or African-American	40	2.6%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	26	1.7%
White	1,449	95.7%
Other	0	0.0%
TOTAL	1,514	

Note: Because responders were allowed to check more than 1 box, percentages shown may add up to more than 100 percent over all categories.

Are You Hispanic/Latino?:	Number of Responses	Percent of Responses
Yes	13	0.9%
No	1,462	99.1%
TOTAL	1,475	100.0%
No Answer	92	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 8

Expanded Results

Harbor Point/Umass - Kenmore Sq

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	127	6.1%	6.1%
19 - 24	382	18.3%	24.4%
25 - 34	577	27.7%	52.1%
35 - 44	294	14.1%	66.2%
45 - 64	597	28.6%	94.8%
65 and Older	108	5.2%	100.0%
TOTAL	2,084	100.0%	100.0%
No Answer	59		

Gender of Riders:	Number of Riders	Percent of Riders
Male	519	26.8%
Female	1,419	73.2%
Transgender	0	0.0%
TOTAL	1,937	100.0%
No Answer	206	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	558	30.5%	30.5%
\$20,000 - \$29,999	166	9.1%	39.6%
\$30,000 - \$39,999	127	7.0%	46.5%
\$40,000 - \$49,999	186	10.2%	56.7%
\$50,000 - \$59,999	88	4.8%	61.5%
\$60,000 - \$74,999	206	11.2%	72.7%
\$75,000 - \$99,999	235	12.8%	85.6%
\$100,000 or more	264	14.4%	100.0%
TOTAL	1,830	100.0%	100.0%
No Answer	313		

Mean Household Size: 2.52



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 8

Harbor Point/Umass - Kenmore Sq

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	78	3.9%
Black or African-American	861	42.7%
Native Hawaiian or Other Pacific Islander	29	1.5%
Asian	264	13.1%
White	773	38.4%
Other	137	6.8%
TOTAL	2,016	

Note: Because responders were allowed to check more than 1 box, percentages shown may add up to more than 100 percent over all categories.

Are You Hispanic/Latino?:	Number of Responses	Percent of Responses
Yes	186	9.8%
No	1,712	90.2%
TOTAL	1,898	100.0%
No Answer	245	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 9

Expanded Results

City Point - Copley via Broadway

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	58	2.2%	2.2%
19 - 24	298	11.4%	13.6%
25 - 34	1,021	38.9%	52.5%
35 - 44	434	16.6%	69.1%
45 - 64	658	25.1%	94.2%
65 and Older	153	5.8%	100.0%
TOTAL	2,621	100.0%	100.0%
No Answer	12		

Gender of Riders:	Number of Riders	Percent of Riders
Male	897	35.6%
Female	1,618	64.4%
Transgender	0	0.0%
TOTAL	2,515	100.0%
No Answer	118	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	257	11.1%	11.1%
\$20,000 - \$29,999	70	3.0%	14.1%
\$30,000 - \$39,999	129	5.6%	19.7%
\$40,000 - \$49,999	233	10.1%	29.8%
\$50,000 - \$59,999	199	8.6%	38.4%
\$60,000 - \$74,999	166	7.2%	45.6%
\$75,000 - \$99,999	476	20.6%	66.1%
\$100,000 or more	783	33.9%	100.0%
TOTAL	2,312	100.0%	100.0%
No Answer	321		

Mean Household Size: 2.19



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 9

City Point - Copley via Broadway

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	12	0.5%
Black or African-American	58	2.4%
Native Hawaiian or Other Pacific Islander	23	0.9%
Asian	129	5.3%
White	2,271	93.3%
Other	12	0.5%
TOTAL	2,434	

Note: Because responders were allowed to check more than 1 box, percentages shown may add up to more than 100 percent over all categories.

Are You Hispanic/Latino?:	Number of Responses	Percent of Responses
Yes	117	4.8%
No	2,339	95.2%
TOTAL	2,456	100.0%
No Answer	177	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 10

Expanded Results

City Point - Copley via Andrew

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	42	2.1%	2.1%
19 - 24	291	14.1%	16.1%
25 - 34	499	24.1%	40.3%
35 - 44	314	15.2%	55.4%
45 - 64	682	33.0%	88.5%
65 and Older	239	11.5%	100.0%
TOTAL	2,067	100.0%	100.0%
No Answer	31		

Gender of Riders:	Number of Riders	Percent of Riders
Male	511	25.6%
Female	1,483	74.4%
Transgender	0	0.0%
TOTAL	1,994	100.0%
No Answer	104	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	418	23.9%	23.9%
\$20,000 - \$29,999	122	7.0%	30.9%
\$30,000 - \$39,999	156	8.9%	39.9%
\$40,000 - \$49,999	164	9.4%	49.3%
\$50,000 - \$59,999	53	3.0%	52.3%
\$60,000 - \$74,999	303	17.3%	69.6%
\$75,000 - \$99,999	247	14.1%	83.8%
\$100,000 or more	284	16.2%	100.0%
TOTAL	1,748	100.0%	100.0%
No Answer	350		

Mean Household Size: 2.45



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 10

City Point - Copley via Andrew

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	52	2.6%
Black or African-American	303	15.5%
Native Hawaiian or Other Pacific Islander	11	0.6%
Asian	106	5.4%
White	1,421	72.7%
Other	116	5.9%
TOTAL	1,956	

Note: Because responders were allowed to check more than 1 box, percentages shown may add up to more than 100 percent over all categories.

Are You Hispanic/Latino?:	Number of Responses	Percent of Responses
Yes	144	7.5%
No	1,779	92.5%
TOTAL	1,922	100.0%
No Answer	176	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 11

Expanded Results

City Point - Downtown

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	0	0.0%	0.0%
19 - 24	208	11.5%	11.5%
25 - 34	587	32.5%	44.1%
35 - 44	345	19.1%	63.2%
45 - 64	520	28.8%	92.0%
65 and Older	144	8.0%	100.0%
TOTAL	1,805	100.0%	100.0%
No Answer	41		

Gender of Riders:	Number of Riders	Percent of Riders
Male	633	36.1%
Female	1,120	63.9%
Transgender	0	0.0%
TOTAL	1,753	100.0%
No Answer	93	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	188	11.3%	11.3%
\$20,000 - \$29,999	162	9.8%	21.1%
\$30,000 - \$39,999	90	5.4%	26.5%
\$40,000 - \$49,999	185	11.2%	37.7%
\$50,000 - \$59,999	144	8.7%	46.4%
\$60,000 - \$74,999	131	7.9%	54.3%
\$75,000 - \$99,999	260	15.6%	69.9%
\$100,000 or more	499	30.1%	100.0%
TOTAL	1,661	100.0%	100.0%
No Answer	185		

Mean Household Size: 2.20



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 11

City Point - Downtown

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	13	0.7%
Black or African-American	28	1.7%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	137	8.0%
White	1,460	85.1%
Other	77	4.5%
TOTAL	1,715	

Note: Because responders were allowed to check more than 1 box, percentages shown may add up to more than 100 percent over all categories.

Are You Hispanic/Latino?:	Number of Responses	Percent of Responses
Yes	64	3.9%
No	1,596	96.1%
TOTAL	1,661	100.0%
No Answer	185	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 15

Expanded Results

Kane Sq/Fields Cnr Station - Ruggles

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	325	7.4%	7.4%
19 - 24	670	15.4%	22.8%
25 - 34	1,043	23.9%	46.7%
35 - 44	840	19.2%	66.0%
45 - 64	1,301	29.8%	95.8%
65 and Older	185	4.2%	100.0%
TOTAL	4,364	100.0%	100.0%
No Answer	170		

Gender of Riders:	Number of Riders	Percent of Riders
Male	1,034	24.5%
Female	3,146	74.6%
Transgender	39	0.9%
TOTAL	4,218	100.0%
No Answer	316	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	1,462	38.1%	38.1%
\$20,000 - \$29,999	471	12.3%	50.3%
\$30,000 - \$39,999	447	11.6%	62.0%
\$40,000 - \$49,999	286	7.5%	69.4%
\$50,000 - \$59,999	262	6.8%	76.2%
\$60,000 - \$74,999	272	7.1%	83.3%
\$75,000 - \$99,999	432	11.3%	94.6%
\$100,000 or more	209	5.4%	100.0%
TOTAL	3,840	100.0%	100.0%
No Answer	694		

Mean Household Size: 3.33



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 15

Kane Sq/Fields Cnr Station - Ruggles

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	247	5.7%
Black or African-American	2,694	62.5%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	78	1.8%
White	515	11.9%
Other	1,087	25.2%
TOTAL	4,311	

Note: Because responders were allowed to check more than 1 box, percentages shown may add up to more than 100 percent over all categories.

Are You Hispanic/Latino?:	Number of Responses	Percent of Responses
Yes	1,010	24.8%
No	3,068	75.2%
TOTAL	4,078	100.0%
No Answer	456	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 16

Expanded Results

Forest Hills - Andrew Station/Umass

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	417	15.7%	15.7%
19 - 24	211	8.0%	23.7%
25 - 34	591	22.3%	46.0%
35 - 44	379	14.3%	60.3%
45 - 64	845	31.9%	92.2%
65 and Older	206	7.8%	100.0%
TOTAL	2,649	100.0%	100.0%
No Answer	103		

Gender of Riders:	Number of Riders	Percent of Riders
Male	920	36.2%
Female	1,621	63.8%
Transgender	0	0.0%
TOTAL	2,541	100.0%
No Answer	211	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	736	31.5%	31.5%
\$20,000 - \$29,999	543	23.2%	54.8%
\$30,000 - \$39,999	319	13.7%	68.5%
\$40,000 - \$49,999	136	5.8%	74.3%
\$50,000 - \$59,999	103	4.4%	78.7%
\$60,000 - \$74,999	146	6.2%	84.9%
\$75,000 - \$99,999	244	10.4%	95.4%
\$100,000 or more	108	4.6%	100.0%
TOTAL	2,335	100.0%	100.0%
No Answer	417		

Mean Household Size: 2.50



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 16

Forest Hills - Andrew Station/Umass

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	173	6.9%
Black or African-American	1,229	49.0%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	33	1.3%
White	694	27.7%
Other	488	19.4%
TOTAL	2,508	

Note: Because responders were allowed to check more than 1 box, percentages shown may add up to more than 100 percent over all categories.

Are You Hispanic/Latino?:	Number of Responses	Percent of Responses
Yes	558	22.5%
No	1,923	77.5%
TOTAL	2,481	100.0%
No Answer	271	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 17

Expanded Results

Fields Cnr - Andrew Station via Uphams Cnr

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	28	1.6%	1.6%
19 - 24	226	12.9%	14.5%
25 - 34	594	33.9%	48.4%
35 - 44	283	16.2%	64.5%
45 - 64	480	27.4%	91.9%
65 and Older	141	8.1%	100.0%
TOTAL	1,753	100.0%	100.0%
No Answer	28		

Gender of Riders:	Number of Riders	Percent of Riders
Male	368	22.0%
Female	1,300	78.0%
Transgender	0	0.0%
TOTAL	1,668	100.0%
No Answer	113	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	254	16.6%	16.6%
\$20,000 - \$29,999	339	22.2%	38.9%
\$30,000 - \$39,999	312	20.4%	59.3%
\$40,000 - \$49,999	254	16.7%	76.0%
\$50,000 - \$59,999	84	5.5%	81.5%
\$60,000 - \$74,999	141	9.3%	90.8%
\$75,000 - \$99,999	84	5.5%	96.3%
\$100,000 or more	56	3.7%	100.0%
TOTAL	1,526	100.0%	100.0%
No Answer	255		

Mean Household Size: 2.85



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 17

Fields Cnr - Andrew Station via Uphams Cnr

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	85	5.2%
Black or African-American	961	58.6%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	0	0.0%
White	339	20.7%
Other	368	22.4%
TOTAL	1,640	

Note: Because responders were allowed to check more than 1 box, percentages shown may add up to more than 100 percent over all categories.

Are You Hispanic/Latino?:	Number of Responses	Percent of Responses
Yes	254	17.0%
No	1,244	83.0%
TOTAL	1,498	100.0%
No Answer	283	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 18

Expanded Results

Ashmont Station - Andrew Station

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	0	0.0%	0.0%
19 - 24	121	22.8%	22.8%
25 - 34	36	6.9%	29.6%
35 - 44	55	10.3%	39.9%
45 - 64	228	43.0%	82.9%
65 and Older	91	17.1%	100.0%
TOTAL	531	100.0%	100.0%
No Answer	52		

Gender of Riders:	Number of Riders	Percent of Riders
Male	109	22.1%
Female	385	77.9%
Transgender	0	0.0%
TOTAL	494	100.0%
No Answer	89	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	161	36.6%	36.6%
\$20,000 - \$29,999	52	11.9%	48.4%
\$30,000 - \$39,999	105	23.7%	72.2%
\$40,000 - \$49,999	52	11.9%	84.0%
\$50,000 - \$59,999	36	8.2%	92.2%
\$60,000 - \$74,999	0	0.0%	92.2%
\$75,000 - \$99,999	34	7.8%	100.0%
\$100,000 or more	0	0.0%	100.0%
TOTAL	442	100.0%	100.0%
No Answer	141		

Mean Household Size: 2.34



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 18

Ashmont Station - Andrew Station

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	55	10.0%
Black or African-American	178	32.5%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	52	9.6%
White	280	51.3%
Other	52	9.6%
TOTAL	547	

Note: Because responders were allowed to check more than 1 box, percentages shown may add up to more than 100 percent over all categories.

Are You Hispanic/Latino?:	Number of Responses	Percent of Responses
Yes	52	11.5%
No	405	88.5%
TOTAL	458	100.0%
No Answer	125	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 19

Expanded Results

Fields Cnr - Ruggles via Grove Hall

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	547	21.7%	21.7%
19 - 24	360	14.3%	36.0%
25 - 34	700	27.8%	63.8%
35 - 44	441	17.5%	81.3%
45 - 64	402	15.9%	97.3%
65 and Older	69	2.7%	100.0%
TOTAL	2,519	100.0%	100.0%
No Answer	32		

Gender of Riders:	Number of Riders	Percent of Riders
Male	745	31.1%
Female	1,646	68.9%
Transgender	0	0.0%
TOTAL	2,391	100.0%
No Answer	160	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	338	16.2%	16.2%
\$20,000 - \$29,999	168	8.1%	24.3%
\$30,000 - \$39,999	372	17.9%	42.2%
\$40,000 - \$49,999	136	6.5%	48.7%
\$50,000 - \$59,999	271	13.0%	61.7%
\$60,000 - \$74,999	296	14.2%	76.0%
\$75,000 - \$99,999	333	16.0%	91.9%
\$100,000 or more	168	8.1%	100.0%
TOTAL	2,080	100.0%	100.0%
No Answer	471		

Mean Household Size: 2.89



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 19

Fields Cnr - Ruggles via Grove Hall

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	69	2.9%
Black or African-American	1,220	51.1%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	239	10.0%
White	623	26.1%
Other	306	12.8%
TOTAL	2,388	

Note: Because responders were allowed to check more than 1 box, percentages shown may add up to more than 100 percent over all categories.

Are You Hispanic/Latino?:	Number of Responses	Percent of Responses
Yes	372	15.4%
No	2,048	84.6%
TOTAL	2,420	100.0%
No Answer	131	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 22

Expanded Results

Ashmont Station - Ruggles via Jackson Sq

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	182	4.2%	4.2%
19 - 24	821	19.1%	23.4%
25 - 34	1,057	24.6%	48.0%
35 - 44	866	20.2%	68.1%
45 - 64	1,228	28.6%	96.8%
65 and Older	139	3.2%	100.0%
TOTAL	4,294	100.0%	100.0%
No Answer	86		

Gender of Riders:	Number of Riders	Percent of Riders
Male	952	23.8%
Female	3,047	76.2%
Transgender	0	0.0%
TOTAL	3,999	100.0%
No Answer	381	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	1,271	36.8%	36.8%
\$20,000 - \$29,999	520	15.1%	51.9%
\$30,000 - \$39,999	587	17.0%	68.9%
\$40,000 - \$49,999	485	14.1%	82.9%
\$50,000 - \$59,999	217	6.3%	89.2%
\$60,000 - \$74,999	182	5.3%	94.5%
\$75,000 - \$99,999	70	2.0%	96.5%
\$100,000 or more	121	3.5%	100.0%
TOTAL	3,455	100.0%	100.0%
No Answer	925		

Mean Household Size: 3.05



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 22

Ashmont Station - Ruggles via Jackson Sq

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	225	5.8%
Black or African-American	2,779	71.2%
Native Hawaiian or Other Pacific Islander	35	0.9%
Asian	78	2.0%
White	536	13.7%
Other	510	13.1%
TOTAL	3,903	

Note: Because responders were allowed to check more than 1 box, percentages shown may add up to more than 100 percent over all categories.

Are You Hispanic/Latino?:	Number of Responses	Percent of Responses
Yes	649	17.4%
No	3,090	82.6%
TOTAL	3,739	100.0%
No Answer	641	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 23

Expanded Results

Ashmont Station - Ruggles via Washington

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	1,136	16.6%	16.6%
19 - 24	588	8.6%	25.2%
25 - 34	1,343	19.6%	44.8%
35 - 44	1,329	19.4%	64.2%
45 - 64	2,217	32.4%	96.5%
65 and Older	239	3.5%	100.0%
TOTAL	6,852	100.0%	100.0%
No Answer	144		

Gender of Riders:	Number of Riders	Percent of Riders
Male	1,977	30.9%
Female	4,419	69.1%
Transgender	0	0.0%
TOTAL	6,397	100.0%
No Answer	599	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	1,508	27.7%	27.7%
\$20,000 - \$29,999	660	12.1%	39.8%
\$30,000 - \$39,999	994	18.2%	58.0%
\$40,000 - \$49,999	599	11.0%	69.0%
\$50,000 - \$59,999	444	8.1%	77.2%
\$60,000 - \$74,999	574	10.5%	87.7%
\$75,000 - \$99,999	288	5.3%	93.0%
\$100,000 or more	383	7.0%	100.0%
TOTAL	5,451	100.0%	100.0%
No Answer	1,545		

Mean Household Size: 3.25



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 23

Ashmont Station - Ruggles via Washington

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	167	2.6%
Black or African-American	4,264	67.3%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	372	5.9%
White	790	12.5%
Other	1,150	18.2%
TOTAL	6,336	

Note: Because responders were allowed to check more than 1 box, percentages shown may add up to more than 100 percent over all categories.

Are You Hispanic/Latino?:	Number of Responses	Percent of Responses
Yes	1,127	18.1%
No	5,114	81.9%
TOTAL	6,241	100.0%
No Answer	755	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 25

Expanded Results

Franklin Park - Ruggles via Dudley

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	34	7.6%	7.6%
19 - 24	69	15.2%	22.9%
25 - 34	34	7.6%	30.5%
35 - 44	69	15.2%	45.7%
45 - 64	245	54.3%	100.0%
65 and Older	0	0.0%	100.0%
TOTAL	451	100.0%	100.0%
No Answer	34		

Gender of Riders:	Number of Riders	Percent of Riders
Male	107	22.1%
Female	378	77.9%
Transgender	0	0.0%
TOTAL	485	100.0%
No Answer	0	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	73	21.0%	21.0%
\$20,000 - \$29,999	69	19.7%	40.8%
\$30,000 - \$39,999	69	19.7%	60.5%
\$40,000 - \$49,999	34	9.9%	70.4%
\$50,000 - \$59,999	34	9.9%	80.3%
\$60,000 - \$74,999	0	0.0%	80.3%
\$75,000 - \$99,999	0	0.0%	80.3%
\$100,000 or more	69	19.7%	100.0%
TOTAL	348	100.0%	100.0%
No Answer	137		

Mean Household Size: 3.62



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 25

Franklin Park - Ruggles via Dudley

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	34	8.2%
Black or African-American	309	74.2%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	0	0.0%
White	39	9.3%
Other	34	8.2%
TOTAL	416	

Note: Because responders were allowed to check more than 1 box, percentages shown may add up to more than 100 percent over all categories.

Are You Hispanic/Latino?:	Number of Responses	Percent of Responses
Yes	69	18.0%
No	313	82.0%
TOTAL	382	100.0%
No Answer	103	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 28

Expanded Results

Mattapan Station - Ruggles via Dudley

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	933	14.8%	14.8%
19 - 24	808	12.9%	27.7%
25 - 34	640	10.2%	37.9%
35 - 44	786	12.5%	50.4%
45 - 64	2,433	38.7%	89.1%
65 and Older	683	10.9%	100.0%
TOTAL	6,284	100.0%	100.0%
No Answer	297		

Gender of Riders:	Number of Riders	Percent of Riders
Male	1,650	28.5%
Female	4,131	71.5%
Transgender	0	0.0%
TOTAL	5,781	100.0%
No Answer	800	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	1,956	39.5%	39.5%
\$20,000 - \$29,999	658	13.3%	52.8%
\$30,000 - \$39,999	1,122	22.7%	75.4%
\$40,000 - \$49,999	395	8.0%	83.4%
\$50,000 - \$59,999	176	3.6%	87.0%
\$60,000 - \$74,999	318	6.4%	93.4%
\$75,000 - \$99,999	146	3.0%	96.4%
\$100,000 or more	181	3.6%	100.0%
TOTAL	4,952	100.0%	100.0%
No Answer	1,629		

Mean Household Size: 3.27



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 28

Mattapan Station - Ruggles via Dudley

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	254	4.3%
Black or African-American	4,564	76.6%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	215	3.6%
White	434	7.3%
Other	774	13.0%
TOTAL	5,957	

Note: Because responders were allowed to check more than 1 box, percentages shown may add up to more than 100 percent over all categories.

Are You Hispanic/Latino?:	Number of Responses	Percent of Responses
Yes	697	12.9%
No	4,719	87.1%
TOTAL	5,416	100.0%
No Answer	1,165	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 43

Expanded Results

Ruggles - Park/Tremont St

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	68	4.7%	4.7%
19 - 24	173	12.0%	16.7%
25 - 34	256	17.8%	34.5%
35 - 44	207	14.4%	48.9%
45 - 64	574	39.9%	88.8%
65 and Older	160	11.2%	100.0%
TOTAL	1,438	100.0%	100.0%
No Answer	15		

Gender of Riders:	Number of Riders	Percent of Riders
Male	435	31.3%
Female	954	68.7%
Transgender	0	0.0%
TOTAL	1,388	100.0%
No Answer	65	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	225	19.0%	19.0%
\$20,000 - \$29,999	80	6.8%	25.8%
\$30,000 - \$39,999	80	6.8%	32.6%
\$40,000 - \$49,999	129	11.0%	43.6%
\$50,000 - \$59,999	160	13.6%	57.1%
\$60,000 - \$74,999	127	10.7%	67.9%
\$75,000 - \$99,999	142	12.0%	79.9%
\$100,000 or more	238	20.1%	100.0%
TOTAL	1,182	100.0%	100.0%
No Answer	271		

Mean Household Size: 2.35



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 43

Ruggles - Park/Tremont St

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	15	1.1%
Black or African-American	297	21.6%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	243	17.7%
White	670	48.7%
Other	181	13.2%
TOTAL	1,376	

Note: Because responders were allowed to check more than 1 box, percentages shown may add up to more than 100 percent over all categories.

Are You Hispanic/Latino?:	Number of Responses	Percent of Responses
Yes	163	12.9%
No	1,104	87.1%
TOTAL	1,267	100.0%
No Answer	186	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 44

Expanded Results

Jackson Sq - Ruggles

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	140	6.3%	6.3%
19 - 24	67	3.0%	9.3%
25 - 34	331	14.9%	24.2%
35 - 44	362	16.3%	40.5%
45 - 64	1,090	49.0%	89.5%
65 and Older	233	10.5%	100.0%
TOTAL	2,223	100.0%	100.0%
No Answer	202		

Gender of Riders:	Number of Riders	Percent of Riders
Male	502	24.5%
Female	1,544	75.5%
Transgender	0	0.0%
TOTAL	2,046	100.0%
No Answer	379	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	569	30.8%	30.8%
\$20,000 - \$29,999	227	12.3%	43.0%
\$30,000 - \$39,999	208	11.2%	54.3%
\$40,000 - \$49,999	387	20.9%	75.2%
\$50,000 - \$59,999	165	8.9%	84.1%
\$60,000 - \$74,999	135	7.3%	91.4%
\$75,000 - \$99,999	98	5.3%	96.7%
\$100,000 or more	62	3.3%	100.0%
TOTAL	1,850	100.0%	100.0%
No Answer	575		

Mean Household Size: 2.76



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 44

Jackson Sq - Ruggles

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	62	3.1%
Black or African-American	1,519	75.6%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	67	3.3%
White	171	8.5%
Other	252	12.5%
TOTAL	2,010	

Note: Because responders were allowed to check more than 1 box, percentages shown may add up to more than 100 percent over all categories.

Are You Hispanic/Latino?:	Number of Responses	Percent of Responses
Yes	227	11.4%
No	1,763	88.6%
TOTAL	1,990	100.0%
No Answer	435	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 45

Expanded Results

Franklin Park - Ruggles via Grove Hall

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	41	1.8%	1.8%
19 - 24	364	16.1%	17.9%
25 - 34	256	11.3%	29.2%
35 - 44	661	29.2%	58.3%
45 - 64	607	26.8%	85.2%
65 and Older	336	14.8%	100.0%
TOTAL	2,264	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	781	38.9%
Female	1,227	61.1%
Transgender	0	0.0%
TOTAL	2,008	100.0%
No Answer	256	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	417	22.4%	22.4%
\$20,000 - \$29,999	323	17.4%	39.8%
\$30,000 - \$39,999	203	10.9%	50.7%
\$40,000 - \$49,999	323	17.4%	68.1%
\$50,000 - \$59,999	175	9.4%	77.5%
\$60,000 - \$74,999	297	16.0%	93.5%
\$75,000 - \$99,999	81	4.4%	97.8%
\$100,000 or more	41	2.2%	100.0%
TOTAL	1,860	100.0%	100.0%
No Answer	404		

Mean Household Size: 3.51



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 45

Franklin Park - Ruggles via Grove Hall

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	122	6.3%
Black or African-American	1,537	79.7%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	41	2.1%
White	175	9.1%
Other	175	9.1%
TOTAL	1,928	

Note: Because responders were allowed to check more than 1 box, percentages shown may add up to more than 100 percent over all categories.

Are You Hispanic/Latino?:	Number of Responses	Percent of Responses
Yes	323	17.0%
No	1,577	83.0%
TOTAL	1,900	100.0%
No Answer	364	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 47

Expanded Results

Central Sq Cambridge - Broadway Station

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	41	2.0%	2.0%
19 - 24	388	19.1%	21.1%
25 - 34	577	28.4%	49.5%
35 - 44	272	13.4%	62.9%
45 - 64	708	34.8%	97.7%
65 and Older	47	2.3%	100.0%
TOTAL	2,033	100.0%	100.0%
No Answer	18		

Gender of Riders:	Number of Riders	Percent of Riders
Male	478	24.7%
Female	1,455	75.0%
Transgender	7	0.4%
TOTAL	1,941	100.0%
No Answer	110	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	313	17.3%	17.3%
\$20,000 - \$29,999	76	4.2%	21.5%
\$30,000 - \$39,999	208	11.5%	33.0%
\$40,000 - \$49,999	203	11.2%	44.2%
\$50,000 - \$59,999	138	7.6%	51.9%
\$60,000 - \$74,999	248	13.7%	65.6%
\$75,000 - \$99,999	285	15.7%	81.3%
\$100,000 or more	339	18.7%	100.0%
TOTAL	1,809	100.0%	100.0%
No Answer	242		

Mean Household Size: 2.59



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 47

Central Sq Cambridge - Broadway Station

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	74	3.8%
Black or African-American	400	20.6%
Native Hawaiian or Other Pacific Islander	11	0.6%
Asian	184	9.5%
White	1,292	66.5%
Other	158	8.2%
TOTAL	1,942	

Note: Because responders were allowed to check more than 1 box, percentages shown may add up to more than 100 percent over all categories.

Are You Hispanic/Latino?:	Number of Responses	Percent of Responses
Yes	146	7.5%
No	1,791	92.5%
TOTAL	1,937	100.0%
No Answer	114	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 55

Expanded Results

Jersey/Queensbury St - Copley Sq/Park/Tremont St

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	47	7.9%	7.9%
19 - 24	123	20.6%	28.5%
25 - 34	190	31.9%	60.4%
35 - 44	55	9.3%	69.6%
45 - 64	103	17.2%	86.8%
65 and Older	79	13.2%	100.0%
TOTAL	597	100.0%	100.0%
No Answer	4		

Gender of Riders:	Number of Riders	Percent of Riders
Male	178	29.9%
Female	415	70.1%
Transgender	0	0.0%
TOTAL	593	100.0%
No Answer	8	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	55	11.6%	11.6%
\$20,000 - \$29,999	12	2.5%	14.0%
\$30,000 - \$39,999	32	6.6%	20.7%
\$40,000 - \$49,999	63	13.2%	33.9%
\$50,000 - \$59,999	40	8.3%	42.2%
\$60,000 - \$74,999	95	19.8%	62.0%
\$75,000 - \$99,999	95	19.9%	81.8%
\$100,000 or more	87	18.2%	100.0%
TOTAL	479	100.0%	100.0%
No Answer	122		

Mean Household Size: 1.89



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 55

Jersey/Queensbury St - Copley Sq/Park/Tremont St

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	12	2.1%
Black or African-American	55	9.6%
Native Hawaiian or Other Pacific Islander	8	1.4%
Asian	67	11.7%
White	448	78.1%
Other	39	6.9%
TOTAL	573	

Note: Because responders were allowed to check more than 1 box, percentages shown may add up to more than 100 percent over all categories.

Are You Hispanic/Latino?:	Number of Responses	Percent of Responses
Yes	67	11.8%
No	499	88.2%
TOTAL	566	100.0%
No Answer	35	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 66

Expanded Results

Harvard Sq - Dudley Station via Allston/Brookline

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	371	4.4%	4.4%
19 - 24	2,293	27.0%	31.3%
25 - 34	3,058	36.0%	67.3%
35 - 44	868	10.2%	77.5%
45 - 64	1,508	17.7%	95.2%
65 and Older	405	4.8%	100.0%
TOTAL	8,503	100.0%	100.0%
No Answer	197		

Gender of Riders:	Number of Riders	Percent of Riders
Male	2,340	28.8%
Female	5,793	71.2%
Transgender	0	0.0%
TOTAL	8,132	100.0%
No Answer	568	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	1,401	18.8%	18.8%
\$20,000 - \$29,999	823	11.0%	29.8%
\$30,000 - \$39,999	1,192	16.0%	45.7%
\$40,000 - \$49,999	941	12.6%	58.3%
\$50,000 - \$59,999	499	6.7%	65.0%
\$60,000 - \$74,999	1,030	13.8%	78.8%
\$75,000 - \$99,999	764	10.2%	89.0%
\$100,000 or more	821	11.0%	100.0%
TOTAL	7,471	100.0%	100.0%
No Answer	1,229		

Mean Household Size: 2.69



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 66

Harvard Sq - Dudley Station via Allston/Brookline

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	69	0.8%
Black or African-American	1,450	17.5%
Native Hawaiian or Other Pacific Islander	34	0.4%
Asian	1,132	13.7%
White	5,353	64.8%
Other	545	6.6%
TOTAL	8,260	

Note: Because responders were allowed to check more than 1 box, percentages shown may add up to more than 100 percent over all categories.

Are You Hispanic/Latino?:	Number of Responses	Percent of Responses
Yes	697	8.7%
No	7,297	91.3%
TOTAL	7,994	100.0%
No Answer	706	



Usage Rates and Fare Types

The data presented in this chapter show how frequently the riders of each Cabot Garage bus route used the route. They also show how the riders paid their fares and how frequently the users of each fare type rode the route.

The tables (at the end of the chapter) present data by bus route. For each route, two tables are grouped on one page, and a third table appears on a second page. The first table shows the number of days per week riders used the surveyed bus route; the second shows their weekend use patterns. The third table shows how many riders used each fare type and how often the users of each fare type rode the surveyed bus route. The data for each bus route are based on the survey responses from passengers who rode some portion of that route.

Chapter 2 addresses the same categories of data that are addressed in the present chapter, but at the level of the Cabot Garage as a whole. It includes tables and discussion.

10.1 NUMBER OF DAYS USED PER WEEK

10.1.2 DESCRIPTION OF TABLE

The first table for each bus route summarizes the results of survey question 11, which asked how many days a week riders used the route. Nine check-off boxes were provided on the survey form: one for each possible number of days per week, plus “less than 1 day” and “I’m only visiting Boston.” For each usage level, the table shows the number and percent of riders; it also gives the cumulative percentages that result as one adds each category of user to the ones preceding it in the table.

10.1.2 OVERVIEW OF RESULTS

The most common reported usage frequency across all Cabot Garage bus routes was five days per week. However, many riders reporting occasional or regular weekend usage also rode the bus route throughout the week, as indicated by their reported usage rates of six or seven days. Therefore, in the following comparisons of reported usage by bus route, the category of five or more days is used instead of five days.

For the Cabot Garage overall, 71% of the riders reported usage rates of five or more days per week. The highest percentages of riders on the surveyed routes reporting five-day-or-more usage were on Routes 25 (85%), 23 (83%), and 7 (79%). The highest percentages of six-or-seven-day usage were on Routes 45 (40%) and 18 and 23 (both 37%). The highest percentages of less-than-one-day usage were on Routes 10 (18%), 17 (15%), and 43 (14%).

10.2 WEEKEND USAGE

10.2.1 DESCRIPTION OF TABLE

The weekend usage table for each bus route summarizes the results of survey question 12, which asked how frequently riders used the surveyed bus route on Saturdays and Sundays. For each weekend day, riders could check one of three frequency-of-use categories: regularly, occasionally, or not at all.

In the table, Sunday usage categories are displayed across the top of the table, and Saturday down the left side. The table cells show cross-tabulated data for Saturdays and Sundays. For example, the cells in the first data row show the numbers and percentages of Sunday riders, by usage category, who used the bus route regularly on Saturday. Likewise, the cells in the first data column show the numbers and percentages of Saturday riders, by usage category, who used the bus route regularly on Sunday.

The far-right column shows the total numbers and percentages of Saturday riders by usage category, and the bottom row shows the same for Sunday. These totals reflect only riders who described their usage for both Saturday and Sunday.

10.2.2 OVERVIEW OF RESULTS

For the Cabot Garage overall, the most frequently reported combinations of Saturday and Sunday usage were occasional use on both days (35%), followed by no use on both days (30%), and regular use on both days (19%).

The bus routes with the highest reported regular usage on both Saturday and Sunday were Routes 44 (33%) and 15 and 23 (31%). Route 17 had the highest reported percentage of regular or occasional usage on Saturday (86%) and Route 25 had the highest reported percentage of regular or occasional usage on Sunday (78%).

10.3 FARE TYPES AND PASS USAGE

10.3.1 DESCRIPTION OF TABLE

The third table for each bus route, on a separate page, presents three data points for each fare type: the number of riders using the fare type (data column one), the percentage of riders using the fare type (column two), and the number of days per week that the riders using each fare type rode the surveyed bus route (column three). The first two data columns are based on the results of survey

question 7: “What type of fare did you pay for this bus trip?” Ten check-off choices were provided, including “other” with space for write-ins. Riders using commuter rail monthly passes could also write in the zone number. The data in the third column are based on the assumption that each rider used the fare payment type reported in question 7 on the same number of days per week that the rider reported using the surveyed bus route in question 11.

10.3.2 OVERVIEW OF RESULTS

Mix of Fare Types

For the Cabot Garage overall, the most common method of fare payment was some form of monthly pass, reported by 57% of all riders. Pay-per-ride using a CharlieCard was second, at 25% overall. Monthly pass use was also most common on each surveyed bus route except Routes 5 and 15.

The LinkPass was the most commonly used pass on each surveyed bus route except Routes 4, 15, 25, 28, and 45. The bus routes with the highest reported usage of the LinkPass were Routes 66 (55%), 18 (51%), and 47 (50%). After the LinkPass, the next-most-common monthly pass category was the Local Bus Pass. The bus routes with the highest reported usage of the Local Bus Pass were Routes 25 (39%), 19 (20%), 28 (18%). The highest reported usage of Zone passes, used by passengers who also use MBTA commuter rail or Inner Harbor ferry services, was on Route 4 (71%). Senior monthly passes, used by riders over age 65, and Student and Disability monthly passes were each reported by just over 2% of Cabot Garage bus riders.

After monthly passes and pay-per-ride using CharlieCards, the two most common fare types overall (both 7%) were reduced-fare pay-per-ride (including Student, Senior, and Disability) and 7-Day LinkPasses. The percentages of riders using either of these types varied considerably among bus routes. Reduced-fare pay-per-ride use ranged from 0% on several bus routes to 64% on Route 5. The use of 7-Day LinkPass ranged from 0% on Route 4 routes to 13% on Route 16.

Usage Rates by Fare Type

As explained above, the third column of the Fare Types and Pass Usage table shows the average number of days per week that riders reporting use of each fare type used the surveyed bus route.

Pay-per-Ride CharlieCard

The CharlieCard, a plastic card containing a radio-frequency identification (RFID) chip, was launched in 2006. The user can simply tap the pass on a reader to pay a fare. At the time of the survey, riders who used the CharlieCard to pay-per-ride paid 17% less per ride than those who used the paper CharlieTicket (\$1.25 versus \$1.50). Using the CharlieCard also took less time than paying using a CharlieTicket. The average usage rate by bus route of the

CharlieCard to pay-per-ride ranged from 3.2 days per week on Route 47 to 5.2 days per week on Route 28; the overall Cabot Garage average was 4.3 days.

Pay-per-Ride CharlieTicket

The CharlieTicket, a paper ticket with a magnetic strip, has been in use since early 2005. The average usage rate by bus route of the CharlieTicket to pay-per-ride ranged from 0.5 days per week on Route 43 to 6.4 days per week on Route 66; the overall Cabot Garage average was 4.6 days.

Monthly Pass

Monthly passes, which allow unlimited use, typically show higher average usage rates than pay-per-ride options, because the most frequent riders have the most incentive to purchase such passes. The average usage rate by bus route for all monthly pass forms combined ranged from 3.3 days per week on Route 5 to 5.1 days per week on Route 23; the overall Cabot Garage average was 4.7 days.

Full Cash Fare On-Board

In addition to using the CharlieCard or CharlieTicket on a pay-per-ride basis, passengers may also use cash to pay their fare on-board the bus. The adult cash fare is set at the same level as the CharlieTicket pay-per-ride fare. The average usage rate by bus route of full cash fare on-board to pay-per-ride ranged from 0.8 days per week on Route 45 to 7.0 days per week on Routes 1 and 44; the overall Cabot Garage average was 3.5 days.

Reduced Fare

This category includes pay-per-ride reduced fares for students from age 12 through high school, for seniors (age 65 and over), and for passengers with disabilities. Monthly passes for riders eligible for reduced fares are included in the data for monthly passes. The average usage rate by bus route of pay-per-ride reduced fare ranged from 2.6 days per week on Route 5 to 6.0 days per week on Routes 17 and 18; the overall Cabot Garage average was 4.1 days.

Child Under Age 12 Free Fare

Children under age 12 seldom fill out passenger surveys, so little information is available about riders in that group. The sample size of riders reporting “Child Under Age 12 Free Fare” was exceptionally low: only one in the entire Cabot Garage. This respondent rode an average of 5.0 days per week.

Blind Access Card

Only two surveys were returned by Cabot Garage bus riders using a Blind Access Card as the fare type. These respondents rode an average of 6.3 days per week.

1-Day LinkPass

Only four surveys were returned by Cabot Garage bus riders using a 1-Day LinkPass as the fare type. These respondents rode an average of 4.5 days per week.

7-Day LinkPass

The average usage rate by bus route for the 7-Day LinkPass ranged from 4.0 days per week on Routes 7 and 19 to 7.0 days per week on Route 5; the overall Cabot Garage average was 5.1 days.

Other

On the bus system overall, most riders who checked the box for “other” fare type and also wrote in which type were authorized free riders, including MBTA employees. For the Cabot Garage, only ten returned surveys had the “other” fare type checked. These respondents rode an average of 4.9 days per week.



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Route: 1

Expanded Results

Harvard Sq - Dudley Station via BU Medical

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	434	7.0%	7.0%
One Day	239	3.8%	10.8%
Two Days	517	8.3%	19.1%
Three Days	600	9.6%	28.7%
Four Days	479	7.7%	36.4%
Five Days	2,946	47.2%	83.6%
Six Days	323	5.2%	88.8%
Seven Days	697	11.2%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	6,235	100.0%	100.0%
No Answer	187		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	565 10.8%	111 2.1%	28 0.5%	295	704 13.4%
Occasionally	55 1.1%	2,869 54.6%	354 6.7%	184	3,279 62.4%
Not at all	28 0.5%	80 1.5%	1,162 22.1%	239	1,270 24.2%
No Answer	55	80	52	264	
Sunday Total	649 12.4%	3,060 58.3%	1,544 29.4%		5,252 *

* Totals and percentages reflect only riders who responded to both Saturday and Sunday questions.



MBTA Surveys: 2008-09

Bus Survey

Fare Types and Pass Usage

Route: 1

Expanded Results

Harvard Sq - Dudley Station via BU Medical

Both Directions

Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	1,343	20.9%	3.4
Pay-per-ride CharlieTicket (paper)	28	0.4%	2.0
Monthly pass	4,379	68.2%	4.7
Full cash fare on-board bus	28	0.4%	7.0
Reduced fare	347	5.4%	2.6
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	160	2.5%	2.2
<i>Disability</i>	187	2.9%	3.1
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	298	4.6%	4.1
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	6,422	100.0%	4.3

Monthly Pass Users by Type of Pass:

Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
Link (Subway + Bus)	2,696	42.0%	4.6
Student	212	3.3%	5.3
Senior	295	4.6%	5.0
Disability	267	4.2%	3.7
Inner Express Bus	111	1.7%	2.9
Outer Express Bus	52	0.8%	0.0
Zone	239	3.7%	5.5
Boat	0	0.0%	0.0
Local Bus	507	7.9%	5.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	4,379	68.2%	4.7

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	55	0.9%	5.0
1	0	0.0%	0.0
2	52	0.8%	7.0
3	28	0.4%	5.0
4	104	1.6%	5.0
5	0	0.0%	0.0
6	0	0.0%	0.0
7	0	0.0%	0.0
8	0	0.0%	0.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	239	3.7%	5.5



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Route: 4

Expanded Results

North Station - World Trade Ctr

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	4	2.2%	2.2%
One Day	17	8.7%	10.8%
Two Days	17	8.7%	19.5%
Three Days	14	6.9%	26.4%
Four Days	0	0.0%	26.4%
Five Days	146	73.6%	100.0%
Six Days	0	0.0%	100.0%
Seven Days	0	0.0%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	198	100.0%	100.0%
No Answer	4		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	0 0.0%	0 0.0%	0 0.0%	4	0 0.0%
Occasionally	0 0.0%	4 2.3%	4 2.3%	4	9 4.6%
Not at all	0 0.0%	0 0.0%	176 95.4%	4	176 95.4%
No Answer	0	0	0	4	
Sunday Total	0 0.0%	4 2.3%	181 97.7%		185 *

* Totals and percentages reflect only riders who responded to both Saturday and Sunday questions.



MBTA Surveys: 2008-09

Bus Survey

Fare Types and Pass Usage

Route: 4

Expanded Results

North Station - World Trade Ctr

Both Directions

Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	14	6.7%	5.0
Pay-per-ride CharlieTicket (paper)	13	6.4%	2.7
Monthly pass	176	86.9%	4.2
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	0	0.0%	0.0
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	0	0.0%	0.0
<i>Disability</i>	0	0.0%	0.0
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	0	0.0%	0.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	202	100.0%	4.2

Monthly Pass Users by Type of Pass:

Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
Link (Subway + Bus)	18	8.8%	5.0
Student	0	0.0%	0.0
Senior	4	2.1%	5.0
Disability	0	0.0%	0.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	144	71.4%	4.1
Boat	0	0.0%	0.0
Local Bus	9	4.6%	3.6
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	176	86.9%	4.2

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	4	2.1%	5.0
1	17	8.5%	4.3
2	18	8.8%	4.4
3	34	17.0%	4.1
4	31	15.2%	4.2
5	9	4.2%	3.0
6	9	4.2%	4.0
7	9	4.2%	3.0
8	10	5.0%	5.0
Interzone	0	0.0%	0.0
No Zone Selected	4	2.1%	0.0
Total Riders Using Zone Passes	144	71.4%	4.1



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Route: 5

Expanded Results

City Point - M E McCormick Housing

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	0	0.0%	0.0%
One Day	41	32.0%	32.0%
Two Days	15	12.0%	44.0%
Three Days	0	0.0%	44.0%
Four Days	48	38.0%	82.0%
Five Days	15	12.0%	94.0%
Six Days	0	0.0%	94.0%
Seven Days	8	6.0%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	127	100.0%	100.0%
No Answer	0		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	8 12.0%	0 0.0%	0 0.0%	0	8 12.0%
Occasionally	0 0.0%	8 12.0%	0 0.0%	64	8 12.0%
Not at all	0 0.0%	8 12.0%	41 64.0%	0	48 76.0%
No Answer	0	0	0	0	
Sunday Total	8 12.0%	15 24.0%	41 64.0%		64 *

* Totals and percentages reflect only riders who responded to both Saturday and Sunday questions.

Fare Types and Pass Usage
Route: 5

Expanded Results

City Point - M E McCormick Housing
Both Directions
Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	15	12.0%	3.5
Pay-per-ride CharlieTicket (paper)	0	0.0%	0.0
Monthly pass	23	18.0%	3.3
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	81	64.0%	2.6
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	48	38.0%	3.7
<i>Disability</i>	33	26.0%	1.0
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	8	6.0%	7.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	127	100.0%	3.1

Monthly Pass Users by Type of Pass:

Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
Link (Subway + Bus)	23	18.0%	3.3
Student	0	0.0%	0.0
Senior	0	0.0%	0.0
Disability	0	0.0%	0.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	0	0.0%	0.0
Boat	0	0.0%	0.0
Local Bus	0	0.0%	0.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	23	18.0%	3.3

Zones Reported by Users of Zone Passes:

(No zones reported)



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Route: 7

Expanded Results

City Point - Otis/Summer

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	66	4.3%	4.3%
One Day	13	0.8%	5.1%
Two Days	54	3.4%	8.6%
Three Days	119	7.7%	16.2%
Four Days	67	4.3%	20.6%
Five Days	1,100	70.8%	91.4%
Six Days	134	8.6%	100.0%
Seven Days	0	0.0%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	1,553	100.0%	100.0%
No Answer	13		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	67 4.8%	14 1.0%	27 1.9%	0	108 7.7%
Occasionally	0 0.0%	296 21.1%	428 30.4%	121	724 51.5%
Not at all	0 0.0%	0 0.0%	574 40.8%	14	574 40.8%
No Answer	0	0	0	27	
Sunday Total	67 4.8%	310 22.0%	1,029 73.2%		1,406 *

* Totals and percentages reflect only riders who responded to both Saturday and Sunday questions.



MBTA Surveys: 2008-09

Bus Survey

Fare Types and Pass Usage

Route: 7

Expanded Results

City Point - Otis/Summer

Both Directions

Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	482	30.8%	4.2
Pay-per-ride CharlieTicket (paper)	41	2.6%	4.7
Monthly pass	964	61.5%	4.8
Full cash fare on-board bus	27	1.7%	4.0
Reduced fare	14	0.9%	5.0
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	0	0.0%	0.0
<i>Disability</i>	14	0.9%	5.0
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	14	0.9%	4.0
Other	26	1.7%	4.0
No Fare Payment Type Selected	0		
All Payment Types	1,567	100.0%	4.6

Monthly Pass Users by Type of Pass:

Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
Link (Subway + Bus)	508	32.4%	4.7
Student	27	1.7%	5.5
Senior	14	0.9%	5.0
Disability	13	0.8%	5.0
Inner Express Bus	41	2.6%	5.0
Outer Express Bus	14	0.9%	5.0
Zone	92	5.9%	4.3
Boat	0	0.0%	0.0
Local Bus	256	16.4%	4.8
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	964	61.5%	4.8

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	0	0.0%	0.0
1	26	1.7%	5.0
2	0	0.0%	0.0
3	0	0.0%	0.0
4	13	0.8%	0.0
5	0	0.0%	0.0
6	13	0.8%	0.5
7	13	0.8%	5.0
8	27	1.7%	5.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	92	5.9%	4.3



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Route: 8

Expanded Results

Harbor Point/Umass - Kenmore Sq

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	245	11.7%	11.7%
One Day	98	4.7%	16.4%
Two Days	147	7.0%	23.4%
Three Days	147	7.0%	30.4%
Four Days	166	7.9%	38.3%
Five Days	1,018	48.6%	86.9%
Six Days	98	4.7%	91.6%
Seven Days	166	7.9%	99.5%
Only Visiting	10	0.5%	100.0%
TOTAL	2,095	100.0%	100.0%
No Answer	49		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	147 8.1%	78 4.3%	20 1.1%	68	245 13.5%
Occasionally	0 0.0%	636 35.1%	108 5.9%	98	744 41.1%
Not at all	0 0.0%	0 0.0%	822 45.4%	78	822 45.4%
No Answer	0	0	20	69	
Sunday Total	147 8.1%	714 39.5%	949 52.4%		1,810 *

* Totals and percentages reflect only riders who responded to both Saturday and Sunday questions.



MBTA Surveys: 2008-09

Bus Survey

Fare Types and Pass Usage

Route: 8

Expanded Results

Harbor Point/Umass - Kenmore Sq

Both Directions

Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	421	19.8%	3.6
Pay-per-ride CharlieTicket (paper)	39	1.8%	4.3
Monthly pass	1,341	63.1%	4.2
Full cash fare on-board bus	29	1.4%	1.0
Reduced fare	127	6.0%	3.7
<i>Student</i>	20	0.9%	4.5
<i>Senior</i>	39	1.8%	2.8
<i>Disability</i>	69	3.2%	3.9
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	157	7.4%	4.6
Other	10	0.5%	5.0
No Fare Payment Type Selected	20		
All Payment Types	2,123	100.0%	4.1

Monthly Pass Users by Type of Pass:

Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
Link (Subway + Bus)	714	33.6%	4.2
Student	78	3.7%	4.7
Senior	29	1.4%	4.7
Disability	59	2.8%	3.8
Inner Express Bus	39	1.8%	3.6
Outer Express Bus	0	0.0%	0.0
Zone	127	6.0%	3.9
Boat	0	0.0%	0.0
Local Bus	294	13.8%	4.4
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	1,341	63.1%	4.2

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	10	0.5%	5.0
1	0	0.0%	0.0
2	10	0.5%	0.5
3	29	1.4%	5.0
4	20	0.9%	2.3
5	10	0.5%	5.0
6	20	0.9%	5.0
7	10	0.5%	4.0
8	20	0.9%	4.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	127	6.0%	3.9



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Route: 9

Expanded Results

City Point - Copley via Broadway

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	152	5.8%	5.8%
One Day	105	4.0%	9.9%
Two Days	176	6.8%	16.7%
Three Days	166	6.4%	23.1%
Four Days	176	6.8%	29.8%
Five Days	1,468	56.5%	86.3%
Six Days	154	5.9%	92.3%
Seven Days	189	7.3%	99.5%
Only Visiting	12	0.5%	100.0%
TOTAL	2,598	100.0%	100.0%
No Answer	35		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	363 15.3%	82 3.5%	12 0.5%	94	457 19.2%
Occasionally	24 1.0%	1,068 45.0%	166 7.0%	60	1,258 53.0%
Not at all	0 0.0%	0 0.0%	659 27.8%	59	659 27.8%
No Answer	0	23	0	23	
Sunday Total	387 16.3%	1,150 48.4%	838 35.3%		2,374 *

* Totals and percentages reflect only riders who responded to both Saturday and Sunday questions.

Fare Types and Pass Usage
Route: 9

Expanded Results

City Point - Copley via Broadway
Both Directions
Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	637	24.2%	3.5
Pay-per-ride CharlieTicket (paper)	36	1.4%	4.0
Monthly pass	1,667	63.3%	4.7
Full cash fare on-board bus	94	3.6%	3.8
Reduced fare	152	5.8%	4.3
<i>Student</i>	23	0.9%	4.0
<i>Senior</i>	82	3.1%	3.6
<i>Disability</i>	47	1.8%	5.8
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	12	0.5%	7.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	35	1.3%	4.7
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	2,633	100.0%	4.4

Monthly Pass Users by Type of Pass:

Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
Link (Subway + Bus)	1,242	47.2%	4.9
Student	0	0.0%	0.0
Senior	24	0.9%	2.5
Disability	81	3.1%	3.6
Inner Express Bus	94	3.6%	4.0
Outer Express Bus	12	0.5%	5.0
Zone	23	0.9%	5.0
Boat	0	0.0%	0.0
Local Bus	190	7.2%	4.8
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	1,667	63.3%	4.7

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	0	0.0%	0.0
1	0	0.0%	0.0
2	0	0.0%	0.0
3	0	0.0%	0.0
4	0	0.0%	0.0
5	0	0.0%	0.0
6	0	0.0%	0.0
7	23	0.9%	5.0
8	0	0.0%	0.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	23	0.9%	5.0



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Route: 10

Expanded Results

City Point - Copley via Andrew

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	354	17.7%	17.7%
One Day	51	2.5%	20.3%
Two Days	132	6.6%	26.9%
Three Days	145	7.3%	34.2%
Four Days	72	3.6%	37.8%
Five Days	874	43.8%	81.6%
Six Days	84	4.2%	85.8%
Seven Days	274	13.7%	99.5%
Only Visiting	10	0.5%	100.0%
TOTAL	1,996	100.0%	100.0%
No Answer	102		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	167 9.5%	41 2.3%	11 0.6%	82	219 12.4%
Occasionally	11 0.6%	422 23.9%	159 9.0%	82	591 33.5%
Not at all	0 0.0%	10 0.6%	947 53.6%	42	957 54.2%
No Answer	22	0	0	103	
Sunday Total	178 10.1%	473 26.7%	1,117 63.2%		1,768 *

* Totals and percentages reflect only riders who responded to both Saturday and Sunday questions.

Fare Types and Pass Usage
Route: 10

Expanded Results

City Point - Copley via Andrew
Both Directions
Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	499	23.9%	3.5
Pay-per-ride CharlieTicket (paper)	72	3.4%	6.2
Monthly pass	1,130	54.1%	4.2
Full cash fare on-board bus	105	5.0%	3.1
Reduced fare	250	12.0%	4.1
<i>Student</i>	11	0.5%	6.0
<i>Senior</i>	146	7.0%	3.6
<i>Disability</i>	94	4.5%	4.5
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	32	1.5%	4.6
Other	0	0.0%	0.0
No Fare Payment Type Selected	11		
All Payment Types	2,087	100.0%	4.0

Monthly Pass Users by Type of Pass:

Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
Link (Subway + Bus)	580	27.8%	3.9
Student	11	0.5%	7.0
Senior	93	4.5%	3.7
Disability	61	2.9%	3.8
Inner Express Bus	52	2.5%	5.0
Outer Express Bus	10	0.5%	7.0
Zone	200	9.6%	4.9
Boat	0	0.0%	0.0
Local Bus	122	5.9%	4.2
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	1,130	54.1%	4.2

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	10	0.5%	7.0
1	32	1.6%	5.0
2	10	0.5%	5.0
3	32	1.5%	5.0
4	42	2.0%	4.5
5	0	0.0%	0.0
6	42	2.0%	4.7
7	11	0.5%	5.0
8	11	0.5%	5.0
Interzone	11	0.5%	5.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	200	9.6%	4.9



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Route: 11

Expanded Results

City Point - Downtown

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	80	4.4%	4.4%
One Day	67	3.7%	8.1%
Two Days	64	3.6%	11.7%
Three Days	175	9.7%	21.4%
Four Days	173	9.5%	30.9%
Five Days	983	54.4%	85.3%
Six Days	80	4.4%	89.7%
Seven Days	185	10.3%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	1,807	100.0%	100.0%
No Answer	39		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	281 16.8%	54 3.2%	13 0.8%	39	348 20.7%
Occasionally	13 0.8%	605 36.1%	154 9.2%	106	772 46.1%
Not at all	0 0.0%	13 0.8%	543 32.4%	0	556 33.2%
No Answer	13	0	0	13	
Sunday Total	294 17.5%	672 40.1%	711 42.4%		1,676 *

* Totals and percentages reflect only riders who responded to both Saturday and Sunday questions.



MBTA Surveys: 2008-09

Bus Survey

Fare Types and Pass Usage

Route: 11

Expanded Results

City Point - Downtown

Both Directions

Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	479	26.0%	4.0
Pay-per-ride CharlieTicket (paper)	39	2.1%	2.8
Monthly pass	1,094	59.3%	4.8
Full cash fare on-board bus	51	2.8%	3.1
Reduced fare	103	5.6%	3.8
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	64	3.5%	2.6
<i>Disability</i>	39	2.1%	5.3
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	13	0.7%	6.0
7-Day LinkPass	67	3.6%	6.2
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	1,846	100.0%	4.5

Monthly Pass Users by Type of Pass:

Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
Link (Subway + Bus)	695	37.6%	4.9
Student	13	0.7%	5.0
Senior	0	0.0%	0.0
Disability	28	1.5%	3.0
Inner Express Bus	39	2.1%	4.0
Outer Express Bus	0	0.0%	0.0
Zone	98	5.3%	5.0
Boat	0	0.0%	0.0
Local Bus	221	12.0%	4.8
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	1,094	59.3%	4.8

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	28	1.5%	5.0
1	0	0.0%	0.0
2	0	0.0%	0.0
3	28	1.5%	5.0
4	13	0.7%	5.0
5	28	1.5%	5.0
6	0	0.0%	0.0
7	0	0.0%	0.0
8	0	0.0%	0.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	98	5.3%	5.0



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Route: 15

Expanded Results

Kane Sq/Fields Cnr Station - Ruggles

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	291	6.7%	6.7%
One Day	107	2.5%	9.2%
Two Days	277	6.4%	15.6%
Three Days	408	9.4%	25.0%
Four Days	185	4.3%	29.2%
Five Days	1,577	36.4%	65.6%
Six Days	379	8.7%	74.4%
Seven Days	1,111	25.6%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	4,335	100.0%	100.0%
No Answer	199		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	1,063 30.8%	340 9.9%	0 0.0%	233	1,403 40.7%
Occasionally	0 0.0%	864 25.1%	325 9.4%	447	1,189 34.5%
Not at all	0 0.0%	0 0.0%	855 24.8%	277	855 24.8%
No Answer	0	0	0	131	
Sunday Total	1,063 30.8%	1,204 34.9%	1,180 34.2%		3,447 *

* Totals and percentages reflect only riders who responded to both Saturday and Sunday questions.

Fare Types and Pass Usage
Route: 15

Expanded Results

Kane Sq/Fields Cnr Station - Ruggles
Both Directions
Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	1,733	39.4%	4.9
Pay-per-ride CharlieTicket (paper)	170	3.9%	5.1
Monthly pass	1,636	37.2%	4.6
Full cash fare on-board bus	131	3.0%	3.0
Reduced fare	247	5.6%	5.2
<i>Student</i>	116	2.6%	5.7
<i>Senior</i>	0	0.0%	0.0
<i>Disability</i>	131	3.0%	4.8
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	447	10.1%	4.9
Other	39	0.9%	7.0
No Fare Payment Type Selected	131		
All Payment Types	4,403	100.0%	4.8

Monthly Pass Users by Type of Pass:

Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
Link (Subway + Bus)	558	12.7%	5.1
Student	53	1.2%	2.0
Senior	0	0.0%	0.0
Disability	107	2.4%	1.0
Inner Express Bus	39	0.9%	5.0
Outer Express Bus	0	0.0%	0.0
Zone	92	2.1%	6.0
Boat	0	0.0%	0.0
Local Bus	786	17.9%	4.5
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	1,636	37.2%	4.6

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	92	2.1%	6.0
1	0	0.0%	0.0
2	0	0.0%	0.0
3	0	0.0%	0.0
4	0	0.0%	0.0
5	0	0.0%	0.0
6	0	0.0%	0.0
7	0	0.0%	0.0
8	0	0.0%	0.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	92	2.1%	6.0



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Route: 16

Expanded Results

Forest Hills - Andrew Station/Umass

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	184	6.7%	6.7%
One Day	113	4.1%	10.8%
Two Days	98	3.6%	14.3%
Three Days	239	8.7%	23.0%
Four Days	103	3.7%	26.8%
Five Days	1,257	45.7%	72.4%
Six Days	379	13.8%	86.2%
Seven Days	379	13.8%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	2,752	100.0%	100.0%
No Answer	0		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	628 27.8%	244 10.8%	0 0.0%	184	872 38.6%
Occasionally	0 0.0%	498 22.0%	239 10.6%	136	736 32.6%
Not at all	0 0.0%	33 1.4%	618 27.4%	108	651 28.8%
No Answer	33	0	0	33	
Sunday Total	628 27.8%	774 34.3%	857 37.9%		2,259 *

* Totals and percentages reflect only riders who responded to both Saturday and Sunday questions.



MBTA Surveys: 2008-09

Bus Survey

Fare Types and Pass Usage

Route: 16

Expanded Results

Forest Hills - Andrew Station/Umass

Both Directions

Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	671	26.0%	3.6
Pay-per-ride CharlieTicket (paper)	70	2.7%	2.9
Monthly pass	1,327	51.4%	5.0
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	168	6.5%	4.4
<i>Student</i>	65	2.5%	5.0
<i>Senior</i>	70	2.7%	3.6
<i>Disability</i>	33	1.3%	5.0
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	347	13.4%	5.3
Other	0	0.0%	0.0
No Fare Payment Type Selected	168		
All Payment Types	2,584	100.0%	4.6

Monthly Pass Users by Type of Pass:

Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
Link (Subway + Bus)	689	26.6%	4.5
Student	108	4.2%	5.3
Senior	141	5.4%	5.7
Disability	33	1.3%	5.0
Inner Express Bus	38	1.5%	7.0
Outer Express Bus	0	0.0%	0.0
Zone	33	1.3%	5.0
Boat	0	0.0%	0.0
Local Bus	287	11.1%	5.4
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	1,327	51.4%	5.0

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	0	0.0%	0.0
1	0	0.0%	0.0
2	33	1.3%	5.0
3	0	0.0%	0.0
4	0	0.0%	0.0
5	0	0.0%	0.0
6	0	0.0%	0.0
7	0	0.0%	0.0
8	0	0.0%	0.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	33	1.3%	5.0



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Route: 17

Expanded Results

Fields Cnr - Andrew Station via Uphams Cnr

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	254	14.5%	14.5%
One Day	28	1.6%	16.1%
Two Days	28	1.6%	17.7%
Three Days	28	1.6%	19.3%
Four Days	28	1.6%	20.9%
Five Days	933	53.2%	74.1%
Six Days	255	14.5%	88.7%
Seven Days	198	11.3%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	1,752	100.0%	100.0%
No Answer	28		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	169 12.0%	57 4.0%	0 0.0%	226	226 16.0%
Occasionally	0 0.0%	708 50.0%	283 20.0%	113	990 70.0%
Not at all	0 0.0%	28 2.0%	169 12.0%	0	198 14.0%
No Answer	0	0	0	28	
Sunday Total	169 12.0%	793 56.1%	452 32.0%		1,414 *

* Totals and percentages reflect only riders who responded to both Saturday and Sunday questions.

Fare Types and Pass Usage
Route: 17

Expanded Results

Fields Cnr - Andrew Station via Uphams Cnr
Both Directions
Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	254	14.3%	4.1
Pay-per-ride CharlieTicket (paper)	85	4.8%	4.3
Monthly pass	1,073	60.3%	4.5
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	56	3.2%	6.0
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	28	1.6%	6.0
<i>Disability</i>	28	1.6%	6.0
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	28	1.6%	0.5
7-Day LinkPass	227	12.7%	5.5
Other	57	3.2%	5.0
No Fare Payment Type Selected	0		
All Payment Types	1,781	100.0%	4.6

Monthly Pass Users by Type of Pass:

Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
Link (Subway + Bus)	677	38.0%	4.2
Student	28	1.6%	5.0
Senior	57	3.2%	5.0
Disability	56	3.2%	2.5
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	0	0.0%	0.0
Boat	0	0.0%	0.0
Local Bus	227	12.7%	6.4
No Pass Selected	28	1.6%	0.5
Total Riders Using Monthly Passes	1,073	60.3%	4.5

Zones Reported by Users of Zone Passes:

(No zones reported)



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Route: 18

Expanded Results

Ashmont Station - Andrew Station

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	18	3.2%	3.2%
One Day	18	3.2%	6.4%
Two Days	71	12.5%	18.9%
Three Days	18	3.2%	22.2%
Four Days	34	6.1%	28.2%
Five Days	196	34.7%	62.9%
Six Days	34	6.1%	68.9%
Seven Days	175	31.1%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	564	100.0%	100.0%
No Answer	18		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	123 26.0%	34 7.2%	18 3.8%	36	175 37.0%
Occasionally	0 0.0%	139 29.4%	18 3.8%	36	157 33.2%
Not at all	0 0.0%	0 0.0%	141 29.8%	0	141 29.8%
No Answer	18	0	0	18	
Sunday Total	123 26.0%	173 36.6%	178 37.5%		474 *

* Totals and percentages reflect only riders who responded to both Saturday and Sunday questions.

Fare Types and Pass Usage
Route: 18

Expanded Results

Ashmont Station - Andrew Station
Both Directions
Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	91	15.6%	4.5
Pay-per-ride CharlieTicket (paper)	0	0.0%	0.0
Monthly pass	369	63.3%	5.0
Full cash fare on-board bus	18	3.1%	0.0
Reduced fare	34	5.9%	6.0
<i>Student</i>	34	5.9%	6.0
<i>Senior</i>	0	0.0%	0.0
<i>Disability</i>	0	0.0%	0.0
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	18	3.1%	3.0
7-Day LinkPass	52	9.0%	5.3
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	583	100.0%	4.9

Monthly Pass Users by Type of Pass:

Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
Link (Subway + Bus)	296	50.8%	5.1
Student	0	0.0%	0.0
Senior	36	6.2%	3.0
Disability	0	0.0%	0.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	0	0.0%	0.0
Boat	0	0.0%	0.0
Local Bus	18	3.1%	7.0
No Pass Selected	18	3.1%	5.0
Total Riders Using Monthly Passes	369	63.3%	5.0

Zones Reported by Users of Zone Passes:

(No zones reported)



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Route: 19

Expanded Results

Fields Cnr - Ruggles via Grove Hall

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	136	5.5%	5.5%
One Day	35	1.4%	6.8%
Two Days	168	6.7%	13.6%
Three Days	229	9.2%	22.8%
Four Days	67	2.7%	25.5%
Five Days	1,684	67.7%	93.2%
Six Days	69	2.8%	95.9%
Seven Days	101	4.1%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	2,489	100.0%	100.0%
No Answer	64		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	274 13.6%	0 0.0%	0 0.0%	0	274 13.6%
Occasionally	0 0.0%	466 23.1%	104 5.1%	170	569 28.3%
Not at all	32 1.6%	0 0.0%	1,139 56.5%	168	1,171 58.1%
No Answer	35	67	0	99	
Sunday Total	306 15.2%	466 23.1%	1,242 61.7%		2,014 *

* Totals and percentages reflect only riders who responded to both Saturday and Sunday questions.



MBTA Surveys: 2008-09

Bus Survey

Fare Types and Pass Usage

Route: 19

Expanded Results

Fields Cnr - Ruggles via Grove Hall

Both Directions

Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	399	15.6%	4.2
Pay-per-ride CharlieTicket (paper)	99	3.9%	4.3
Monthly pass	1,750	68.6%	4.5
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	207	8.1%	4.3
<i>Student</i>	104	4.1%	5.0
<i>Senior</i>	0	0.0%	0.0
<i>Disability</i>	104	4.1%	3.5
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	32	1.3%	5.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	64	2.5%	4.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	2,551	100.0%	4.4

Monthly Pass Users by Type of Pass:

Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
Link (Subway + Bus)	939	36.8%	4.6
Student	239	9.4%	4.3
Senior	0	0.0%	0.0
Disability	0	0.0%	0.0
Inner Express Bus	35	1.4%	6.0
Outer Express Bus	0	0.0%	0.0
Zone	35	1.4%	5.0
Boat	0	0.0%	0.0
Local Bus	503	19.7%	4.1
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	1,750	68.6%	4.5

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	0	0.0%	0.0
1	0	0.0%	0.0
2	0	0.0%	0.0
3	35	1.4%	5.0
4	0	0.0%	0.0
5	0	0.0%	0.0
6	0	0.0%	0.0
7	0	0.0%	0.0
8	0	0.0%	0.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	35	1.4%	5.0



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Route: 22

Expanded Results

Ashmont Station - Ruggles via Jackson Sq

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	172	4.1%	4.1%
One Day	156	3.7%	7.8%
Two Days	268	6.4%	14.2%
Three Days	346	8.2%	22.4%
Four Days	268	6.4%	28.8%
Five Days	1,532	36.5%	65.3%
Six Days	469	11.2%	76.5%
Seven Days	952	22.7%	99.2%
Only Visiting	35	0.8%	100.0%
TOTAL	4,198	100.0%	100.0%
No Answer	182		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	536 15.4%	424 12.2%	105 3.0%	190	1,065 30.7%
Occasionally	35 1.0%	1,092 31.4%	443 12.7%	397	1,569 45.2%
Not at all	0 0.0%	78 2.2%	762 21.9%	86	840 24.2%
No Answer	0	35	35	164	
Sunday Total	571 16.4%	1,593 45.9%	1,309 37.7%		3,473 *

* Totals and percentages reflect only riders who responded to both Saturday and Sunday questions.



MBTA Surveys: 2008-09

Bus Survey

Fare Types and Pass Usage

Route: 22

Expanded Results

Ashmont Station - Ruggles via Jackson Sq

Both Directions

Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	1,349	30.8%	4.5
Pay-per-ride CharlieTicket (paper)	148	3.4%	5.2
Monthly pass	1,912	43.7%	4.8
Full cash fare on-board bus	190	4.3%	4.8
Reduced fare	295	6.7%	3.6
<i>Student</i>	35	0.8%	7.0
<i>Senior</i>	105	2.4%	4.0
<i>Disability</i>	156	3.6%	2.7
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	485	11.1%	5.9
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	4,380	100.0%	4.8

Monthly Pass Users by Type of Pass:

Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
Link (Subway + Bus)	1,255	28.7%	4.7
Student	43	1.0%	5.0
Senior	0	0.0%	0.0
Disability	241	5.5%	4.7
Inner Express Bus	35	0.8%	5.0
Outer Express Bus	0	0.0%	0.0
Zone	78	1.8%	0.5
Boat	0	0.0%	0.0
Local Bus	260	5.9%	6.5
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	1,912	43.7%	4.8

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	0	0.0%	0.0
1	0	0.0%	0.0
2	35	0.8%	0.0
3	0	0.0%	0.0
4	0	0.0%	0.0
5	0	0.0%	0.0
6	0	0.0%	0.0
7	0	0.0%	0.0
8	43	1.0%	0.5
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	78	1.8%	0.5

Bus Usage Rates
Route: 23

Expanded Results

Ashmont Station - Ruggles via Washington
Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	634	9.5%	9.5%
One Day	0	0.0%	9.5%
Two Days	156	2.3%	11.8%
Three Days	144	2.1%	13.9%
Four Days	228	3.4%	17.3%
Five Days	3,044	45.4%	62.7%
Six Days	874	13.0%	75.7%
Seven Days	1,629	24.3%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	6,709	100.0%	100.0%
No Answer	288		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	1,784 30.8%	455 7.9%	84 1.4%	84	2,323 40.1%
Occasionally	72 1.2%	1,473 25.4%	72 1.2%	527	1,617 27.9%
Not at all	0 0.0%	0 0.0%	1,856 32.0%	144	1,856 32.0%
No Answer	0	144	0	300	
Sunday Total	1,856 32.0%	1,928 33.3%	2,012 34.7%		5,797 *

* Totals and percentages reflect only riders who responded to both Saturday and Sunday questions.

Fare Types and Pass Usage
Route: 23

Expanded Results

Ashmont Station - Ruggles via Washington
Both Directions
Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	1,894	27.4%	4.8
Pay-per-ride CharlieTicket (paper)	72	1.0%	5.0
Monthly pass	3,652	52.8%	5.1
Full cash fare on-board bus	144	2.1%	4.0
Reduced fare	239	3.5%	4.0
<i>Student</i>	239	3.5%	4.0
<i>Senior</i>	0	0.0%	0.0
<i>Disability</i>	0	0.0%	0.0
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	755	10.9%	5.9
Other	156	2.3%	4.5
No Fare Payment Type Selected	84		
All Payment Types	6,912	100.0%	5.1

Monthly Pass Users by Type of Pass:

Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
Link (Subway + Bus)	1,329	19.2%	4.6
Student	562	8.1%	5.2
Senior	239	3.5%	6.3
Disability	167	2.4%	7.0
Inner Express Bus	228	3.3%	3.3
Outer Express Bus	0	0.0%	0.0
Zone	0	0.0%	0.0
Boat	0	0.0%	0.0
Local Bus	1,127	16.3%	5.5
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	3,652	52.8%	5.1

Zones Reported by Users of Zone Passes:

(No zones reported)



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Route: 25

Expanded Results

Franklin Park - Ruggles via Dudley

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	34	7.6%	7.6%
One Day	34	7.6%	15.2%
Two Days	0	0.0%	15.2%
Three Days	0	0.0%	15.2%
Four Days	0	0.0%	15.2%
Five Days	275	60.9%	76.2%
Six Days	0	0.0%	76.2%
Seven Days	107	23.8%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	450	100.0%	100.0%
No Answer	34		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	73 23.3%	0 0.0%	0 0.0%	69	73 23.3%
Occasionally	0 0.0%	172 54.8%	0 0.0%	34	172 54.8%
Not at all	0 0.0%	0 0.0%	69 21.9%	34	69 21.9%
No Answer	34	0	0	0	
Sunday Total	73 23.3%	172 54.8%	69 21.9%		313 *

* Totals and percentages reflect only riders who responded to both Saturday and Sunday questions.



MBTA Surveys: 2008-09

Bus Survey

Fare Types and Pass Usage

Route: 25

Expanded Results

Franklin Park - Ruggles via Dudley

Both Directions

Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	34	7.6%	5.0
Pay-per-ride CharlieTicket (paper)	34	7.6%	0.0
Monthly pass	348	77.1%	4.6
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	0	0.0%	0.0
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	0	0.0%	0.0
<i>Disability</i>	0	0.0%	0.0
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	34	7.6%	5.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	34		
All Payment Types	451	100.0%	4.7

Monthly Pass Users by Type of Pass:

Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
Link (Subway + Bus)	103	22.9%	5.0
Student	34	7.6%	1.0
Senior	34	7.6%	0.5
Disability	0	0.0%	0.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	0	0.0%	0.0
Boat	0	0.0%	0.0
Local Bus	176	39.1%	5.8
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	348	77.1%	4.6

Zones Reported by Users of Zone Passes:

(No zones reported)



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Route: 28

Expanded Results

Mattapan Station - Ruggles via Dudley

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	537	8.5%	8.5%
One Day	34	0.5%	9.0%
Two Days	258	4.1%	13.1%
Three Days	503	7.9%	21.0%
Four Days	391	6.2%	27.2%
Five Days	2,386	37.7%	64.8%
Six Days	580	9.2%	74.0%
Seven Days	1,647	26.0%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	6,336	100.0%	100.0%
No Answer	245		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	1,126 23.0%	434 8.9%	34 0.7%	537	1,595 32.5%
Occasionally	0 0.0%	1,663 33.9%	357 7.3%	361	2,020 41.2%
Not at all	39 0.8%	78 1.6%	1,173 23.9%	107	1,289 26.3%
No Answer	151	39	0	482	
Sunday Total	1,165 23.8%	2,175 44.4%	1,564 31.9%		4,904 *

* Totals and percentages reflect only riders who responded to both Saturday and Sunday questions.

Fare Types and Pass Usage
Route: 28

Expanded Results

Mattapan Station - Ruggles via Dudley
Both Directions
Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	1,831	28.6%	5.2
Pay-per-ride CharlieTicket (paper)	210	3.3%	4.8
Monthly pass	2,859	44.7%	5.0
Full cash fare on-board bus	210	3.3%	3.3
Reduced fare	688	10.7%	4.6
<i>Student</i>	103	1.6%	5.5
<i>Senior</i>	176	2.8%	3.0
<i>Disability</i>	409	6.4%	4.9
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	525	8.2%	4.3
Other	78	1.2%	5.0
No Fare Payment Type Selected	181		
All Payment Types	6,400	100.0%	4.9

Monthly Pass Users by Type of Pass:

Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
Link (Subway + Bus)	774	12.1%	5.0
Student	430	6.7%	4.7
Senior	181	2.8%	5.8
Disability	185	2.9%	6.5
Inner Express Bus	39	0.6%	4.0
Outer Express Bus	0	0.0%	0.0
Zone	103	1.6%	2.5
Boat	0	0.0%	0.0
Local Bus	1,147	17.9%	4.9
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	2,859	44.7%	5.0

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	0	0.0%	0.0
1	34	0.5%	5.0
2	0	0.0%	0.0
3	0	0.0%	0.0
4	34	0.5%	2.0
5	0	0.0%	0.0
6	0	0.0%	0.0
7	0	0.0%	0.0
8	0	0.0%	0.0
Interzone	0	0.0%	0.0
No Zone Selected	34	0.5%	0.5
Total Riders Using Zone Passes	103	1.6%	2.5



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Route: 43

Expanded Results

Ruggles - Park/Tremont St

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	194	13.8%	13.8%
One Day	0	0.0%	13.8%
Two Days	46	3.3%	17.1%
Three Days	158	11.2%	28.3%
Four Days	111	7.9%	36.2%
Five Days	587	41.7%	77.9%
Six Days	96	6.8%	84.7%
Seven Days	215	15.3%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	1,407	100.0%	100.0%
No Answer	46		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	231 17.4%	31 2.3%	0 0.0%	65	262 19.7%
Occasionally	0 0.0%	473 35.6%	145 10.9%	62	618 46.6%
Not at all	0 0.0%	0 0.0%	447 33.7%	0	447 33.7%
No Answer	0	0	0	0	
Sunday Total	231 17.4%	504 38.0%	592 44.6%		1,326 *

* Totals and percentages reflect only riders who responded to both Saturday and Sunday questions.



MBTA Surveys: 2008-09

Bus Survey

Fare Types and Pass Usage

Route: 43

Expanded Results

Ruggles - Park/Tremont St

Both Directions

Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	613	42.2%	4.3
Pay-per-ride CharlieTicket (paper)	15	1.1%	0.5
Monthly pass	620	42.7%	4.7
Full cash fare on-board bus	31	2.1%	1.8
Reduced fare	96	6.6%	4.2
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	96	6.6%	4.2
<i>Disability</i>	0	0.0%	0.0
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	62	4.3%	4.8
Other	15	1.1%	5.0
No Fare Payment Type Selected	0		
All Payment Types	1,453	100.0%	4.4

Monthly Pass Users by Type of Pass:

Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
Link (Subway + Bus)	349	24.0%	4.7
Student	68	4.6%	5.0
Senior	31	2.1%	3.5
Disability	0	0.0%	0.0
Inner Express Bus	65	4.5%	3.6
Outer Express Bus	0	0.0%	0.0
Zone	0	0.0%	0.0
Boat	0	0.0%	0.0
Local Bus	108	7.5%	5.5
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	620	42.7%	4.7

Zones Reported by Users of Zone Passes:

(No zones reported)



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Route: 44

Expanded Results

Jackson Sq - Ruggles

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	37	1.6%	1.6%
One Day	37	1.6%	3.2%
Two Days	104	4.5%	7.7%
Three Days	177	7.7%	15.4%
Four Days	129	5.6%	21.0%
Five Days	1,036	45.1%	66.2%
Six Days	233	10.1%	76.3%
Seven Days	483	21.0%	97.3%
Only Visiting	62	2.7%	100.0%
TOTAL	2,298	100.0%	100.0%
No Answer	129		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	637 32.6%	110 5.6%	0 0.0%	129	746 38.2%
Occasionally	0 0.0%	717 36.7%	135 6.9%	171	852 43.6%
Not at all	0 0.0%	0 0.0%	356 18.2%	37	356 18.2%
No Answer	0	0	0	135	
Sunday Total	637 32.6%	827 42.3%	490 25.1%		1,954 *

* Totals and percentages reflect only riders who responded to both Saturday and Sunday questions.



MBTA Surveys: 2008-09

Bus Survey

Fare Types and Pass Usage

Route: 44

Jackson Sq - Ruggles

Both Directions

Expanded Results

Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	527	22.0%	4.6
Pay-per-ride CharlieTicket (paper)	0	0.0%	0.0
Monthly pass	1,371	57.3%	5.1
Full cash fare on-board bus	37	1.5%	7.0
Reduced fare	331	13.8%	5.3
<i>Student</i>	31	1.3%	5.0
<i>Senior</i>	98	4.1%	2.1
<i>Disability</i>	202	8.4%	6.6
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	129	5.4%	5.2
Other	0	0.0%	0.0
No Fare Payment Type Selected	31		
All Payment Types	2,394	100.0%	5.0

Monthly Pass Users by Type of Pass:

Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
Link (Subway + Bus)	613	25.6%	5.1
Student	104	4.3%	6.0
Senior	31	1.3%	0.0
Disability	177	7.4%	3.7
Inner Express Bus	37	1.5%	7.0
Outer Express Bus	0	0.0%	0.0
Zone	31	1.3%	5.0
Boat	0	0.0%	0.0
Local Bus	379	15.8%	5.2
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	1,371	57.3%	5.1

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	0	0.0%	0.0
1	0	0.0%	0.0
2	0	0.0%	0.0
3	0	0.0%	0.0
4	31	1.3%	5.0
5	0	0.0%	0.0
6	0	0.0%	0.0
7	0	0.0%	0.0
8	0	0.0%	0.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	31	1.3%	5.0



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Route: 45

Expanded Results

Franklin Park - Ruggles via Grove Hall

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	201	9.2%	9.2%
One Day	94	4.3%	13.5%
Two Days	107	4.9%	18.4%
Three Days	175	8.0%	26.5%
Four Days	94	4.3%	30.8%
Five Days	634	29.1%	59.9%
Six Days	337	15.5%	75.3%
Seven Days	539	24.7%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	2,181	100.0%	100.0%
No Answer	81		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	417 21.8%	256 13.4%	41 2.1%	122	714 37.3%
Occasionally	0 0.0%	647 33.8%	203 10.6%	94	850 44.4%
Not at all	0 0.0%	0 0.0%	349 18.2%	94	349 18.2%
No Answer	0	0	0	41	
Sunday Total	417 21.8%	904 47.2%	592 31.0%		1,913 *

* Totals and percentages reflect only riders who responded to both Saturday and Sunday questions.

Fare Types and Pass Usage
Route: 45

Expanded Results

Franklin Park - Ruggles via Grove Hall
Both Directions
Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	781	34.5%	5.1
Pay-per-ride CharlieTicket (paper)	0	0.0%	0.0
Monthly pass	917	40.5%	4.8
Full cash fare on-board bus	94	4.2%	0.8
Reduced fare	351	15.5%	4.0
<i>Student</i>	41	1.8%	6.0
<i>Senior</i>	148	6.5%	1.7
<i>Disability</i>	162	7.2%	6.0
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	122	5.4%	6.3
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	2,264	100.0%	4.7

Monthly Pass Users by Type of Pass:

Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
Link (Subway + Bus)	297	13.1%	5.7
Student	41	1.8%	7.0
Senior	54	2.4%	5.0
Disability	188	8.3%	2.1
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	0	0.0%	0.0
Boat	0	0.0%	0.0
Local Bus	337	14.9%	5.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	917	40.5%	4.8

Zones Reported by Users of Zone Passes:

(No zones reported)



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Route: 47

Expanded Results

Central Sq Cambridge - Broadway Station

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	190	9.4%	9.4%
One Day	87	4.3%	13.6%
Two Days	167	8.2%	21.9%
Three Days	214	10.6%	32.4%
Four Days	190	9.4%	41.8%
Five Days	1,006	49.6%	91.3%
Six Days	55	2.7%	94.1%
Seven Days	120	5.9%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	2,029	100.0%	100.0%
No Answer	23		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	91 4.7%	40 2.1%	0 0.0%	7	130 6.8%
Occasionally	14 0.7%	546 28.5%	106 5.6%	85	666 34.8%
Not at all	0 0.0%	7 0.4%	1,108 58.0%	7	1,115 58.3%
No Answer	0	0	0	41	
Sunday Total	105 5.5%	592 31.0%	1,214 63.5%		1,911 *

* Totals and percentages reflect only riders who responded to both Saturday and Sunday questions.



MBTA Surveys: 2008-09

Bus Survey

Fare Types and Pass Usage

Route: 47

Expanded Results

Central Sq Cambridge - Broadway Station

Both Directions

Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	420	20.6%	3.2
Pay-per-ride CharlieTicket (paper)	48	2.3%	3.5
Monthly pass	1,421	69.5%	4.2
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	81	3.9%	4.3
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	21	1.0%	3.0
<i>Disability</i>	59	2.9%	4.7
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	7	0.3%	5.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	66	3.2%	4.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	7		
All Payment Types	2,044	100.0%	4.0

Monthly Pass Users by Type of Pass:

Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
Link (Subway + Bus)	1,012	49.5%	4.3
Student	69	3.4%	3.6
Senior	25	1.2%	3.5
Disability	30	1.5%	2.4
Inner Express Bus	51	2.5%	4.0
Outer Express Bus	7	0.3%	5.0
Zone	58	2.8%	4.3
Boat	0	0.0%	0.0
Local Bus	168	8.2%	4.6
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	1,421	69.5%	4.2

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	0	0.0%	0.0
1	11	0.6%	5.0
2	7	0.3%	5.0
3	7	0.3%	0.5
4	11	0.6%	4.0
5	7	0.3%	5.0
6	7	0.3%	5.0
7	0	0.0%	0.0
8	7	0.3%	5.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	58	2.8%	4.3



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Route: 55

Expanded Results

Jersey/Queensbury St - Copley Sq/Park/Tremont St

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	35	5.9%	5.9%
One Day	8	1.3%	7.2%
Two Days	24	4.0%	11.2%
Three Days	28	4.7%	15.9%
Four Days	43	7.3%	23.1%
Five Days	313	52.3%	75.5%
Six Days	79	13.3%	88.8%
Seven Days	67	11.2%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	597	100.0%	100.0%
No Answer	4		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	95 17.2%	36 6.5%	0 0.0%	20	130 23.7%
Occasionally	12 2.2%	234 42.6%	24 4.3%	16	270 49.0%
Not at all	0 0.0%	0 0.0%	150 27.2%	4	150 27.2%
No Answer	0	0	0	12	
Sunday Total	107 19.4%	270 49.0%	173 31.5%		550 *

* Totals and percentages reflect only riders who responded to both Saturday and Sunday questions.



MBTA Surveys: 2008-09

Bus Survey

Fare Types and Pass Usage

Route: 55

Expanded Results

Jersey/Queensbury St - Copley Sq/Park/Tremont St

Both Directions

Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	83	13.9%	4.4
Pay-per-ride CharlieTicket (paper)	4	0.7%	5.0
Monthly pass	443	73.7%	4.8
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	59	9.8%	4.7
<i>Student</i>	8	1.3%	5.0
<i>Senior</i>	43	7.2%	4.3
<i>Disability</i>	8	1.3%	7.0
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	12	2.0%	4.3
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	601	100.0%	4.8

Monthly Pass Users by Type of Pass:

Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
Link (Subway + Bus)	289	48.1%	4.7
Student	20	3.3%	5.4
Senior	32	5.3%	3.6
Disability	4	0.7%	4.0
Inner Express Bus	8	1.3%	5.5
Outer Express Bus	0	0.0%	0.0
Zone	43	7.2%	4.9
Boat	0	0.0%	0.0
Local Bus	47	7.9%	5.9
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	443	73.7%	4.8

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	4	0.7%	4.0
1	8	1.3%	5.0
2	4	0.7%	5.0
3	8	1.3%	5.0
4	20	3.3%	5.0
5	0	0.0%	0.0
6	0	0.0%	0.0
7	0	0.0%	0.0
8	0	0.0%	0.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	43	7.2%	4.9

Bus Usage Rates
Route: 66

Expanded Results

Harvard Sq - Dudley Station via Allston/Brookline
Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	533	6.3%	6.3%
One Day	324	3.9%	10.2%
Two Days	557	6.6%	16.8%
Three Days	614	7.3%	24.1%
Four Days	487	5.8%	29.9%
Five Days	4,213	50.0%	79.9%
Six Days	730	8.7%	88.6%
Seven Days	928	11.0%	99.6%
Only Visiting	34	0.4%	100.0%
TOTAL	8,420	100.0%	100.0%
No Answer	278		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	1,241 16.1%	268 3.5%	116 1.5%	174	1,624 21.0%
Occasionally	268 3.5%	3,058 39.6%	754 9.8%	452	4,079 52.8%
Not at all	0 0.0%	116 1.5%	1,908 24.7%	0	2,024 26.2%
No Answer	0	81	0	266	
Sunday Total	1,508 19.5%	3,441 44.5%	2,778 36.0%		7,727 *

* Totals and percentages reflect only riders who responded to both Saturday and Sunday questions.

Fare Types and Pass Usage
Route: 66

Expanded Results

Harvard Sq - Dudley Station via Allston/Brookline
Both Directions
Usage Rates by Fare Type:

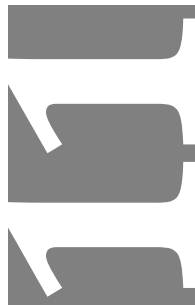
Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	1,494	17.2%	3.6
Pay-per-ride CharlieTicket (paper)	81	0.9%	6.4
Monthly pass	6,243	71.8%	4.7
Full cash fare on-board bus	162	1.9%	3.9
Reduced fare	302	3.5%	3.3
<i>Student</i>	47	0.5%	6.0
<i>Senior</i>	162	1.9%	2.3
<i>Disability</i>	47	0.5%	2.0
<i>No Reduced Fare Selected</i>	47	0.5%	5.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	47	0.5%	7.0
7-Day LinkPass	371	4.3%	4.6
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	8,700	100.0%	4.5

Monthly Pass Users by Type of Pass:

Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
Link (Subway + Bus)	4,738	54.5%	4.7
Student	209	2.4%	5.9
Senior	116	1.3%	2.4
Disability	128	1.5%	4.7
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	34	0.4%	1.0
Boat	0	0.0%	0.0
Local Bus	1,018	11.7%	4.4
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	6,243	71.8%	4.7

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	0	0.0%	0.0
1	0	0.0%	0.0
2	0	0.0%	0.0
3	0	0.0%	0.0
4	34	0.4%	1.0
5	0	0.0%	0.0
6	0	0.0%	0.0
7	0	0.0%	0.0
8	0	0.0%	0.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	34	0.4%	1.0



Vehicle Availability

The four types of data presented in this chapter describe the potential for riders on Cabot Garage bus routes to have used personal vehicles (autos, trucks, or motorcycles) as alternatives to the trips they were making when surveyed. More specifically, the survey asked whether or not riders were licensed to drive, how many vehicles were owned by the riders' households, and whether these vehicles were available for use by the riders. Per capita vehicle ownership was calculated from the answers to the household vehicle ownership question and the household size question (for the latter, see Chapter 9).

Tables (at the end of the chapter) present these data by bus route. For each route, four tables presenting the four respective types of data are grouped on a single page. The data for each route are based on the survey responses from passengers who rode some portion of that route. Chapter 2 addresses the same categories of data that are addressed in the present chapter, but at the level of the Cabot Garage as a whole. It includes tables and discussion.

11.1 LICENSED DRIVERS

11.1.1 DESCRIPTION OF TABLE

Each bus route's table on licensed drivers shows both the numbers and percentages of the route's riders who are licensed and not licensed to drive a vehicle. Also shown is the number of survey respondents who did not answer the question; however, the percentages in the table exclude riders who did not respond.

11.1.2 OVERVIEW OF RESULTS

For all Cabot Garage bus routes combined, 84% of survey respondents were licensed to drive. The lowest percentages of riders with licenses were on Routes 18 and 28 (both 38%) and 16 (52%). The highest percentages were on Routes 4 (100%), 7 (97%), and 43 (83%).

11.2 USABLE VEHICLES PER HOUSEHOLD

11.2.1 DESCRIPTION OF TABLE

Each bus route's table showing usable vehicles per household summarizes the results of survey question 15a, which asked how many usable vehicles (including autos, trucks, and motorcycles) riders' households had. Respondents could check one of four boxes that corresponded to zero, one, two, and three or more vehicles. The table shows the number and percentage of riders who checked each choice. Riders who did not answer this question are not counted in the percentages.

11.2.2 OVERVIEW OF RESULTS

The number of vehicles owned per household generally correlates with each bus route's respective rate of licensed drivers. The highest percentages of riders with two or more household vehicles were on Routes 4 (53%), 7 (32%), and 5 (25%). The bus routes with the highest percentages of riders with no household vehicle were Routes 5 (93%), 44 (62%), and 17 (61%).

11.3 RIDERS WITH A HOUSEHOLD VEHICLE AVAILABLE FOR THE TRIP

11.3.1 DESCRIPTION OF TABLE

Each bus route's table on vehicle availability for the surveyed trip summarizes the results for question 15b, which asked if the rider could have used a household vehicle instead of riding the surveyed bus route on the day of the survey. The numbers and percentages of riders who responded "yes" and "no" to the question are shown in the table. Riders who did not answer the question were not counted in the percentages.

11.3.2 OVERVIEW OF RESULTS

The bus routes with the highest percentages of riders with an available vehicle were Routes 7 (54%), 9 (50%), and 4 (48%). These riders most likely used the surveyed bus route by choice, since they did not use their available vehicles instead. The bus routes with the lowest percentages of vehicle availability were Routes 17 (10%) and 23 and 5 (both 18%).

11.4 VEHICLES OWNED PER CAPITA

11.4.1 DESCRIPTION OF TABLE

For each bus route's table on per capita vehicle ownership in the survey respondents' households, that rate was calculated by dividing the number of usable household vehicles reported in question 15a by the household size reported in question 18. The table presents six ownership ranges: no vehicles, 0.01 to 0.49 vehicles, 0.50 to 0.99 vehicles, 1.00 to 1.49 vehicles, 1.5 to 1.99

vehicles, and 2 or more vehicles. For each range, the table shows the number and percent of riders; it also gives the cumulative percentages that result as one adds each category of user to the ones preceding it in the table. Riders who did not answer both question 15a and question 18a were not included in the calculations.

11.4.2 OVERVIEW OF RESULTS

The highest percentages of riders from households with 1.0 or more vehicles per capita were Routes 7 (44%), 4 (40%), and 9 (30%). The highest percentages of riders from households with no vehicles were Routes 5 (93%), 44 (62%), and 17 (61%).

Although households with no vehicles would also have no vehicles per capita, the latter value in this table differs slightly from the value for the former (in a preceding table), because some riders who reported that their household had no vehicles did not answer the household size question (and therefore are not included in the present table, as has been explained).

T **MBTA Surveys: 2008-09**
Bus Survey

Vehicle Availability

Route: 1

Expanded Results

Harvard Sq - Dudley Station via BU Medical

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	5,135	81.7%
Not Licensed	1,149	18.3%
TOTAL	6,283	100.0%
No Answer	139	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	3,001	49.2%
1 vehicle	2,352	38.5%
2 vehicles	618	10.1%
3 or more vehicles	132	2.2%
TOTAL	6,103	100.0%
No Answer	319	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	2,009	31.7%
No	4,330	68.3%
TOTAL	6,339	100.0%
No Answer	83	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	2,710	47.5%	47.5%
0.01 to 0.49 vehicles	791	13.9%	61.3%
0.50 to 0.99 vehicles	1,349	23.6%	85.0%
1.00 to 1.49 vehicles	777	13.6%	98.6%
1.50 to 1.99 vehicles	52	0.9%	99.5%
2 or more vehicles	28	0.5%	100.0%
TOTAL RESPONSES	5,707		

T **MBTA Surveys: 2008-09**
Bus Survey

Vehicle Availability

Route: 4

Expanded Results

North Station - World Trade Ctr

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	198	100.0%
Not Licensed	0	0.0%
TOTAL	198	100.0%
No Answer	4	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	9	4.6%
1 vehicle	86	42.4%
2 vehicles	85	42.1%
3 or more vehicles	22	11.0%
TOTAL	202	100.0%
No Answer	0	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	97	48.1%
No	105	51.9%
TOTAL	202	100.0%
No Answer	0	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	4	2.4%	2.4%
0.01 to 0.49 vehicles	36	20.4%	22.9%
0.50 to 0.99 vehicles	64	36.7%	59.6%
1.00 to 1.49 vehicles	61	35.1%	94.7%
1.50 to 1.99 vehicles	9	5.3%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	175		

T **MBTA Surveys: 2008-09**
Bus Survey

Vehicle Availability

Route: 5

Expanded Results

City Point - M E McCormick Housing

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	71	56.0%
Not Licensed	56	44.0%
TOTAL	127	100.0%
No Answer	0	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	104	93.2%
1 vehicle	8	6.8%
2 vehicles	0	0.0%
3 or more vehicles	0	0.0%
TOTAL	112	100.0%
No Answer	15	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	23	18.0%
No	104	82.0%
TOTAL	127	100.0%
No Answer	0	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	104	93.2%	93.2%
0.01 to 0.49 vehicles	8	6.8%	100.0%
0.50 to 0.99 vehicles	0	0.0%	100.0%
1.00 to 1.49 vehicles	0	0.0%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	112		

T **MBTA Surveys: 2008-09**
Bus Survey

Vehicle Availability

Route: 7

Expanded Results

City Point - Otis/Summer

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	1,500	96.6%
Not Licensed	53	3.4%
TOTAL	1,553	100.0%
No Answer	14	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	226	14.4%
1 vehicle	834	53.2%
2 vehicles	388	24.7%
3 or more vehicles	120	7.6%
TOTAL	1,567	100.0%
No Answer	0	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	845	54.4%
No	709	45.6%
TOTAL	1,553	100.0%
No Answer	14	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	226	14.4%	14.4%
0.01 to 0.49 vehicles	161	10.3%	24.7%
0.50 to 0.99 vehicles	496	31.7%	56.3%
1.00 to 1.49 vehicles	671	42.8%	99.1%
1.50 to 1.99 vehicles	0	0.0%	99.1%
2 or more vehicles	14	0.9%	100.0%
TOTAL RESPONSES	1,567		

T **MBTA Surveys: 2008-09**
Bus Survey

Vehicle Availability

Route: 8

Expanded Results

Harbor Point/Umass - Kenmore Sq

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	1,360	65.9%
Not Licensed	705	34.1%
TOTAL	2,065	100.0%
No Answer	78	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	969	48.1%
1 vehicle	675	33.5%
2 vehicles	245	12.1%
3 or more vehicles	127	6.3%
TOTAL	2,016	100.0%
No Answer	127	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	616	30.4%
No	1,409	69.6%
TOTAL	2,026	100.0%
No Answer	117	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	900	47.4%	47.4%
0.01 to 0.49 vehicles	274	14.4%	61.9%
0.50 to 0.99 vehicles	499	26.3%	88.1%
1.00 to 1.49 vehicles	196	10.3%	98.5%
1.50 to 1.99 vehicles	10	0.5%	99.0%
2 or more vehicles	20	1.0%	100.0%
TOTAL RESPONSES	1,898		

T **MBTA Surveys: 2008-09**
Bus Survey

Vehicle Availability

Route: 9

Expanded Results

City Point - Copley via Broadway

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	2,152	81.7%
Not Licensed	481	18.3%
TOTAL	2,633	100.0%
No Answer	0	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	928	35.9%
1 vehicle	1,024	39.6%
2 vehicles	502	19.4%
3 or more vehicles	131	5.1%
TOTAL	2,586	100.0%
No Answer	47	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	1,268	49.5%
No	1,294	50.5%
TOTAL	2,562	100.0%
No Answer	71	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	823	34.1%	34.1%
0.01 to 0.49 vehicles	293	12.1%	46.3%
0.50 to 0.99 vehicles	606	25.1%	71.4%
1.00 to 1.49 vehicles	655	27.2%	98.6%
1.50 to 1.99 vehicles	12	0.5%	99.1%
2 or more vehicles	23	0.9%	100.0%
TOTAL RESPONSES	2,412		

T **MBTA Surveys: 2008-09**
Bus Survey

Vehicle Availability

Route: 10

Expanded Results

City Point - Copley via Andrew

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	1,463	71.9%
Not Licensed	572	28.1%
TOTAL	2,036	100.0%
No Answer	62	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	833	42.0%
1 vehicle	661	33.3%
2 vehicles	343	17.3%
3 or more vehicles	146	7.4%
TOTAL	1,983	100.0%
No Answer	115	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	719	35.3%
No	1,318	64.7%
TOTAL	2,036	100.0%
No Answer	62	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	791	41.7%	41.7%
0.01 to 0.49 vehicles	215	11.3%	53.0%
0.50 to 0.99 vehicles	561	29.5%	82.5%
1.00 to 1.49 vehicles	322	17.0%	99.4%
1.50 to 1.99 vehicles	0	0.0%	99.4%
2 or more vehicles	11	0.6%	100.0%
TOTAL RESPONSES	1,899		

T **MBTA Surveys: 2008-09**
Bus Survey

Vehicle Availability

Route: 11

Expanded Results

City Point - Downtown

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	1,460	80.2%
Not Licensed	361	19.8%
TOTAL	1,820	100.0%
No Answer	26	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	546	30.0%
1 vehicle	849	46.7%
2 vehicles	332	18.3%
3 or more vehicles	90	5.0%
TOTAL	1,818	100.0%
No Answer	28	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	708	40.3%
No	1,048	59.7%
TOTAL	1,756	100.0%
No Answer	90	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	518	29.8%	29.8%
0.01 to 0.49 vehicles	240	13.8%	43.6%
0.50 to 0.99 vehicles	533	30.6%	74.2%
1.00 to 1.49 vehicles	435	25.0%	99.3%
1.50 to 1.99 vehicles	0	0.0%	99.3%
2 or more vehicles	13	0.7%	100.0%
TOTAL RESPONSES	1,738		

T **MBTA Surveys: 2008-09**
Bus Survey

Vehicle Availability

Route: 15

Expanded Results

Kane Sq/Fields Cnr Station - Ruggles

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	2,378	53.5%
Not Licensed	2,064	46.5%
TOTAL	4,442	100.0%
No Answer	92	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	1,870	46.0%
1 vehicle	1,257	30.9%
2 vehicles	650	16.0%
3 or more vehicles	286	7.0%
TOTAL	4,063	100.0%
No Answer	471	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	1,062	24.6%
No	3,248	75.4%
TOTAL	4,311	100.0%
No Answer	223	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	1,656	45.0%	45.0%
0.01 to 0.49 vehicles	903	24.5%	69.5%
0.50 to 0.99 vehicles	781	21.2%	90.8%
1.00 to 1.49 vehicles	262	7.1%	97.9%
1.50 to 1.99 vehicles	78	2.1%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	3,679		

T **MBTA Surveys: 2008-09**
Bus Survey

Vehicle Availability

Route: 16

Expanded Results

Forest Hills - Andrew Station/Umass

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	1,425	52.4%
Not Licensed	1,294	47.6%
TOTAL	2,719	100.0%
No Answer	33	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	1,382	54.3%
1 vehicle	681	26.8%
2 vehicles	347	13.6%
3 or more vehicles	136	5.3%
TOTAL	2,546	100.0%
No Answer	206	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	568	21.7%
No	2,048	78.3%
TOTAL	2,616	100.0%
No Answer	136	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	1,382	58.4%	58.4%
0.01 to 0.49 vehicles	352	14.9%	73.2%
0.50 to 0.99 vehicles	395	16.7%	89.9%
1.00 to 1.49 vehicles	239	10.1%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	2,367		

T **MBTA Surveys: 2008-09**
Bus Survey

Vehicle Availability

Route: 17

Expanded Results

Fields Cnr - Andrew Station via Uphams Cnr

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	1,018	59.0%
Not Licensed	707	41.0%
TOTAL	1,725	100.0%
No Answer	56	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	1,019	61.1%
1 vehicle	423	25.3%
2 vehicles	113	6.7%
3 or more vehicles	113	6.8%
TOTAL	1,668	100.0%
No Answer	113	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	169	10.2%
No	1,498	89.8%
TOTAL	1,668	100.0%
No Answer	113	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	963	60.8%	60.8%
0.01 to 0.49 vehicles	310	19.6%	80.4%
0.50 to 0.99 vehicles	226	14.3%	94.7%
1.00 to 1.49 vehicles	84	5.3%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	1,583		

T **MBTA Surveys: 2008-09**
Bus Survey

Vehicle Availability

Route: 18

Expanded Results

Ashmont Station - Andrew Station

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	212	37.5%
Not Licensed	353	62.5%
TOTAL	565	100.0%
No Answer	18	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	266	48.7%
1 vehicle	192	35.0%
2 vehicles	89	16.2%
3 or more vehicles	0	0.0%
TOTAL	547	100.0%
No Answer	36	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	121	21.4%
No	444	78.6%
TOTAL	565	100.0%
No Answer	18	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	248	48.6%	48.6%
0.01 to 0.49 vehicles	103	20.1%	68.8%
0.50 to 0.99 vehicles	107	21.0%	89.7%
1.00 to 1.49 vehicles	52	10.3%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	510		

T **MBTA Surveys: 2008-09**
Bus Survey

Vehicle Availability

Route: 19

Expanded Results

Fields Cnr - Ruggles via Grove Hall

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	1,469	60.7%
Not Licensed	949	39.3%
TOTAL	2,418	100.0%
No Answer	133	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	902	37.3%
1 vehicle	939	38.8%
2 vehicles	404	16.7%
3 or more vehicles	173	7.1%
TOTAL	2,418	100.0%
No Answer	133	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	867	34.9%
No	1,617	65.1%
TOTAL	2,484	100.0%
No Answer	67	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	801	35.6%	35.6%
0.01 to 0.49 vehicles	579	25.7%	61.3%
0.50 to 0.99 vehicles	572	25.4%	86.8%
1.00 to 1.49 vehicles	264	11.7%	98.5%
1.50 to 1.99 vehicles	0	0.0%	98.5%
2 or more vehicles	35	1.5%	100.0%
TOTAL RESPONSES	2,250		

T **MBTA Surveys: 2008-09**
Bus Survey

Vehicle Availability

Route: 22

Expanded Results

Ashmont Station - Ruggles via Jackson Sq

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	2,556	60.5%
Not Licensed	1,668	39.5%
TOTAL	4,224	100.0%
No Answer	156	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	1,714	42.2%
1 vehicle	1,419	34.9%
2 vehicles	738	18.2%
3 or more vehicles	190	4.7%
TOTAL	4,061	100.0%
No Answer	319	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	1,344	31.8%
No	2,881	68.2%
TOTAL	4,224	100.0%
No Answer	156	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	1,671	45.8%	45.8%
0.01 to 0.49 vehicles	866	23.8%	69.6%
0.50 to 0.99 vehicles	960	26.3%	96.0%
1.00 to 1.49 vehicles	113	3.1%	99.0%
1.50 to 1.99 vehicles	0	0.0%	99.0%
2 or more vehicles	35	1.0%	100.0%
TOTAL RESPONSES	3,645		

T **MBTA Surveys: 2008-09**
Bus Survey

Vehicle Availability

Route: 23

Expanded Results

Ashmont Station - Ruggles via Washington

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	3,594	52.5%
Not Licensed	3,257	47.5%
TOTAL	6,852	100.0%
No Answer	144	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	3,234	47.9%
1 vehicle	2,300	34.0%
2 vehicles	611	9.0%
3 or more vehicles	611	9.0%
TOTAL	6,757	100.0%
No Answer	239	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	1,199	17.9%
No	5,509	82.1%
TOTAL	6,708	100.0%
No Answer	288	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	2,767	47.9%	47.9%
0.01 to 0.49 vehicles	1,413	24.5%	72.4%
0.50 to 0.99 vehicles	1,150	19.9%	92.3%
1.00 to 1.49 vehicles	228	3.9%	96.3%
1.50 to 1.99 vehicles	144	2.5%	98.8%
2 or more vehicles	72	1.2%	100.0%
TOTAL RESPONSES	5,774		

T **MBTA Surveys: 2008-09**
Bus Survey

Vehicle Availability

Route: 25

Expanded Results

Franklin Park - Ruggles via Dudley

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	240	57.7%
Not Licensed	176	42.3%
TOTAL	416	100.0%
No Answer	69	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	107	25.8%
1 vehicle	206	49.5%
2 vehicles	34	8.2%
3 or more vehicles	69	16.5%
TOTAL	416	100.0%
No Answer	69	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	103	22.9%
No	348	77.1%
TOTAL	451	100.0%
No Answer	34	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	69	18.2%	18.2%
0.01 to 0.49 vehicles	172	45.5%	63.6%
0.50 to 0.99 vehicles	69	18.2%	81.8%
1.00 to 1.49 vehicles	69	18.2%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	378		

T **MBTA Surveys: 2008-09**
Bus Survey

Vehicle Availability

Route: 28

Expanded Results

Mattapan Station - Ruggles via Dudley

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	2,286	37.7%
Not Licensed	3,779	62.3%
TOTAL	6,065	100.0%
No Answer	516	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	3,096	50.8%
1 vehicle	1,728	28.3%
2 vehicles	846	13.9%
3 or more vehicles	425	7.0%
TOTAL	6,095	100.0%
No Answer	486	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	1,104	18.2%
No	4,965	81.8%
TOTAL	6,069	100.0%
No Answer	512	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	2,605	47.4%	47.4%
0.01 to 0.49 vehicles	1,353	24.6%	72.1%
0.50 to 0.99 vehicles	1,220	22.2%	94.3%
1.00 to 1.49 vehicles	210	3.8%	98.1%
1.50 to 1.99 vehicles	34	0.6%	98.7%
2 or more vehicles	69	1.3%	100.0%
TOTAL RESPONSES	5,492		

T **MBTA Surveys: 2008-09**
Bus Survey

Vehicle Availability

Route: 43

Expanded Results

Ruggles - Park/Tremont St

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	1,166	82.9%
Not Licensed	241	17.1%
TOTAL	1,407	100.0%
No Answer	46	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	734	51.1%
1 vehicle	561	39.0%
2 vehicles	142	9.9%
3 or more vehicles	0	0.0%
TOTAL	1,438	100.0%
No Answer	15	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	398	28.7%
No	990	71.3%
TOTAL	1,388	100.0%
No Answer	65	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	636	48.6%	48.6%
0.01 to 0.49 vehicles	200	15.3%	63.9%
0.50 to 0.99 vehicles	235	18.0%	81.8%
1.00 to 1.49 vehicles	238	18.2%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	1,308		

T **MBTA Surveys: 2008-09**
Bus Survey

Vehicle Availability

Route: 44

Expanded Results

Jackson Sq - Ruggles

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	1,212	55.4%
Not Licensed	975	44.6%
TOTAL	2,187	100.0%
No Answer	238	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	1,348	61.8%
1 vehicle	662	30.3%
2 vehicles	171	7.8%
3 or more vehicles	0	0.0%
TOTAL	2,181	100.0%
No Answer	244	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	544	24.5%
No	1,679	75.5%
TOTAL	2,223	100.0%
No Answer	202	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	1,238	61.8%	61.8%
0.01 to 0.49 vehicles	367	18.3%	80.1%
0.50 to 0.99 vehicles	331	16.5%	96.6%
1.00 to 1.49 vehicles	67	3.4%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	2,004		

T **MBTA Surveys: 2008-09**
Bus Survey

Vehicle Availability

Route: 45

Expanded Results

Franklin Park - Ruggles via Grove Hall

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	1,266	56.9%
Not Licensed	957	43.1%
TOTAL	2,223	100.0%
No Answer	41	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	904	41.7%
1 vehicle	1,011	46.6%
2 vehicles	161	7.4%
3 or more vehicles	94	4.3%
TOTAL	2,170	100.0%
No Answer	94	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	605	27.9%
No	1,564	72.1%
TOTAL	2,170	100.0%
No Answer	94	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	769	41.0%	41.0%
0.01 to 0.49 vehicles	701	37.4%	78.4%
0.50 to 0.99 vehicles	203	10.8%	89.3%
1.00 to 1.49 vehicles	148	7.9%	97.1%
1.50 to 1.99 vehicles	0	0.0%	97.1%
2 or more vehicles	54	2.9%	100.0%
TOTAL RESPONSES	1,874		

T **MBTA Surveys: 2008-09**
Bus Survey

Vehicle Availability

Route: 47

Expanded Results

Central Sq Cambridge - Broadway Station

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	1,581	77.8%
Not Licensed	451	22.2%
TOTAL	2,033	100.0%
No Answer	18	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	841	41.8%
1 vehicle	774	38.4%
2 vehicles	266	13.2%
3 or more vehicles	133	6.6%
TOTAL	2,014	100.0%
No Answer	37	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	742	36.8%
No	1,275	63.2%
TOTAL	2,017	100.0%
No Answer	34	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	802	41.7%	41.7%
0.01 to 0.49 vehicles	313	16.3%	58.0%
0.50 to 0.99 vehicles	532	27.7%	85.6%
1.00 to 1.49 vehicles	269	14.0%	99.6%
1.50 to 1.99 vehicles	0	0.0%	99.6%
2 or more vehicles	7	0.4%	100.0%
TOTAL RESPONSES	1,924		

T **MBTA Surveys: 2008-09**
Bus Survey

Vehicle Availability

Route: 55

Expanded Results

Jersey/Queensbury St - Copley Sq/Park/Tremont St

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	435	72.4%
Not Licensed	166	27.6%
TOTAL	601	100.0%
No Answer	0	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	329	56.5%
1 vehicle	198	34.0%
2 vehicles	47	8.1%
3 or more vehicles	8	1.3%
TOTAL	581	100.0%
No Answer	20	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	150	25.5%
No	439	74.5%
TOTAL	589	100.0%
No Answer	12	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	305	55.9%	55.9%
0.01 to 0.49 vehicles	55	10.1%	66.0%
0.50 to 0.99 vehicles	83	15.2%	81.2%
1.00 to 1.49 vehicles	103	18.8%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	546		

T **MBTA Surveys: 2008-09**
Bus Survey

Vehicle Availability

Route: 66

Expanded Results

Harvard Sq - Dudley Station via Allston/Brookline

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	6,093	71.4%
Not Licensed	2,445	28.6%
TOTAL	8,538	100.0%
No Answer	162	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	4,487	53.6%
1 vehicle	2,626	31.4%
2 vehicles	939	11.2%
3 or more vehicles	324	3.9%
TOTAL	8,376	100.0%
No Answer	324	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	2,176	25.5%
No	6,362	74.5%
TOTAL	8,538	100.0%
No Answer	162	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	4,290	53.3%	53.3%
0.01 to 0.49 vehicles	1,353	16.8%	70.1%
0.50 to 0.99 vehicles	1,519	18.9%	88.9%
1.00 to 1.49 vehicles	844	10.5%	99.4%
1.50 to 1.99 vehicles	0	0.0%	99.4%
2 or more vehicles	47	0.6%	100.0%
TOTAL RESPONSES	8,051		



Service Quality

The data presented in this chapter summarize the ratings that riders on each Cabot Garage bus route gave to MBTA service quality in terms of 12 measures that were listed in question 24 on the survey form. The question asked for the riders' feelings "about MBTA bus service," as opposed to service on the surveyed bus route in particular. This question differed from the others on the form in that it dealt with subjective opinions rather than objective characteristics of riders and their trips.

There may be some bias in the results, for two reasons. Riders with strong positive or negative opinions of service may have been more inclined to complete question 24 than those without strong opinions. Also, the survey did not capture opinions of potential riders who do not use the surveyed bus route because of strong negative perceptions of one or more service attributes.

After rating the 12 listed service attributes, respondents were asked to indicate which three were most important to them. Based on the weighted number of survey forms on which each attribute was marked as one of the most important, one of the following importance levels was assigned to each attribute: very low (first quartile), low (second quartile), moderate (third quartile), and high (fourth quartile). The results vary from route to route; significant variations are noted in the text. It should be noted that these are *relative* importance levels. Each rider indicated only which three attributes were most important. It does not necessarily follow that the other attributes were unimportant to that rider—they were simply not as important as the top three.

The 12 attributes and the ratings they received are discussed below in the order in which they appeared on the survey form. The importance level of each attribute is given in its section heading. Tables (at the end of the chapter) present the service quality data by bus route. For each route, one table presents both the ratings and data on importance rankings for each of the service quality measures. The data for each route are based on the survey responses from riders who rode some portion of that route.

Chapter 2 addresses the same categories of data that are addressed in the present chapter, but at the level of the Cabot Garage as a whole. It includes tables and discussion.

12.1 DESCRIPTION OF TABLE

Respondents ranked the quality of 12 attributes of MBTA bus service on a scale from poor (1) to excellent (5) and also indicated which three of the 12 attributes were most important to them. The table for each surveyed bus route gives, for each attribute, the percent of respondents on that route who checked each of the ratings (excluding those who gave no ratings), and it also gives the average rating. The final column in the table shows the number of riders who checked each attribute as one of the three most important.

12.2 OVERVIEW OF RESULTS

Reliability (On-Time Performance) *Relative Importance: High*

The bus routes on which riders gave the highest average ratings for “reliability (on-time performance)” to MBTA bus service were Routes 5 (3.8), 55 (3.6), and 7 (3.3). The lowest average ratings were given by the riders of Routes 1 (2.5) and 45 and 23 (both 2.6). The average rating for reliability across all Cabot Garage bus routes was 2.7.

Reliability ranked as the most important service quality among the riders of each bus route except Route 5.

Safety and Security *Relative Importance: High*

The bus routes on which riders gave the highest average ratings for “safety and security” to MBTA bus service were Routes 55 (4.1), 5 (4.0), and 4 (3.9). The lowest average ratings were given by the riders of Routes 23 (2.8), 28 (2.9), and 15 (3.0). The average rating for safety/security across all Cabot Garage bus routes was 3.4.

Safety/security ranked as the third-most-important service quality, based on the overall response of all riders on Cabot Garage bus routes, and as high as the second-most-important, based on the responses of riders by route (Routes 5, 15, 28, 43).

Cleanliness/Condition of Vehicles *Relative Importance: Low*

The bus routes on which riders gave the highest average ratings for “cleanliness/condition of vehicles” to MBTA bus service were Routes 4 (3.7), 7 (3.6), and 55 (3.5). The lowest average ratings were given by the riders of Routes 28 (2.5), 23 (2.6), and 15 (2.8). The average rating for cleanliness/condition of vehicles across all Cabot Garage bus routes was 3.0.

Cleanliness/condition of vehicles ranked as the seventh-most-important service quality, based on the overall response of all riders on Cabot Garage bus routes, and as high as the second-most-important, based on the responses of riders by route (Route 5).

Courtesy of Drivers *Relative Importance: Medium*

The bus routes on which riders gave the highest average ratings for “courtesy of drivers” to MBTA bus service were Routes 55 (3.8) and 7 and 11 (both 3.7). The lowest average ratings were given by the riders of Routes 23 (2.7), 15 (2.8), and 28 (2.9). The average rating for courtesy across all Cabot Garage bus routes was 3.1.

Courtesy ranked as the sixth-most-important service quality, based on the overall response of all riders on Cabot Garage bus routes, and as high as the second-most-important, based on the responses of riders by route (Routes 5 and 23).

Announcement of Stops *Relative Importance: Low*

The bus routes on which riders gave the highest average ratings for “announcement of stops” to MBTA bus service were Routes 5 (4.3) and 55 and 11 (both 3.8). The lowest average ratings were given by the riders of Routes 23 (3.2) and 19 and 44 (both 3.3). The average rating for stop announcements across all Cabot Garage bus routes was 3.5.

Stop announcements ranked as the eighth-most-important service quality, based on the overall response of all riders on Cabot Garage bus routes, and as high as the second-most-important, based on the responses of riders by route (Route 5).

Availability of Seating on Buses *Relative Importance: Medium*

The bus routes on which riders gave the highest average ratings for “availability of seating on buses” to MBTA bus service were Routes 4 (4.2), 5 (4.1), and 55 (3.6). The lowest average ratings were given by the riders of Routes 23 (2.5) and 28 and 15 (both 2.7). The average rating for seating availability across all Cabot Garage bus routes was 2.9.

Seating availability on buses ranked as the fifth-most-important service quality, based on the overall response of all riders on Cabot Garage bus routes, and as high as the second-most-important, based on the responses of riders by route (Route 5).

Frequency of Service *Relative Importance: High*

The bus routes on which riders gave the highest average ratings for “frequency of service” to MBTA bus service were Routes 55 and 7 (both 3.3) and 4 (3.1). The lowest average ratings were given by the riders of Routes 23 and 16 (both 2.5) and 47 (2.6). The average rating for frequency of service across all Cabot Garage bus routes was 2.7.

Frequency ranked as the second-most-important service quality, based on the overall response of all riders on Cabot Garage bus routes, and as high as tied for the most important, based on the responses of riders by route (Route 5).

Travel Time/Speed *Relative Importance: Medium*

The bus routes on which riders gave the highest average ratings for “travel time/speed” to MBTA bus service were Routes 4 (3.9) and 55 and 7 (both 3.8). The lowest average ratings were given by the riders of Routes 23 (2.8) and 15 and 16 (both 2.9). The average rating for travel time/speed across all Cabot Garage bus routes was 3.1.

Travel time/speed ranked as the fourth-most-important service quality, based on the overall response of all riders on Cabot Garage bus routes, and as high as the second-most-important, based on the responses of riders by route (Routes 5 and 17).

Parking Availability *Relative Importance: Very Low*

The bus routes on which riders gave the highest average ratings for “parking availability” to MBTA bus service were Routes 17 (3.5), 7 (3.3), and 55 (3.2). The lowest average ratings were given by the riders of Routes 15 (2.5), 23 (2.6), and 45 (2.7). The average rating for parking availability across all Cabot Garage bus routes was 2.9.

Parking availability ranked as the eleventh-most-important service quality, based on the overall response of all riders on Cabot Garage bus routes, and as high as the seventh-most-important, based on the responses of riders by route (Route 18).

Stop Amenities *Relative Importance: Very Low*

The bus routes on which riders gave the highest average ratings for “stop amenities” to MBTA bus service were Routes 55 (3.2), 1 (3.0), and 8 (2.9). The lowest average ratings were given by the riders of Routes 11 (2.3), 4 (2.4), and 22 (2.5). The average rating for stop amenities across all Cabot Garage bus routes was 2.7.

Stop amenities ranked as the tenth-most-important service quality, based on the overall response of all riders on Cabot Garage bus routes, and as high as the seventh-most-important, based on the responses of riders by route (Route 10).

It is worth noting that, as “amenities” is subject to interpretation, there were presumably some variations among riders’ ideas of what they were rating.

Fare Collection System *Relative Importance: Low*

The bus routes on which riders gave the highest average ratings for “fare collection system” to MBTA bus service were Routes 7 (4.0) and 55 and 5 (both 3.9). The lowest average ratings were given by the riders of Routes 15 (2.9) and 28 and 23 (both 3.0). The average rating for the fare collection system across all Cabot Garage bus routes was 3.3.

The fare collection system ranked as the ninth-most-important service quality, based on the overall response of all riders on Cabot Garage bus routes, and as

high as the third-most-important, based on the responses of riders by route (Route 18).

Signage *Relative Importance: Very Low*

The bus routes on which riders gave the highest average ratings for “signage on vehicles” to MBTA bus service were Routes 5 (4.1), 55 (4.0), and 4 (3.9). The lowest average ratings were given by the riders of Routes 28 and 23 (both 3.2) and 19 (3.3). The average rating for signage across all Cabot Garage bus routes was 3.5.

Signage ranked as the twelfth-most-important service quality, based on the overall response of all riders on Cabot Garage bus routes, and as high as the seventh-most-important, based on the responses of riders by route (Route 18).



MBTA Surveys: 2008-09

Bus Survey

Service Quality

Expanded Results

Route: 1

Harvard Sq - Dudley Station via BU Medical

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	2.5	20.5%	28.1%	33.7%	15.6%	2.2%	6,207	215	3,070
Safety and security	3.5	4.7%	4.8%	35.6%	42.2%	12.6%	6,176	246	781
Cleanliness/condition of vehicles	3.2	8.0%	11.4%	45.1%	27.4%	8.1%	5,992	430	645
Courtesy of drivers	3.3	7.3%	9.8%	37.9%	32.7%	12.3%	6,148	274	406
Announcement of stops	3.4	4.7%	21.3%	24.9%	24.5%	24.5%	6,148	274	329
Availability of seating on buses	2.9	11.4%	20.5%	42.6%	21.6%	3.9%	6,172	250	697
Frequency of service	2.7	13.3%	27.3%	38.8%	18.4%	2.2%	6,120	302	2,317
Travel time/speed	3.2	8.1%	9.7%	41.4%	34.2%	6.5%	6,228	194	1,149
Parking availability	2.8	17.3%	9.3%	55.2%	13.7%	4.4%	2,349	4,073	83
Stop amenities	3.0	12.2%	15.0%	40.0%	27.3%	5.6%	5,767	655	135
Fare collection system	3.6	6.5%	9.4%	26.4%	31.2%	26.6%	6,120	302	246
Signage on vehicles	3.5	5.6%	8.5%	29.7%	37.9%	18.3%	5,725	697	55

* The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures, while others checked more than three.



MBTA Surveys: 2008-09

Bus Survey

Service Quality

Expanded Results

Route: 4

North Station - World Trade Ctr

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.2	5.0%	15.2%	39.2%	32.2%	8.5%	202	0	82
Safety and security	3.9	0.0%	2.2%	22.5%	54.6%	20.7%	193	9	21
Cleanliness/condition of vehicles	3.7	2.2%	8.9%	24.7%	45.8%	18.5%	193	9	17
Courtesy of drivers	3.4	4.8%	15.9%	32.1%	31.7%	15.5%	193	9	9
Announcement of stops	3.7	4.5%	4.5%	33.0%	34.8%	23.1%	188	14	4
Availability of seating on buses	4.2	0.0%	0.0%	22.1%	35.4%	42.4%	193	9	30
Frequency of service	3.1	7.2%	22.4%	37.5%	21.7%	11.2%	198	4	60
Travel time/speed	3.9	0.0%	0.0%	32.1%	46.4%	21.5%	189	13	31
Parking availability	2.9	8.1%	8.1%	66.2%	17.6%	0.0%	53	149	0
Stop amenities	2.4	20.4%	34.7%	31.0%	11.1%	2.8%	154	48	0
Fare collection system	3.4	7.2%	6.8%	34.3%	37.7%	14.0%	189	13	4
Signage on vehicles	3.9	0.0%	0.0%	39.2%	34.7%	26.0%	189	13	0

* The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures, while others checked more than three.



MBTA Surveys: 2008-09

Bus Survey

Service Quality

Expanded Results

Route: 5

City Point - M E McCormick Housing

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.8	0.0%	6.0%	6.0%	88.0%	0.0%	127	0	8
Safety and security	4.0	0.0%	0.0%	6.8%	86.4%	6.8%	112	15	8
Cleanliness/condition of vehicles	3.4	0.0%	32.0%	24.0%	12.0%	32.0%	127	0	8
Courtesy of drivers	3.5	6.8%	29.5%	13.6%	6.8%	43.2%	112	15	8
Announcement of stops	4.3	7.3%	0.0%	0.0%	39.0%	53.7%	104	23	8
Availability of seating on buses	4.1	0.0%	0.0%	25.5%	34.0%	40.4%	119	8	8
Frequency of service	3.0	6.0%	32.0%	18.0%	44.0%	0.0%	127	0	15
Travel time/speed	3.7	0.0%	9.7%	9.7%	80.6%	0.0%	79	48	8
Parking availability	2.8	25.0%	0.0%	50.0%	25.0%	0.0%	31	97	0
Stop amenities	2.9	40.4%	0.0%	19.2%	12.8%	27.6%	119	8	0
Fare collection system	3.9	0.0%	0.0%	46.8%	19.2%	34.0%	119	8	0
Signage on vehicles	4.1	6.8%	0.0%	6.8%	50.0%	36.4%	112	15	0

* The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures, while others checked more than three.



MBTA Surveys: 2008-09

Bus Survey

Service Quality

Expanded Results

Route: 7

City Point - Otis/Summer

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.3	5.3%	13.3%	35.5%	33.6%	12.4%	1,514	53	789
Safety and security	3.7	2.7%	8.1%	20.1%	50.9%	18.1%	1,475	92	227
Cleanliness/condition of vehicles	3.6	0.9%	10.7%	33.7%	40.7%	14.1%	1,514	53	201
Courtesy of drivers	3.7	4.3%	4.4%	33.5%	36.0%	21.8%	1,527	40	174
Announcement of stops	3.8	4.5%	5.3%	28.7%	33.1%	28.4%	1,501	66	27
Availability of seating on buses	3.2	10.9%	19.0%	28.9%	24.3%	16.9%	1,488	79	95
Frequency of service	3.3	4.5%	18.0%	31.6%	32.3%	13.5%	1,488	79	589
Travel time/speed	3.8	1.8%	3.5%	27.8%	48.2%	18.7%	1,501	66	254
Parking availability	3.3	8.2%	12.3%	43.0%	16.2%	20.3%	658	909	14
Stop amenities	2.7	15.6%	29.0%	31.0%	15.3%	9.2%	1,299	268	27
Fare collection system	4.0	0.0%	4.5%	26.1%	36.1%	33.2%	1,488	79	41
Signage on vehicles	3.8	2.9%	5.8%	28.2%	35.1%	28.0%	1,380	187	40

* The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures, while others checked more than three.



MBTA Surveys: 2008-09

Bus Survey

Service Quality

Expanded Results

Route: 8

Harbor Point/Umass - Kenmore Sq

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	2.7	19.3%	20.8%	37.2%	14.0%	8.7%	2,026	117	793
Safety and security	3.4	4.4%	12.6%	34.0%	35.0%	14.1%	2,016	127	313
Cleanliness/condition of vehicles	3.1	7.8%	16.0%	42.2%	25.2%	8.7%	2,016	127	98
Courtesy of drivers	3.2	12.0%	14.9%	29.3%	31.3%	12.5%	2,035	108	274
Announcement of stops	3.6	5.5%	9.0%	30.2%	34.7%	20.6%	1,947	196	98
Availability of seating on buses	3.2	10.1%	14.9%	31.7%	29.3%	13.9%	2,035	108	88
Frequency of service	2.8	18.5%	19.5%	36.1%	19.5%	6.3%	2,006	137	480
Travel time/speed	3.1	10.2%	16.1%	39.0%	26.3%	8.3%	2,006	137	333
Parking availability	2.9	15.5%	12.6%	43.7%	18.4%	9.7%	1,008	1,135	39
Stop amenities	2.9	13.0%	18.7%	36.5%	24.5%	7.3%	1,879	264	59
Fare collection system	3.5	7.5%	8.0%	27.6%	35.7%	21.1%	1,947	196	29
Signage on vehicles	3.5	4.3%	6.4%	38.7%	38.2%	12.4%	1,820	323	29

* The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures, while others checked more than three.



MBTA Surveys: 2008-09

Bus Survey

Service Quality

Expanded Results

Route: 9

City Point - Copley via Broadway

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	2.9	11.7%	17.8%	44.4%	19.2%	6.9%	2,528	105	1,417
Safety and security	3.8	2.3%	5.1%	24.8%	45.5%	22.2%	2,528	105	521
Cleanliness/condition of vehicles	3.3	6.6%	11.7%	34.8%	40.9%	6.0%	2,517	116	236
Courtesy of drivers	3.4	3.2%	12.8%	37.4%	33.2%	13.3%	2,563	70	246
Announcement of stops	3.6	5.1%	9.9%	29.3%	34.1%	21.6%	2,540	93	118
Availability of seating on buses	3.1	14.6%	15.2%	30.3%	27.0%	12.9%	2,527	106	460
Frequency of service	2.9	15.6%	19.8%	33.8%	24.8%	6.1%	2,516	117	949
Travel time/speed	3.3	7.1%	10.9%	36.4%	35.7%	9.9%	2,504	129	378
Parking availability	2.9	14.6%	10.8%	44.5%	25.3%	4.8%	982	1,651	12
Stop amenities	2.6	18.8%	27.0%	38.1%	12.3%	3.8%	2,140	493	105
Fare collection system	3.6	5.5%	10.7%	23.1%	39.9%	20.7%	2,400	233	35
Signage on vehicles	3.7	2.6%	5.2%	31.0%	41.6%	19.6%	2,283	350	12

* The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures, while others checked more than three.



MBTA Surveys: 2008-09

Bus Survey

Service Quality

Expanded Results

Route: 10

City Point - Copley via Andrew

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	2.9	15.3%	19.4%	35.8%	23.3%	6.2%	1,973	125	863
Safety and security	3.6	4.2%	5.3%	32.1%	45.2%	13.2%	1,962	136	267
Cleanliness/condition of vehicles	3.1	7.9%	16.3%	37.9%	30.0%	7.9%	1,974	124	104
Courtesy of drivers	3.2	10.6%	13.2%	33.3%	29.0%	13.8%	1,963	135	209
Announcement of stops	3.6	9.7%	6.0%	20.5%	39.9%	24.0%	1,913	185	51
Availability of seating on buses	3.5	4.8%	9.0%	33.6%	36.8%	15.9%	1,952	146	94
Frequency of service	2.7	17.6%	20.5%	39.5%	17.6%	4.8%	1,942	156	615
Travel time/speed	3.2	7.5%	15.3%	38.5%	30.3%	8.5%	1,962	136	336
Parking availability	3.0	16.7%	11.7%	37.4%	23.0%	11.1%	815	1,283	0
Stop amenities	2.8	15.7%	21.7%	37.1%	18.0%	7.5%	1,787	311	95
Fare collection system	3.5	9.4%	11.4%	25.3%	31.7%	22.2%	1,943	155	51
Signage on vehicles	3.5	7.4%	8.0%	27.3%	42.6%	14.8%	1,831	267	11

* The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures, while others checked more than three.



MBTA Surveys: 2008-09

Bus Survey

Service Quality

Expanded Results

Route: 11

City Point - Downtown

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	2.8	16.7%	19.0%	38.1%	23.4%	2.8%	1,805	41	896
Safety and security	3.8	1.5%	1.5%	31.7%	43.3%	22.0%	1,735	111	355
Cleanliness/condition of vehicles	3.3	8.4%	9.3%	37.3%	36.0%	9.1%	1,725	121	201
Courtesy of drivers	3.7	4.6%	4.5%	32.8%	37.3%	20.8%	1,725	121	77
Announcement of stops	3.8	2.3%	9.1%	26.2%	33.5%	29.0%	1,699	147	67
Availability of seating on buses	3.3	7.4%	20.0%	29.5%	25.0%	18.1%	1,738	108	198
Frequency of service	2.8	16.9%	18.2%	38.3%	22.1%	4.5%	1,722	124	809
Travel time/speed	3.4	7.8%	8.7%	36.7%	32.4%	14.4%	1,658	188	342
Parking availability	3.0	17.2%	12.3%	32.5%	28.1%	9.8%	522	1,324	13
Stop amenities	2.3	27.4%	29.8%	29.6%	10.6%	2.6%	1,460	386	80
Fare collection system	3.7	2.3%	7.1%	28.4%	41.3%	20.9%	1,696	150	95
Signage on vehicles	3.8	0.0%	4.2%	34.7%	36.8%	24.4%	1,604	242	54

* The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures, while others checked more than three.



MBTA Surveys: 2008-09

Bus Survey

Service Quality

Expanded Results

Route: 15

Kane Sq/Fields Cnr Station - Ruggles

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	2.7	20.2%	15.3%	37.9%	23.4%	3.2%	4,087	447	1,136
Safety and security	3.0	7.9%	20.8%	42.0%	25.2%	4.1%	4,117	417	757
Cleanliness/condition of vehicles	2.8	15.7%	14.1%	46.4%	22.8%	0.9%	4,087	447	286
Courtesy of drivers	2.8	15.0%	17.8%	44.3%	15.7%	7.2%	4,024	510	485
Announcement of stops	3.3	17.2%	12.1%	18.8%	23.2%	28.7%	3,893	641	291
Availability of seating on buses	2.7	22.4%	14.0%	43.8%	11.5%	8.4%	4,102	432	286
Frequency of service	2.7	15.3%	18.7%	46.1%	15.3%	4.5%	4,117	417	379
Travel time/speed	2.9	16.4%	12.4%	45.8%	17.0%	8.3%	3,986	548	558
Parking availability	2.5	23.5%	17.0%	47.0%	7.1%	5.5%	2,398	2,136	0
Stop amenities	2.5	25.2%	25.2%	26.3%	17.5%	5.7%	3,485	1,049	39
Fare collection system	2.9	19.9%	16.9%	32.1%	18.4%	12.7%	3,825	709	247
Signage on vehicles	3.3	6.0%	15.0%	36.8%	27.5%	14.8%	3,340	1,194	0

* The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures, while others checked more than three.



MBTA Surveys: 2008-09

Bus Survey

Service Quality

Route: 16

Expanded Results

Forest Hills - Andrew Station/Umass

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	2.6	26.0%	16.2%	40.1%	8.9%	8.9%	2,378	374	623
Safety and security	3.3	7.4%	11.2%	39.4%	24.7%	17.3%	2,415	337	309
Cleanliness/condition of vehicles	2.9	15.5%	23.7%	30.0%	21.2%	9.6%	2,476	276	136
Courtesy of drivers	3.0	16.9%	16.9%	33.9%	17.3%	15.1%	2,476	276	314
Announcement of stops	3.5	12.3%	5.8%	25.2%	33.2%	23.5%	2,513	239	38
Availability of seating on buses	2.9	13.3%	18.2%	39.9%	20.0%	8.6%	2,443	309	136
Frequency of service	2.5	24.6%	22.6%	34.0%	11.7%	7.2%	2,405	347	417
Travel time/speed	2.9	14.2%	15.1%	40.9%	21.2%	8.5%	2,476	276	239
Parking availability	3.2	15.4%	14.7%	32.1%	12.4%	25.5%	1,403	1,349	38
Stop amenities	2.7	26.9%	18.9%	27.5%	14.5%	12.2%	2,232	520	103
Fare collection system	3.2	13.3%	17.4%	23.4%	28.3%	17.6%	2,367	385	38
Signage on vehicles	3.5	6.5%	11.2%	32.2%	27.9%	22.2%	2,172	580	38

* The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures, while others checked more than three.



MBTA Surveys: 2008-09

Bus Survey

Service Quality

Expanded Results

Route: 17

Fields Cnr - Andrew Station via Uphams Cnr

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.0	5.2%	15.5%	55.3%	20.7%	3.4%	1,639	142	395
Safety and security	3.5	3.4%	12.0%	32.8%	36.2%	15.5%	1,640	141	169
Cleanliness/condition of vehicles	2.9	17.2%	12.0%	38.0%	25.8%	6.9%	1,640	141	84
Courtesy of drivers	3.1	14.6%	9.1%	36.4%	29.1%	10.9%	1,554	227	85
Announcement of stops	3.5	10.7%	12.5%	21.4%	30.3%	25.0%	1,583	198	28
Availability of seating on buses	3.2	8.8%	10.5%	47.4%	22.8%	10.5%	1,611	170	0
Frequency of service	3.0	6.7%	20.3%	45.8%	18.7%	8.5%	1,668	113	113
Travel time/speed	3.3	7.1%	16.1%	26.8%	44.6%	5.4%	1,583	198	169
Parking availability	3.5	5.2%	10.5%	26.4%	42.1%	15.8%	538	1,243	0
Stop amenities	2.6	18.2%	31.8%	27.3%	20.4%	2.3%	1,244	537	56
Fare collection system	3.0	14.1%	12.0%	36.0%	32.0%	6.0%	1,413	368	57
Signage on vehicles	3.5	0.0%	9.1%	43.3%	34.1%	13.6%	1,243	538	28

* The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures, while others checked more than three.



MBTA Surveys: 2008-09

Bus Survey

Service Quality

Expanded Results

Route: 18

Ashmont Station - Andrew Station

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	2.8	23.2%	3.4%	43.3%	26.6%	3.4%	531	52	121
Safety and security	3.3	6.7%	9.6%	51.3%	12.9%	19.6%	547	36	34
Cleanliness/condition of vehicles	3.0	20.2%	6.9%	36.1%	23.6%	13.3%	531	52	0
Courtesy of drivers	3.0	20.2%	16.3%	33.5%	6.9%	23.2%	531	52	34
Announcement of stops	3.3	11.5%	22.0%	18.6%	18.2%	29.7%	476	107	18
Availability of seating on buses	3.4	10.6%	6.9%	32.2%	29.0%	21.2%	494	89	18
Frequency of service	2.9	24.0%	13.4%	28.0%	17.3%	17.3%	512	71	105
Travel time/speed	3.3	14.3%	0.0%	39.6%	35.5%	10.6%	494	89	34
Parking availability	3.0	14.6%	7.3%	56.9%	7.3%	13.8%	248	335	18
Stop amenities	2.8	12.4%	33.0%	24.9%	17.2%	12.4%	422	161	0
Fare collection system	3.2	18.0%	14.3%	21.2%	25.3%	21.2%	494	89	52
Signage on vehicles	3.4	11.5%	0.0%	34.8%	46.3%	7.5%	458	125	18

* The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures, while others checked more than three.



MBTA Surveys: 2008-09

Bus Survey

Service Quality

Route: 19

Expanded Results

Fields Cnr - Ruggles via Grove Hall

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	2.7	14.3%	25.8%	41.2%	15.8%	2.9%	2,351	200	873
Safety and security	3.4	3.0%	16.2%	32.5%	38.0%	10.4%	2,285	266	402
Cleanliness/condition of vehicles	3.0	9.9%	12.6%	49.2%	22.5%	5.7%	2,383	168	205
Courtesy of drivers	3.0	10.1%	21.3%	38.6%	22.8%	7.2%	2,349	202	104
Announcement of stops	3.3	11.3%	11.4%	31.0%	32.2%	14.2%	2,383	168	32
Availability of seating on buses	2.9	12.8%	23.7%	39.7%	12.6%	11.2%	2,383	168	200
Frequency of service	2.6	10.0%	35.3%	40.4%	11.5%	2.8%	2,351	200	633
Travel time/speed	3.0	8.3%	18.1%	48.2%	18.3%	7.1%	2,418	133	237
Parking availability	2.8	17.7%	12.4%	48.5%	15.3%	6.2%	1,114	1,437	0
Stop amenities	2.6	15.8%	24.2%	39.3%	20.6%	0.0%	2,117	434	0
Fare collection system	3.3	9.4%	7.9%	39.6%	33.9%	9.2%	2,149	402	32
Signage on vehicles	3.3	10.7%	4.6%	38.6%	36.8%	9.3%	2,179	372	35

* The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures, while others checked more than three.



MBTA Surveys: 2008-09

Bus Survey

Service Quality

Expanded Results

Route: 22

Ashmont Station - Ruggles via Jackson Sq

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	2.9	14.7%	18.0%	35.9%	24.7%	6.7%	3,999	381	1,135
Safety and security	3.3	5.5%	14.1%	34.5%	35.8%	10.1%	4,112	268	451
Cleanliness/condition of vehicles	3.0	9.5%	14.9%	47.0%	22.1%	6.5%	4,112	268	346
Courtesy of drivers	3.0	12.0%	18.7%	36.1%	21.7%	11.5%	4,112	268	373
Announcement of stops	3.5	9.5%	13.4%	21.7%	25.4%	30.0%	3,999	381	276
Availability of seating on buses	2.8	14.5%	24.0%	36.9%	13.9%	10.7%	4,112	268	252
Frequency of service	2.9	16.2%	17.2%	37.1%	21.7%	7.8%	4,112	268	528
Travel time/speed	3.1	7.6%	18.5%	38.0%	27.1%	8.8%	4,112	268	303
Parking availability	3.0	7.1%	14.2%	56.5%	18.6%	3.6%	2,189	2,191	78
Stop amenities	2.5	22.3%	24.0%	37.0%	13.4%	3.4%	3,575	805	225
Fare collection system	3.1	13.8%	13.2%	33.8%	26.5%	12.7%	3,886	494	121
Signage on vehicles	3.4	3.5%	7.4%	46.4%	28.7%	14.1%	3,264	1,116	43

* The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures, while others checked more than three.



MBTA Surveys: 2008-09

Bus Survey

Service Quality

Route: 23

Expanded Results

Ashmont Station - Ruggles via Washington

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Importance*
Reliability (on-time performance)	2.6	20.6%	21.9%	37.5%	18.7%	1.3%	5,751	1,245	1,640
Safety and security	2.8	17.0%	21.9%	33.1%	21.3%	6.7%	5,906	1,090	695
Cleanliness/condition of vehicles	2.6	20.7%	19.1%	37.6%	21.5%	1.2%	6,085	911	551
Courtesy of drivers	2.7	21.0%	17.7%	34.8%	19.8%	6.6%	6,157	839	862
Announcement of stops	3.2	17.9%	6.7%	32.9%	19.9%	22.6%	6,085	911	156
Availability of seating on buses	2.5	23.8%	20.1%	38.4%	16.6%	1.2%	6,146	850	228
Frequency of service	2.5	24.7%	21.7%	35.6%	16.7%	1.4%	5,967	1,029	599
Travel time/speed	2.8	14.6%	17.4%	47.2%	12.8%	7.9%	6,062	934	383
Parking availability	2.6	24.9%	16.9%	33.7%	22.2%	2.3%	3,127	3,869	0
Stop amenities	2.6	22.4%	16.3%	41.5%	16.8%	3.0%	5,140	1,856	0
Fare collection system	3.0	18.5%	13.7%	30.8%	19.4%	17.5%	5,751	1,245	490
Signage on vehicles	3.2	5.8%	14.3%	42.6%	27.3%	9.9%	5,344	1,652	0

* The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures, while others checked more than three.



MBTA Surveys: 2008-09

Bus Survey

Service Quality

Expanded Results

Route: 25

Franklin Park - Ruggles via Dudley

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	0.0	0.0%	0.0%	0.0%	0.0%	0.0%	0	485	34
Safety and security	3.5	0.0%	0.0%	50.0%	50.0%	0.0%	69	416	69
Cleanliness/condition of vehicles	4.0	0.0%	0.0%	0.0%	100.0%	0.0%	34	451	34
Courtesy of drivers	0.0	0.0%	0.0%	0.0%	0.0%	0.0%	0	485	0
Announcement of stops	0.0	0.0%	0.0%	0.0%	0.0%	0.0%	0	485	0
Availability of seating on buses	3.0	0.0%	0.0%	100.0%	0.0%	0.0%	34	451	34
Frequency of service	0.0	0.0%	0.0%	0.0%	0.0%	0.0%	0	485	0
Travel time/speed	0.0	0.0%	0.0%	0.0%	0.0%	0.0%	0	485	0
Parking availability	0.0	0.0%	0.0%	0.0%	0.0%	0.0%	0	485	0
Stop amenities	0.0	0.0%	0.0%	0.0%	0.0%	0.0%	0	485	0
Fare collection system	0.0	0.0%	0.0%	0.0%	0.0%	0.0%	0	485	0
Signage on vehicles	3.0	0.0%	0.0%	100.0%	0.0%	0.0%	34	451	34

* The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures, while others checked more than three.



MBTA Surveys: 2008-09

Bus Survey

Service Quality

Expanded Results

Route: 28

Mattapan Station - Ruggles via Dudley

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	2.7	20.3%	18.3%	39.3%	15.3%	6.7%	5,484	1,096	1,280
Safety and security	2.9	15.8%	15.7%	34.6%	25.7%	8.1%	5,493	1,088	752
Cleanliness/condition of vehicles	2.5	25.9%	23.5%	30.4%	17.5%	2.7%	5,493	1,088	434
Courtesy of drivers	2.9	16.4%	15.7%	33.8%	27.2%	6.9%	5,674	907	391
Announcement of stops	3.5	13.4%	7.8%	25.6%	24.4%	28.8%	5,468	1,113	151
Availability of seating on buses	2.7	21.3%	22.1%	32.7%	16.7%	7.2%	5,713	868	249
Frequency of service	2.9	17.0%	19.1%	29.2%	24.9%	9.8%	5,566	1,014	606
Travel time/speed	3.0	13.2%	16.6%	37.3%	24.9%	7.9%	5,644	937	352
Parking availability	2.9	18.8%	14.6%	38.3%	14.8%	13.5%	3,715	2,866	78
Stop amenities	2.7	21.5%	21.5%	32.0%	14.3%	10.8%	5,068	1,513	34
Fare collection system	3.0	19.7%	15.1%	25.4%	24.7%	15.1%	5,308	1,273	181
Signage on vehicles	3.2	17.4%	7.0%	35.6%	22.3%	17.7%	4,755	1,826	39

* The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures, while others checked more than three.



MBTA Surveys: 2008-09

Bus Survey

Service Quality

Expanded Results

Route: 43

Ruggles - Park/Tremont St

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	2.9	15.1%	15.1%	41.1%	17.1%	11.5%	1,388	65	698
Safety and security	3.3	8.0%	4.4%	50.0%	20.7%	16.9%	1,422	31	349
Cleanliness/condition of vehicles	3.0	10.0%	20.4%	34.0%	31.1%	4.5%	1,422	31	142
Courtesy of drivers	3.4	10.4%	8.9%	30.2%	36.0%	14.5%	1,422	31	176
Announcement of stops	3.6	12.6%	9.2%	19.7%	23.3%	35.2%	1,376	77	46
Availability of seating on buses	3.4	6.7%	12.4%	33.6%	27.8%	19.5%	1,422	31	176
Frequency of service	3.0	10.5%	16.4%	42.5%	21.1%	9.5%	1,357	96	331
Travel time/speed	3.5	8.3%	4.7%	34.8%	37.0%	15.2%	1,376	77	323
Parking availability	3.0	19.3%	11.2%	38.5%	11.2%	19.9%	416	1,037	0
Stop amenities	2.5	29.6%	13.2%	34.1%	19.3%	3.8%	1,311	142	83
Fare collection system	3.4	11.8%	3.4%	38.7%	24.4%	21.8%	1,357	96	31
Signage on vehicles	3.6	6.5%	1.3%	40.3%	29.5%	22.4%	1,225	228	0

* The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures, while others checked more than three.



MBTA Surveys: 2008-09

Bus Survey

Service Quality

Expanded Results

Route: 44
Jackson Sq - Ruggles

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	2.8	16.1%	21.6%	37.1%	19.1%	6.1%	2,015	410	563
Safety and security	3.2	3.0%	19.2%	41.6%	24.8%	11.4%	2,046	379	306
Cleanliness/condition of vehicles	3.0	11.0%	18.9%	34.4%	31.2%	4.6%	2,015	410	31
Courtesy of drivers	3.2	15.6%	12.4%	28.5%	25.6%	17.9%	2,083	342	62
Announcement of stops	3.3	15.6%	12.9%	22.5%	23.0%	26.0%	2,046	379	67
Availability of seating on buses	2.9	17.6%	17.3%	31.7%	25.6%	7.8%	2,052	373	135
Frequency of service	2.7	21.9%	18.5%	37.2%	17.5%	4.9%	1,990	435	398
Travel time/speed	3.1	9.7%	12.9%	41.3%	27.9%	8.2%	1,954	471	67
Parking availability	2.8	21.7%	15.8%	30.9%	20.1%	11.5%	852	1,573	0
Stop amenities	2.8	11.6%	25.6%	36.8%	18.4%	7.6%	1,696	729	0
Fare collection system	3.1	16.9%	11.5%	34.8%	19.5%	17.3%	1,917	508	31
Signage on vehicles	3.4	7.9%	13.5%	24.7%	33.7%	20.2%	1,635	790	0

* The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures, while others checked more than three.



MBTA Surveys: 2008-09

Bus Survey

Service Quality

Expanded Results

Route: 45

Franklin Park - Ruggles via Grove Hall

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	2.6	25.2%	11.6%	45.8%	15.5%	1.9%	2,089	175	607
Safety and security	3.4	6.8%	4.1%	38.1%	42.2%	8.8%	1,982	282	243
Cleanliness/condition of vehicles	2.9	12.1%	19.1%	41.3%	19.8%	7.7%	2,116	148	135
Courtesy of drivers	3.1	8.1%	21.2%	34.8%	28.5%	7.5%	2,170	94	188
Announcement of stops	3.6	8.8%	12.7%	24.6%	17.8%	36.1%	2,129	135	0
Availability of seating on buses	3.0	9.1%	19.7%	45.7%	15.0%	10.5%	2,063	201	175
Frequency of service	2.8	18.1%	22.1%	31.8%	20.1%	7.8%	2,076	188	256
Travel time/speed	3.0	11.0%	14.2%	45.8%	20.6%	8.4%	2,089	175	81
Parking availability	2.7	27.2%	15.6%	33.8%	11.7%	11.7%	1,039	1,225	0
Stop amenities	2.6	19.3%	28.2%	34.0%	14.1%	4.5%	1,819	445	41
Fare collection system	3.2	13.9%	11.1%	30.6%	30.5%	13.9%	1,941	323	41
Signage on vehicles	3.5	2.8%	12.5%	38.9%	25.7%	20.1%	1,941	323	0

* The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures, while others checked more than three.



MBTA Surveys: 2008-09

Bus Survey

Service Quality

Expanded Results

Route: 47

Central Sq Cambridge - Broadway Station

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	2.8	16.3%	19.8%	37.4%	22.4%	4.1%	1,951	100	875
Safety and security	3.6	2.4%	7.2%	34.9%	36.2%	19.3%	1,959	92	382
Cleanliness/condition of vehicles	3.3	5.2%	10.1%	38.1%	38.3%	8.3%	1,927	125	129
Courtesy of drivers	3.4	4.9%	10.1%	35.8%	37.3%	11.8%	1,941	110	98
Announcement of stops	3.5	6.6%	10.0%	29.8%	32.1%	21.5%	1,935	116	40
Availability of seating on buses	2.9	15.5%	17.5%	38.1%	21.5%	7.3%	1,949	102	173
Frequency of service	2.6	19.0%	26.3%	33.3%	17.3%	4.1%	1,959	92	664
Travel time/speed	3.2	6.6%	12.2%	42.1%	31.2%	7.8%	1,919	132	303
Parking availability	2.8	11.7%	17.6%	52.0%	11.6%	7.1%	773	1,278	36
Stop amenities	2.8	12.1%	17.2%	47.7%	20.6%	2.5%	1,786	265	37
Fare collection system	3.5	8.9%	7.9%	27.7%	33.1%	22.3%	1,868	183	41
Signage on vehicles	3.6	4.2%	6.4%	35.0%	36.8%	17.6%	1,814	237	7

* The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures, while others checked more than three.



MBTA Surveys: 2008-09

Bus Survey

Service Quality

Expanded Results

Route: 55

Jersey/Queensbury St - Copley Sq/Park/Tremont St

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.6	4.1%	8.8%	28.5%	44.2%	14.3%	581	20	301
Safety and security	4.1	0.7%	4.1%	12.4%	46.9%	35.9%	573	28	119
Cleanliness/condition of vehicles	3.5	2.8%	8.3%	33.8%	42.7%	12.4%	573	28	52
Courtesy of drivers	3.8	4.2%	5.5%	24.8%	42.1%	23.5%	574	27	51
Announcement of stops	3.8	4.9%	4.9%	19.6%	44.0%	26.6%	566	35	16
Availability of seating on buses	3.6	3.4%	12.3%	25.3%	33.6%	25.3%	577	24	59
Frequency of service	3.3	2.8%	17.5%	37.1%	28.7%	14.0%	566	35	171
Travel time/speed	3.8	1.4%	6.1%	27.2%	39.5%	25.9%	581	20	147
Parking availability	3.2	16.4%	9.9%	27.9%	24.5%	21.3%	241	360	4
Stop amenities	3.2	3.9%	13.9%	46.5%	27.2%	8.5%	510	91	27
Fare collection system	3.9	3.6%	4.3%	22.8%	37.8%	31.5%	554	47	20
Signage on vehicles	4.0	0.8%	3.1%	23.3%	44.1%	28.7%	510	91	24

* The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures, while others checked more than three.



MBTA Surveys: 2008-09

Bus Survey

Service Quality

Expanded Results

Route: 66

Harvard Sq - Dudley Station via Allston/Brookline

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	2.6	20.4%	21.7%	38.2%	15.7%	4.0%	8,469	231	4,193
Safety and security	3.6	2.9%	5.6%	33.9%	41.0%	16.5%	8,434	266	1,446
Cleanliness/condition of vehicles	3.2	5.6%	14.1%	41.2%	31.5%	7.6%	8,272	428	590
Courtesy of drivers	3.3	6.5%	10.6%	41.2%	30.2%	11.6%	8,434	266	347
Announcement of stops	3.5	8.0%	6.6%	27.2%	38.8%	19.3%	8,400	300	278
Availability of seating on buses	2.8	13.5%	17.6%	49.7%	13.4%	5.7%	8,296	404	1,273
Frequency of service	2.6	15.8%	28.2%	36.9%	14.8%	4.3%	8,307	393	3,003
Travel time/speed	3.1	9.8%	13.3%	42.3%	27.7%	6.9%	8,250	450	1,555
Parking availability	3.1	9.9%	5.7%	58.0%	12.6%	13.8%	3,033	5,667	221
Stop amenities	2.8	16.3%	20.5%	38.9%	20.3%	4.0%	7,552	1,148	174
Fare collection system	3.6	6.2%	6.6%	30.3%	32.7%	24.2%	8,098	602	150
Signage on vehicles	3.5	5.6%	3.4%	40.8%	32.0%	18.2%	7,240	1,460	116

* The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures, while others checked more than three.

APPENDIX A

Survey Distribution, Response, Processing, and Expansion

A.1 SURVEY DISTRIBUTION STRATEGIES

A.1.1 TIME SPAN OF SURVEY DISTRIBUTION

The first step in designing the distribution strategy was determining the time span of the survey distribution. Except for the commuter rail system, the time spans used in the 2008–09 surveys were the same as those used in the most recent previous surveys on each mode. In the 1994 rail rapid transit, 1995 bus, and 2000 water transportation surveys, forms were distributed between approximately 6:00 AM and 3:00 or 3:30 PM to passengers traveling in either direction. This strategy was based on experience from a systemwide survey conducted in 1978, when forms were distributed over the entire service day. Response rates to that survey showed sharp declines after 3:30 PM. In devising the distribution plan for the 1994 survey and subsequent surveys, CTPS examined patterns in MBTA ridership counts and concluded that close to 85% of the passengers who used most services on a given day traveled in at least one direction before 3:30 PM. Consequently, with thorough coverage before 3:30, the majority of riders boarding after 3:30 would already have had an opportunity to receive survey forms earlier in the day.

The strategy for the 1993 commuter survey had been developed earlier, and consisted of distributing surveys on all inbound trains scheduled to arrive in Boston on each line between approximately 6:00 AM and midnight, but no distribution on outbound trains. For consistency, the 1998 Old Colony commuter rail surveys used the same distribution strategy as the 1993 surveys. However, in planning the 2008–09 commuter rail surveys, CTPS concluded that distribution on trains in both directions between about 6:00 AM and 3:30 PM, similar to the strategy to be used on other modes, would be more efficient and would produce satisfactory results.

The strategy used on all modes in 2008–09 did not reach riders whose entire trips were made after 3:30 PM. Some common purposes for trips beginning after that time would include travel to night-shift jobs, to evening classes, to

theaters, and to sporting events. The last two trip purposes are nonrepetitive, at least on a daily basis. Experience has shown that people that do not use the system frequently are less likely than regular riders to accept survey forms because infrequent riders often assume that the survey would not apply to them.

A.1.2 SURVEY DISTRIBUTION METHODS BY MODE

After determining the span of hours in which surveys were to be distributed, the next step was to determine the methods for survey distribution on each mode. Passengers entering each heavy rail rapid transit station and each Green Line Central Subway station have to pass through fare gates at limited numbers of locations. At such stations, survey distributors were positioned either just inside or just outside the faregates, and instructed to offer survey forms to as many entering passengers as possible. At most stations, only one distributor was assigned to each fare collection area at any given time, but at stations where heavy passenger volumes were anticipated, two distributors were assigned at some times.

Passengers boarding Green Line trains at all surface stops on the B, C, D, and E Branches, except Riverside on the D Branch, either pay fares or display passes when boarding. In 1994, survey forms were distributed to passengers waiting on platforms on the D Branch, but were distributed by surveyors on-board trains on the other lines. However, because of crowding on peak-period trains, it was increasingly difficult to distribute surveys to passengers boarding at stops closer to the subway portals. Therefore, at all stops on all four branches, surveys in 2008–09 were distributed to passengers waiting on the platforms. Depending on the platform configuration and expected ridership volumes, either one distributor offered surveys to both inbound and outbound riders, or separate distributors were assigned to the inbound and outbound platforms.

The Mattapan High-Speed Trolley Line also has on-board fare collection, but the expected average trip loads were low enough that the survey distribution was done, at all times of the day, by one distributor riding on-board each inbound and outbound trip from one end of the route to the other, between approximately 6:00 AM and 3:30 PM. All of the survey distribution on the bus system was done by distributors on-board buses. The distribution plan called for coverage of every route in the system except for the Silver Line routes (which had been surveyed in 2005 and 2006), and routes that operated only outside of the survey hours. For efficiency, the set of trips to be covered in each distributor's assignment was to be based on trip sequences in bus operator assignments (runs). The amount of the project budget allocated for bus surveys allowed for only about half of all operator runs during the survey hours to be covered. However, by selecting runs that included above-average numbers of trips, the percentage of trips covered was greater than the percentage of runs covered. An attempt was made to survey approximately the same percentages of operator runs at each garage, but to maximize the statistical validity of the

results, the routes with lower ridership were surveyed at higher percentages (in some cases up to 100% of the scheduled trips) than routes with higher ridership. After completing the initial round of surveys, supplemental distribution was done on some routes that had low return totals in the initial round.

For each commuter rail line, the more efficient of two potential survey distribution strategies was used. One strategy called for surveys to be distributed at all times to passengers waiting at stations. The other strategy called for surveys to be distributed on-board all trains, either over the length of the route or on the inner half. (Very few commuter rail riders make trips entirely between stations on the outer halves of routes.) Depending on route length, number of stations, service frequency, train length, and expected ridership, on some routes on-board distribution was the most efficient strategy during AM peak hours, but on other routes, on-platform distribution was more efficient. Most survey distribution for outbound and off-peak trains on all lines was done on-board.

On the rapid transit, bus, and commuter rail systems, it was not feasible to have vehicle operators or in-station MBTA personnel distribute survey forms, so distribution was done by CTPS employees or temporary help hired specifically for the project. However, on the commuter boats and the Inner Harbor Ferry, it was expected that during the relatively long times between docks, surveys could be distributed by boat crew members, as they were in the 2000 surveys. This strategy worked satisfactorily on most trips, but it was necessary to have CTPS distributors re-survey some trips.

A.2 SURVEY RESPONSE

For purposes of discussion here, the survey response rate for each mode is defined as the number of usable surveys returned divided by the number of surveys distributed. The sampling rate is defined as the number of usable surveys returned divided by the estimated total number of riders boarding a given line or entering a given station during the survey span. The sampling rate was always lower than the response rate, because some riders who were offered survey forms did not take them, and because it was not feasible to contact every rider to offer a survey form. The response rate figures are understated to the extent that survey forms provided to distributors were left over at the end of assignments but not returned to inventory.

As in past surveys, response rates to the 2008/2009 surveys varied both between modes, and between services within each mode. The table below summarizes the number of surveys distributed, number of usable surveys returned, response rates, estimated total ridership, and sample rates for each of the modes surveyed.

TABLE A-1
2008-2009 Survey Distribution and Response by Mode

Mode	Surveys Distributed	Surveys Returned	Response Rate	Ridership	Sample Rate
Rapid Transit	122,000	22,767	18.7%	296,200	7.7%
Bus	72,000	12,313	17.1%	209,700	5.9%
Commuter Rail	42,000	12,440	29.6%	55,550	22.4%
Greenbush CRR	1,475	526	35.7%	2,075	25.3%
Commuter Boat	1,500	693	46.2%	2,035	34.1%
Inner Harbor Ferry	300	178	59.3%	525	33.9%
Total	239,275	48,917	20.4%	566,085	8.6%

Results for the Greenbush commuter rail line are shown separately from those of the rest of the commuter rail system, because the Greenbush surveys included some questions pertaining only to the line, and the results are in a separate database. It should be noted that from a statistical standpoint, the absolute number of surveys returned may be more important than the percent sample rate, depending on the size of the population being surveyed.

Each survey form included a web address that respondents could use to fill out forms on-line instead of returning the paper form, but only small percentages of riders on each mode used the on-line option. On-line responses are included in the response and sampling rate calculations in the table above.

Passengers who made trips involving more than one of the modes in the table above would be included in the ridership totals for each of the modes they used, but if they received survey forms for more than one of these modes, they probably only completed one of them. To the extent that this occurred, the sample rate shown for the system as a whole understates the percentage of distinct individuals who were surveyed.

A.3 PROCESSING THE SURVEY FORMS

Before being entered in the databases, each survey form was checked for completeness. Forms which did not include responses to enough of the questions to be useful were either included only in the written comments databases, if applicable, or discarded completely. Likewise, forms on which most of the responses were evidently facetious were discarded. Forms that were mostly complete but were missing entries such as boarding station or stop that could be deduced from answers to other questions were corrected as needed.

The survey instructions called for passengers to describe one-way trips that they were making, but some described round trips and reported the same boarding and alighting station. If the correct alighting station could be determined from answers to other questions, it was used in place of the round-trip alighting station. For example, many of the surveys that reported the same boarding and alighting station nevertheless gave different addresses for origin and destination. If the alighting station could not be determined, it was changed to “unspecified.” If the reported origin and destination addresses were the

same, the destination was changed to “unspecified.” Other editing changes included correcting transposition of lines in multi-line entries, such as town name on line for street address and vice-versa.

After the records were entered in the databases, additional checks were made for errors missed in the earlier editing process, and for data-entry errors. Missing boarding or station entry times were filled in based on the times reported on surveys from the same route or stations with serial numbers similar to the ones on the forms with the missing numbers. On surveys with origin or destination addresses in Boston, Cambridge, Somerville, or Brookline, standard neighborhood designations used by CTPS were added to the city or town based on the rest of the reported address or other information on the survey.

A.4 EXPANSION METHODS

To prevent differences in sampling rates among stations or routes from skewing the overall results, it was necessary to apply a weight factor to each survey record. These factors were calculated using the best available ridership data for each mode and line or station. The project budget did not allow for special control counts of ridership to be conducted. However, since the surveys were, to the extent possible, distributed on “representative” weekdays, any ridership count that is also supposed to be for a “representative” weekday should be acceptable for purposes of survey expansion.

As in the case of past surveys, separate weight factors were used for different times of day if enough surveys were returned from different time periods. In the 2008/2009 surveys, the maximum breakdown of time periods used for most modes was 6:00 to 8:29 AM and 8:30 AM or later. Separate weight factors were calculated for inbound and outbound travel unless there were too few responses from one of the directions to use separately.

For the rapid transit system, station entry totals by time period were calculated from the averages of Automated Fare Collection (AFC) data from several days in the Spring of 2009. At most stations, inbound and outbound riders use the same faregates. The AFC totals were split by direction on the basis of past CTPS counts. Similarly, at stations such as Downtown Crossing where faregates are shared by riders going to more than one route, past CTPS counts were used to split AFC totals by route as well as by direction.

Boarding totals for surface Green Line stops were estimated from the most recent CTPS counts at each stop, with adjustments for elimination of outbound free fares in 2007. (Boarding counts at about half of the stops had been done in the fall of 2006.) Boarding totals for stations on the Mattapan High Speed Line were based on counts conducted by CTPS in 2005.

For each bus route, ridership totals by direction and time period were based on the trip summaries from the most recent CTPS ridecheck. In several cases, two or more bus routes overlap for substantial portions of their routes, and riders who could make their trips interchangeably on any of them often listed all or

none of them as the route they were riding when surveyed. For such routes, composite weight factors were usually calculated for the combined routes and applied to all of them.

For the commuter rail system, peak loads by train were taken from the latest figures used by the MBTA's contract operator, Massachusetts Bay Commuter Railroad (MBCR) for purposes of equipment assignment. For inbound trains, boardings by station were estimated by applying factors from MBCR Train Audit reports to the peak load totals. These figures were then grouped to provide one weight factor for peak trains and one for off-peak trains for each station. During the survey hours, commuter rail ridership was much lower outbound than inbound, and no breakdowns of boardings by station were available. Therefore, weight factors were based on peak loads and survey responses, with separate factors at most for peak and off-peak trains but not for different boarding stations.

For the commuter boat and Inner Harbor Ferry services, ridership figures for each boat trip on each day in the week when surveys were distributed were obtained from the MBTA's contract operators of the boats. Ridership totals for the trip with each scheduled departure time on the three mid-week days (July 29, 30, and 31, 2008) were averaged and divided by the number of returned surveys from passengers who were surveyed on a boat departing at that time. In most cases, the ratio calculated for each trip in this manner was used as the weight factor for the records from surveys for that trip. However, when large differences in sampling in a sequence of trips would have resulted in large variations in the weights given to their records, composite factors based on the total ridership and returns for these trips were used instead.

A.5 POTENTIAL PROBLEMS WITH EXIT STATION TABLES

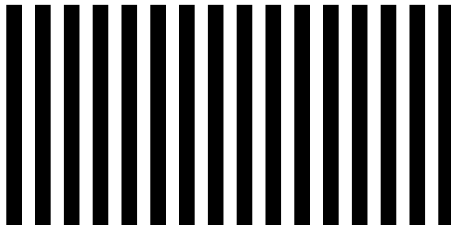
Because the surveys were expanded only to boarding counts, the summaries of data for exit stations for the rapid transit and commuter rail lines and exit docks for the boat lines, may not be well calibrated to the actual number of exits at each location. To the extent that there was bias in the response rates with respect to the exit station or dock, the total passengers shown exiting at that station or dock will vary from the number one would get through a passenger count. For example, suppose that during a certain time interval, 100 passengers enter Station A, and that of these, 50 are going to Station B and 50 are going to Station C. Further suppose that for whatever reason (amount of time on the train, general propensity to fill out surveys, ease of turning in completed surveys at stations), 20% of the riders going to Station C, but only 10% of those going to Station B return surveys. Ten surveys will be received from riders going to Station C, and 5 surveys from riders going to Station B, or a total of 15. Using a weight factor based only on the entry totals at Station A, each survey will be given a weight of $100/15 = 6.67$. The summary tables will therefore show 33 passengers going from Station A to Station B and 67 from Station A to Station C instead of 50 to each.

Calculation of weight factors adjusted both for entry totals at boarding stations and exit totals at alighting stations would require a complex iterative procedure using data that cannot be readily obtained at present. Even then, because of the many different boarding and alighting station combinations and large differences in the actual numbers of riders traveling between each pair, survey samples much larger than those obtained either in 2008/2009 or in past MBTA surveys would be needed in order to obtain highly reliable data on station-to-station travel. When station-to-station totals from the 2008/2009 survey are further divided into origin-destination pairs by city, town, or neighborhood or to even finer levels of detail, very few have sufficient numbers of responses needed for high confidence levels and narrow confidence intervals.

APPENDIX B

Survey Form

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 2521 BOSTON MA

POSTAGE WILL BE PAID BY ADDRESSEE

**CENTRAL TRANSPORTATION PLANNING STAFF
10 PARK PLAZA STE 2150
BOSTON MA 02116-9776**



MBTA Bus Passenger Survey

This survey is being conducted to help determine how MBTA bus service can be improved. Please help us by answering as many questions as you can. After completing this survey, please either hand it to a survey distributor on the bus or to a Customer Service Agent at a rapid transit station, or drop it in the mail (no stamp is needed). You may fill out the survey online or get more information about the survey at www.ctps.org/survey/bus/. All answers are confidential. You will not be put on any mailing lists.

THANK YOU!

1. **What bus route were you boarding/riding when you got this survey form?**
Route number _____ and/or Route name _____
2. **At what stop did you board the bus on that route?**

(stop name, or nearest street intersection, or landmark)
3. **About what time did you board that bus?**
 : AM PM
- 4a. **Where were you before starting this entire one-way trip?**
 At work At a doctor or other personal business
 At school At a work-related errand or meeting
 At home At a restaurant, or social or recreational activity
 At a store Other _____
- 4b. **Where is the place in question 4a located?**

(address or nearest street intersection or landmark)

(city/town/neighborhood) (state) (zip code)
- 5a. **Where did you first board a public transit vehicle on this one-way trip?**
 At the stop reported in question 2
 At the _____ rapid transit or commuter rail station
 At a bus or Silver Line stop at _____
on Route (number or name) _____
 At _____ boat dock Other _____
- 5b. **How did you get to the station or stop reported in question 5a?**
 Walked directly (from work, school, home, etc.)
 Drove or rode in a personal vehicle and parked at or near station/stop
 Dropped off by personal vehicle that did not park Taxi THE RIDE
 Private shuttle van/shuttle bus Bicycle Other _____
6. **How long did it take to get from where this trip started to the first place where you boarded a public transit vehicle on this trip?** _____ minutes
7. **What type of fare did you pay for this bus trip?**
 Pay-per-ride CharlieCard (plastic) Pay-per-ride CharlieTicket (paper)
 Monthly pass (circle one): Link (Subway + Bus); Student; Senior; Disability; Inner Express Bus; Outer Express Bus; Zone _____; Boat
 Full cash fare on-board bus
 Reduced fare (circle one): Student; Senior; Disability
 Child under age 12 free fare Blind Access Card
 1-day Link Pass 7-day Link Pass Other _____
- 8a. **At what stop will you/did you leave the bus you were boarding/riding when you got the survey?** _____

Please seal with tape—do not staple.

MORE QUESTIONS INSIDE →

- 8b. Where will you/did you last leave a public transit vehicle on this one-way trip?** At the stop reported in question 8a
 At the _____ rapid transit or commuter rail station
 At a bus or Silver Line stop at _____ on Route (number or name)
 At _____ boat dock Other _____

- 9a. Where will/did this one-way trip end?**
 At work At a doctor or other personal business
 At school At a work-related errand or meeting
 At home At a restaurant, or social or recreational activity
 At a store Other _____

- 9b. Where is the place in question 9a located?**

 (address or nearest street intersection or landmark)

 (city/town/neighborhood) (state) (zip code)

- 9c. How will you/did you get there from the station/stop in question 8b?**
 Walk directly (to work, school, home, etc.)
 Drive or ride in personal vehicle parked at or near station/stop
 Met at station/stop by car or other personal vehicle Taxi THE RIDE
 Private shuttle van/shuttle bus Bicycle Other _____

- 10. How long will it/did it take to get to your destination (in question 9a/9b) from your last station/stop (in question 8b)?** _____ minutes

- 11. How many days a week do you ride the bus line reported in question 1?**
 Less than 1 day 3 days 6 days
 1 day 4 days 7 days
 2 days 5 days I'm only visiting Boston

- 12. Do you ride that bus line on . . .**
Saturdays? Yes, regularly Yes, occasionally No, not at all
Sundays? Yes, regularly Yes, occasionally No, not at all

- 13a. On days when you use that bus line, how many one-way trips do you usually make on it?** _____

- 13b. On days when you do not use that bus line, do you make the same trip by other means?** Yes No **If yes, check all that apply:**
 Drive alone Carpool/vanpool Other MBTA service
 Non-MBTA bus Bicycle Other _____

- 14. Do you have a valid driver's license?** Yes No

- 15a. How many usable vehicles (autos, trucks, or motorcycles) does your household have?** 0 1 2 3 or more

- 15b. Could you have used one of these vehicles instead of riding the bus route on the day you got this survey?** Yes No

- 16. What is your age?**
 18 or under 25–34 45–64
 19–24 35–44 65 or over

- 17. What is your primary occupation?**
 Construction Trades/Manufacturing Professional/Business Services
 Retail/Sales Student Homemaker Retired/Unemployed
 Other _____

- 18. How many people are in your household, including yourself?** (the number of people living in your house or apartment) _____

- 19. What is your annual combined household income?**
 Under \$20,000 \$40,000–\$49,999 \$75,000–\$99,999
 \$20,000–\$29,999 \$50,000–\$59,999 \$100,000 or more
 \$30,000–\$39,999 \$60,000–\$74,999

- 20. What is your gender?** (For example: Male, Female) _____

- 21a. How do you self-identify by race? (check all that apply)**
 American Indian or Alaska Native Asian
 Black or African American White
 Native Hawaiian or other Pacific Islander Other _____

- 21b. Are you Hispanic/Latino?** Yes No

- 22. What are your main reasons for using MBTA bus service? (check all that apply)**
 Convenience Environmentally responsible
 Speed/travel time Less expensive than other choices
 Avoid driving/traffic Can read or do work on the bus
 Avoid parking at destination Only transportation available
 Other _____

- 23a. How do you obtain information about MBTA service? (check all that apply)**
 By phone From MBTA website From SmarTraveler
 Get printed material at: _____ station _____ information booth _____ on vehicle
 _____ store _____ library Other _____

- 23b. Do you carry a cell phone when riding the MBTA?** Yes No

- 24. Several measures of service quality are listed below. Please circle a number after each measure to indicate how you feel about MBTA bus service.** (Leave blank any measures that don't apply.) **Then place a check mark beside the three measures most important to you.**

	Poor	Average	Excellent	✓		
Reliability (on-time performance)	1	2	3	4	5	_____
Safety and security	1	2	3	4	5	_____
Cleanliness/condition of vehicles	1	2	3	4	5	_____
Courtesy of drivers	1	2	3	4	5	_____
Announcement of stops	1	2	3	4	5	_____
Availability of seating on buses	1	2	3	4	5	_____
Frequency of service	1	2	3	4	5	_____
Travel time/speed	1	2	3	4	5	_____
Parking availability	1	2	3	4	5	_____
Stop amenities (shelters, benches)	1	2	3	4	5	_____
Fare collection system	1	2	3	4	5	_____
Signage on vehicles	1	2	3	4	5	_____

Comments/Suggestions: