MBTA Systemwide Passenger Survey

Key Bus Routes 2008–09

BUS SYSTEM

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

MBTA Systemwide Passenger Survey

BUS SYSTEM 2008–09

Key Bus Routes

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ABSTRACT

This Key Bus Routes 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 Key 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 all Key Bus Routes combined, 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

systemwide survey
Key Bus Routes
bus system
MBTA

1 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 KEY BUS ROUTES SURVEY METHOD

This volume presents the survey results for passengers riding Key Bus Routes (1, 15, 22, 23, 28, 32, 39, 57, 66, 71, 73, 77, 111, 116, 117); these routes are a subset of MBTA local bus routes that operate for the full span of service, seven days per week. These routes operate at higher frequencies to meet high levels of passenger demand in high-density travel corridors. Passengers can generally

expect a "walk-up" frequency. Key Bus Routes operate every 10 minutes or better during weekday peak periods, every 15 minutes or better during weekday midday, and every 20 minutes or better during off-peak periods.

Survey results for Key Bus Routes can be found in each route's respective garage volume. The garage corresponding to each Key Bus Route is listed in Table 1-1. As a distinct service category, however, Key Bus Routes are also included in this volume.

TABLE 1-1
Key Bus Route Garages

Route	Garage
1	Cabot
15	Cabot
22	Cabot
23	Cabot
28	Cabot
32	Arborway
39	Southampton
57	Albany
66	Cabot
71	Somerville
73	Somerville
77	Somerville
111	Charlestown
116	Lynn
117	Lynn

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 Key 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

[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.

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 Key Bus Routes, 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 Key Bus Routes as a Whole:** An overview of the results for the Key Bus Routes as a whole.

3 **Trip Purpose, Reasons for Using the MBTA, and Alternative Means:** For each Key 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 Key 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 Key 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 Key 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 Key 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 Key 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 Key Bus Route:

- Riders' age, gender, household income, and ethnicity

10 **Usage Rates and Fare Types:** For each Key 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 Key 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 Key Bus Route:

- Riders' perceptions regarding several aspects of MBTA service quality

2 Results for the Key Bus Routes as a Whole

The tables and text in this chapter provide an overview of the survey results for the Key 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 Key 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 more than 85% of the trips made on Key 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 (53% 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 (12%), followed by "home-based personal business" (7%).

"Work-based" trips (those with one end at work and the other end not at home) accounted for 8% of all bus trips. Combining those trips with home-based work trips and home-based work-related trips shows that 62% 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 Key Bus Route was convenience (54%). The next-most-common responses were "only transportation available" (40%), "less expensive than other choices" (35%), and "avoid driving/traffic" (32%). The least common reason was "speed/travel time" (17%).

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, 57% of the respondents answered "yes." Of those riders, the largest number (44% of all surveyed bus riders) indicated that they would use another MBTA service. The

next-most-commonly selected travel mode options were “drive alone” (30%), “other” (22%), and “carpool/vanpool” (15%). (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

Key Bus Routes primarily serve Boston, but also offer service to surrounding towns. The greatest number of riders on Key Bus Routes reported their trip origins as being in the Roxbury neighborhood of Boston (10%), followed by the Boston neighborhoods of South Dorchester (8%) and North Dorchester (6%). The Boston neighborhoods of Allston and Jamaica Plain also made up 6% of the reported origins. Outside of Boston, the two largest origin towns were Chelsea (6%) and Watertown (4%).

The most common “activity” before boarding a Key Bus Route was “home” (70%), followed by “work” (8%), “school” (6%), and “personal business” (4%). These proportions of reported activities reflect a traditional morning commute pattern.

2.3 ACCESS TO THE BUS

The most common mode of access to Key Bus Routes was walking, which accounted for 70% of the trips. The next-most-common access modes were transferring from another MBTA bus (12%), transferring from rapid transit (11%), and driving and drop-off (both 2%). Private transportation modes (that is, any means other than using a fixed-route transit service) accounted for 75% of all access trips.

Public transportation modes accounted for the remaining 25% 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 22% 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 (14% of the preliminary access trips) followed by rapid transit (9%).

The greatest number of riders directly transferring to the surveyed bus route from a connecting bus route transferred from Route 66 (12%). 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 (9 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 82% made access trips of less than or equal to 10 minutes.

2.4 EGRESS FROM THE BUS

The most common mode of egress from Key Bus Routes was walking, which accounted for 67% of the trips. The next-most-common egress modes were transferring to rapid transit (18%) and transferring to another MBTA bus (10%). Private transportation modes (that is, any means other than using a fixed-route transit service) accounted for 72% of all egress trips.

Public transportation modes accounted for the remaining 28% of all egress trips from the bus; as for how riders left these modes themselves, the most common method was walking, which accounted for 24% 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 (17% of the preliminary egress trips) followed by another MBTA bus (11%).

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 749−16%). 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 73 (9%).

Overall, people whose egress mode was walking made the shortest egress trips (7 minutes on average). Riders who were picked up had the second-lowest average egress time (13 minutes), and people who drove themselves had the longest travel times (15 minutes). Slightly less 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

Key Bus Routes primarily serve Boston, but also offer service to surrounding towns. The greatest number of riders on Key Bus Routes reported their trip destinations as being in the Roxbury neighborhood of Boston (11%), followed by the Boston neighborhood of Longwood Medical Area (9%) and the Cambridge neighborhood of Harvard Square (7%). The Boston neighborhoods of South Dorchester and Fenway made up, respectively, 6% and 5% of the reported destinations. Outside of Boston and Cambridge, the largest destination town was Chelsea (4%).

The most common “activity” after leaving a Key Bus Route was “work” (51%), 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 South Dorchester to Roxbury (2% of all trips). The next-most-common pairs were Roxbury to South Dorchester (2%) and trips within Roxbury (2%). In the top 25 origin-destination pairs, which make up 24% of all trips, Boston neighborhoods represent 72% of the origins and 68% of the destinations.

2.7 SOCIOECONOMIC CHARACTERISTICS

Slightly more than 70% of the riders were between the ages of 25 and 64, and 16% were college age (19–24). Slightly more than 5% of respondents to the survey were over the age of 65, and 5% were under the age of 19. Low percentages may be due to under-sampling and/or a low response rate among certain age groups.

Women made up 67% of Key Bus Route ridership, while men accounted for 33%. Three surveyed riders self-identified as transgender.

Slightly less than 40% of the riders reported household incomes greater than $60,000. The single most common income bracket selected was "under $20,000" (21%) followed by "$100,000 or more" (15%). Possible explanations for this are that the question's answer choices may not have been calibrated properly for 2008 incomes[1] 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 Key Bus Routes was 2.74.

Slightly more than 50% of the riders self-identified themselves as white. The next-most-common race was black or African-American (31%). 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," 15% 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 7% 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 (39%), and another 18% of the weekend users used it "regularly" on both Saturday and Sunday. Slightly more than 25% of all Key Bus Route riders responded "not at all" to both the Saturday and Sunday usage questions.

Slightly less than 60% of the Key Bus Route riders paid their fares using a monthly pass, which they used 4.8 days per week on average. The largest percentage of monthly pass riders (35% of all riders) used the LinkPass, followed by the Local Bus Pass (13%). Slightly less 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 Key Bus Route riders (68%) are licensed to drive, and 58% live in households with at least one vehicle. However, only 29% 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, 62% of the riders owned fewer than 0.5 vehicles.

2.10 SERVICE QUALITY

Survey respondents were asked to rate Key Bus Route 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" (27%) and "fare collection system" (23%), 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 "reliability (on-time performance)," "stop amenities (shelters and benches)," 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 "The 23 buses are usually packed so full that I rarely get a seat unless I get on at either Ashmont or Ruggles. Also, the drivers often go right by the stops if there are a lot of people waiting and the bus is already full." 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.

MBTA Surveys: 2008-09

Bus Survey

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

Expanded Results

Key Bus Routes
All Routes

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	36,054	53.0%	53.0%
Home-based School	8,155	12.0%	65.0%
Home-based Shopping	2,338	3.4%	68.5%
Home-based Social Activity	1,191	1.8%	70.2%
Home-based Personal Business	4,857	7.1%	77.4%
Home-based Work-related	1,109	1.6%	79.0%
Home-based Other	4,142	6.1%	85.1%
Work-based	5,130	7.5%	92.6%
Non-Home or Work-based	5,007	7.4%	100.0%
TOTAL	67,983		
No Answer	4,849		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	36,714	54.4%
Speed/travel time	11,593	17.2%
Avoid driving/traffic	21,244	31.5%
Avoid parking at destination	21,189	31.4%
Environmentally responsible	20,472	30.4%
Less expensive	23,565	34.9%
Can read/do work	14,568	21.6%
Only transportation available	26,612	39.5%
Other	2,167	3.2%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	67,444	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	37,667	56.6%
No	28,879	43.4%
TOTAL	66,546	100.0%
No answer	6,285	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	10,113	29.6%
Non-MBTA bus	1,142	3.3%
Carpool/vanpool	4,953	14.5%
Bicycle	3,566	10.4%
Other MBTA service	14,994	43.8%
Other	7,345	21.5%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	34,206	
(No alternatives reported)	3,461	

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Expanded Results

Key Bus Routes
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	7,415	10.2%	4.7%	51.1%	11.2%	7.5%	3.3%	4.7%	3.7%	1.7%	12.2%
Boston: South Dorchester	5,778	7.9%	2.6%	82.7%	0.6%	2.5%	4.5%	2.5%			4.6%
Boston: North Dorchester	4,661	6.4%	2.4%	83.7%	7.5%	1.7%	1.5%		2.6%		0.6%
Boston: Allston	4,273	5.9%	1.6%	84.8%		6.7%	1.1%	1.7%		1.9%	2.2%
Chelsea	4,273	5.9%	0.9%	69.5%	3.3%	13.5%	2.8%	6.4%		0.8%	2.7%
Boston: Jamaica Plain	4,204	5.8%	0.5%	81.4%	0.7%	4.2%	4.4%	2.7%		1.9%	4.2%
Watertown	3,138	4.3%	1.0%	95.1%		2.9%					1.0%
Boston: Brighton	2,988	4.1%		72.5%	10.4%	9.5%		2.9%	4.7%		
Boston: Longwood Med Area	2,339	3.2%		34.5%	19.3%	24.2%		15.2%		3.7%	3.0%
Boston: South End	2,272	3.1%		65.2%	3.5%	9.4%	2.3%	8.8%	1.7%		9.1%
Cambridge: Harvard Square	2,241	3.1%	1.9%	43.0%	13.2%	17.4%	6.5%	5.5%	3.1%	6.4%	3.0%
Brookline: North Brookline	2,021	2.8%		80.4%		3.5%	5.7%	2.3%		4.0%	4.0%
Arlington	2,018	2.8%	0.8%	69.8%	3.4%	12.6%	1.5%	6.9%		1.5%	3.5%
Boston: Mattapan	2,000	2.7%	3.4%	70.7%	3.4%	1.7%	10.5%	3.3%		3.4%	3.4%
Revere	1,802	2.5%		85.4%	1.9%	3.7%	1.9%	7.1%			
Cambridge: Central Square	1,740	2.4%	1.6%	73.5%		3.2%	2.2%	7.0%		4.6%	8.0%
Boston: Fenway	1,650	2.3%	2.6%	49.1%	19.8%	19.2%		6.1%			3.2%
Belmont	1,383	1.9%	0.9%	86.4%		6.3%	1.8%	1.8%			2.7%
Boston: Back Bay	1,335	1.8%	3.9%	59.6%	10.3%	13.5%	4.4%			4.0%	4.4%
Newton	1,260	1.7%		92.2%		6.6%	1.2%				
Boston: East Boston	1,208	1.7%		81.3%	3.6%		4.4%	7.2%		3.6%	
Boston: Roslindale	960	1.3%	2.0%	67.3%		26.0%			3.3%		1.5%
Boston: Hyde Park	932	1.3%	1.5%	91.0%	3.0%		3.0%	1.5%			
Cambridge: North Cambridge	785	1.1%		75.0%	4.8%	10.3%	2.0%	4.0%		2.0%	2.0%
Boston: Financial/Retail	755	1.0%			10.2%	25.4%	27.0%	16.6%	5.7%		15.0%
Cambridge: Fresh Pond	641	0.9%	4.3%	73.3%		4.3%		18.1%			
Brookline: South Brookline	634	0.9%	4.4%	53.9%	7.4%	7.4%		19.7%		7.4%	
Waltham	463	0.6%		91.3%		2.7%					6.0%
Boston: Govt Center	418	0.6%			9.4%	71.4%	11.2%	8.0%			
Somerville: Davis Square	416	0.6%		90.9%						9.1%	
Boston: Park Square	370	0.5%			30.1%	14.5%		33.4%		11.6%	10.5%
Other (< 0.5 % of riders)	6,458	8.9%	1.8%	67.8%	10.2%	9.8%	1.6%	3.0%	0.3%	1.8%	3.8%
OVERALL TOTAL	72,832	100.0%	1.7%	70.3%	5.8%	8.4%	2.9%	4.4%	1.0%	1.6%	4.0%

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

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Key Bus Routes
All Routes

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	50,073	69.8%
Drive/Park Access	1,663	2.3%
Drop-off Access	1,287	1.8%
Taxi Access	83	0.1%
Shuttle/Van Access	254	0.4%
Bicycle Access	57	0.1%
Other Access	518	0.7%
Total Private Trans.	53,935	75.1%
MBTA Bus	8,898	12.4%
Other Bus	247	0.3%
Rapid Transit	8,127	11.3%
Commuter Rail	582	0.8%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	17,854	24.9%
TOTAL	71,789	100.0%
No Answer	1,009	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	15,504	21.6%
Drive/Park	758	1.1%
Drop-off	461	0.6%
Other	441	0.6%
TOTAL	17,164	23.9%
No Answer	723	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	10,277	14.3%
Other Bus	290	0.4%
Rapid Transit	6,439	9.0%
Commuter Rail	848	1.2%
Boat	0	0.0%
Other	0	0.0%
TOTAL	17,854	24.9%

Bus Transfers from Connecting Routes:	Number of Riders	Percent of Riders
66	1,079	11.8%
749	602	6.6%
39	417	4.6%
21	338	3.7%
556	282	3.1%
Other	6,427	70.3%
TOTAL	9,145	100.0%

Bus Transfers from Nonconnecting Routes:	Number of Riders	Percent of Riders
32	125	8.6%
101	112	7.7%
88	96	6.6%
38	84	5.7%
504	84	5.7%
Other	956	65.7%
TOTAL	1,457	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	23,244	57.7%	346	26.4%	502	57.6%	97	18.3%	24,189	56.3%
6-10	10,096	25.1%	474	36.2%	151	17.4%	157	29.6%	10,879	25.3%
11-15	3,721	9.2%	136	10.4%	73	8.4%	101	19.1%	4,032	9.4%
16-20	2,761	6.9%	248	19.0%	125	14.4%	71	13.3%	3,205	7.5%
21-30	430	1.1%	0	0.0%	0	0.0%	70	13.2%	500	1.2%
31-45	34	0.1%	103	7.9%	19	2.2%	34	6.5%	191	0.4%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	40,286	100.0%	1,308	100.0%	871	100.0%	531	100.0%	42,996	100.0%
No Answer	9,787		355		416		381		10,940	
Avg. Time (min)	7.1		12.9		8.7		14.5		7.4	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Key Bus Routes
All Routes

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	45,499	66.7%
Drive/Park Egress	803	1.2%
Pick-up Egress	924	1.4%
Taxi Egress	98	0.1%
Shuttle/Van Egress	705	1.0%
Bicycle Egress	0	0.0%
Other Egress	898	1.3%
Total Private Trans.	48,927	71.7%
MBTA Bus	6,700	9.8%
Other Bus	0	0.0%
Rapid Transit	12,538	18.4%
Commuter Rail	73	0.1%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	19,312	28.3%
TOTAL	68,238	100.0%
No Answer	4,560	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	16,605	24.3%
Drive	134	0.2%
Pick-up	84	0.1%
Other	919	1.3%
TOTAL	17,742	26.0%
No Answer	1,603	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	7,513	11.0%
Other Bus	34	0.0%
Rapid Transit	11,604	17.0%
Commuter Rail	161	0.2%
Boat	0	0.0%
Other	0	0.0%
TOTAL	19,312	28.3%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
749	1,076	16.1%
66	615	9.2%
8	536	8.0%
71	411	6.1%
70	305	4.6%
Other	3,758	56.1%
TOTAL	6,700	100.0%

Bus Transfers to Nonconnecting Routes:	Number of Riders	Percent of Riders
73	82	9.1%
134	73	8.1%
111	72	8.0%
SL2	72	8.0%
8	61	6.8%
Other	540	60.0%
TOTAL	899	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	18,446	55.3%	105	19.9%	71	16.8%	116	12.4%	18,737	53.2%
6-10	8,679	26.0%	164	31.2%	93	22.1%	317	34.0%	9,253	26.3%
11-15	3,108	9.3%	161	30.6%	141	33.6%	130	13.9%	3,540	10.0%
16-20	2,716	8.1%	29	5.6%	115	27.5%	155	16.6%	3,015	8.6%
21-30	393	1.2%	32	6.1%	0	0.0%	167	17.9%	592	1.7%
31-45	0	0.0%	0	0.0%	0	0.0%	50	5.3%	50	0.1%
Over 45	0	0.0%	34	6.6%	0	0.0%	0	0.0%	34	0.1%
TOTAL	33,341	100.0%	526	100.0%	420	100.0%	934	100.0%	35,221	100.0%
No Answer	12,158		277		504		766		13,706	
Avg. Time (min)	7.4		15.0		13.5		16.3		7.8	

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Key Bus Routes

Expanded Results — All Routes

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	7,667	10.5%	7.8%	9.4%	18.6%	31.4%	6.8%	4.2%	3.8%	2.4%	15.7%
Boston: Longwood Med Area	6,281	8.6%	1.2%	2.1%	8.2%	75.8%		9.6%	1.6%	0.5%	1.0%
Cambridge: Harvard Square	4,873	6.7%	2.7%	2.7%	10.3%	71.0%	2.6%	1.6%	0.9%	3.8%	4.4%
Boston: South Dorchester	4,139	5.7%	11.0%	31.2%	13.4%	27.8%	1.9%	3.1%		1.9%	9.7%
Boston: Fenway	3,245	4.5%	6.4%	7.2%	22.8%	54.3%		2.7%	2.1%	3.7%	0.9%
Chelsea	3,139	4.3%	6.4%	24.2%	4.0%	29.3%	5.0%	16.6%	1.3%	4.1%	9.1%
Boston: North Dorchester	3,014	4.1%	2.4%	22.0%	12.6%	21.3%	6.6%	14.0%	1.2%	2.8%	17.0%
Boston: Jamaica Plain	2,558	3.5%	8.8%	29.7%	1.5%	44.0%	2.5%	5.2%	1.2%	1.1%	5.8%
Boston: Financial/Retail	2,138	2.9%	5.8%		5.7%	79.1%	1.6%	3.9%	2.0%		1.8%
Boston: Back Bay	1,945	2.7%	1.6%	1.4%	12.0%	62.3%	7.1%	3.2%	1.7%		10.6%
Cambridge: Kendall/MIT	1,915	2.6%			14.6%	81.7%				0.8%	2.9%
Boston: South End	1,877	2.6%	1.5%	13.1%	9.6%	46.1%		15.6%	0.8%	1.7%	11.6%
Watertown	1,866	2.6%	4.6%	9.8%	0.9%	64.1%	9.5%	3.5%	2.1%	0.9%	4.6%
Unspecified	1,608	2.2%	29.3%	7.0%	3.7%	25.0%	2.1%	8.3%	8.5%		16.1%
Boston: Brighton	1,597	2.2%		30.3%	5.8%	46.0%		7.3%	6.2%		4.4%
Boston: B U	1,490	2.0%		4.8%	25.0%	57.8%	7.0%	3.1%	2.3%		
Boston: Govt Center	1,448	2.0%	4.0%	2.7%	8.6%	73.2%		6.7%	1.9%		2.7%
Boston: Allston	1,428	2.0%		15.7%	8.3%	56.2%	2.4%	2.4%	4.9%	5.7%	4.4%
Brookline: North Brookline	1,367	1.9%	7.7%	9.3%		61.7%	3.4%	9.6%	5.7%	2.5%	
Arlington	1,332	1.8%		45.7%	5.7%	23.3%	6.9%	12.1%	4.0%	1.2%	1.2%
Boston: Mattapan	1,326	1.8%	2.9%	40.3%		20.2%	2.9%	11.4%	5.1%		17.2%
Revere	1,212	1.7%	6.3%	28.1%	3.6%	39.4%	7.1%	9.1%		3.6%	2.8%
Brookline: South Brookline	1,117	1.5%		14.4%	11.5%	61.2%		10.1%	2.8%		
Boston: Prudential/Hancock	1,114	1.5%			5.3%	64.1%	5.6%	5.6%	2.8%		16.5%
Boston: Park Square	1,093	1.5%	6.4%		2.9%	81.6%		6.4%			2.7%
Cambridge: Central Square	1,092	1.5%	2.5%	9.5%	4.8%	60.9%	8.7%	4.8%	4.8%	2.5%	1.4%
Newton	988	1.4%		8.9%		76.4%		7.2%	3.5%		4.0%
Cambridge: Fresh Pond	923	1.3%	4.7%	5.0%		67.1%	5.7%	12.1%			5.4%
Boston: East Boston	920	1.3%	7.3%	17.6%	8.3%	40.2%	3.6%	14.6%		4.7%	3.6%
Cambridge: North Cambridge	893	1.2%	3.5%	25.9%	17.1%	25.3%	6.0%	12.0%	4.3%	4.3%	1.7%
Boston: Unspecified	766	1.1%	28.0%	13.2%	1.8%	20.3%		17.8%	5.1%		13.8%
Boston: North End	608	0.8%				74.9%					25.1%
Boston: Hyde Park	558	0.8%	3.4%	32.9%	3.4%	32.8%	17.1%		6.9%	3.4%	
Belmont	549	0.8%		44.2%		45.1%	6.5%				4.2%
Boston: Dwntwn Unspecified	519	0.7%	15.2%	10.0%	15.2%	31.9%					27.7%

City/Neighborhood Destinations	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Boston: Beacon Hill	472	0.6%			7.1%	73.2%		19.7%			
Somerville: Davis Square	378	0.5%		22.4%		65.3%				12.3%	
Waltham	378	0.5%	18.8%	20.8%		60.4%					
Other (< 0.5 % of riders)	2,998	4.1%	5.5%	13.4%	9.7%	52.3%	0.9%	6.4%		1.7%	10.2%
OVERALL TOTAL	72,832	100.0%	5.2%	13.2%	9.5%	50.9%	3.3%	6.8%	2.2%	1.8%	7.2%

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

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Key Bus Routes

All Routes

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Roxbury	Boston: Longwood Med Area	Cambridge: Harvard Square	Boston: South Dorchester	Boston: Fenway	Chelsea	Boston: North Dorchester	Boston: Jamaica Plain	Boston: Financial/Retail	Boston: Back Bay	Other & % of Row	Row Total & % of Overall
Boston: Roxbury	1306	293	47	1490	145	41	830	205	173	181	2653	7415
											35.8%	*10.2%*
Boston: South Dorchester	1596	415	43	475	69	41	594	276	320	101	1849	5778
											32.0%	*7.9%*
Boston: North Dorchester	1279	523	0	416	194	41	116	146	188	73	1646	4661
											35.3%	*6.4%*
Chelsea	78	73	34	112	134	633	39	39	264	112	2755	4273
											64.5%	*5.9%*
Boston: Allston	172	968	513	210	315	0	147	103	70	0	1489	4273
											34.8%	*5.9%*
Boston: Jamaica Plain	88	911	175	43	314	123	86	370	61	378	1571	4204
											37.4%	*5.8%*
Watertown	0	162	715	0	252	0	0	0	240	82	1598	3138
											50.9%	*4.3%*
Boston: Brighton	211	105	258	35	387	0	70	29	117	141	1588	2988
											53.2%	*4.1%*
Boston: Longwood Med Area	270	61	93	82	126	41	160	350	0	157	999	2339
											42.7%	*3.2%*
Boston: South End	431	344	260	82	140	156	53	29	52	31	641	2272
											28.2%	*3.1%*
Cambridge: Harvard Square	55	29	69	0	139	0	0	34	55	99	1535	2241
											68.5%	*3.1%*
Brookline: North Brookline	97	238	420	0	0	0	0	127	34	0	1053	2021
											52.1%	*2.8%*
Arlington	31	31	452	0	31	0	16	0	94	59	1194	2021
											59.2%	*2.8%*
Boston: Mattapan	859	94	0	241	69	0	69	0	34	31	602	2000
											30.1%	*2.7%*
Revere	84	67	0	0	43	307	34	0	0	163	1104	1802
											61.3%	*2.5%*
Cambridge: Central Square	83	57	194	0	194	82	84	55	28	111	685	1740
											39.4%	*2.4%*
Boston: Fenway	92	0	156	169	61	0	92	119	0	63	794	1650
											48.1%	*2.3%*
Belmont	0	38	288	13	28	0	13	0	125	13	678	1383
											49.0%	*1.9%*
Other & % of Column	881	1755	1051	649	548	1673	558	615	281	150	6872	15299
	11.5%	*27.9%*	*21.6%*	*15.7%*	*16.9%*	*53.3%*	*18.5%*	*24.0%*	*13.1%*	*7.7%*	*44.9%*	*21.0%*
Column Total & % of Overall	7667	6281	4873	4139	3245	3139	3014	2558	2138	1945	31918	**72832**
	10.5%	*8.6%*	*6.7%*	*5.7%*	*4.5%*	*4.3%*	*4.1%*	*3.5%*	*2.9%*	*2.7%*	*43.8%*	

MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Expanded Results

Key Bus Routes
All Routes

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	3,705	5.2%	5.2%
19 - 24	11,081	15.6%	20.8%
25 - 34	18,720	26.4%	47.2%
35 - 44	11,823	16.7%	63.9%
45 - 64	20,716	29.2%	93.1%
65 and Older	4,885	6.9%	100.0%
TOTAL	70,929	100.0%	100.0%
No Answer	1,902		

Gender of Riders:	Number of Riders	Percent of Riders
Male	22,701	33.4%
Female	45,238	66.5%
Transgender	130	0.2%
TOTAL	68,069	100.0%
No Answer	4,763	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	13,096	21.2%	21.2%
$20,000 - $29,999	5,804	9.4%	30.6%
$30,000 - $39,999	8,126	13.2%	43.8%
$40,000 - $49,999	6,797	11.0%	54.8%
$50,000 - $59,999	4,716	7.6%	62.5%
$60,000 - $74,999	6,637	10.8%	73.2%
$75,000 - $99,999	7,149	11.6%	84.8%
$100,000 or more	9,369	15.2%	100.0%
TOTAL	61,694	100.0%	100.0%
No Answer	11,137		

Mean Household Size: 2.74

Ethnicity of Riders

Expanded Results

Key Bus Routes

All Routes

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	1,470	2.2%
Black or African-American	20,452	30.5%
Native Hawaiian or Other Pacific Islander	187	0.3%
Asian	5,703	8.5%
White	33,679	50.3%
Other	7,866	11.7%
TOTAL	66,954	

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	9,575	14.5%
No	56,528	85.5%
TOTAL	66,103	100.0%
No Answer	6,728	

Bus Usage Rates

Expanded Results

Key Bus Routes
All Routes

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	4,666	6.9%	6.9%
One Day	1,341	2.0%	8.9%
Two Days	3,397	5.0%	13.9%
Three Days	5,017	7.4%	21.4%
Four Days	4,639	6.9%	28.3%
Five Days	31,324	46.4%	74.7%
Six Days	6,299	9.3%	84.0%
Seven Days	10,616	15.7%	99.8%
Only Visiting	150	0.2%	100.0%
TOTAL	67,449	100.0%	100.0%
No Answer	5,384		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	10,378 17.6%	3,728 6.3%	647 1.1%	2,427	14,754 25.0%
Occasionally	776 1.3%	23,062 39.1%	4,106 7.0%	3,857	27,944 47.4%
Not at all	159 0.3%	394 0.7%	15,712 26.6%	1,110	16,265 27.6%
No Answer	269	667	131	5,407	
Sunday Total	11,313 19.2%	27,185 46.1%	20,466 34.7%		58,963 *

** 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

Key Bus Routes

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)	17,805	24.6%	4.3
Pay-per-ride CharlieTicket (paper)	1,538	2.1%	4.8
Monthly pass	42,754	59.1%	4.8
Full cash fare on-board bus	1,552	2.1%	3.7
Reduced fare	3,709	5.1%	3.7
Student	*823*	*1.1%*	*4.6*
Senior	*1,580*	*2.2%*	*2.6*
Disability	*1,260*	*1.7%*	*4.1*
No Reduced Fare Selected	*47*	*0.1%*	*5.0*
Child under age 12 free fare	72	0.1%	5.0
Blind Access Card	67	0.1%	2.5
1-Day LinkPass	47	0.1%	7.0
7-Day LinkPass	4,422	6.1%	5.3
Other	366	0.5%	5.1
No Fare Payment Type Selected	499		
All Payment Types	72,332	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)	25,161	34.8%	4.8
Student	1,881	2.6%	5.2
Senior	1,677	2.3%	4.7
Disability	1,831	2.5%	5.1
Inner Express Bus	1,195	1.7%	4.0
Outer Express Bus	364	0.5%	5.0
Zone	1,502	2.1%	4.4
Boat	0	0.0%	0.0
Local Bus	9,142	12.6%	5.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	42,754	59.1%	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	328	0.5%	5.3
1	142	0.2%	5.0
2	152	0.2%	4.6
3	232	0.3%	4.6
4	347	0.5%	3.7
5	41	0.1%	5.0
6	166	0.2%	4.8
7	0	0.0%	0.0
8	60	0.1%	1.8
Interzone	0	0.0%	0.0
No Zone Selected	34	0.0%	0.5
Total Riders Using Zone Passes	1,502	2.1%	4.4

Vehicle Availability

Expanded Results

Key Bus Routes
All Routes

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	45,901	68.1%
Not Licensed	21,537	31.9%
TOTAL	67,438	100.0%
No Answer	5,393	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	29,112	41.9%
1 vehicle	26,453	38.1%
2 vehicles	10,354	14.9%
3 or more vehicles	3,498	5.0%
TOTAL	69,417	100.0%
No Answer	3,415	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	20,063	29.4%
No	48,232	70.6%
TOTAL	68,295	100.0%
No Answer	4,537	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	26,719	41.3%	41.3%
0.01 to 0.49 vehicles	13,030	20.1%	61.5%
0.50 to 0.99 vehicles	16,675	25.8%	87.3%
1.00 to 1.49 vehicles	7,265	11.2%	98.5%
1.50 to 1.99 vehicles	534	0.8%	99.3%
2 or more vehicles	446	0.7%	100.0%
TOTAL RESPONSES	64,668		

MBTA Surveys: 2008-09

Bus Survey

Service Quality

Expanded Results

Key Bus Routes
All Routes

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	2.7	17.6%	20.5%	36.5%	20.6%	4.8%	64,488	8,343	24,143
Safety and security	3.5	5.9%	9.3%	31.8%	37.9%	15.1%	64,435	8,397	9,540
Cleanliness/condition of vehicles	3.0	10.2%	15.1%	42.5%	26.4%	5.8%	64,461	8,370	4,584
Courtesy of drivers	3.2	9.5%	12.8%	37.6%	28.4%	11.6%	64,933	7,898	5,104
Announcement of stops	3.6	7.7%	10.1%	25.2%	30.3%	26.8%	64,017	8,815	2,122
Availability of seating on buses	2.9	13.9%	17.4%	41.1%	21.0%	6.5%	64,707	8,125	4,995
Frequency of service	2.8	15.7%	21.5%	35.4%	21.3%	6.2%	64,286	8,545	15,912
Travel time/speed	3.1	9.2%	13.6%	40.6%	28.2%	8.4%	64,533	8,299	8,515
Parking availability	3.0	14.7%	12.8%	44.2%	17.4%	10.8%	30,545	42,287	643
Stop amenities	2.8	16.9%	20.6%	38.2%	18.4%	5.8%	57,992	14,840	1,435
Fare collection system	3.5	9.7%	10.1%	27.2%	30.3%	22.7%	62,532	10,300	2,053
Signage on vehicles	3.5	5.3%	7.6%	35.6%	33.7%	17.7%	57,043	15,788	455

* 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.

3 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 Key Bus Routes 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 Key Bus Route, the percentage of home-based trips exceeded that of non-home-based trips, and the most common trip purpose category was home-based work. The bus routes with the highest percentages of home-based work trips were Routes 71 and 57 (both 77%) and 73 (71%).

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 highest percentage of work-based trips on Key Bus Routes was on Route 1 (12%), and the lowest percentage was on Route 22 (3%).

The percentages of home-based shopping trips across all Key Bus Routes ranged between 0% on Route 15 and 8% on Route 117. The percentages of school-based trips ranged between 4% on Route 117 and 20% on Route 23. 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) ranged between 1% on Route 66 and 15% on Route 111.

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 percentages of riders choosing "convenience" were highest on Route 1 (66%), 77 (60%), and 22 (58%).

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 117 (50%), and the percentage of riders choosing "less expensive than other choices" was highest on Route 57 (45%).

The fourth- and fifth-most frequently selected reasons were "avoid driving/traffic" followed by "avoid parking at destination." The percentage of riders choosing "avoid driving/traffic" was highest on Route 57 (47%), and the percentage of riders choosing "avoid parking at destination" was highest on Route 73 (49%).

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 40% and 66% 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 57. 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 66 (58%).

“Drive alone” was the second-most-commonly selected alternative mode on most routes. The percentage of riders choosing “drive alone” was highest on Route 71 (55%). “Other” was the third-most-commonly selected alternative mode. The percentage of riders choosing “other” was highest on Route 77 (33%). 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 32 (31%) and the percentage of riders choosing “bicycle” was highest on Route 77 (20%).

MBTA Surveys: 2008-09

Bus Survey

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

Expanded Results

Route: 1

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.*

MBTA Surveys: 2008-09

Bus Survey

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

Expanded Results

Route: 15

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.*

MBTA Surveys: 2008-09

Bus Survey

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

Expanded Results

Route: 22

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.*

MBTA Surveys: 2008-09

Bus Survey

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

Expanded Results

Route: 23

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
Yes	3,869	58.4%
No	2,756	41.6%
TOTAL	6,624	100.0%
No answer	372	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	455	13.1%
Non-MBTA bus	144	4.1%
Carpool/vanpool	455	13.1%
Bicycle	311	8.9%
Other MBTA service	1,784	51.2%
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.*

MBTA Surveys: 2008-09

Bus Survey

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

Expanded Results

Route: 28

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.*

MBTA Surveys: 2008-09

Bus Survey

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

Expanded Results

Route: 32

Wolcott - Forest Hills

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	666	64.8%	64.8%
Home-based School	103	10.0%	74.8%
Home-based Shopping	57	5.6%	80.3%
Home-based Social Activity	14	1.4%	81.7%
Home-based Personal Business	28	2.7%	84.4%
Home-based Work-related	0	0.0%	84.4%
Home-based Other	42	4.1%	88.5%
Work-based	47	4.6%	93.1%
Non-Home or Work-based	71	6.9%	100.0%
TOTAL	1,029		
No Answer	188		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	582	47.9%
Speed/travel time	174	14.3%
Avoid driving/traffic	276	22.7%
Avoid parking at destination	276	22.7%
Environmentally responsible	197	16.2%
Less expensive	349	28.6%
Can read/do work	202	16.6%
Only transportation available	485	39.8%
Other	28	2.3%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	1,217	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	511	43.7%
No	659	56.3%
TOTAL	1,170	100.0%
No answer	47	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	173	36.8%
Non-MBTA bus	19	4.1%
Carpool/vanpool	145	30.9%
Bicycle	38	8.2%
Other MBTA service	155	33.1%
Other	71	15.2%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	469	
(No alternatives reported)	42	

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

MBTA Surveys: 2008-09

Bus Survey

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

Expanded Results

Route: 39

Forest Hills - Back Bay Station

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	4,148	53.9%	53.9%
Home-based School	703	9.1%	63.0%
Home-based Shopping	276	3.6%	66.6%
Home-based Social Activity	177	2.3%	68.9%
Home-based Personal Business	855	11.1%	80.0%
Home-based Work-related	121	1.6%	81.6%
Home-based Other	339	4.4%	86.0%
Work-based	709	9.2%	95.2%
Non-Home or Work-based	368	4.8%	100.0%
TOTAL	7,696		
No Answer	153		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	2,505	58.2%
Speed/travel time	826	19.2%
Avoid driving/traffic	2,009	46.7%
Avoid parking at destination	2,108	49.0%
Environmentally responsible	1,621	37.7%
Less expensive	1,612	37.5%
Can read/do work	1,091	25.4%
Only transportation available	1,219	28.3%
Other	240	5.6%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	4,303	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	2,507	56.6%
No	1,919	43.4%
TOTAL	4,426	100.0%
No answer	3,423	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	914	39.8%
Non-MBTA bus	92	4.0%
Carpool/vanpool	339	14.8%
Bicycle	247	10.8%
Other MBTA service	918	40.0%
Other	433	18.9%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	2,296	
(No alternatives reported)	211	

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

MBTA Surveys: 2008-09

Bus Survey

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

Expanded Results

Route: 57

Watertown Sq - Kenmore Sq

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	4,733	77.0%	77.0%
Home-based School	425	6.9%	83.9%
Home-based Shopping	213	3.5%	87.3%
Home-based Social Activity	0	0.0%	87.3%
Home-based Personal Business	212	3.4%	90.8%
Home-based Work-related	0	0.0%	90.8%
Home-based Other	70	1.1%	91.9%
Work-based	354	5.8%	97.7%
Non-Home or Work-based	142	2.3%	100.0%
TOTAL	6,150		
No Answer	282		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	3,256	50.6%
Speed/travel time	989	15.4%
Avoid driving/traffic	3,039	47.2%
Avoid parking at destination	2,612	40.6%
Environmentally responsible	3,041	47.3%
Less expensive	2,901	45.1%
Can read/do work	1,979	30.8%
Only transportation available	2,615	40.6%
Other	142	2.2%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	6,432	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	4,170	66.3%
No	2,120	33.7%
TOTAL	6,290	100.0%
No answer	142	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	1,412	35.0%
Non-MBTA bus	0	0.0%
Carpool/vanpool	496	12.3%
Bicycle	706	17.5%
Other MBTA service	1,979	49.1%
Other	849	21.1%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	4,029	
(No alternatives reported)	142	

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

MBTA Surveys: 2008-09

Bus Survey

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

Expanded Results

Route: 66

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
Yes	4,540	53.2%
No	3,998	46.8%
TOTAL	8,538	100.0%
No answer	162	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	762	18.2%
Non-MBTA bus	93	2.2%
Carpool/vanpool	612	14.6%
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.*

MBTA Surveys: 2008-09

Bus Survey

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

Expanded Results

Route: 71

Watertown Sq - Harvard Sq

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	2,353	77.4%	77.4%
Home-based School	186	6.1%	83.5%
Home-based Shopping	49	1.6%	85.1%
Home-based Social Activity	17	0.6%	85.7%
Home-based Personal Business	80	2.6%	88.3%
Home-based Work-related	32	1.1%	89.4%
Home-based Other	175	5.8%	95.1%
Work-based	99	3.3%	98.4%
Non-Home or Work-based	49	1.6%	100.0%
TOTAL	3,042		
No Answer	188		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	1,826	57.7%
Speed/travel time	622	19.7%
Avoid driving/traffic	1,392	44.0%
Avoid parking at destination	1,419	44.8%
Environmentally responsible	1,406	44.4%
Less expensive	1,404	44.4%
Can read/do work	1,016	32.1%
Only transportation available	856	27.0%
Other	177	5.6%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	3,165	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	1,566	49.7%
No	1,583	50.3%
TOTAL	3,148	100.0%
No answer	82	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	812	55.2%
Non-MBTA bus	32	2.2%
Carpool/vanpool	270	18.3%
Bicycle	221	15.0%
Other MBTA service	276	18.7%
Other	188	12.8%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	1,472	
(No alternatives reported)	93	

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

MBTA Surveys: 2008-09

Bus Survey

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

Expanded Results

Route: 73

Waverly Sq - Harvard Sq

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	2,163	71.4%	71.4%
Home-based School	159	5.2%	76.6%
Home-based Shopping	61	2.0%	78.6%
Home-based Social Activity	61	2.0%	80.6%
Home-based Personal Business	155	5.1%	85.7%
Home-based Work-related	38	1.2%	87.0%
Home-based Other	82	2.7%	89.6%
Work-based	266	8.8%	98.4%
Non-Home or Work-based	48	1.6%	100.0%
TOTAL	3,031		
No Answer	113		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	1,629	52.2%
Speed/travel time	494	15.8%
Avoid driving/traffic	1,408	45.1%
Avoid parking at destination	1,533	49.2%
Environmentally responsible	1,429	45.8%
Less expensive	1,299	41.6%
Can read/do work	1,106	35.5%
Only transportation available	760	24.4%
Other	96	3.1%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	3,119	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	1,433	46.3%
No	1,661	53.7%
TOTAL	3,094	100.0%
No answer	50	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	669	48.8%
Non-MBTA bus	71	5.2%
Carpool/vanpool	232	16.9%
Bicycle	195	14.2%
Other MBTA service	301	22.0%
Other	255	18.6%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	1,370	
(No alternatives reported)	63	

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

MBTA Surveys: 2008-09

Bus Survey

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

Expanded Results

Route: 77

Arlington Heights - Harvard Sq

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	1,787	47.4%	47.4%
Home-based School	377	10.0%	57.4%
Home-based Shopping	246	6.5%	63.9%
Home-based Social Activity	123	3.3%	67.2%
Home-based Personal Business	391	10.4%	77.5%
Home-based Work-related	138	3.7%	81.2%
Home-based Other	140	3.7%	84.9%
Work-based	346	9.2%	94.1%
Non-Home or Work-based	223	5.9%	100.0%
TOTAL	3,773		
No Answer	156		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	2,342	60.3%
Speed/travel time	878	22.6%
Avoid driving/traffic	1,676	43.2%
Avoid parking at destination	1,821	46.9%
Environmentally responsible	2,109	54.3%
Less expensive	1,420	36.6%
Can read/do work	1,411	36.3%
Only transportation available	1,476	38.0%
Other	16	0.4%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	3,882	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	2,109	55.5%
No	1,688	44.5%
TOTAL	3,797	100.0%
No answer	132	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	719	36.3%
Non-MBTA bus	16	0.8%
Carpool/vanpool	254	12.9%
Bicycle	386	19.5%
Other MBTA service	694	35.1%
Other	649	32.8%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	1,977	
(No alternatives reported)	132	

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

MBTA Surveys: 2008-09

Bus Survey

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

Expanded Results

Route: 111

Woodlawn - Haymarket

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	2,039	50.9%	50.9%
Home-based School	481	12.0%	63.0%
Home-based Shopping	80	2.0%	65.0%
Home-based Social Activity	41	1.0%	66.0%
Home-based Personal Business	243	6.1%	72.1%
Home-based Work-related	41	1.0%	73.1%
Home-based Other	597	14.9%	88.0%
Work-based	279	7.0%	95.0%
Non-Home or Work-based	200	5.0%	100.0%
TOTAL	4,002		
No Answer	320		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	2,121	50.5%
Speed/travel time	478	11.4%
Avoid driving/traffic	1,446	34.4%
Avoid parking at destination	1,517	36.1%
Environmentally responsible	765	18.2%
Less expensive	1,197	28.5%
Can read/do work	640	15.2%
Only transportation available	1,438	34.2%
Other	241	5.7%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	4,199	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	2,034	50.8%
No	1,968	49.2%
TOTAL	4,002	100.0%
No answer	320	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	916	52.2%
Non-MBTA bus	39	2.2%
Carpool/vanpool	318	18.1%
Bicycle	79	4.5%
Other MBTA service	597	34.1%
Other	80	4.6%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	1,755	
(No alternatives reported)	279	

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

MBTA Surveys: 2008-09

Bus Survey

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

Expanded Results

Route: 116

Wonderland - Maverick Station via Revere St **Both Directions**

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	1,275	47.6%	47.6%
Home-based School	441	16.5%	64.1%
Home-based Shopping	187	7.0%	71.0%
Home-based Social Activity	0	0.0%	71.0%
Home-based Personal Business	388	14.5%	85.5%
Home-based Work-related	34	1.3%	86.8%
Home-based Other	144	5.4%	92.1%
Work-based	144	5.4%	97.5%
Non-Home or Work-based	67	2.5%	100.0%
TOTAL	2,679		
No Answer	187		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	1,596	57.2%
Speed/travel time	609	21.8%
Avoid driving/traffic	805	28.9%
Avoid parking at destination	738	26.5%
Environmentally responsible	671	24.1%
Less expensive	1,021	36.6%
Can read/do work	445	16.0%
Only transportation available	1,284	46.0%
Other	177	6.4%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	2,790	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	1,677	61.6%
No	1,045	38.4%
TOTAL	2,723	100.0%
No answer	144	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	489	31.9%
Non-MBTA bus	43	2.8%
Carpool/vanpool	244	15.9%
Bicycle	144	9.4%
Other MBTA service	551	35.9%
Other	417	27.2%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	1,534	
(No alternatives reported)	144	

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

MBTA Surveys: 2008-09

Bus Survey

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

Expanded Results

Route: 117

Wonderland - Maverick Station via Beach St **Both Directions**

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	892	44.6%	44.6%
Home-based School	86	4.3%	48.9%
Home-based Shopping	163	8.2%	57.1%
Home-based Social Activity	77	3.8%	60.9%
Home-based Personal Business	211	10.5%	71.5%
Home-based Work-related	43	2.2%	73.6%
Home-based Other	77	3.8%	77.5%
Work-based	201	10.1%	87.5%
Non-Home or Work-based	250	12.5%	100.0%
TOTAL	2,000		
No Answer	230		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	1,122	53.4%
Speed/travel time	374	17.8%
Avoid driving/traffic	624	29.7%
Avoid parking at destination	417	19.9%
Environmentally responsible	624	29.7%
Less expensive	714	34.0%
Can read/do work	407	19.4%
Only transportation available	1,045	49.8%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	2,100	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	811	39.9%
No	1,222	60.1%
TOTAL	2,033	100.0%
No answer	197	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	187	24.4%
Non-MBTA bus	0	0.0%
Carpool/vanpool	34	4.4%
Bicycle	0	0.0%
Other MBTA service	384	50.0%
Other	197	25.6%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	767	
(No alternatives reported)	43	

**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 Key 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 Key Bus Routes 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. Key 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 45, the number for people boarding Route 39, while the lowest was 10, the number for Route 32. 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

The largest 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 73%. 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

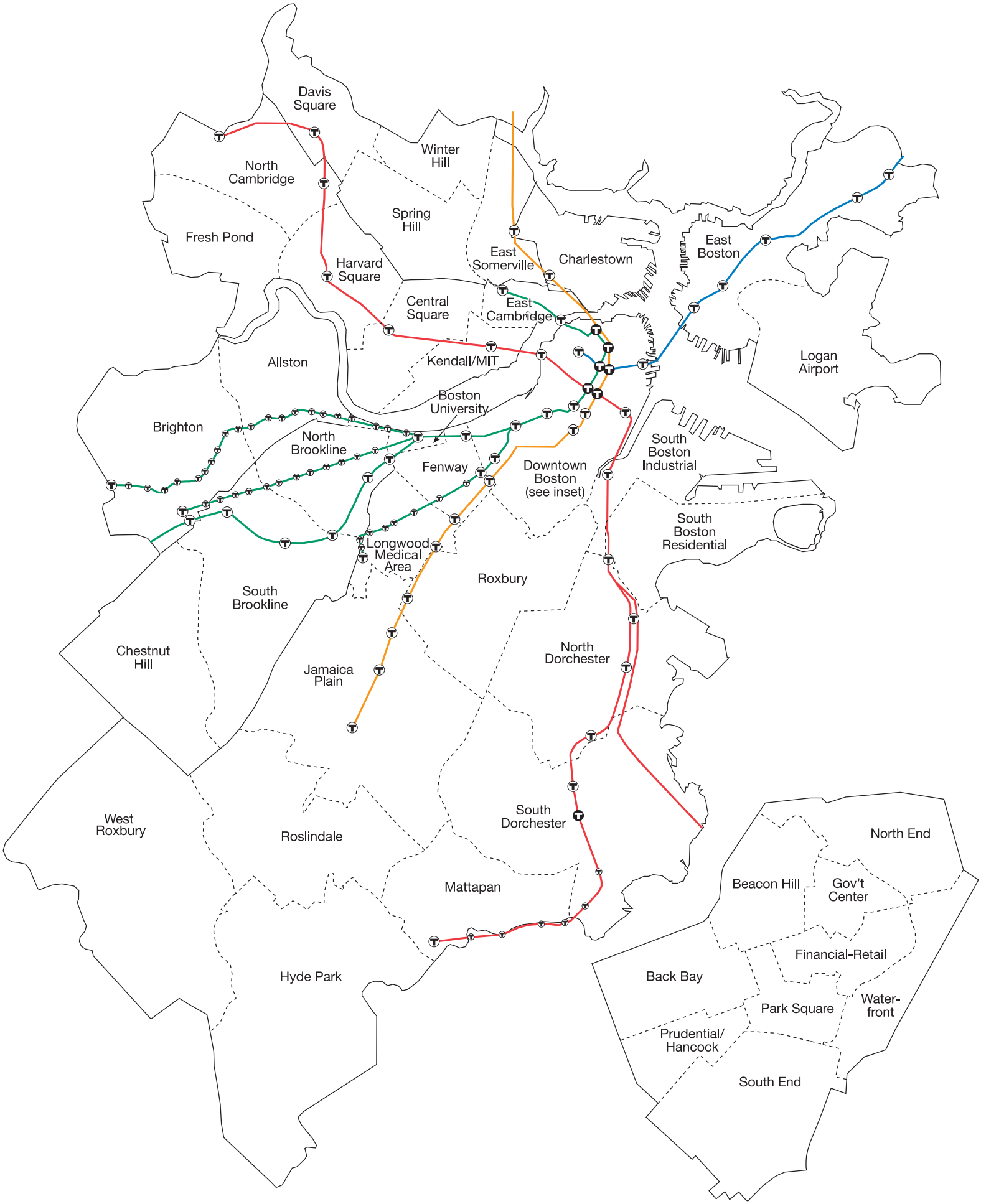
accord with the result regarding the predominant trip purpose category, which was home-based work (see Chapters 3 and 7).

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 Key Bus Routes, work was the origin activity for 7%, followed by school with 6% and personal business with 4%.

The percentages of riders whose origin activity was home were the highest on Routes 71 (91%), 57 (80%), and 73 (76%) and were the lowest on Routes 28 (55%) and 15 and 77 (both 63%). The percentages of riders with work, school, and personal business origin activities, respectively, were the highest for Routes 111 (13%), 28 (13%), and 117 (11%).

Figure 4-1

Neighborhood Boundaries



MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 1

Expanded Results

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.

MBTA Surveys: 2008-09

Bus Survey

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.

MBTA Surveys: 2008-09

Bus Survey

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.

MBTA Surveys: 2008-09

Bus Survey

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.

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 28

Expanded Results

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.

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 32

Expanded Results

Wolcott - Forest Hills

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: Hyde Park	611	50.2%	2.3%	86.3%	4.6%		4.6%	2.3%			
Boston: Jamaica Plain	233	19.2%	8.2%	59.0%		8.2%		8.2%			16.4%
Boston: Roslindale	159	13.0%	12.1%	79.2%							8.8%
Boston: Roxbury	57	4.7%		66.7%		33.3%					
Boston: Govt Center	38	3.1%				100.0%					
Boston: West Roxbury	33	2.7%		100.0%							
Dedham	28	2.3%		50.0%						50.0%	
Boston: Brighton	19	1.6%		100.0%							
Framingham	19	1.6%								100.0%	
Watertown	19	1.6%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	1,217	100.0%	4.3%	73.5%	2.3%	7.9%	2.3%	2.7%		2.7%	4.3%

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 39

Expanded Results

Forest Hills - Back Bay 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: Jamaica Plain	2,989	38.1%		83.3%	1.1%	5.3%	6.2%	3.2%		1.1%	
Boston: Longwood Med Area	1,030	13.1%		45.1%	14.4%	20.5%		8.5%		8.5%	3.0%
Boston: South End	440	5.6%		86.2%		6.6%		7.1%			
Boston: Roslindale	408	5.2%		69.2%		23.1%			7.7%		
Boston: Fenway	366	4.7%		33.7%	49.7%	16.6%					
Boston: Back Bay	321	4.1%		54.5%		9.1%	18.2%				18.2%
Boston: Mattapan	220	2.8%		85.7%				14.3%			
Canton	204	2.6%		100.0%							
Boston: West Roxbury	189	2.4%		66.7%	16.7%		16.7%				
Boston: South Dorchester	157	2.0%	20.0%	60.0%							20.0%
Brookline: South Brookline	94	1.2%		66.7%				33.3%			
Brookline: North Brookline	90	1.1%		100.0%							
Boston: Hyde Park	63	0.8%		100.0%							
Milton	63	0.8%		100.0%							
Boston: Beacon Hill	61	0.8%		48.2%				51.8%			
Boston: Financial/Retail	61	0.8%						48.2%			51.8%
Boston: North Dorchester	61	0.8%		51.8%							48.2%
Needham	61	0.8%		100.0%							
Norwood	61	0.8%		100.0%							
Boston: Brighton	58	0.7%		100.0%							
Boston: Prudential/Hancock	58	0.7%		50.0%			50.0%				
Brockton	58	0.7%		100.0%							
Marlborough	58	0.7%		100.0%							
Other (< 0.5 % of riders)	678	8.6%		73.8%	8.6%	8.6%		8.9%			
OVERALL TOTAL	7,849	100.0%	0.4%	72.5%	5.7%	8.1%	3.9%	5.1%	0.4%	1.5%	2.3%

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 57

Expanded Results

Watertown Sq - 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: Brighton	1,977	30.7%		75.0%	3.6%	10.7%		3.6%	7.2%		
Boston: Allston	917	14.3%		92.2%				7.8%			
Watertown	845	13.1%		100.0%							
Newton	775	12.1%		100.0%							
Brookline: North Brookline	498	7.7%		85.7%		14.3%					
Boston: B U	284	4.4%		24.8%	50.1%	25.1%					
Boston: Fenway	213	3.3%		100.0%							
Boston: Longwood Med Area	213	3.3%			100.0%						
Waltham	211	3.3%		100.0%							
Boston: Back Bay	142	2.2%		50.0%		50.0%					
Boston: Financial/Retail	71	1.1%					100.0%				
Boston: Govt Center	71	1.1%				100.0%					
Lynn	71	1.1%		100.0%							
Somerville: East Somerville	71	1.1%		100.0%							
Unspecified	71	1.1%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	6,432	100.0%		80.1%	6.6%	7.7%	1.1%	2.2%	2.2%		

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

MBTA Surveys: 2008-09

Bus Survey

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.

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Expanded Results

Route: 71

Watertown Sq - Harvard 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
Watertown	1,458	45.1%	2.2%	93.5%		2.2%					2.1%
Newton	320	9.9%		95.2%			4.8%				
Cambridge: Harvard Square	255	7.9%		59.7%	13.4%	6.7%	6.7%			6.7%	6.7%
Cambridge: Fresh Pond	217	6.7%		85.1%		7.0%		7.9%			
Boston: Beacon Hill	86	2.6%		80.0%					20.0%		
Boston: Fenway	68	2.1%		100.0%							
Somerville: Davis Square	68	2.1%		100.0%							
Somerville: Spring Hill	68	2.1%		100.0%							
Boston: Jamaica Plain	51	1.6%		100.0%							
Boston: South Dorchester	51	1.6%		100.0%							
Cambridge: North Cambridge	51	1.6%		100.0%							
Chelsea	51	1.6%		100.0%							
Medford	51	1.6%		100.0%							
Boston: Brighton	48	1.5%		68.0%				32.0%			
Waltham	46	1.4%		100.0%							
Belmont	34	1.1%		100.0%							
Boston: Allston	34	1.1%		100.0%							
Boston: Roxbury	34	1.1%		100.0%							
Cambridge: Central Square	34	1.1%		50.0%							50.0%
Arlington	17	0.5%		100.0%							
Boston: Charlestown	17	0.5%		100.0%							
Boston: East Boston	17	0.5%		100.0%							
Boston: South End	17	0.5%		100.0%							
Brookline: North Brookline	17	0.5%		100.0%							
Cambridge: East Cambridge	17	0.5%		100.0%							
Lexington	17	0.5%		100.0%							
Quincy	17	0.5%		100.0%							
Revere	17	0.5%		100.0%							
Saugus	17	0.5%		100.0%							
Winthrop	17	0.5%		100.0%							
Other (< 0.5 % of riders)	15	0.5%		100.0%							
OVERALL TOTAL	3,230	100.0%	1.0%	90.9%	1.1%	2.0%	1.0%	1.0%	0.5%	0.5%	2.0%

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 73

Expanded Results

Waverly Sq - Harvard 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
Belmont	1,252	39.8%	1.0%	85.0%		7.0%	2.0%	2.0%			3.0%
Watertown	525	16.7%		97.6%		2.4%					
Cambridge: Fresh Pond	224	7.1%		67.3%		5.6%		27.1%			
Cambridge: Harvard Square	207	6.6%		22.2%	22.2%	22.2%		11.1%		11.1%	11.1%
Waltham	151	4.8%		91.7%		8.3%					
Boston: Fenway	69	2.2%		66.7%				33.3%			
Medford	69	2.2%		66.7%	33.3%						
Cambridge: North Cambridge	59	1.9%		21.4%		78.6%					
Arlington	46	1.5%		50.0%							50.0%
Boston: Beacon Hill	46	1.5%				50.0%					50.0%
Cambridge: Central Square	46	1.5%		100.0%							
Boston: Allston	23	0.7%		100.0%							
Boston: Back Bay	23	0.7%		100.0%							
Boston: Brighton	23	0.7%		100.0%							
Boston: Financial/Retail	23	0.7%				100.0%					
Boston: Govt Center	23	0.7%				100.0%					
Boston: Logan Airport	23	0.7%									100.0%
Boston: Mattapan	23	0.7%		100.0%							
Boston: North Dorchester	23	0.7%		100.0%							
Boston: So Bos Indust	23	0.7%				100.0%					
Boston: South Dorchester	23	0.7%		100.0%							
Boston: South End	23	0.7%		100.0%							
Boston: Waterfront	23	0.7%				100.0%					
Brookline: North Brookline	23	0.7%		100.0%							
Cambridge: East Cambridge	23	0.7%				100.0%					
Franklin	23	0.7%		100.0%							
Norwood	23	0.7%		100.0%							
Quincy	23	0.7%		100.0%							
Somerville: Spring Hill	23	0.7%		100.0%							
Whitman	23	0.7%		100.0%							
Other (< 0.5 % of riders)	13	0.4%		100.0%							
OVERALL TOTAL	3,144	100.0%	0.4%	76.2%	2.2%	11.3%	0.8%	4.2%		0.7%	4.1%

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 77

Expanded Results

Arlington Heights - Harvard 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
Arlington	1,927	49.0%	0.8%	69.5%	3.6%	13.2%	1.6%	7.2%		1.6%	2.4%
Cambridge: North Cambridge	551	14.0%		78.9%	6.9%		2.8%	5.7%		2.8%	2.8%
Cambridge: Harvard Square	496	12.6%	3.1%	20.2%	15.3%	30.6%	7.7%	7.7%		15.3%	
Somerville: Davis Square	154	3.9%		75.3%						24.7%	
Cambridge: Central Square	152	3.9%		25.0%			25.0%	25.0%			25.0%
Watertown	114	2.9%		100.0%							
Boston: Beacon Hill	76	1.9%		50.0%				50.0%			
Cambridge: Fresh Pond	76	1.9%		50.0%				50.0%			
Boston: Allston	38	1.0%		100.0%							
Boston: East Boston	38	1.0%		100.0%							
Boston: So Bos Indust	38	1.0%				100.0%					
Boston: South Dorchester	38	1.0%		100.0%							
Cambridge: Kendall/MIT	38	1.0%				100.0%					
Lynn	38	1.0%		100.0%							
Revere	38	1.0%		100.0%							
Somerville: Spring Hill	38	1.0%		100.0%							
Burlington	31	0.8%		50.0%							50.0%
Other (< 0.5 % of riders)	47	1.2%		66.7%							33.3%
OVERALL TOTAL	3,929	100.0%	0.8%	63.5%	4.7%	12.3%	3.1%	8.2%		4.1%	3.4%

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 111

Expanded Results

Woodlawn - Haymarket

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
Chelsea	2,606	60.3%	1.5%	75.8%	1.6%	16.6%		3.0%			1.5%
Boston: Jamaica Plain	123	2.8%		66.7%							33.3%
Boston: Govt Center	121	2.8%			32.4%	67.6%					
Boston: Dwntwn Unspecified	82	1.9%		50.0%	50.0%						
Boston: Financial/Retail	82	1.9%									100.0%
Boston: North End	82	1.9%		100.0%							
Boston: Park Square	82	1.9%			100.0%						
Boston: Roslindale	82	1.9%		100.0%							
Cambridge: Central Square	82	1.9%		100.0%							
Malden	82	1.9%		100.0%							
Quincy	82	1.9%		100.0%							
Woburn	82	1.9%		100.0%							
Everett	79	1.8%	50.0%	50.0%							
Revere	79	1.8%		100.0%							
Ashland	41	0.9%		100.0%							
Boston: B U	41	0.9%		100.0%							
Boston: Beacon Hill	41	0.9%						100.0%			
Boston: Longwood Med Area	41	0.9%						100.0%			
Boston: North Dorchester	41	0.9%			100.0%						
Boston: Roxbury	41	0.9%		100.0%							
Boston: South Dorchester	41	0.9%		100.0%							
Boston: South End	41	0.9%				100.0%					
Cambridge: East Cambridge	41	0.9%					100.0%				
Fairhaven	41	0.9%		100.0%							
Milton	41	0.9%		100.0%							
Sharon	41	0.9%		100.0%							
Somerville: Winter Hill	41	0.9%		100.0%							
Unspecified	41	0.9%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	4,322	100.0%	1.8%	71.2%	5.7%	12.9%	0.9%	3.7%			3.8%

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 116

Expanded Results

Wonderland - Maverick Station via Revere 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
Chelsea	930	32.4%		60.8%	10.8%	3.6%	8.3%	8.3%		3.6%	4.7%
Revere	892	31.1%		85.0%	3.8%			11.3%			
Boston: East Boston	585	20.4%		92.6%	7.4%						
Boston: Logan Airport	86	3.0%				100.0%					
Boston: Park Square	77	2.7%						100.0%			
Boston: Back Bay	43	1.5%		100.0%							
Boston: So Bos Res	43	1.5%		100.0%							
Boston: South End	43	1.5%		100.0%							
Boston: Financial/Retail	34	1.2%				100.0%					
Boston: North Dorchester	34	1.2%			100.0%						
Boston: Unspecified	34	1.2%									100.0%
Everett	34	1.2%		100.0%							
Lynn	34	1.2%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	2,866	100.0%		71.9%	7.4%	5.4%	2.7%	8.9%		1.2%	2.7%

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 117

Expanded Results

Wonderland - Maverick Station via Beach 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
Chelsea	647	29.0%		52.6%		17.0%	6.7%	18.5%			5.2%
Revere	638	28.6%		84.2%		10.5%	5.3%				
Boston: East Boston	437	19.6%		70.3%				19.8%		9.9%	
Lynn	101	4.5%		66.7%	33.3%						
Unspecified	67	3.0%	50.0%			50.0%					
Boston: Financial/Retail	43	1.9%							100.0%		
Boston: Jamaica Plain	43	1.9%		100.0%							
Boston: North Dorchester	43	1.9%			100.0%						
Boston: So Bos Res	43	1.9%		100.0%							
Boston: Govt Center	34	1.5%						100.0%			
Cambridge: Central Square	34	1.5%		100.0%							
Milton	34	1.5%		100.0%							
Quincy	34	1.5%				100.0%					
Weymouth	34	1.5%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	2,230	100.0%	1.5%	64.5%	3.4%	11.0%	3.4%	10.8%	1.9%	1.9%	1.5%

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

5 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 Key Bus Routes 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 Key Bus Route. The highest walk access rates were on Routes 116 (82%), 77 (77%), and 23 (73%). Drive access trips were the second-largest private access mode. The highest drive access rates were on Routes 73 and 71 (both 6%) and 32 (5%). Route 28 had the highest drop-off rate of the Key Bus Routes (4%); the next highest rates were on Route 57 and 15 (both 3%).

The public access modes most used by riders on Key Bus Routes were MBTA bus and rapid transit. The highest bus access rates were on Routes 57 (19%), 39 (18%), and 66 (16%). The highest rapid transit access rates were on Routes 111 (23%), 117 (21%), and 71 (19%). The only commuter rail access trips were reported on Routes 39 (7%), 111 (1%), and 77 (less than 1%).

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 57 and 77 (both 5 minutes) and 73 (6 minutes). The highest walk access times were reported by riders on Routes 23 (10 minutes) and 15 and 28 (both 9 minutes). The highest reported drive/park access times were on Routes 39 (24 minutes), 23 (21 minutes), and 28 (15 minutes), and the highest reported drop-off access times were on Routes 32 (40 minutes) and 1 and 66 (both 14 minutes).

Walk access times to all Key Bus Routes combined averaged 7 minutes. Slightly less than 20% 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 71 (27%) and 66 and 57 (both 24%). The highest drive/park access rate was 5% on Route 39 and the highest drop-off access rate was 5% on Route 117.

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 57 and 23 (both 20%) and 71 (18%). 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 111 and 22 (both 16%) and 117 (15%).

The most commonly listed connecting bus route from which bus riders on the surveyed routes transferred was Route 66, followed by the Silver Line Washington Street (Route 749) and Route 39. 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 101 and 88.

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 1

Harvard Sq - Dudley Station via BU Medical **Both Directions**

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	4,583	71.7%
Drive/Park Access	55	0.9%
Drop-off Access	80	1.2%
Taxi Access	28	0.4%
Shuttle/Van Access	28	0.4%
Bicycle Access	28	0.4%
Other Access	0	0.0%
Total Private Trans.	4,802	75.1%
MBTA Bus	597	9.3%
Other Bus	0	0.0%
Rapid Transit	996	15.6%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	1,592	24.9%
TOTAL	6,394	100.0%
No Answer	28	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	1,402	21.9%
Drive/Park	28	0.4%
Drop-off	28	0.4%
Other	55	0.9%
TOTAL	1,513	23.7%
No Answer	80	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	680	10.6%
Other Bus	0	0.0%
Rapid Transit	833	13.0%
Commuter Rail	80	1.2%
Boat	0	0.0%
Other	0	0.0%
TOTAL	1,592	24.9%

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: 15

Kane Sq/Fields Cnr Station - Ruggles

Both Directions

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	2,940	67.8%
Drive/Park Access	131	3.0%
Drop-off Access	131	3.0%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	3,202	73.9%
MBTA Bus	705	16.3%
Other Bus	0	0.0%
Rapid Transit	428	9.9%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	1,132	26.1%
TOTAL	4,335	100.0%
No Answer	199	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	1,025	23.7%
Drive/Park	0	0.0%
Drop-off	0	0.0%
Other	107	2.5%
TOTAL	1,132	26.1%
No Answer	0	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	758	17.5%
Other Bus	0	0.0%
Rapid Transit	374	8.6%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	1,132	26.1%

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		456	15.7%
16-20	301	11.4%	0	0.0%	0	0.0%	responses)		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: 22

Ashmont Station - Ruggles via Jackson Sq **Both Directions**

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

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	976	22.5%
Drive/Park	43	1.0%
Drop-off	0	0.0%
Other	0	0.0%
TOTAL	1,019	23.5%
No Answer	78	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	354	8.2%
Other Bus	70	1.6%
Rapid Transit	673	15.5%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	1,097	25.3%

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		0	0.0%	276	11.9%
16-20	105	4.8%	35	44.8%	responses)		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**

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	5,033	72.7%
Drive/Park Access	300	4.3%
Drop-off Access	72	1.0%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	5,405	78.1%
MBTA Bus	1,029	14.9%
Other Bus	0	0.0%
Rapid Transit	490	7.1%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	1,519	21.9%
TOTAL	6,924	100.0%
No Answer	72	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	1,375	19.9%
Drive/Park	0	0.0%
Drop-off	72	1.0%
Other	0	0.0%
TOTAL	1,447	20.9%
No Answer	72	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	1,352	19.5%
Other Bus	0	0.0%
Rapid Transit	167	2.4%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	1,519	21.9%

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%	(No		407	8.7%
16-20	539	12.4%	84	36.7%	0	0.0%	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: 28

Mattapan Station - Ruggles via Dudley **Both Directions**

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

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	1,317	20.7%
Drive/Park	39	0.6%
Drop-off	0	0.0%
Other	0	0.0%
TOTAL	1,356	21.3%
No Answer	0	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	861	13.5%
Other Bus	78	1.2%
Rapid Transit	418	6.6%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	1,356	21.3%

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: 32

Wolcott - Forest Hills

Both Directions

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	870	71.5%
Drive/Park Access	61	5.0%
Drop-off Access	33	2.7%
Taxi Access	14	1.1%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	979	80.4%
MBTA Bus	143	11.7%
Other Bus	0	0.0%
Rapid Transit	96	7.9%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	238	19.6%
TOTAL	1,217	100.0%
No Answer	0	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	181	14.9%
Drive/Park	0	0.0%
Drop-off	19	1.6%
Other	0	0.0%
TOTAL	200	16.4%
No Answer	38	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	162	13.3%
Other Bus	0	0.0%
Rapid Transit	77	6.3%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	238	19.6%

Bus Transfers from Connecting Routes:	Number of Riders	Percent of Riders
42	38	26.8%
39	38	26.8%
37	19	13.4%
16	19	13.4%
33	14	9.8%
Other	14	9.8%
TOTAL	143	100.0%

Bus Transfers from Nonconnecting Routes:	Number of Riders	Percent of Riders
70	19	100.0%
TOTAL	19	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	304	43.5%	28	45.8%	0	0.0%			332	42.6%
6-10	248	35.5%	33	54.2%	0	0.0%			281	36.1%
11-15	118	17.0%	0	0.0%	0	0.0%	(No		118	15.2%
16-20	28	4.0%	0	0.0%	0	0.0%	responses)		28	3.6%
21-30	0	0.0%	0	0.0%	0	0.0%			0	0.0%
31-45	0	0.0%	0	0.0%	19	100.0%			19	2.5%
Over 45	0	0.0%	0	0.0%	0	0.0%			0	0.0%
TOTAL	698	100.0%	61	100.0%	19	100.0%			778	100.0%
No Answer	173		0		14		14		201	
Avg. Time (min)	7.6		6.8		40.0				8.4	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 39

Forest Hills - Back Bay Station **Both Directions**

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	5,169	66.6%
Drive/Park Access	155	2.0%
Drop-off Access	153	2.0%
Taxi Access	0	0.0%
Shuttle/Van Access	31	0.4%
Bicycle Access	0	0.0%
Other Access	61	0.8%
Total Private Trans.	5,569	71.8%
MBTA Bus	1,362	17.6%
Other Bus	58	0.8%
Rapid Transit	242	3.1%
Commuter Rail	525	6.8%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	2,188	28.2%
TOTAL	7,757	100.0%
No Answer	92	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	1,567	20.2%
Drive/Park	379	4.9%
Drop-off	61	0.8%
Other	31	0.4%
TOTAL	2,038	26.3%
No Answer	150	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	1,362	17.6%
Other Bus	58	0.8%
Rapid Transit	242	3.1%
Commuter Rail	525	6.8%
Boat	0	0.0%
Other	0	0.0%
TOTAL	2,188	28.2%

Bus Transfers from Connecting Routes:	Number of Riders	Percent of Riders
32	220	15.5%
31	189	13.3%
36	126	8.8%
21	126	8.8%
66	119	8.4%
Other	642	45.2%
TOTAL	1,421	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	1,625	61.7%	0	0.0%	0	0.0%	29	48.2%	1,654	57.4%
6-10	518	19.7%	31	25.0%	63	100.0%	0	0.0%	613	21.3%
11-15	150	5.7%	0	0.0%	0	0.0%	0	0.0%	150	5.2%
16-20	310	11.8%	63	50.0%	0	0.0%	0	0.0%	373	12.9%
21-30	29	1.1%	0	0.0%	0	0.0%	31	51.8%	61	2.1%
31-45	0	0.0%	31	25.0%	0	0.0%	0	0.0%	31	1.1%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	2,633	100.0%	126	100.0%	63	100.0%	61	100.0%	2,882	100.0%
No Answer	2,536		29		90		31		2,687	
Avg. Time (min)	7.3		23.8		10.0		16.5		8.3	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 57

Watertown Sq - Kenmore Sq **Both Directions**

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	4,450	69.2%
Drive/Park Access	0	0.0%
Drop-off Access	211	3.3%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	4,661	72.5%
MBTA Bus	1,202	18.7%
Other Bus	0	0.0%
Rapid Transit	569	8.8%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	1,771	27.5%
TOTAL	6,432	100.0%
No Answer	0	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	1,559	24.2%
Drive/Park	0	0.0%
Drop-off	71	1.1%
Other	0	0.0%
TOTAL	1,630	25.3%
No Answer	142	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	1,273	19.8%
Other Bus	0	0.0%
Rapid Transit	498	7.7%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	1,771	27.5%

Bus Transfers from Connecting Routes:	Number of Riders	Percent of Riders
66	284	23.6%
556	282	23.4%
60	142	11.8%
553	141	11.7%
8	71	5.9%
Other	282	23.5%
TOTAL	1,202	100.0%

Bus Transfers from Nonconnecting Routes:	Number of Riders	Percent of Riders
101	71	100.0%
TOTAL	71	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	2,824	71.4%			141	100.0%			2,964	72.4%
6-10	708	17.9%			0	0.0%			708	17.3%
11-15	424	10.7%	(No responses)		0	0.0%	(No responses)		424	10.3%
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	3,956	100.0%			141	100.0%			4,097	100.0%
No Answer	494				70				564	
Avg. Time (min)	5.1				5.0				5.1	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 66

Harvard Sq - Dudley Station via Allston/Brookline **Both Directions**

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	5,987	69.9%
Drive/Park Access	81	0.9%
Drop-off Access	103	1.2%
Taxi Access	0	0.0%
Shuttle/Van Access	47	0.5%
Bicycle Access	0	0.0%
Other Access	93	1.1%
Total Private Trans.	6,312	73.7%
MBTA Bus	1,393	16.3%
Other Bus	0	0.0%
Rapid Transit	856	10.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	2,248	26.3%
TOTAL	8,560	100.0%
No Answer	140	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	2,086	24.4%
Drive/Park	0	0.0%
Drop-off	0	0.0%
Other	116	1.4%
TOTAL	2,202	25.7%
No Answer	47	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	1,393	16.3%
Other Bus	0	0.0%
Rapid Transit	821	9.6%
Commuter Rail	34	0.4%
Boat	0	0.0%
Other	0	0.0%
TOTAL	2,248	26.3%

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		349	6.6%
16-20	324	6.3%	0	0.0%	34	50.0%	responses)		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	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 71

Watertown Sq - Harvard Sq

Both Directions

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	1,973	61.4%
Drive/Park Access	186	5.8%
Drop-off Access	15	0.5%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	17	0.5%
Other Access	17	0.5%
Total Private Trans.	2,209	68.7%
MBTA Bus	390	12.1%
Other Bus	0	0.0%
Rapid Transit	616	19.2%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	1,006	31.3%
TOTAL	3,215	100.0%
No Answer	15	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	871	27.1%
Drive/Park	68	2.1%
Drop-off	0	0.0%
Other	34	1.1%
TOTAL	974	30.3%
No Answer	32	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	578	18.0%
Other Bus	0	0.0%
Rapid Transit	428	13.3%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	1,006	31.3%

Bus Transfers from Connecting Routes:	Number of Riders	Percent of Riders
59	61	15.6%
66	51	13.2%
1	51	13.2%
70	46	11.7%
96	34	8.8%
Other	146	37.6%
TOTAL	390	100.0%

Bus Transfers from Nonconnecting Routes:	Number of Riders	Percent of Riders
88	34	18.2%
94	17	9.1%
89	17	9.1%
712	17	9.1%
43	17	9.1%
Other	86	45.5%
TOTAL	188	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	1,210	65.0%	15	11.1%	0	0.0%	0	0.0%	1,225	60.3%
6-10	312	16.8%	61	44.4%	15	100.0%	17	100.0%	405	19.9%
11-15	217	11.6%	46	33.3%	0	0.0%	0	0.0%	263	12.9%
16-20	63	3.4%	15	11.1%	0	0.0%	0	0.0%	78	3.8%
21-30	61	3.3%	0	0.0%	0	0.0%	0	0.0%	61	3.0%
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	1,863	100.0%	137	100.0%	15	100.0%	17	100.0%	2,032	100.0%
No Answer	110		49		0		17		177	
Avg. Time (min)	6.8		11.7		10.0		10.0		7.1	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 73

Waverly Sq - Harvard Sq

Both Directions

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	2,001	63.6%
Drive/Park Access	201	6.4%
Drop-off Access	86	2.7%
Taxi Access	0	0.0%
Shuttle/Van Access	23	0.7%
Bicycle Access	13	0.4%
Other Access	36	1.1%
Total Private Trans.	2,358	75.0%
MBTA Bus	279	8.9%
Other Bus	0	0.0%
Rapid Transit	507	16.1%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	786	25.0%
TOTAL	3,144	100.0%
No Answer	0	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	647	20.6%
Drive/Park	46	1.5%
Drop-off	69	2.2%
Other	23	0.7%
TOTAL	786	25.0%
No Answer	0	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	440	14.0%
Other Bus	0	0.0%
Rapid Transit	277	8.8%
Commuter Rail	69	2.2%
Boat	0	0.0%
Other	0	0.0%
TOTAL	786	25.0%

Bus Transfers from Connecting Routes:	Number of Riders	Percent of Riders
1	69	24.8%
77	46	16.5%
66	46	16.5%
96	23	8.3%
86	23	8.3%
Other	71	25.5%
TOTAL	279	100.0%

Bus Transfers from Nonconnecting Routes:	Number of Riders	Percent of Riders
SL2	23	14.3%
SL1	23	14.3%
94	23	14.3%
88	23	14.3%
79	23	14.3%
Other	46	28.6%
TOTAL	161	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	1,250	68.5%	63	38.5%	86	100.0%	13	21.4%	1,411	66.2%
6-10	389	21.3%	63	38.5%	0	0.0%	23	39.3%	475	22.3%
11-15	161	8.8%	25	15.4%	0	0.0%	23	39.3%	209	9.8%
16-20	25	1.4%	13	7.7%	0	0.0%	0	0.0%	38	1.8%
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	1,825	100.0%	163	100.0%	86	100.0%	59	100.0%	2,133	100.0%
No Answer	176		38		0		13		226	
Avg. Time (min)	5.8		8.7		3.8		10.9		6.1	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 77

Arlington Heights - Harvard Sq **Both Directions**

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	3,035	77.2%
Drive/Park Access	78	2.0%
Drop-off Access	31	0.8%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	3,144	80.0%
MBTA Bus	351	8.9%
Other Bus	0	0.0%
Rapid Transit	418	10.6%
Commuter Rail	16	0.4%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	785	20.0%
TOTAL	3,929	100.0%
No Answer	0	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	754	19.2%
Drive/Park	31	0.8%
Drop-off	0	0.0%
Other	0	0.0%
TOTAL	785	20.0%
No Answer	0	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	389	9.9%
Other Bus	0	0.0%
Rapid Transit	380	9.7%
Commuter Rail	16	0.4%
Boat	0	0.0%
Other	0	0.0%
TOTAL	785	20.0%

Bus Transfers from Connecting Routes:	Number of Riders	Percent of Riders
71	152	43.3%
83	54	15.3%
88	38	10.8%
75	38	10.8%
66	38	10.8%
Other	31	8.9%
TOTAL	351	100.0%

Bus Transfers from Nonconnecting Routes:	Number of Riders	Percent of Riders
441	38	100.0%
TOTAL	38	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	1,850	68.8%	16	20.0%	16	100.0%			1,881	67.6%
6-10	714	26.6%	31	40.0%	0	0.0%			745	26.8%
11-15	94	3.5%	31	40.0%	0	0.0%	(No		125	4.5%
16-20	31	1.2%	0	0.0%	0	0.0%	responses)		31	1.1%
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	2,688	100.0%	78	100.0%	16	100.0%			2,782	100.0%
No Answer	346		0		16				362	
Avg. Time (min)	5.2		11.0		3.0				5.4	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 111

Woodlawn - Haymarket

Both Directions

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	2,736	65.1%
Drive/Park Access	197	4.7%
Drop-off Access	41	1.0%
Taxi Access	41	1.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	79	1.9%
Total Private Trans.	3,094	73.6%
MBTA Bus	82	2.0%
Other Bus	41	1.0%
Rapid Transit	944	22.5%
Commuter Rail	41	1.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	1,108	26.4%
TOTAL	4,202	100.0%
No Answer	120	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	862	20.5%
Drive/Park	123	2.9%
Drop-off	41	1.0%
Other	41	1.0%
TOTAL	1,067	25.4%
No Answer	41	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	287	6.8%
Other Bus	41	1.0%
Rapid Transit	657	15.6%
Commuter Rail	123	2.9%
Boat	0	0.0%
Other	0	0.0%
TOTAL	1,108	26.4%

Bus Transfers from Connecting Routes:	Number of Riders	Percent of Riders
354	82	66.7%
DAT	41	33.3%
TOTAL	123	100.0%

Bus Transfers from Nonconnecting Routes:	Number of Riders	Percent of Riders
32	41	20.0%
31	41	20.0%
216	41	20.0%
108	41	20.0%
101	41	20.0%
TOTAL	205	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	1,310	63.4%	79	50.0%			0	0.0%	1,389	61.3%
6-10	322	15.6%	39	25.0%			0	0.0%	361	16.0%
11-15	236	11.4%	0	0.0%	(No		39	100.0%	276	12.2%
16-20	199	9.6%	39	25.0%	responses)		0	0.0%	238	10.5%
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	2,066	100.0%	158	100.0%			39	100.0%	2,263	100.0%
No Answer	670		39		41		80		830	
Avg. Time (min)	7.0		8.0				15.0		7.2	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 116

Wonderland - Maverick Station via Revere St **Both Directions**

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	2,282	81.5%
Drive/Park Access	0	0.0%
Drop-off Access	34	1.2%
Taxi Access	0	0.0%
Shuttle/Van Access	43	1.5%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	2,358	84.2%
MBTA Bus	134	4.8%
Other Bus	0	0.0%
Rapid Transit	307	11.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	441	15.8%
TOTAL	2,799	100.0%
No Answer	34	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	398	14.2%
Drive/Park	0	0.0%
Drop-off	0	0.0%
Other	34	1.2%
TOTAL	431	15.4%
No Answer	43	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	177	6.3%
Other Bus	0	0.0%
Rapid Transit	264	9.4%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	441	15.8%

Bus Transfers from Connecting Routes:	Number of Riders	Percent of Riders
442	34	25.0%
112	34	25.0%
111	34	25.0%
110	34	25.0%
TOTAL	134	100.0%

Bus Transfers from Nonconnecting Routes:	Number of Riders	Percent of Riders
11	43	100.0%
TOTAL	43	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	1,203	57.2%			34	100.0%	0	0.0%	1,236	56.7%
6-10	638	30.3%			0	0.0%	43	100.0%	681	31.2%
11-15	120	5.7%	(No responses)		0	0.0%	0	0.0%	120	5.5%
16-20	144	6.8%			0	0.0%	0	0.0%	144	6.6%
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	2,104	100.0%			34	100.0%	43	100.0%	2,181	100.0%
No Answer	177				0		0		177	
Avg. Time (min)	6.7				5.0		10.0		6.7	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 117

Wonderland - Maverick Station via Beach St **Both Directions**

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	1,492	68.2%
Drive/Park Access	67	3.1%
Drop-off Access	0	0.0%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	43	2.0%
Total Private Trans.	1,602	73.3%
MBTA Bus	134	6.1%
Other Bus	0	0.0%
Rapid Transit	451	20.6%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	585	26.7%
TOTAL	2,187	100.0%
No Answer	43	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	484	22.1%
Drive/Park	0	0.0%
Drop-off	101	4.6%
Other	0	0.0%
TOTAL	585	26.7%
No Answer	0	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	211	9.6%
Other Bus	43	2.0%
Rapid Transit	331	15.1%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	585	26.7%

Bus Transfers from Connecting Routes:	Number of Riders	Percent of Riders
459	34	25.0%
449	34	25.0%
441	34	25.0%
111	34	25.0%
TOTAL	134	100.0%

Bus Transfers from Nonconnecting Routes:	Number of Riders	Percent of Riders
UMB	43	36.0%
7	43	36.0%
225	34	27.9%
TOTAL	120	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	714	63.9%	0	0.0%					714	62.1%
6-10	326	29.2%	34	100.0%					360	31.3%
11-15	34	3.0%	0	0.0%	(No		(No		34	2.9%
16-20	43	3.9%	0	0.0%	responses)		responses)		43	3.8%
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	1,118	100.0%	34	100.0%					1,151	100.0%
No Answer	374		34				43		451	
Avg. Time (min)	6.0		10.0						6.1	

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 Key Bus Routes 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 Key Bus Route. The highest walk egress rates were on Routes 39 (81%), 1 (79%), and 66 (72%). Pick-up and driving egress trips were the second- and third-largest private egress modes. Route 15 had the highest pick-up rate of the Key Bus Routes (5%). Route 15 also had the highest driving egress rate (4%). Several routes did not report any pick-up or driving egress trips.

The two public egress modes most used by riders on Key Bus Routes were MBTA bus and rapid transit. The highest bus egress rates were on Routes 28 (20%), 57 (19%), and 15 (15%). The highest rapid transit egress rates were on Routes 32 (47%), 73 (39%), and 117 (37%).

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 117 and 77 (both 5 minutes) and 71 (6 minutes). The highest walk egress times were reported by riders on Routes 28 (10 minutes) and 111 and 32 (both 9 minutes). The highest reported driving egress times were on Routes 66 (33 minutes), 71 (21 minutes), and 111 (15 minutes), and the highest reported pick-up egress times were on Routes 23 and 116 (both 20 minutes) and 28 (15 minutes).

Walking egress times from all Key Bus Routes combined averaged 6 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 32 (43%), 73 (40%), and 117 (34%). The highest drive rate for the Key Bus Routes was 1% on Route 23 and the highest pick-up rate was 2% on Route 117.

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 28 (20%), 57 (19%), and 32 (18%). 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 32 (40%), 73 (37%), and 117 (34%).

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 66 and 8. 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 73, followed by the Route 134 and 111.

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 1

Harvard Sq - Dudley Station via BU Medical **Both Directions**

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	

For Passengers Transferring to Other Transit:

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%	(No		0	0.0%	160	3.8%
16-20	139	3.3%	0	0.0%	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

Expanded Results

Route: 15

Kane Sq/Fields Cnr Station - Ruggles

Both Directions

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	

For Passengers Transferring to Other Transit:

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

Expanded Results

Route: 22

Ashmont Station - Ruggles via Jackson Sq **Both Directions**

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	

For Passengers Transferring to Other Transit:

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%	(No		0	0.0%	35	100.0%	190	14.0%
16-20	190	14.8%	responses)		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

Expanded Results

Route: 23

Ashmont Station - Ruggles via Washington **Both Directions**

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	

For Passengers Transferring to Other Transit:

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

Expanded Results

Route: 28

Mattapan Station - Ruggles via Dudley **Both Directions**

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	3,517	59.8%
Drive/Park Egress	146	2.5%
Pick-up Egress	215	3.7%
Taxi Egress	0	0.0%
Shuttle/Van Egress	73	1.2%
Bicycle Egress	0	0.0%
Other Egress	176	3.0%
Total Private Trans.	4,128	70.2%
MBTA Bus	1,160	19.7%
Other Bus	0	0.0%
Rapid Transit	558	9.5%
Commuter Rail	34	0.6%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	1,752	29.8%
TOTAL	5,880	100.0%
No Answer	701	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	1,546	26.3%
Drive	0	0.0%
Pick-up	0	0.0%
Other	69	1.2%
TOTAL	1,615	27.5%
No Answer	137	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	1,194	20.3%
Other Bus	0	0.0%
Rapid Transit	524	8.9%
Commuter Rail	34	0.6%
Boat	0	0.0%
Other	0	0.0%
TOTAL	1,752	29.8%

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

Expanded Results

Route: 32

Wolcott - Forest Hills

Both Directions

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	447	37.8%
Drive/Park Egress	0	0.0%
Pick-up Egress	38	3.2%
Taxi Egress	14	1.2%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	500	42.2%
MBTA Bus	126	10.6%
Other Bus	0	0.0%
Rapid Transit	559	47.2%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	684	57.8%
TOTAL	1,184	100.0%
No Answer	33	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	503	42.5%
Drive	0	0.0%
Pick-up	0	0.0%
Other	70	5.9%
TOTAL	573	48.4%
No Answer	112	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	209	17.7%
Other Bus	0	0.0%
Rapid Transit	475	40.1%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	684	57.8%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
39	70	55.6%
16	28	22.2%
42	14	11.1%
21	14	11.1%
TOTAL	126	100.0%

Bus Transfers to Nonconnecting Routes:	Number of Riders	Percent of Riders
8	28	28.6%
71	14	14.3%
70	14	14.3%
47	14	14.3%
109	14	14.3%
Other	14	14.3%
TOTAL	98	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	77	28.7%			0	0.0%			77	25.1%
6-10	124	46.4%			19	50.0%			143	46.9%
11-15	47	17.7%	(No		19	50.0%	(No		66	21.7%
16-20	19	7.2%	responses)		0	0.0%	responses)		19	6.3%
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	266	100.0%			38	100.0%			305	100.0%
No Answer	181				0		14		195	
Avg. Time (min)	9.2				12.5				9.6	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 39

Forest Hills - Back Bay Station **Both Directions**

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	5,782	80.9%
Drive/Park Egress	90	1.3%
Pick-up Egress	0	0.0%
Taxi Egress	0	0.0%
Shuttle/Van Egress	63	0.9%
Bicycle Egress	0	0.0%
Other Egress	94	1.3%
Total Private Trans.	6,029	84.3%
MBTA Bus	505	7.1%
Other Bus	0	0.0%
Rapid Transit	617	8.6%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	1,122	15.7%
TOTAL	7,151	100.0%
No Answer	698	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	1,093	15.3%
Drive	0	0.0%
Pick-up	0	0.0%
Other	0	0.0%
TOTAL	1,093	15.3%
No Answer	29	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	505	7.1%
Other Bus	0	0.0%
Rapid Transit	617	8.6%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	1,122	15.7%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
32	117	23.1%
66	92	18.2%
34	58	11.6%
31	58	11.6%
65	31	6.2%
Other	148	29.3%
TOTAL	505	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	1,553	58.3%	31	35.0%			0	0.0%	1,585	56.9%
6-10	557	20.9%	0	0.0%			31	100.0%	588	21.1%
11-15	211	7.9%	29	32.5%	(No		0	0.0%	240	8.6%
16-20	343	12.9%	29	32.5%	responses)		0	0.0%	373	13.4%
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	2,664	100.0%	90	100.0%			31	100.0%	2,785	100.0%
No Answer	3,118		0				126		3,243	
Avg. Time (min)	7.3		13.1				10.0		7.5	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 57

Watertown Sq - Kenmore Sq

Both Directions

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	4,033	66.3%
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.	4,033	66.3%
MBTA Bus	1,132	18.6%
Other Bus	0	0.0%
Rapid Transit	915	15.1%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	2,047	33.7%
TOTAL	6,080	100.0%
No Answer	352	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	1,765	29.0%
Drive	0	0.0%
Pick-up	0	0.0%
Other	0	0.0%
TOTAL	1,765	29.0%
No Answer	282	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	1,132	18.6%
Other Bus	0	0.0%
Rapid Transit	915	15.1%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	2,047	33.7%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
70	213	18.9%
8	211	18.7%
71	142	12.6%
66	141	12.4%
65	141	12.4%
Other	283	25.0%
TOTAL	1,132	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	2,053	59.2%							2,053	59.2%
6-10	989	28.5%							989	28.5%
11-15	283	8.2%	(No responses)		(No responses)		(No responses)		283	8.2%
16-20	142	4.1%							142	4.1%
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	3,467	100.0%							3,467	100.0%
No Answer	566								566	
Avg. Time (min)	6.3								6.3	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 66

Harvard Sq - Dudley Station via Allston/Brookline **Both Directions**

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	

For Passengers Transferring to Other Transit:

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%	(No		0	0.0%	685	13.5%
16-20	511	10.4%	0	0.0%	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	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 71

Watertown Sq - Harvard Sq **Both Directions**

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	1,915	61.2%
Drive/Park Egress	67	2.1%
Pick-up Egress	32	1.0%
Taxi Egress	0	0.0%
Shuttle/Van Egress	34	1.1%
Bicycle Egress	0	0.0%
Other Egress	15	0.5%
Total Private Trans.	2,064	66.0%
MBTA Bus	396	12.6%
Other Bus	0	0.0%
Rapid Transit	670	21.4%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	1,065	34.0%
TOTAL	3,129	100.0%
No Answer	101	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	968	30.9%
Drive	0	0.0%
Pick-up	17	0.5%
Other	65	2.1%
TOTAL	1,050	33.6%
No Answer	15	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	426	13.6%
Other Bus	0	0.0%
Rapid Transit	639	20.4%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	1,065	34.0%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
59	103	26.0%
502	68	17.3%
57	51	13.0%
69	30	7.7%
66	30	7.7%
Other	112	28.4%
TOTAL	396	100.0%

Bus Transfers to Nonconnecting Routes:	Number of Riders	Percent of Riders
SL2	15	50.0%
238	15	50.0%
TOTAL	30	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	1,088	66.2%	0	0.0%	17	100.0%	0	0.0%	1,105	62.8%
6-10	270	16.4%	17	34.6%	0	0.0%	17	34.6%	304	17.3%
11-15	205	12.5%	0	0.0%	0	0.0%	17	34.6%	223	12.7%
16-20	63	3.8%	0	0.0%	0	0.0%	0	0.0%	63	3.6%
21-30	17	1.0%	32	65.4%	0	0.0%	0	0.0%	49	2.8%
31-45	0	0.0%	0	0.0%	0	0.0%	15	30.8%	15	0.9%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	1,643	100.0%	49	100.0%	17	100.0%	49	100.0%	1,759	100.0%
No Answer	272		17		15		0		304	
Avg. Time (min)	6.0		21.3		2.0		19.6		6.8	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 73

Waverly Sq - Harvard Sq

Both Directions

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	1,557	49.9%
Drive/Park Egress	36	1.1%
Pick-up Egress	23	0.7%
Taxi Egress	0	0.0%
Shuttle/Van Egress	94	3.0%
Bicycle Egress	0	0.0%
Other Egress	38	1.2%
Total Private Trans.	1,747	56.0%
MBTA Bus	157	5.0%
Other Bus	0	0.0%
Rapid Transit	1,217	39.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	1,373	44.0%
TOTAL	3,121	100.0%
No Answer	23	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	1,250	40.1%
Drive	23	0.7%
Pick-up	0	0.0%
Other	63	2.0%
TOTAL	1,336	42.8%
No Answer	38	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	207	6.6%
Other Bus	0	0.0%
Rapid Transit	1,154	37.0%
Commuter Rail	13	0.4%
Boat	0	0.0%
Other	0	0.0%
TOTAL	1,373	44.0%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
554	69	44.1%
77	25	16.0%
1	25	16.0%
96	13	8.0%
86	13	8.0%
Other	13	8.0%
TOTAL	157	100.0%

Bus Transfers to Nonconnecting Routes:	Number of Riders	Percent of Riders
SL2	25	50.0%
749	13	25.0%
47	13	25.0%
TOTAL	50	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	802	58.5%	0	0.0%			13	13.3%	814	54.7%
6-10	425	31.0%	23	100.0%			46	48.9%	494	33.2%
11-15	119	8.7%	0	0.0%			0	0.0%	119	8.0%
16-20	25	1.8%	0	0.0%	(No responses)		23	24.5%	48	3.2%
21-30	0	0.0%	0	0.0%			13	13.3%	13	0.8%
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	1,371	100.0%	23	100.0%			94	100.0%	1,488	100.0%
No Answer	186		13		23		38		259	
Avg. Time (min)	6.5		6.0				14.4		7.0	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 77

Arlington Heights - Harvard Sq **Both Directions**

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	2,675	71.2%
Drive/Park Egress	16	0.4%
Pick-up Egress	0	0.0%
Taxi Egress	0	0.0%
Shuttle/Van Egress	31	0.8%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	2,722	72.4%
MBTA Bus	241	6.4%
Other Bus	0	0.0%
Rapid Transit	796	21.2%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	1,037	27.6%
TOTAL	3,759	100.0%
No Answer	170	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	834	22.2%
Drive	0	0.0%
Pick-up	0	0.0%
Other	47	1.2%
TOTAL	881	23.4%
No Answer	156	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	350	9.3%
Other Bus	0	0.0%
Rapid Transit	687	18.3%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	1,037	27.6%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
66	62	25.9%
62	38	15.8%
80	31	13.0%
71	31	13.0%
1	31	13.0%
Other	47	19.4%
TOTAL	241	100.0%

Bus Transfers to Nonconnecting Routes:	Number of Riders	Percent of Riders
1	47	42.9%
SL2	31	28.6%
SL1	16	14.3%
70	16	14.3%
TOTAL	109	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	1,677	76.2%					0	0.0%	1,677	75.2%
6-10	415	18.9%					0	0.0%	415	18.6%
11-15	54	2.4%	(No responses)		(No responses)		0	0.0%	54	2.4%
16-20	54	2.4%					16	50.0%	69	3.1%
21-30	0	0.0%					16	50.0%	16	0.7%
31-45	0	0.0%					0	0.0%	0	0.0%
Over 45	0	0.0%					0	0.0%	0	0.0%
TOTAL	2,200	100.0%					31	100.0%	2,231	100.0%
No Answer	476		16				0		491	
Avg. Time (min)	5.1						25.0		5.4	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 111

Woodlawn - Haymarket

Both Directions

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	2,658	67.8%
Drive/Park Egress	39	1.0%
Pick-up Egress	0	0.0%
Taxi Egress	0	0.0%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	39	1.0%
Total Private Trans.	2,737	69.8%
MBTA Bus	118	3.0%
Other Bus	0	0.0%
Rapid Transit	1,065	27.2%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	1,183	30.2%
TOTAL	3,920	100.0%
No Answer	402	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	947	24.2%
Drive	39	1.0%
Pick-up	0	0.0%
Other	118	3.0%
TOTAL	1,105	28.2%
No Answer	79	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	197	5.0%
Other Bus	0	0.0%
Rapid Transit	906	23.1%
Commuter Rail	80	2.1%
Boat	0	0.0%
Other	0	0.0%
TOTAL	1,183	30.2%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
354	118	100.0%
TOTAL	118	100.0%

Bus Transfers to Nonconnecting Routes:	Number of Riders	Percent of Riders
23	39	50.0%
134	39	50.0%
TOTAL	79	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	813	40.3%	0	0.0%					813	39.6%
6-10	601	29.8%	0	0.0%					601	29.3%
11-15	320	15.9%	39	100.0%	(No		(No		359	17.5%
16-20	281	13.9%	0	0.0%	responses)		responses)		281	13.7%
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	2,014	100.0%	39	100.0%					2,054	100.0%
No Answer	643		0				39		683	
Avg. Time (min)	9.2		15.0						9.4	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 116

Wonderland - Maverick Station via Revere St **Both Directions**

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	1,630	59.3%
Drive/Park Egress	0	0.0%
Pick-up Egress	43	1.6%
Taxi Egress	0	0.0%
Shuttle/Van Egress	77	2.8%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	1,750	63.7%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	997	36.3%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	997	36.3%
TOTAL	2,746	100.0%
No Answer	120	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	853	31.1%
Drive	0	0.0%
Pick-up	34	1.2%
Other	0	0.0%
TOTAL	886	32.3%
No Answer	110	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	67	2.4%
Other Bus	34	1.2%
Rapid Transit	896	32.6%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	997	36.3%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
TOTAL	0	0.0%

Bus Transfers to Nonconnecting Routes:	Number of Riders	Percent of Riders
UMB	34	33.3%
8	34	33.3%
134	34	33.3%
TOTAL	101	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	585	48.2%			0	0.0%	0	0.0%	585	43.9%
6-10	364	30.0%			0	0.0%	0	0.0%	364	27.3%
11-15	110	9.1%			0	0.0%	0	0.0%	110	8.3%
16-20	153	12.7%	(No responses)		43	100.0%	43	56.3%	240	18.0%
21-30	0	0.0%			0	0.0%	34	43.7%	34	2.5%
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	1,213	100.0%			43	100.0%	77	100.0%	1,333	100.0%
No Answer	417				0		0		417	
Avg. Time (min)	8.2				20.0		24.4		9.5	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 117

Wonderland - Maverick Station via Beach St **Both Directions**

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	1,185	57.1%
Drive/Park Egress	0	0.0%
Pick-up Egress	34	1.6%
Taxi Egress	0	0.0%
Shuttle/Van Egress	43	2.1%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	1,261	60.7%
MBTA Bus	43	2.1%
Other Bus	0	0.0%
Rapid Transit	772	37.2%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	815	39.3%
TOTAL	2,076	100.0%
No Answer	120	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	714	34.4%
Drive	0	0.0%
Pick-up	34	1.6%
Other	0	0.0%
TOTAL	748	36.0%
No Answer	101	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	86	4.2%
Other Bus	0	0.0%
Rapid Transit	695	33.5%
Commuter Rail	34	1.6%
Boat	0	0.0%
Other	0	0.0%
TOTAL	815	39.3%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
111	43	100.0%
TOTAL	43	100.0%

Bus Transfers to Nonconnecting Routes:	Number of Riders	Percent of Riders
73	43	100.0%
TOTAL	43	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	580	75.6%					0	0.0%	580	71.6%
6-10	187	24.4%					43	100.0%	230	28.4%
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	767	100.0%					43	100.0%	811	100.0%
No Answer	417				34		0		451	
Avg. Time (min)	5.1						10.0		5.3	

7 Destination Locations and Activities

The data presented in this chapter show where riders on Key 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 Key Bus Routes 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. Key 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 33, the number for people boarding Routes 73 and 77, while the lowest was 18, the number for Routes 57 and 116. 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

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 48%. 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 Key Bus Routes, home was the destination activity for 13%, followed by school (12%), other (8%), and personal business (6%).

The percentages of riders whose destination activity was work were the highest on Routes 71 (76%), 57 (71%), and 73 (68%) and were the lowest on Routes 28 (24%), 22 (39%), and 23 (40%). The percentages of riders with home, school, other, and personal business destination activities, respectively, were the highest for Routes 28 (22%), 23 (15%), 111 (17%), and 117 (13%).

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 1

Expanded Results

Harvard Sq - Dudley Station via BU Medical

Both Directions

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: Dwntwn 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: 15

Expanded Results

Kane Sq/Fields Cnr Station - Ruggles

Both Directions

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	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.

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 22

Expanded Results

Ashmont Station - Ruggles via Jackson Sq

Both Directions

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 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.

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 23

Expanded Results

Ashmont Station - Ruggles via Washington

Both Directions

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	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.

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 28

Expanded Results

Mattapan Station - Ruggles via Dudley

Both Directions

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	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.

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 32

Expanded Results

Wolcott - Forest Hills

Both Directions

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: Hyde Park	339	27.9%	5.6%	15.4%	5.6%	28.2%	28.2%		11.3%	5.6%	
Boston: Longwood Med Area	126	10.3%	11.1%		11.1%	66.7%		11.1%			
Boston: Roslindale	118	9.7%	11.8%	44.1%		44.1%					
Boston: Financial/Retail	84	6.9%			16.7%	83.3%					
Boston: Unspecified	61	5.0%	31.4%		22.9%	45.8%					
Boston: Back Bay	56	4.6%				75.0%					25.0%
Boston: Jamaica Plain	56	4.6%	25.0%	25.0%				25.0%			25.0%
Boston: Govt Center	42	3.4%				100.0%					
Boston: Roxbury	42	3.4%	33.3%			66.7%					
Unspecified	42	3.4%	66.7%					33.3%			
Boston: Fenway	28	2.3%				100.0%					
Boston: North End	28	2.3%				100.0%					
Cambridge: Harvard Square	28	2.3%			50.0%	50.0%					
Everett	28	2.3%				100.0%					
Medford	28	2.3%	50.0%			50.0%					
Boston: North Dorchester	14	1.1%				100.0%					
Boston: Prudential/Hancock	14	1.1%				100.0%					
Boston: South Dorchester	14	1.1%	100.0%								
Boston: South End	14	1.1%			100.0%						
Cambridge: Fresh Pond	14	1.1%				100.0%					
Cambridge: Kendall/MIT	14	1.1%				100.0%					
Quincy	14	1.1%				100.0%					
Watertown	14	1.1%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	1,217	100.0%	12.3%	9.7%	7.3%	52.3%	7.9%	3.4%	3.1%	1.6%	2.3%

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 39

Expanded Results

Forest Hills - Back Bay Station

Both Directions

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: Longwood Med Area	2,707	34.5%	2.2%	3.2%	4.4%	75.6%		11.3%	1.1%		2.2%
Boston: Jamaica Plain	1,560	19.9%		43.9%		40.9%	1.9%	7.6%	2.0%	1.9%	1.9%
Boston: Fenway	860	11.0%	3.7%	3.7%	29.2%	53.0%		3.7%	3.4%	3.4%	
Boston: Back Bay	658	8.4%	4.8%			52.2%	14.3%	9.6%			19.1%
Boston: Prudential/Hancock	408	5.2%			7.7%	38.5%	15.4%	15.4%	7.7%		15.4%
Boston: Park Square	186	2.4%			16.9%	50.6%		16.9%			15.7%
Brookline: South Brookline	186	2.4%		49.4%	16.9%			16.9%	16.9%		
Boston: Hyde Park	146	1.9%		40.0%		60.0%					
Boston: Govt Center	94	1.2%				33.3%		66.7%			
Boston: South End	94	1.2%		66.7%						33.3%	
Brookline: North Brookline	94	1.2%				66.7%			33.3%		
Unspecified	94	1.2%			33.3%	66.7%					
Boston: Unspecified	92	1.2%				31.7%		68.3%			
Boston: Roslindale	88	1.1%				100.0%					
Boston: B U	63	0.8%			50.0%	50.0%					
Cambridge: Harvard Square	63	0.8%				100.0%					
Boston: Financial/Retail	61	0.8%				48.2%		51.8%			
Boston: Mattapan	58	0.7%				50.0%			50.0%		
Boston: West Roxbury	58	0.7%		100.0%							
Other (< 0.5 % of riders)	278	3.5%		11.3%		66.1%		11.3%			11.3%
OVERALL TOTAL	7,849	100.0%	1.5%	14.1%	6.7%	56.5%	2.4%	10.6%	2.7%	1.1%	4.3%

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 57

Expanded Results

Watertown Sq - Kenmore Sq

Both Directions

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: Brighton	1,134	17.6%		31.4%		49.9%		6.2%	6.3%		6.2%
Boston: B U	987	15.3%		7.2%	21.5%	64.2%	7.1%				
Boston: Fenway	774	12.0%	9.1%	18.2%		72.7%					
Newton	640	9.9%		11.1%		77.8%		11.1%			
Watertown	640	10.0%		11.1%		66.7%	22.2%				
Boston: Longwood Med Area	634	9.9%				100.0%					
Boston: Prudential/Hancock	282	4.4%				100.0%					
Waltham	213	3.3%	33.3%			66.7%					
Brookline: North Brookline	211	3.3%	33.3%			66.7%					
Boston: Allston	142	2.2%				50.3%			49.7%		
Boston: Back Bay	141	2.2%				100.0%					
Boston: Financial/Retail	141	2.2%				100.0%					
Boston: Park Square	141	2.2%	50.0%			50.0%					
Cambridge: Harvard Square	71	1.1%				100.0%					
Boston: Govt Center	70	1.1%				100.0%					
Boston: North Dorchester	70	1.1%		100.0%							
Boston: North End	70	1.1%				100.0%					
Brookline: South Brookline	70	1.1%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	6,432	100.0%	4.4%	12.1%	3.3%	71.4%	3.3%	2.2%	2.2%		1.1%

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 66

Expanded Results

Harvard Sq - Dudley Station via Allston/Brookline

Both Directions

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: 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.

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 71

Expanded Results

Watertown Sq - Harvard Sq

Both Directions

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
Watertown	928	28.7%	3.7%	5.1%	1.8%	74.8%	3.7%	5.3%		1.8%	3.7%
Cambridge: Harvard Square	776	24.0%	3.9%		17.6%	72.5%			2.0%		3.9%
Cambridge: Fresh Pond	297	9.2%				77.6%	5.8%				16.7%
Newton	205	6.4%		8.3%		91.7%					
Boston: Financial/Retail	167	5.2%				100.0%					
Cambridge: Kendall/MIT	91	2.8%			16.7%	83.3%					
Unspecified	91	2.8%	83.3%								16.7%
Boston: Back Bay	82	2.5%				100.0%					
Boston: Beacon Hill	61	1.9%				75.0%		25.0%			
Boston: Govt Center	61	1.9%	25.0%			75.0%					
Cambridge: Central Square	46	1.4%				100.0%					
Cambridge: North Cambridge	46	1.4%			33.3%	33.3%					33.3%
Waltham	34	1.1%		50.0%		50.0%					
Boston: Prudential/Hancock	32	1.0%				52.9%					47.1%
Boston: Waterfront	32	1.0%				100.0%					
Boston: Longwood Med Area	30	0.9%				100.0%					
Boston: Park Square	30	0.9%				100.0%					
Belmont	17	0.5%				100.0%					
Boston: B U	17	0.5%				100.0%					
Needham	17	0.5%								100.0%	
Other (< 0.5 % of riders)	167	5.2%			9.1%	81.8%	9.1%				
OVERALL TOTAL	3,230	100.0%	4.8%	2.5%	6.2%	75.9%	2.1%	2.0%	0.5%	1.1%	4.9%

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 73

Expanded Results

Waverly Sq - Harvard Sq

Both Directions

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: Harvard Square	613	19.5%	6.1%		6.1%	65.5%		7.9%	2.0%	8.2%	4.1%
Belmont	532	16.9%		45.7%		43.3%	6.7%				4.3%
Cambridge: Fresh Pond	461	14.6%		10.0%		61.4%	7.7%	20.9%			
Cambridge: Kendall/MIT	276	8.8%			9.1%	90.9%					
Boston: Financial/Retail	263	8.4%	14.3%			81.0%			4.8%		
Waltham	115	3.7%		40.0%		60.0%					
Boston: Park Square	88	2.8%				100.0%					
Boston: Beacon Hill	75	2.4%				100.0%					
Boston: Waterfront	75	2.4%				100.0%					
Unspecified	71	2.3%	17.6%			50.0%					32.4%
Boston: Longwood Med Area	50	1.6%				100.0%					
Boston: North Dorchester	50	1.6%			25.0%	75.0%					
Boston: So Bos Indust	50	1.6%	25.0%		25.0%	50.0%					
Boston: Govt Center	38	1.2%				66.7%			33.3%		
Boston: South End	38	1.2%		33.3%		66.7%					
Cambridge: Central Square	38	1.2%				100.0%					
Cambridge: North Cambridge	38	1.2%			33.3%	66.7%					
Watertown	36	1.1%		100.0%							
Boston: Fenway	25	0.8%			50.0%	50.0%					
Boston: Prudential/Hancock	25	0.8%				100.0%					
Boston: Unspecified	25	0.8%				100.0%					
Somerville: Spring Hill	25	0.8%		50.0%			50.0%				
Other (< 0.5 % of riders)	138	4.4%		9.1%		90.9%					
OVERALL TOTAL	3,144	100.0%	3.2%	13.0%	3.6%	67.9%	2.7%	4.6%	1.2%	1.6%	2.3%

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 77

Expanded Results

Arlington Heights - Harvard Sq

Both Directions

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
Arlington	1,221	31.1%		45.6%	6.2%	24.4%	7.5%	9.3%	4.4%	1.3%	1.3%
Cambridge: Harvard Square	957	24.4%	6.5%	3.3%	13.8%	58.5%	3.3%	3.3%	1.6%	3.3%	6.5%
Cambridge: North Cambridge	576	14.7%	5.4%	15.9%	5.4%	32.2%	9.3%	18.6%	6.6%	6.6%	
Cambridge: Kendall/MIT	156	4.0%				90.0%				10.0%	
Boston: Financial/Retail	125	3.2%	12.5%			62.5%			25.0%		
Cambridge: Central Square	78	2.0%				60.0%	20.0%				20.0%
Boston: Back Bay	62	1.6%			25.0%	75.0%					
Boston: Beacon Hill	62	1.6%				75.0%		25.0%			
Medford	54	1.4%		70.9%		29.1%					
Boston: Allston	47	1.2%		33.3%	33.3%						33.3%
Boston: Fenway	47	1.2%				100.0%					
Boston: North End	47	1.2%				100.0%					
Brookline: South Brookline	47	1.2%			33.3%	66.7%					
Lexington	38	1.0%				100.0%					
Somerville: Davis Square	38	1.0%		100.0%							
Boston: Charlestown	31	0.8%			100.0%						
Boston: Longwood Med Area	31	0.8%				100.0%					
Boston: Roxbury	31	0.8%				100.0%					
Boston: So Bos Indust	31	0.8%				100.0%					
Boston: South End	31	0.8%				50.0%			50.0%		
Watertown	31	0.8%				50.0%		50.0%			
Other (< 0.5 % of riders)	187	4.8%	8.3%	8.3%	16.7%	16.7%		25.0%	8.3%		16.7%
OVERALL TOTAL	3,929	100.0%	3.2%	20.0%	8.9%	44.2%	4.9%	8.4%	4.3%	2.6%	3.6%

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 111

Expanded Results

Woodlawn - Haymarket

Both Directions

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
Chelsea	1,839	42.5%	6.7%	22.2%	4.5%	35.7%	4.4%	8.8%	2.2%	2.2%	13.2%
Boston: Dwntwn Unspecified	354	8.2%	22.2%		22.2%	33.3%					22.2%
Boston: Govt Center	276	6.4%		14.3%	14.3%	57.1%					14.3%
Boston: North End	236	5.5%				50.0%					50.0%
Boston: Financial/Retail	197	4.6%				80.0%					20.0%
Boston: Park Square	118	2.7%				100.0%					
Boston: Unspecified	118	2.7%				33.3%		33.3%			33.3%
Woburn	118	2.7%		100.0%							
Boston: B U	79	1.8%			100.0%						
Boston: Back Bay	79	1.8%				50.0%					50.0%
Boston: South Dorchester	79	1.8%				100.0%					
Unspecified	79	1.8%	50.0%			50.0%					
Revere	41	0.9%				100.0%					
Boston: Allston	39	0.9%				100.0%					
Boston: Beacon Hill	39	0.9%				100.0%					
Boston: Charlestown	39	0.9%			100.0%						
Boston: East Boston	39	0.9%				100.0%					
Boston: Jamaica Plain	39	0.9%			100.0%						
Boston: Longwood Med Area	39	0.9%				100.0%					
Boston: North Dorchester	39	0.9%			100.0%						
Boston: Prudential/Hancock	39	0.9%									100.0%
Boston: Roxbury	39	0.9%				100.0%					
Boston: Waterfront	39	0.9%			100.0%						
Cambridge: Central Square	39	0.9%				100.0%					
Cambridge: Kendall/MIT	39	0.9%				100.0%					
Medford	39	0.9%									100.0%
Newton	39	0.9%									100.0%
Norwood	39	0.9%		100.0%							
Quincy	39	0.9%				100.0%					
Somerville: Davis Square	39	0.9%				100.0%					
Somerville: East Somerville	39	0.9%						100.0%			
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	4,322	100.0%	5.6%	14.0%	10.1%	44.4%	1.9%	5.6%	0.9%	0.9%	16.6%

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 116

Expanded Results

Wonderland - Maverick Station via Revere St

Both Directions

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
Chelsea	681	23.8%	4.9%	40.2%		24.0%	4.9%	19.7%		6.3%	
Revere	633	22.1%	6.8%	34.8%	6.8%	39.4%	6.8%				5.3%
Boston: East Boston	522	18.2%	12.8%	6.4%	14.7%	34.0%	6.4%	19.3%			6.4%
Boston: Govt Center	153	5.4%				100.0%					
Boston: Fenway	144	5.0%			30.1%	69.9%					
Boston: Financial/Retail	134	4.7%				100.0%					
Boston: Back Bay	110	3.8%				69.6%			30.4%		
Boston: Longwood Med Area	101	3.5%			33.3%	33.3%		33.3%			
Boston: Beacon Hill	67	2.3%			50.0%	50.0%					
Boston: North End	43	1.5%				100.0%					
Somerville: Winter Hill	43	1.5%	100.0%								
Boston: B U	34	1.2%				100.0%					
Boston: Charlestown	34	1.2%			100.0%						
Boston: North Dorchester	34	1.2%			100.0%						
Boston: South End	34	1.2%				100.0%					
Cambridge: Harvard Square	34	1.2%				100.0%					
Medford	34	1.2%				100.0%					
Unspecified	34	1.2%					100.0%				
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	2,866	100.0%	6.5%	18.4%	10.4%	45.3%	5.0%	9.4%	1.2%	1.5%	2.3%

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 117

Expanded Results

Wonderland - Maverick Station via Beach St

Both Directions

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
Chelsea	547	24.5%	7.9%	14.0%	7.9%	18.4%	7.9%	28.1%		7.9%	7.9%
Revere	537	24.1%	6.2%	22.3%		34.8%	8.0%	20.5%		8.0%	
Boston: East Boston	307	13.8%		25.0%		50.0%		10.9%		14.1%	
Boston: Back Bay	120	5.4%				64.0%	36.0%				
Boston: Govt Center	86	3.9%	50.0%			50.0%					
Boston: B U	67	3.0%				50.0%	50.0%				
Boston: Brighton	43	1.9%				100.0%					
Cambridge: Fresh Pond	43	1.9%	100.0%								
Winthrop	43	1.9%				100.0%					
Boston: Dwntwn Unspecified	34	1.5%									100.0%
Boston: Fenway	34	1.5%				100.0%					
Boston: Financial/Retail	34	1.5%				100.0%					
Boston: Jamaica Plain	34	1.5%				100.0%					
Boston: Park Square	34	1.5%				100.0%					
Boston: So Bos Indust	34	1.5%				100.0%					
Boston: So Bos Res	34	1.5%				100.0%					
Boston: South Dorchester	34	1.5%		100.0%							
Boston: Unspecified	34	1.5%				100.0%					
Brookline: North Brookline	34	1.5%				100.0%					
Quincy	34	1.5%								100.0%	
Unspecified	34	1.5%	100.0%								
Wakefield	34	1.5%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	2,230	100.0%	8.8%	13.8%	1.9%	44.1%	7.3%	13.3%		7.3%	3.4%

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 Key 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 Key Bus Routes 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 Key Bus Routes as a whole was South Dorchester to Roxbury, which was reported by 2% of all riders. This combination was one of the top five origin-destination pairs for three of the 15 Key Bus Routes: Route 23 (12%), 22 (9%), and 28 (5%). The highest percentages of riders, by route, in one origin-destination pair were on Routes 71 (15%, Watertown to Harvard Square), 15 (15%, North Dorchester to Roxbury), and 32 (13%, Jamaica Plain to Hyde Park).

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 1

Harvard Sq - Dudley Station via BU Medical

Both Directions

Destination Town/Neighborhood:

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

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 15

Kane Sq/Fields Cnr Station - Ruggles

Both Directions

Destination Town/Neighborhood:

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

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 22

Ashmont Station - Ruggles via Jackson Sq

Both Directions

Destination Town/Neighborhood:

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

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 23

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

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 28

Mattapan Station - Ruggles via Dudley

Both Directions

Destination Town/Neighborhood:

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

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 32

Wolcott - Forest Hills

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Hyde Park	Boston: Longwood Med Area	Boston: Roslindale	Boston: Financial/Retail	Boston: Unspecified	Boston: Jamaica Plain	Boston: Back Bay	Boston: Govt Center	Boston: Roxbury	Unspecified	Other & % of Row	Row Total & % of Overall
Boston: Hyde Park	38	84	42	14	42	28	42	42	42	42	182	611
											29.7%	*50.2%*
Boston: Jamaica Plain	153	0	38	0	0	0	14	0	0	0	14	233
											6.0%	*19.2%*
Boston: Roslindale	19	28	0	56	0	28	0	0	0	0	28	159
											17.6%	*13.0%*
Boston: Roxbury	38	0	19	0	0	0	0	0	0	0	0	57
											0.0%	*4.7%*
Boston: Govt Center	19	0	19	0	0	0	0	0	0	0	0	38
											0.0%	*3.1%*
Boston: West Roxbury	19	0	0	14	0	0	0	0	0	0	0	33
											0.0%	*2.7%*
Dedham	14	14	0	0	0	0	0	0	0	0	0	28
											0.0%	*2.3%*
Watertown	19	0	0	0	0	0	0	0	0	0	0	19
											0.0%	*1.6%*
Framingham	19	0	0	0	0	0	0	0	0	0	0	19
											0.0%	*1.6%*
Boston: Brighton	0	0	0	0	19	0	0	0	0	0	0	19
											0.0%	*1.6%*
Column Total & % of Overall	339	126	118	84	61	56	56	42	42	42	223	**1217**
	27.9%	*10.3%*	*9.7%*	*6.9%*	*5.0%*	*4.6%*	*4.6%*	*3.4%*	*3.4%*	*3.4%*	*18.4%*	

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 39

Forest Hills - Back Bay Station

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Longwood Med Area	Boston: Jamaica Plain	Boston: Fenway	Boston: Back Bay	Boston: Prudential/ Hancock	Brookline: South Brookline	Boston: Park Square	Boston: Hyde Park	Boston: Govt Center	Unspecified	Other & % of Row	Row Total & % of Overall
Boston: Jamaica Plain	911	370	314	312	189	63	186	58	31	63	492	2989
											16.4%	*38.1%*
Boston: Longwood Med Area	61	350	126	157	94	0	0	58	31	0	90	1030
											8.7%	*13.1%*
Boston: South End	292	29	88	31	0	0	0	0	0	0	0	440
											0.0%	*5.6%*
Boston: Roslindale	220	94	0	0	31	0	0	0	0	31	31	408
											7.7%	*5.2%*
Boston: Fenway	0	119	61	63	63	0	0	29	31	0	0	366
											0.0%	*4.7%*
Boston: Back Bay	117	58	58	0	0	29	0	0	0	0	58	321
											18.2%	*4.1%*
Boston: Mattapan	94	0	0	31	0	0	0	0	0	0	94	220
											42.9%	*2.8%*
Canton	146	0	58	0	0	0	0	0	0	0	0	204
											0.0%	*2.6%*
Boston: West Roxbury	31	31	31	31	31	31	0	0	0	0	0	189
											0.0%	*2.4%*
Boston: South Dorchester	94	31	0	31	0	0	0	0	0	0	0	157
											0.0%	*2.0%*
Brookline: South Brookline	0	0	94	0	0	0	0	0	0	0	0	94
											0.0%	*1.2%*
Brookline: North Brookline	31	58	0	0	0	0	0	0	0	0	0	90
											0.0%	*1.1%*
Boston: Hyde Park	63	0	0	0	0	0	0	0	0	0	0	90
											0.0%	*1.1%*
Milton	31	0	0	0	0	31	0	0	0	0	0	63
											0.0%	*0.8%*
Boston: Beacon Hill	29	31	0	0	0	0	0	0	0	0	0	61
											0.0%	*0.8%*
Boston: Financial/Retail	29	31	0	0	0	0	0	0	0	0	0	61
											0.0%	*0.8%*
Boston: North Dorchester	61	0	0	0	0	0	0	0	0	0	0	61
											0.0%	*0.8%*
Norwood	29	31	0	0	0	0	0	0	0	0	0	61
											0.0%	*0.8%*
Other & % of Column	467	294	29	0	0	31	0	0	0	0	58	912
	17.3%	*18.9%*	*3.4%*	*0.0%*	*0.0%*	*16.9%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*6.4%*	*11.6%*
Column Total & % of Overall	2707	1560	860	658	408	186	186	146	94	94	855	**7849**
	34.5%	*19.9%*	*11.0%*	*8.4%*	*5.2%*	*2.4%*	*2.4%*	*1.9%*	*1.2%*	*1.2%*	*10.9%*	

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 57

Watertown Sq - Kenmore Sq

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Brighton	Boston: B U	Boston: Fenway	Watertown	Newton	Boston: Longwood Med Area	Boston: Prudential/ Hancock	Waltham	Brookline: North Brookline	Boston: Allston	Other & % of Row	Row Total & % of Overall
Boston: Brighton	142	211	352	213	71	70	141	142	0	70	564	1977
											28.5%	*30.7%*
Boston: Allston	0	70	211	71	0	141	70	71	70	0	70	917
											7.7%	*14.3%*
Watertown	211	211	211	0	70	70	0	0	70	0	0	845
											0.0%	*13.1%*
Newton	0	211	0	71	0	352	70	0	70	0	0	775
											0.0%	*12.1%*
Brookline: North Brookline	0	0	0	142	356	0	0	0	0	0	0	498
											0.0%	*7.7%*
Boston: B U	71	213	0	0	0	0	0	0	0	0	0	284
											0.0%	*4.4%*
Boston: Longwood Med Area	142	0	0	71	0	0	0	0	0	0	0	213
											0.0%	*3.3%*
Boston: Fenway	71	0	0	71	71	0	0	0	0	0	0	213
											0.0%	*3.3%*
Waltham	141	70	0	0	0	0	0	0	0	0	0	211
											0.0%	*3.3%*
Boston: Back Bay	142	0	0	0	0	0	0	0	0	0	0	142
											0.0%	*2.2%*
Unspecified	71	0	0	0	0	0	0	0	0	0	0	71
											0.0%	*1.1%*
Somerville: East Somerville	0	0	0	0	0	0	0	0	0	71	0	71
											0.0%	*1.1%*
Lynn	0	0	0	0	71	0	0	0	0	0	0	71
											0.0%	*1.1%*
Boston: Govt Center	71	0	0	0	0	0	0	0	0	0	0	71
											0.0%	*1.1%*
Boston: Financial/Retail	71	0	0	0	0	0	0	0	0	0	0	71
											0.0%	*1.1%*
Column Total & % of Overall	1134	987	774	640	640	634	282	213	211	142	634	**6432**
	17.6%	*15.3%*	*12.0%*	*10.0%*	*9.9%*	*9.9%*	*4.4%*	*3.3%*	*3.3%*	*2.2%*	*9.9%*	

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 66

Harvard Sq - Dudley Station via Allston/Brookline

Both Directions

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

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 71

Watertown Sq - Harvard Sq

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Watertown	Cambridge: Harvard Square	Cambridge: Fresh Pond	Newton	Boston: Financial/Retail	Cambridge: Kendall/MI	Unspecified	Boston: Back Bay	Boston: Govt Center	Boston: Beacon Hill	Other & % of Row	Row Total & % of Overall
Watertown	160	487	30	51	152	15	91	82	46	61	282	1458
											19.3%	*45.1%*
Newton	0	183	30	0	0	46	0	0	0	0	30	320
											9.5%	*9.9%*
Cambridge: Harvard Square	86	0	68	68	0	15	0	0	0	0	17	255
											6.7%	*7.9%*
Cambridge: Fresh Pond	17	76	0	17	15	15	0	0	15	0	46	217
											21.1%	*6.7%*
Boston: Beacon Hill	68	0	0	0	0	0	0	0	0	0	17	86
											20.0%	*2.6%*
Somerville: Spring Hill	68	0	0	0	0	0	0	0	0	0	0	68
											0.0%	*2.1%*
Somerville: Davis Square	51	0	0	17	0	0	0	0	0	0	0	68
											0.0%	*2.1%*
Boston: Fenway	34	0	34	0	0	0	0	0	0	0	0	68
											0.0%	*2.1%*
Boston: Jamaica Plain	51	0	0	0	0	0	0	0	0	0	0	51
											0.0%	*1.6%*
Cambridge: North Cambridge	34	0	17	0	0	0	0	0	0	0	0	51
											0.0%	*1.6%*
Chelsea	51	0	0	0	0	0	0	0	0	0	0	51
											0.0%	*1.6%*
Boston: South Dorchester	34	0	17	0	0	0	0	0	0	0	0	51
											0.0%	*1.6%*
Medford	34	0	17	0	0	0	0	0	0	0	0	51
											0.0%	*1.6%*
Boston: Brighton	32	0	15	0	0	0	0	0	0	0	0	48
											0.0%	*1.5%*
Waltham	0	15	15	0	0	0	0	0	0	0	15	46
											33.3%	*1.4%*
Boston: Allston	34	0	0	0	0	0	0	0	0	0	0	34
											0.0%	*1.1%*
Belmont	0	0	0	17	0	0	0	0	0	0	17	34
											50.0%	*1.1%*
Boston: Roxbury	17	0	17	0	0	0	0	0	0	0	0	34
											0.0%	*1.1%*
Other & % of Column	137	15	34	17	0	0	0	0	0	0	0	203
	14.8%	*2.0%*	*11.5%*	*8.3%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*6.3%*
Column Total & % of Overall	928	776	297	205	167	91	91	82	61	61	424	**3230**
	28.7%	*24.0%*	*9.2%*	*6.4%*	*5.2%*	*2.8%*	*2.8%*	*2.5%*	*1.9%*	*1.9%*	*13.1%*	

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 73

Waverly Sq - Harvard Sq

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Cambridge : Harvard Square	Belmont	Cambridge : Fresh Pond	Cambridge : Kendall/MI	Boston: Financial/Retail	Waltham	Boston: Park Square	Boston: Beacon Hill	Boston: Waterfront	Unspecified	Other & % of Row	Row Total & % of Overall
Belmont	288	48	100	188	125	0	50	50	38	13	326	1252
											26.0%	*39.8%*
Watertown	176	23	25	75	88	0	0	13	38	0	75	525
											14.3%	*16.7%*
Cambridge: Fresh Pond	88	23	13	13	13	0	38	13	0	13	13	224
											5.6%	*7.1%*
Cambridge: Harvard Square	0	161	46	0	0	0	0	0	0	0	0	207
											0.0%	*6.6%*
Waltham	25	0	0	0	38	0	0	0	0	0	75	151
											50.0%	*4.8%*
Boston: Fenway	0	69	0	0	0	0	0	0	0	0	0	69
											0.0%	*2.2%*
Medford	0	0	23	0	0	23	0	0	0	23	0	69
											0.0%	*2.2%*
Cambridge: North Cambridge	0	0	46	0	0	0	0	0	0	0	13	59
											21.4%	*1.9%*
Boston: Beacon Hill	0	23	0	0	0	0	0	0	0	23	0	46
											0.0%	*1.5%*
Cambridge: Central Square	0	23	23	0	0	0	0	0	0	0	0	46
											0.0%	*1.5%*
Arlington	0	0	46	0	0	0	0	0	0	0	0	46
											0.0%	*1.5%*
Brookline: North Brookline	0	23	0	0	0	0	0	0	0	0	0	23
											0.0%	*0.7%*
Boston: Mattapan	0	0	23	0	0	0	0	0	0	0	0	23
											0.0%	*0.7%*
Boston: Back Bay	0	23	0	0	0	0	0	0	0	0	0	23
											0.0%	*0.7%*
Boston: Allston	0	23	0	0	0	0	0	0	0	0	0	23
											0.0%	*0.7%*
Boston: Financial/Retail	0	0	0	0	0	23	0	0	0	0	0	23
											0.0%	*0.7%*
Boston: Govt Center	0	23	0	0	0	0	0	0	0	0	0	23
											0.0%	*0.7%*
Boston: Logan Airport	0	0	0	0	0	0	0	0	0	0	23	23
											100.0%	*0.7%*
Other &	36	46	115	0	0	69	0	0	0	0	0	266
% of Column	*5.8%*	*8.7%*	*25.0%*	*0.0%*	*0.0%*	*60.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*8.5%*
Column Total &	613	532	461	276	263	115	88	75	75	71	525	**3144**
% of Overall	*19.5%*	*16.9%*	*14.6%*	*8.8%*	*8.4%*	*3.7%*	*2.8%*	*2.4%*	*2.4%*	*2.3%*	*16.7%*	

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 77

Arlington Heights - Harvard Sq

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Arlington	Cambridge: Harvard Square	Cambridge: North Cambridge	Cambridge: Kendall/MI	Boston: Financial/Retail	Cambridge: Central Square	Boston: Beacon Hill	Boston: Back Bay	Medford	Boston: Allston	Other & % of Row	Row Total & % of Overall
Arlington	407	452	140	109	94	78	62	31	16	47	459	1927
											23.8%	*49.0%*
Cambridge: North Cambridge	76	250	94	31	0	0	0	16	0	0	69	551
											12.6%	*14.0%*
Cambridge: Harvard Square	190	69	152	16	0	0	0	16	38	0	16	496
											3.1%	*12.6%*
Somerville: Davis Square	92	47	0	0	16	0	0	0	0	0	0	154
											0.0%	*3.9%*
Cambridge: Central Square	76	38	38	0	0	0	0	0	0	0	0	152
											0.0%	*3.9%*
Watertown	76	0	38	0	0	0	0	0	0	0	0	114
											0.0%	*2.9%*
Boston: Beacon Hill	38	38	0	0	0	0	0	0	0	0	0	76
											0.0%	*1.9%*
Cambridge: Fresh Pond	76	0	0	0	0	0	0	0	0	0	0	76
											0.0%	*1.9%*
Lynn	38	0	0	0	0	0	0	0	0	0	0	38
											0.0%	*1.0%*
Revere	0	0	38	0	0	0	0	0	0	0	0	38
											0.0%	*1.0%*
Cambridge: Kendall/MIT	38	0	0	0	0	0	0	0	0	0	0	38
											0.0%	*1.0%*
Somerville: Spring Hill	38	0	0	0	0	0	0	0	0	0	0	38
											0.0%	*1.0%*
Boston: South Dorchester	38	0	0	0	0	0	0	0	0	0	0	38
											0.0%	*1.0%*
Boston: So Bos Indust	0	0	38	0	0	0	0	0	0	0	0	38
											0.0%	*1.0%*
Boston: East Boston	38	0	0	0	0	0	0	0	0	0	0	38
											0.0%	*1.0%*
Boston: Allston	0	0	38	0	0	0	0	0	0	0	0	38
											0.0%	*1.0%*
Burlington	0	16	0	0	16	0	0	0	0	0	0	31
											0.0%	*0.8%*
Maynard	0	16	0	0	0	0	0	0	0	0	0	16
											0.0%	*0.4%*
Other & % of Column	0	16	0	0	0	0	0	0	0	0	0	16
	0.0%	*1.6%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.4%*
Column Total & % of Overall	1221	957	576	156	125	78	62	62	54	47	544	**3929**
	31.1%	*24.4%*	*14.7%*	*4.0%*	*3.2%*	*2.0%*	*1.6%*	*1.6%*	*1.4%*	*1.2%*	*13.9%*	

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 111

Woodlawn - Haymarket

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Chelsea	Boston: Dwntwn Unspecifie	Boston: Govt Center	Boston: North End	Boston: Financial/R etail	Boston: Unspecifie d	Woburn	Boston: Park Square	Boston: South Dorchester	Boston: Back Bay	Other & % of Row	Row Total & % of Overall
Chelsea	282	354	197	236	197	118	118	118	79	79	748	2606
											28.7%	*60.3%*
Boston: Jamaica Plain	123	0	0	0	0	0	0	0	0	0	0	123
											0.0%	*2.8%*
Boston: Govt Center	121	0	0	0	0	0	0	0	0	0	0	121
											0.0%	*2.8%*
Boston: North End	41	0	0	0	0	0	0	0	0	0	41	82
											50.0%	*1.9%*
Boston: Park Square	82	0	0	0	0	0	0	0	0	0	0	82
											0.0%	*1.9%*
Boston: Roslindale	82	0	0	0	0	0	0	0	0	0	0	82
											0.0%	*1.9%*
Woburn	82	0	0	0	0	0	0	0	0	0	0	82
											0.0%	*1.9%*
Cambridge: Central Square	82	0	0	0	0	0	0	0	0	0	0	82
											0.0%	*1.9%*
Boston: Dwntwn Unspecified	82	0	0	0	0	0	0	0	0	0	0	82
											0.0%	*1.9%*
Malden	82	0	0	0	0	0	0	0	0	0	0	82
											0.0%	*1.9%*
Boston: Financial/Retail	82	0	0	0	0	0	0	0	0	0	0	82
											0.0%	*1.9%*
Quincy	82	0	0	0	0	0	0	0	0	0	0	82
											0.0%	*1.9%*
Everett	0	0	39	0	0	0	0	0	0	0	39	82
											50.0%	*1.9%*
Revere	39	0	39	0	0	0	0	0	0	0	0	79
											0.0%	*1.8%*
Boston: Beacon Hill	41	0	0	0	0	0	0	0	0	0	0	41
											0.0%	*0.9%*
Boston: South End	41	0	0	0	0	0	0	0	0	0	0	41
											0.0%	*0.9%*
Boston: Longwood Med Area	41	0	0	0	0	0	0	0	0	0	0	41
											0.0%	*0.9%*
Boston: North Dorchester	41	0	0	0	0	0	0	0	0	0	0	41
											0.0%	*0.9%*
Other & % of Column	369	0	0	0	0	0	0	0	0	0	0	369
	20.1%	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*8.5%*
Column Total & % of Overall	1839	354	276	236	197	118	118	118	79	79	829	**4322**
	42.5%	*8.2%*	*6.4%*	*5.5%*	*4.6%*	*2.7%*	*2.7%*	*2.7%*	*1.8%*	*1.8%*	*19.2%*	

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 116

Wonderland - Maverick Station via Revere St

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Chelsea	Revere	Boston: East Boston	Boston: Govt Center	Boston: Fenway	Boston: Financial/Retail	Boston: Back Bay	Boston: Longwood Med Area	Boston: Beacon Hill	Boston: North End	Other & % of Row	Row Total & % of Overall
Chelsea	230	130	201	0	101	67	34	34	67	0	67	930
											7.2%	*32.4%*
Revere	168	163	134	86	43	0	43	67	0	43	101	892
											11.3%	*31.1%*
Boston: East Boston	86	163	101	67	0	67	34	0	0	0	67	585
											11.5%	*20.4%*
Boston: Logan Airport	86	0	0	0	0	0	0	0	0	0	0	86
											0.0%	*3.0%*
Boston: Park Square	0	77	0	0	0	0	0	0	0	0	0	77
											0.0%	*2.7%*
Boston: South End	43	0	0	0	0	0	0	0	0	0	0	43
											0.0%	*1.5%*
Boston: So Bos Res	0	0	43	0	0	0	0	0	0	0	0	43
											0.0%	*1.5%*
Boston: Back Bay	0	0	43	0	0	0	0	0	0	0	0	43
											0.0%	*1.5%*
Lynn	34	0	0	0	0	0	0	0	0	0	0	34
											0.0%	*1.2%*
Everett	34	0	0	0	0	0	0	0	0	0	0	34
											0.0%	*1.2%*
Boston: Unspecified	0	34	0	0	0	0	0	0	0	0	0	34
											0.0%	*1.2%*
Boston: North Dorchester	0	34	0	0	0	0	0	0	0	0	0	34
											0.0%	*1.2%*
Boston: Financial/Retail	0	34	0	0	0	0	0	0	0	0	0	34
											0.0%	*1.2%*
Column Total & % of Overall	681	633	522	153	144	134	110	101	67	43	235	**2866**
	23.8%	*22.1%*	*18.2%*	*5.4%*	*5.0%*	*4.7%*	*3.8%*	*3.5%*	*2.3%*	*1.5%*	*8.2%*	

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 117

Wonderland - Maverick Station via Beach St

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Chelsea	Revere	Boston: East Boston	Boston: Back Bay	Boston: Govt Center	Boston: B U	Boston: Brighton	Cambridge : Fresh Pond	Winthrop	Boston: So Bos Res	Other & % of Row	Row Total & % of Overall
Chelsea	120	173	34	0	0	67	0	43	43	0	168	647
											25.9%	*29.0%*
Revere	101	77	144	120	86	0	43	0	0	0	34	638
											5.3%	*28.6%*
Boston: East Boston	259	43	0	0	0	0	0	0	0	34	101	437
											23.0%	*19.6%*
Lynn	67	0	0	0	0	0	0	0	0	0	34	101
											33.3%	*4.5%*
Unspecified	0	34	0	0	0	0	0	0	0	0	34	67
											50.0%	*3.0%*
Boston: So Bos Res	0	0	43	0	0	0	0	0	0	0	0	43
											0.0%	*1.9%*
Boston: North Dorchester	0	43	0	0	0	0	0	0	0	0	0	43
											0.0%	*1.9%*
Boston: Jamaica Plain	0	0	43	0	0	0	0	0	0	0	0	43
											0.0%	*1.9%*
Boston: Financial/Retail	0	0	43	0	0	0	0	0	0	0	0	43
											0.0%	*1.9%*
Weymouth	0	34	0	0	0	0	0	0	0	0	0	34
											0.0%	*1.5%*
Quincy	0	34	0	0	0	0	0	0	0	0	0	34
											0.0%	*1.5%*
Milton	0	34	0	0	0	0	0	0	0	0	0	34
											0.0%	*1.5%*
Cambridge: Central Square	0	34	0	0	0	0	0	0	0	0	0	34
											0.0%	*1.5%*
Boston: Govt Center	0	34	0	0	0	0	0	0	0	0	0	34
											0.0%	*1.5%*
Column Total & % of Overall	547	537	307	120	86	67	43	43	43	34	369	**2230**
	24.5%	*24.1%*	*13.8%*	*5.4%*	*3.9%*	*3.0%*	*1.9%*	*1.9%*	*1.9%*	*1.5%*	*16.5%*	

Socioeconomic Characteristics

This chapter presents data on the age, gender, income, and ethnicity of the riders on Key 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 Key Bus Routes 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. Only two bus routes had less than 65% of the responding population belonging to this age group: Routes 28 (61%) and 66 (64%). Members of the workforce are most likely to be somewhere in this age range, and, indeed, 62% of the riders on all bus routes reported work or work-related trip purposes (see Chapter 3 for a full discussion of trip purposes).

Overall, the 45-to-64 age bracket had the highest share of riders (30%); its highest shares by route were on Routes 32 (44%), 117 (42%), and 28 (39%). The 25-to-34 age bracket had the second-highest share of riders (26%); its highest shares by route were on Routes 1 (37%), 66 (36%), and 116 (32%).

Overall, 13% of the surveyed respondents were age 19-to-24. The highest percentages were observed on Routes 66 and 57 (both 27%) and 22 (19%). The lowest percentages in this age category were observed on Routes 32 and 77 (both 6%) and 73 (8%).

On the Key Bus Routes overall, 5% of survey respondents were age 18 or under. The highest percentages were observed on Routes 23 (17%), 28 (15%), and 15 (7%). 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 77 (15%), 39 (12%), and 73 (11%).

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 Key Bus Route except Route 117, female riders outnumbered male riders. The highest percentage of male respondents was 51%, on Route 117. The highest percentage of female respondents was 76%, on Route 22.

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. The routes with the highest percentages of incomes in the under-$20,000 range were Routes 28 (40%), 15 (38%), and 22 (37%). The routes with the lowest

percentages in this range were Routes 73 (4%), 71 (6%), and 57 (7%). The routes with the highest percentages of incomes in the $100,000-or-more range were Routes 73 (35%) and 77 and 71 (both 26%).

The average household size varied across the bus routes from as high as 3.3 on Route 15 to as low as 2.1 on Route 1.

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 73 (80%). The route with the highest percentage of nonwhite riders was Route 28, where 77% of the riders self-identified as black or African-American, 13% as "other," and 4% as Asian. 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 116 (40%), 111 (34%), and 15 (25%). The routes with the lowest percentages of Hispanic/Latino riders were Routes 71 (4%), 77 (5%), and 73 (7%).

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

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: 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

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	

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

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	

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

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	

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

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	

Socioeconomic Characteristics

Route: 32

Expanded Results | **Wolcott - Forest Hills** | **Both Directions**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	85	7.2%	7.2%
19 - 24	66	5.6%	12.8%
25 - 34	286	24.2%	37.0%
35 - 44	207	17.5%	54.5%
45 - 64	525	44.3%	98.8%
65 and Older	14	1.2%	100.0%
TOTAL	1,184	100.0%	100.0%
No Answer	33		

Gender of Riders:	Number of Riders	Percent of Riders
Male	296	28.2%
Female	755	71.8%
Transgender	0	0.0%
TOTAL	1,051	100.0%
No Answer	166	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	160	15.4%	15.4%
$20,000 - $29,999	152	14.5%	29.9%
$30,000 - $39,999	160	15.4%	45.3%
$40,000 - $49,999	117	11.2%	56.5%
$50,000 - $59,999	126	12.1%	68.6%
$60,000 - $74,999	131	12.5%	81.1%
$75,000 - $99,999	122	11.7%	92.8%
$100,000 or more	75	7.2%	100.0%
TOTAL	1,043	100.0%	100.0%
No Answer	174		

Mean Household Size: 2.94

Ethnicity of Riders

Expanded Results

Route: 32

Wolcott - Forest Hills

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	19	1.8%
Black or African-American	490	46.7%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	42	4.0%
White	452	43.1%
Other	84	8.0%
TOTAL	1,048	

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	11.0%
No	945	89.0%
TOTAL	1,062	100.0%
No Answer	155	

Socioeconomic Characteristics

Route: 39

Expanded Results | **Forest Hills - Back Bay Station** | **Both Directions**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	155	2.0%	2.0%
19 - 24	884	11.6%	13.6%
25 - 34	1,991	26.1%	39.7%
35 - 44	1,439	18.8%	58.5%
45 - 64	2,251	29.5%	88.0%
65 and Older	916	12.0%	100.0%
TOTAL	7,636	100.0%	100.0%
No Answer	213		

Gender of Riders:	Number of Riders	Percent of Riders
Male	2,433	32.4%
Female	5,075	67.6%
Transgender	0	0.0%
TOTAL	7,508	100.0%
No Answer	341	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	1,127	16.8%	16.8%
$20,000 - $29,999	489	7.3%	24.0%
$30,000 - $39,999	615	9.1%	33.2%
$40,000 - $49,999	635	9.4%	42.6%
$50,000 - $59,999	673	10.0%	52.6%
$60,000 - $74,999	956	14.2%	66.8%
$75,000 - $99,999	925	13.7%	80.6%
$100,000 or more	1,306	19.4%	100.0%
TOTAL	6,727	100.0%	100.0%
No Answer	1,122		

Mean Household Size: 2.30

Ethnicity of Riders

Expanded Results

Route: 39

Forest Hills - Back Bay Station

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	180	2.5%
Black or African-American	1,445	19.9%
Native Hawaiian or Other Pacific Islander	29	0.4%
Asian	489	6.7%
White	4,785	65.8%
Other	489	6.7%
TOTAL	7,268	

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	680	9.3%
No	6,659	90.7%
TOTAL	7,339	100.0%
No Answer	510	

MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 57

Expanded Results | **Watertown Sq - Kenmore Sq** | **Both Directions**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	142	2.3%	2.3%
19 - 24	1,696	27.0%	29.2%
25 - 34	1,911	30.4%	59.6%
35 - 44	988	15.7%	75.3%
45 - 64	1,413	22.5%	97.8%
65 and Older	141	2.2%	100.0%
TOTAL	6,290	100.0%	100.0%
No Answer	142		

Gender of Riders:	Number of Riders	Percent of Riders
Male	2,475	39.3%
Female	3,817	60.7%
Transgender	0	0.0%
TOTAL	6,291	100.0%
No Answer	141	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	424	7.3%	7.3%
$20,000 - $29,999	354	6.1%	13.4%
$30,000 - $39,999	708	12.2%	25.6%
$40,000 - $49,999	495	8.5%	34.2%
$50,000 - $59,999	564	9.7%	43.9%
$60,000 - $74,999	565	9.7%	53.6%
$75,000 - $99,999	1,270	21.9%	75.6%
$100,000 or more	1,417	24.4%	100.0%
TOTAL	5,797	100.0%	100.0%
No Answer	635		

Mean Household Size: 2.60

Ethnicity of Riders

Expanded Results

Route: 57

Watertown Sq - Kenmore Sq

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	70	1.1%
Black or African-American	284	4.5%
Native Hawaiian or Other Pacific Islander	71	1.1%
Asian	920	14.5%
White	4,945	77.7%
Other	283	4.5%
TOTAL	6,362	

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	637	10.5%
No	5,443	89.5%
TOTAL	6,079	100.0%
No Answer	353	

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

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	

Socioeconomic Characteristics

Route: 71

Expanded Results | **Watertown Sq - Harvard Sq** | **Both Directions**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	17	0.5%	0.5%
19 - 24	361	11.5%	12.1%
25 - 34	923	29.4%	41.5%
35 - 44	462	14.8%	56.3%
45 - 64	1,039	33.2%	89.4%
65 and Older	331	10.6%	100.0%
TOTAL	3,133	100.0%	100.0%
No Answer	97		

Gender of Riders:	Number of Riders	Percent of Riders
Male	1,039	33.5%
Female	2,062	66.5%
Transgender	0	0.0%
TOTAL	3,101	100.0%
No Answer	129	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	177	6.0%	6.0%
$20,000 - $29,999	80	2.7%	8.7%
$30,000 - $39,999	243	8.3%	17.0%
$40,000 - $49,999	293	9.9%	26.9%
$50,000 - $59,999	202	6.8%	33.8%
$60,000 - $74,999	515	17.5%	51.3%
$75,000 - $99,999	666	22.6%	73.9%
$100,000 or more	768	26.1%	100.0%
TOTAL	2,945	100.0%	100.0%
No Answer	285		

Mean Household Size: 2.25

MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 71

Watertown Sq - Harvard Sq

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	32	1.1%
Black or African-American	181	5.9%
Native Hawaiian or Other Pacific Islander	17	0.6%
Asian	289	9.4%
White	2,444	79.6%
Other	108	3.5%
TOTAL	3,072	

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	108	3.6%
No	2,929	96.4%
TOTAL	3,038	100.0%
No Answer	192	

Socioeconomic Characteristics

Route: 73

Expanded Results | **Waverly Sq - Harvard Sq** | **Both Directions**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	61	2.0%	2.0%
19 - 24	235	7.5%	9.5%
25 - 34	780	25.1%	34.6%
35 - 44	508	16.4%	51.0%
45 - 64	1,184	38.1%	89.1%
65 and Older	339	10.9%	100.0%
TOTAL	3,106	100.0%	100.0%
No Answer	38		

Gender of Riders:	Number of Riders	Percent of Riders
Male	1,192	39.1%
Female	1,854	60.9%
Transgender	0	0.0%
TOTAL	3,046	100.0%
No Answer	98	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	98	3.6%	3.6%
$20,000 - $29,999	195	7.2%	10.8%
$30,000 - $39,999	142	5.3%	16.1%
$40,000 - $49,999	291	10.8%	26.8%
$50,000 - $59,999	303	11.2%	38.1%
$60,000 - $74,999	234	8.7%	46.7%
$75,000 - $99,999	502	18.6%	65.3%
$100,000 or more	939	34.7%	100.0%
TOTAL	2,705	100.0%	100.0%
No Answer	439		

Mean Household Size: 2.43

MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 73

Waverly Sq - Harvard Sq

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	13	0.4%
Black or African-American	182	6.3%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	295	10.1%
White	2,333	80.2%
Other	111	3.8%
TOTAL	2,908	

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	184	6.6%
No	2,617	93.4%
TOTAL	2,801	100.0%
No Answer	343	

Socioeconomic Characteristics

Route: 77

Expanded Results | **Arlington Heights - Harvard Sq** | **Both Directions**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	138	3.6%	3.6%
19 - 24	248	6.4%	10.0%
25 - 34	886	22.9%	32.9%
35 - 44	810	21.0%	53.9%
45 - 64	1,223	31.6%	85.5%
65 and Older	561	14.5%	100.0%
TOTAL	3,866	100.0%	100.0%
No Answer	62		

Gender of Riders:	Number of Riders	Percent of Riders
Male	1,230	32.8%
Female	2,514	67.2%
Transgender	0	0.0%
TOTAL	3,743	100.0%
No Answer	185	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	386	11.3%	11.3%
$20,000 - $29,999	223	6.5%	17.8%
$30,000 - $39,999	384	11.2%	29.0%
$40,000 - $49,999	348	10.2%	39.2%
$50,000 - $59,999	263	7.7%	46.8%
$60,000 - $74,999	424	12.4%	59.2%
$75,000 - $99,999	493	14.4%	73.6%
$100,000 or more	904	26.4%	100.0%
TOTAL	3,426	100.0%	100.0%
No Answer	502		

Mean Household Size: 2.22

Ethnicity of Riders

Expanded Results

Route: 77

Arlington Heights - Harvard Sq

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	31	0.9%
Black or African-American	185	5.1%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	364	10.1%
White	2,931	81.0%
Other	185	5.1%
TOTAL	3,619	

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	185	5.1%
No	3,440	94.9%
TOTAL	3,625	100.0%
No Answer	303	

Socioeconomic Characteristics

Route: 111

Expanded Results | **Woodlawn - Haymarket** | **Both Directions**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	82	2.0%	2.0%
19 - 24	798	19.0%	20.9%
25 - 34	1,285	30.6%	51.5%
35 - 44	921	21.9%	73.4%
45 - 64	959	22.8%	96.3%
65 and Older	158	3.7%	100.0%
TOTAL	4,202	100.0%	100.0%
No Answer	120		

Gender of Riders:	Number of Riders	Percent of Riders
Male	1,681	42.0%
Female	2,283	57.0%
Transgender	39	1.0%
TOTAL	4,004	100.0%
No Answer	318	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	481	13.4%	13.4%
$20,000 - $29,999	442	12.3%	25.6%
$30,000 - $39,999	435	12.1%	37.7%
$40,000 - $49,999	443	12.3%	50.0%
$50,000 - $59,999	396	11.0%	61.0%
$60,000 - $74,999	476	13.2%	74.2%
$75,000 - $99,999	404	11.2%	85.5%
$100,000 or more	524	14.5%	100.0%
TOTAL	3,600	100.0%	100.0%
No Answer	722		

Mean Household Size: 3.18

MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 111

Woodlawn - Haymarket

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	359	9.4%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	515	13.4%
White	1,968	51.2%
Other	1,041	27.1%
TOTAL	3,844	

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	1,402	33.7%
No	2,758	66.3%
TOTAL	4,159	100.0%
No Answer	163	

MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 116

Expanded Results | **Wonderland - Maverick Station via Revere St** | **Both Directions**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	43	1.5%	1.5%
19 - 24	393	13.9%	15.4%
25 - 34	906	32.0%	47.4%
35 - 44	585	20.6%	68.0%
45 - 64	862	30.4%	98.5%
65 and Older	43	1.5%	100.0%
TOTAL	2,833	100.0%	100.0%
No Answer	34		

Gender of Riders:	Number of Riders	Percent of Riders
Male	1,026	38.9%
Female	1,610	61.1%
Transgender	0	0.0%
TOTAL	2,636	100.0%
No Answer	230	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	791	30.5%	30.5%
$20,000 - $29,999	244	9.4%	39.9%
$30,000 - $39,999	340	13.1%	53.1%
$40,000 - $49,999	398	15.3%	68.4%
$50,000 - $59,999	67	2.6%	71.0%
$60,000 - $74,999	321	12.4%	83.4%
$75,000 - $99,999	355	13.7%	97.0%
$100,000 or more	77	3.0%	100.0%
TOTAL	2,593	100.0%	100.0%
No Answer	273		

Mean Household Size: 2.97

Ethnicity of Riders

Expanded Results

Route: 116

Wonderland - Maverick Station via Revere St

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	34	1.4%
Black or African-American	331	13.8%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	120	5.0%
White	1,236	51.5%
Other	758	31.5%
TOTAL	2,402	

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	992	39.5%
No	1,520	60.5%
TOTAL	2,512	100.0%
No Answer	355	

Socioeconomic Characteristics

Route: 117

Expanded Results | **Wonderland - Maverick Station via Beach St** | **Both Directions**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	34	1.6%	1.6%
19 - 24	220	10.7%	12.3%
25 - 34	297	14.4%	26.7%
35 - 44	460	22.3%	49.0%
45 - 64	858	41.5%	90.5%
65 and Older	197	9.5%	100.0%
TOTAL	2,067	100.0%	100.0%
No Answer	163		

Gender of Riders:	Number of Riders	Percent of Riders
Male	959	50.5%
Female	940	49.5%
Transgender	0	0.0%
TOTAL	1,899	100.0%
No Answer	331	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	317	17.8%	17.8%
$20,000 - $29,999	331	18.6%	36.4%
$30,000 - $39,999	220	12.4%	48.8%
$40,000 - $49,999	317	17.8%	66.6%
$50,000 - $59,999	177	10.0%	76.5%
$60,000 - $74,999	177	10.0%	86.5%
$75,000 - $99,999	67	3.8%	90.3%
$100,000 or more	173	9.7%	100.0%
TOTAL	1,779	100.0%	100.0%
No Answer	451		

Mean Household Size: 2.83

Ethnicity of Riders

Expanded Results

Route: 117

Wonderland - Maverick Station via Beach St

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	77	4.4%
Black or African-American	311	18.0%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	67	3.9%
White	1,185	68.6%
Other	153	8.9%
TOTAL	1,726	

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	417	20.1%
No	1,659	79.9%
TOTAL	2,076	100.0%
No Answer	153	

10 Usage Rates and Fare Types

The data presented in this chapter show how frequently the riders of each Key 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 Key Bus Routes 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 Key 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 Key Bus Routes overall, 72% 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 23 (83%), 32 (82%), and 116 (80%). The highest percentages of six-or-seven-day usage were on Routes 23 (37%) and 28 and 117 (both 35%). The highest percentages of less-than-one-day usage were on Routes 77 and 23 (both 10%) and 73 (9%).

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 Key Bus Routes overall, the most frequently reported combinations of Saturday and Sunday usage were occasional use on both days (39%), followed by no use on both days (27%), and regular use on both days (18%).

The bus routes with the highest reported regular usage on both Saturday and Sunday were Routes 15 and 23 (both 31%) and 28 (23%). Route 116 had the highest reported percentages of regular or occasional usage on Saturday and Sunday individually (82% and 74%, respectively).

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 Key Bus Routes overall, the most common method of fare payment was some form of monthly pass, reported by 59% of all riders. Pay-per-ride using a CharlieCard was second, at 25% overall. Monthly pass use was most common on each surveyed bus route except Route 15.

The LinkPass was the most commonly used pass on each surveyed bus route except Routes 15 and 28. The bus routes with the highest reported usage of the LinkPass were Routes 66 (55%) and 32 and 73 (both 47%). 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 28, 15, and 57 (all 18%). Disability and Student monthly passes were both reported by 3% of Key Bus Route riders. Senior monthly passes, used by riders over age 65, were reported by 2% of Key Bus Route riders, with the highest rate on Route 117 (5%). The highest reported usage of Zone passes, used by passengers who also use MBTA commuter rail or Inner Harbor ferry services, was on Route 39 (6%).

After monthly passes and pay-per-ride using CharlieCards, the two most common fare types overall were 7-Day LinkPasses and reduced-fare pay-per-ride (including Student, Senior, and Disability). The percentages of riders using either of these types varied considerably among bus routes. The use of 7-Day LinkPass ranged from 1% on Route 71 to 15% on Route 117. Reduced-fare pay-per-ride use ranged from 0% on Route 111 to 11% on Route 28.

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 3.4 days per week on Route 77 to 5.2 days per week on Route 28; the overall Key Bus Route 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 2.0 days per week on Route 1 to 6.4 days per week on Route 66; the overall Key Bus Route average was 4.8 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 4.4 days per week on Route 77 to 5.3 days per week on Route 116; the overall Key Bus Route average was 4.8 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 0.5 days per week on Route 73 to 7.0 days per week on Route 1; the overall Key Bus Route average was 3.7 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 0.5 days per week on Route 57 to 6.2 days per week on Route 32; the overall Key Bus Route average was 3.7 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. For the Key Bus Routes, only two returned surveys had the “Child Under Age 12 Free Fare” fare type checked. These respondents rode an average of 5.0 days.

Blind Access Card

Only two surveys were returned by Key Bus Route riders using a Blind Access Card as the fare type. These respondents rode an average of 2.5 days per week.

1-Day LinkPass

Only one survey was returned by a Key Bus Route rider using a 1-Day LinkPass as the fare type. This respondent rode an average of 7.0 days.

7-Day LinkPass

The average usage rate by bus route for the 7-Day LinkPass ranged from 4.1 days per week on Route 1 to 6.7 days per week on Route 39; the overall Key Bus Route average was 5.3 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 Key Bus Routes, only eight returned surveys had the "other" fare type checked. These respondents rode an average of 5.1 days per week.

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 1

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
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
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.*

Fare Types and Pass Usage

Route: 1
Harvard Sq - Dudley Station via BU Medical
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)	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
Student	*0*	*0.0%*	*0.0*
Senior	*160*	*2.5%*	*2.2*
Disability	*187*	*2.9%*	*3.1*
No Reduced Fare Selected	*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

Expanded Results

Route: 15

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
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
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
Kane Sq/Fields Cnr Station - 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)	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
Student	*116*	*2.6%*	*5.7*
Senior	*0*	*0.0%*	*0.0*
Disability	*131*	*3.0%*	*4.8*
No Reduced Fare Selected	*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

Expanded Results

Route: 22

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
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
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.*

Fare Types and Pass Usage

Route: 22
Ashmont Station - Ruggles via Jackson Sq
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)	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
Student	*35*	*0.8%*	*7.0*
Senior	*105*	*2.4%*	*4.0*
Disability	*156*	*3.6%*	*2.7*
No Reduced Fare Selected	*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

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 23

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
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
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.*

MBTA Surveys: 2008-09

Bus Survey

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
Student	*239*	*3.5%*	*4.0*
Senior	*0*	*0.0%*	*0.0*
Disability	*0*	*0.0%*	*0.0*
No Reduced Fare Selected	*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

Expanded Results

Route: 28

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
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
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
Mattapan Station - Ruggles via Dudley
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)	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
Student	*103*	*1.6%*	*5.5*
Senior	*176*	*2.8%*	*3.0*
Disability	*409*	*6.4%*	*4.9*
No Reduced Fare Selected	*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

Expanded Results

Route: 32

Wolcott - Forest Hills

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	75	6.2%	6.2%
One Day	0	0.0%	6.2%
Two Days	42	3.5%	9.7%
Three Days	89	7.4%	17.1%
Four Days	14	1.2%	18.3%
Five Days	612	50.9%	69.1%
Six Days	136	11.3%	80.4%
Seven Days	235	19.6%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	1,203	100.0%	100.0%
No Answer	14		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	188 17.7%	94 8.9%	0 0.0%	33	282 26.6%
Occasionally	19 1.8%	342 32.2%	56 5.3%	47	417 39.3%
Not at all	14 1.3%	0 0.0%	349 32.8%	28	363 34.1%
No Answer	14	14	0	19	
Sunday Total	221 20.8%	436 41.1%	404 38.1%		1,062 *

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

Fare Types and Pass Usage

Route: 32
Wolcott - Forest Hills
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)	211	17.8%	4.1
Pay-per-ride CharlieTicket (paper)	19	1.6%	5.0
Monthly pass	802	67.8%	5.1
Full cash fare on-board bus	66	5.6%	4.1
Reduced fare	33	2.8%	6.2
Student	*14*	*1.2%*	*5.0*
Senior	*0*	*0.0%*	*0.0*
Disability	*19*	*1.6%*	*7.0*
No Reduced Fare Selected	*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	52	4.4%	6.1
Other	0	0.0%	0.0
No Fare Payment Type Selected	33		
All Payment Types	1,184	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)	562	47.4%	4.9
Student	71	6.0%	5.4
Senior	0	0.0%	0.0
Disability	14	1.2%	7.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	28	2.4%	4.0
Boat	0	0.0%	0.0
Local Bus	127	10.7%	5.6
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	802	67.8%	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	28	2.4%	4.0
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	28	2.4%	4.0

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 39

Forest Hills - Back Bay Station

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	337	7.7%	7.7%
One Day	92	2.1%	9.8%
Two Days	218	5.0%	14.8%
Three Days	334	7.7%	22.5%
Four Days	456	10.4%	32.9%
Five Days	2,101	48.1%	81.1%
Six Days	305	7.0%	88.1%
Seven Days	521	11.9%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	4,364	100.0%	100.0%
No Answer	3,486		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	615 15.1%	186 4.6%	63 1.5%	31	864 21.2%
Occasionally	123 3.0%	1,537 37.6%	153 3.7%	184	1,813 44.4%
Not at all	63 1.5%	0 0.0%	1,345 32.9%	31	1,407 34.5%
No Answer	0	92	31	3,394	
Sunday Total	801 19.6%	1,724 42.2%	1,560 38.2%		4,085 *

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

Fare Types and Pass Usage

Route: 39
Forest Hills - Back Bay Station
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)	1,775	22.6%	3.9
Pay-per-ride CharlieTicket (paper)	186	2.4%	3.5
Monthly pass	4,936	62.9%	4.8
Full cash fare on-board bus	121	1.5%	2.3
Reduced fare	521	6.6%	3.0
Student	*0*	*0.0%*	*0.0*
Senior	*368*	*4.7%*	*2.6*
Disability	*153*	*1.9%*	*3.7*
No Reduced Fare Selected	*0*	*0.0%*	*0.0*
Child under age 12 free fare	31	0.4%	5.0
Blind Access Card	29	0.4%	0.5
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	249	3.2%	6.7
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	7,849	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)	2,810	35.8%	4.8
Student	61	0.8%	6.0
Senior	215	2.7%	2.8
Disability	305	3.9%	5.8
Inner Express Bus	242	3.1%	5.2
Outer Express Bus	58	0.7%	0.0
Zone	442	5.6%	4.4
Boat	0	0.0%	0.0
Local Bus	801	10.2%	5.1
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	4,936	62.9%	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	61	0.8%	5.0
1	29	0.4%	0.0
2	31	0.4%	0.5
3	204	2.6%	4.6
4	29	0.4%	5.0
5	0	0.0%	0.0
6	88	1.1%	4.7
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	442	5.6%	4.4

Bus Usage Rates

Expanded Results

Route: 57
Watertown Sq - Kenmore Sq

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	494	7.8%	7.8%
One Day	0	0.0%	7.8%
Two Days	284	4.5%	12.4%
Three Days	497	7.9%	20.2%
Four Days	565	9.0%	29.2%
Five Days	3,250	51.7%	80.9%
Six Days	637	10.1%	91.0%
Seven Days	565	9.0%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	6,292	100.0%	100.0%
No Answer	141		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	637 11.0%	282 4.9%	0 0.0%	213	919 15.9%
Occasionally	0 0.0%	3,108 53.6%	353 6.1%	354	3,461 59.7%
Not at all	0 0.0%	0 0.0%	1,415 24.4%	71	1,415 24.4%
No Answer	0	0	0	0	
Sunday Total	637 11.0%	3,390 58.5%	1,768 30.5%		5,795 *

** 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

Expanded Results

Route: 57

Watertown Sq - 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)	1,841	28.9%	3.8
Pay-per-ride CharlieTicket (paper)	0	0.0%	0.0
Monthly pass	4,379	68.8%	4.9
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	70	1.1%	0.5
Student	*70*	*1.1%*	*0.5*
Senior	*0*	*0.0%*	*0.0*
Disability	*0*	*0.0%*	*0.0*
No Reduced Fare Selected	*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	70	1.1%	6.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	71		
All Payment Types	6,361	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)	2,684	42.2%	4.9
Student	71	1.1%	6.0
Senior	70	1.1%	0.0
Disability	70	1.1%	7.0
Inner Express Bus	353	5.5%	3.9
Outer Express Bus	0	0.0%	0.0
Zone	0	0.0%	0.0
Boat	0	0.0%	0.0
Local Bus	1,130	17.8%	5.1
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	4,379	68.8%	4.9

Zones Reported by Users of Zone Passes:

(No zones reported)

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 66

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
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
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
Harvard Sq - Dudley Station via Allston/Brookline
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)	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
Student	*47*	*0.5%*	*6.0*
Senior	*162*	*1.9%*	*2.3*
Disability	*47*	*0.5%*	*2.0*
No Reduced Fare Selected	*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

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 71

Watertown Sq - Harvard Sq

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	101	3.1%	3.1%
One Day	80	2.5%	5.6%
Two Days	192	6.0%	11.6%
Three Days	224	7.0%	18.6%
Four Days	282	8.8%	27.4%
Five Days	1,815	56.5%	83.8%
Six Days	282	8.8%	92.6%
Seven Days	238	7.4%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	3,214	100.0%	100.0%
No Answer	17		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	253 8.3%	126 4.1%	15 0.5%	34	394 12.9%
Occasionally	30 1.0%	1,229 40.3%	226 7.4%	112	1,486 48.7%
Not at all	0 0.0%	15 0.5%	1,156 37.9%	0	1,172 38.4%
No Answer	0	32	0	0	
Sunday Total	283 9.3%	1,370 44.9%	1,398 45.8%		3,051 *

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

Fare Types and Pass Usage

Route: 71
Watertown Sq - Harvard Sq
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)	702	21.7%	4.3
Pay-per-ride CharlieTicket (paper)	30	0.9%	4.5
Monthly pass	2,216	68.6%	4.9
Full cash fare on-board bus	32	1.0%	2.0
Reduced fare	217	6.7%	3.0
Student	*0*	*0.0%*	*0.0*
Senior	*171*	*5.3%*	*2.6*
Disability	*46*	*1.4%*	*4.7*
No Reduced Fare Selected	*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	17	0.5%	5.0
Other	15	0.5%	7.0
No Fare Payment Type Selected	0		
All Payment Types	3,230	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)	1,468	45.5%	4.9
Student	17	0.5%	5.0
Senior	61	1.9%	2.4
Disability	49	1.5%	4.4
Inner Express Bus	101	3.1%	5.0
Outer Express Bus	0	0.0%	0.0
Zone	32	1.0%	5.5
Boat	0	0.0%	0.0
Local Bus	487	15.1%	4.9
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	2,216	68.6%	4.9

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	15	0.5%	6.0
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	17	0.5%	5.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	32	1.0%	5.5

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 73

Waverly Sq - Harvard Sq

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	264	8.6%	8.6%
One Day	109	3.6%	12.2%
Two Days	117	3.8%	16.0%
Three Days	167	5.5%	21.5%
Four Days	333	10.9%	32.4%
Five Days	1,759	57.5%	89.9%
Six Days	134	4.4%	94.3%
Seven Days	176	5.7%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	3,059	100.0%	100.0%
No Answer	86		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	335 11.6%	98 3.4%	13 0.4%	0	445 15.5%
Occasionally	13 0.4%	1,389 48.2%	172 6.0%	134	1,573 54.6%
Not at all	0 0.0%	13 0.4%	848 29.4%	36	860 29.9%
No Answer	0	36	13	48	
Sunday Total	347 12.1%	1,500 52.1%	1,032 35.8%		2,878 *

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

Fare Types and Pass Usage

Route: 73
Waverly Sq - Harvard Sq
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)	655	20.8%	3.9
Pay-per-ride CharlieTicket (paper)	63	2.0%	4.1
Monthly pass	2,113	67.2%	4.5
Full cash fare on-board bus	25	0.8%	0.5
Reduced fare	193	6.1%	2.9
Student	*13*	*0.4%*	*6.0*
Senior	*167*	*5.3%*	*2.6*
Disability	*13*	*0.4%*	*0.0*
No Reduced Fare Selected	*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	96	3.1%	5.5
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	3,144	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)	1,487	47.3%	4.7
Student	13	0.4%	7.0
Senior	61	1.9%	5.0
Disability	50	1.6%	3.0
Inner Express Bus	48	1.5%	1.8
Outer Express Bus	13	0.4%	5.0
Zone	82	2.6%	5.2
Boat	0	0.0%	0.0
Local Bus	360	11.4%	4.4
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	2,113	67.2%	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	36	1.1%	5.4
2	0	0.0%	0.0
3	0	0.0%	0.0
4	23	0.7%	5.0
5	0	0.0%	0.0
6	23	0.7%	5.0
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	82	2.6%	5.2

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 77

Arlington Heights - Harvard Sq

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	369	9.6%	9.6%
One Day	125	3.2%	12.8%
Two Days	391	10.2%	23.0%
Three Days	431	11.2%	34.2%
Four Days	339	8.8%	43.0%
Five Days	1,384	35.9%	78.9%
Six Days	301	7.8%	86.7%
Seven Days	464	12.1%	98.8%
Only Visiting	47	1.2%	100.0%
TOTAL	3,851	100.0%	100.0%
No Answer	78		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	544 15.3%	232 6.5%	0 0.0%	54	776 21.9%
Occasionally	38 1.1%	1,650 46.5%	315 8.9%	185	2,003 56.4%
Not at all	16 0.4%	16 0.4%	741 20.9%	16	772 21.7%
No Answer	16	38	0	69	
Sunday Total	598 16.8%	1,897 53.4%	1,056 29.7%		3,551 *

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

Fare Types and Pass Usage

Route: 77
Arlington Heights - Harvard Sq
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)	987	25.1%	3.4
Pay-per-ride CharlieTicket (paper)	47	1.2%	4.0
Monthly pass	2,292	58.3%	4.4
Full cash fare on-board bus	69	1.8%	3.0
Reduced fare	313	8.0%	3.1
Student	*76*	*1.9%*	*5.5*
Senior	*237*	*6.0%*	*2.3*
Disability	*0*	*0.0%*	*0.0*
No Reduced Fare Selected	*0*	*0.0%*	*0.0*
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	38	1.0%	4.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	183	4.7%	6.2
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	3,929	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)	1,484	37.8%	4.3
Student	16	0.4%	5.0
Senior	201	5.1%	3.7
Disability	47	1.2%	4.7
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	62	1.6%	5.0
Boat	0	0.0%	0.0
Local Bus	482	12.3%	5.2
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	2,292	58.3%	4.4

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	47	1.2%	5.0
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	16	0.4%	5.0
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	62	1.6%	5.0

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 111

Woodlawn - Haymarket

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	282	6.7%	6.7%
One Day	41	1.0%	7.6%
Two Days	0	0.0%	7.6%
Three Days	199	4.7%	12.3%
Four Days	359	8.5%	20.8%
Five Days	2,200	51.9%	72.7%
Six Days	599	14.1%	86.8%
Seven Days	560	13.2%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	4,240	100.0%	100.0%
No Answer	82		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	597 15.7%	358 9.4%	80 2.1%	199	1,036 27.3%
Occasionally	79 2.1%	1,202 31.6%	197 5.2%	243	1,477 38.9%
Not at all	0 0.0%	0 0.0%	1,285 33.8%	41	1,285 33.8%
No Answer	0	0	0	41	
Sunday Total	676 17.8%	1,559 41.1%	1,563 41.1%		3,798 *

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

Fare Types and Pass Usage

Route: 111
Woodlawn - Haymarket
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)	681	15.8%	4.6
Pay-per-ride CharlieTicket (paper)	200	4.6%	4.7
Monthly pass	2,800	64.8%	5.0
Full cash fare on-board bus	118	2.7%	4.0
Reduced fare	0	0.0%	0.0
Student	*0*	*0.0%*	*0.0*
Senior	*0*	*0.0%*	*0.0*
Disability	*0*	*0.0%*	*0.0*
No Reduced Fare Selected	*0*	*0.0%*	*0.0*
Child under age 12 free fare	41	0.9%	5.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	402	9.3%	5.1
Other	79	1.8%	5.0
No Fare Payment Type Selected	0		
All Payment Types	4,322	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)	1,441	33.3%	4.9
Student	80	1.9%	6.0
Senior	118	2.7%	4.7
Disability	123	2.8%	5.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	241	5.6%	5.0
Zone	241	5.6%	4.1
Boat	0	0.0%	0.0
Local Bus	555	12.8%	5.4
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	2,800	64.8%	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	39	0.9%	5.0
1	0	0.0%	0.0
2	0	0.0%	0.0
3	0	0.0%	0.0
4	121	2.8%	3.1
5	41	0.9%	5.0
6	39	0.9%	5.0
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	241	5.6%	4.1

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 116

Wonderland - Maverick Station via Revere St

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	34	1.2%	1.2%
One Day	34	1.2%	2.4%
Two Days	77	2.7%	5.1%
Three Days	287	10.1%	15.2%
Four Days	110	3.9%	19.1%
Five Days	1,563	55.2%	74.3%
Six Days	220	7.8%	82.1%
Seven Days	474	16.7%	98.8%
Only Visiting	34	1.2%	100.0%
TOTAL	2,833	100.0%	100.0%
No Answer	34		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	498 20.7%	153 6.4%	34 1.4%	86	685 28.5%
Occasionally	43 1.8%	1,093 45.4%	144 6.0%	153	1,280 53.2%
Not at all	0 0.0%	0 0.0%	441 18.3%	0	441 18.3%
No Answer	34	34	0	153	
Sunday Total	541 22.5%	1,246 51.8%	618 25.7%		2,406 *

** 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

Expanded Results

Route: 116

Wonderland - Maverick Station via Revere 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)	858	29.9%	4.9
Pay-per-ride CharlieTicket (paper)	130	4.5%	4.0
Monthly pass	1,457	50.8%	5.3
Full cash fare on-board bus	168	5.8%	3.5
Reduced fare	110	3.8%	3.8
Student	*43*	*1.5%*	*5.0*
Senior	*0*	*0.0%*	*0.0*
Disability	*67*	*2.3%*	*3.0*
No Reduced Fare Selected	*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	144	5.0%	5.5
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	2,866	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)	1,116	39.0%	5.2
Student	43	1.5%	5.0
Senior	0	0.0%	0.0
Disability	77	2.7%	5.9
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	220	7.7%	5.7
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	1,457	50.8%	5.3

Zones Reported by Users of Zone Passes:

(No zones reported)

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 117

Wonderland - Maverick Station via Beach St

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	110	5.1%	5.1%
One Day	0	0.0%	5.1%
Two Days	43	2.0%	7.1%
Three Days	173	8.0%	15.1%
Four Days	144	6.6%	21.7%
Five Days	945	43.7%	65.4%
Six Days	331	15.3%	80.7%
Seven Days	417	19.3%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	2,163	100.0%	100.0%
No Answer	67		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	393 22.7%	168 9.7%	77 4.4%	264	638 36.7%
Occasionally	0 0.0%	494 28.5%	187 10.8%	77	681 39.2%
Not at all	0 0.0%	0 0.0%	417 24.0%	34	417 24.0%
No Answer	0	43	0	77	
Sunday Total	393 22.7%	661 38.1%	681 39.2%		1,736 *

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

Fare Types and Pass Usage

Route: 117
Wonderland - Maverick Station via Beach St
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)	451	20.2%	4.6
Pay-per-ride CharlieTicket (paper)	153	6.9%	5.6
Monthly pass	1,079	48.4%	5.0
Full cash fare on-board bus	86	3.9%	5.0
Reduced fare	134	6.0%	5.0
Student	*67*	*3.0%*	*4.5*
Senior	*34*	*1.5%*	*4.0*
Disability	*34*	*1.5%*	*7.0*
No Reduced Fare Selected	*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	326	14.6%	5.4
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	2,230	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)	758	34.0%	4.9
Student	0	0.0%	0.0
Senior	120	5.4%	5.7
Disability	0	0.0%	0.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	67	3.0%	5.0
Boat	0	0.0%	0.0
Local Bus	134	6.0%	5.3
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	1,079	48.4%	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	34	1.5%	5.0
1	0	0.0%	0.0
2	34	1.5%	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	67	3.0%	5.0

11 Vehicle Availability

The four types of data presented in this chapter describe the potential for riders on Key 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 Key Bus Routes 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 Key Bus Routes combined, 68% of survey respondents were licensed to drive. The lowest percentages of riders with licenses were on Routes 28 (38%), 23 (53%), and 15 (54%). The highest percentages were on Routes 71 and 57 (both 87%) and 39 (84%).

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 32 (29%), 73 (27%), and 111 (25%). The bus routes with the highest percentages of riders with no household vehicle were Routes 66 (54%), 28 (51%), and 1 (49%).

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 73 (46%), 71 (42%), and 111 (40%). 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 116 (16%) and 23 and 28 (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 71 (26%), 73 (25%), and 77 (20%). The highest percentages of riders from households with no vehicles were Routes 66 (53%), 116 (50%), and 23 (48%).

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).

Vehicle Availability

Expanded Results

Route: 1

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		

Vehicle Availability

Expanded Results

Route: 15

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		

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		

Vehicle Availability

Expanded Results

Route: 23

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		

Vehicle Availability

Expanded Results

Route: 28

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		

Vehicle Availability

Route: 32
Wolcott - Forest Hills
Both Directions

Expanded Results

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	821	68.6%
Not Licensed	377	31.4%
TOTAL	1,198	100.0%
No Answer	19	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	424	38.4%
1 vehicle	361	32.7%
2 vehicles	253	22.9%
3 or more vehicles	66	6.0%
TOTAL	1,104	100.0%
No Answer	113	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	333	29.7%
No	790	70.3%
TOTAL	1,123	100.0%
No Answer	94	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	424	40.1%	40.1%
0.01 to 0.49 vehicles	164	15.5%	55.6%
0.50 to 0.99 vehicles	310	29.4%	85.0%
1.00 to 1.49 vehicles	140	13.2%	98.2%
1.50 to 1.99 vehicles	0	0.0%	98.2%
2 or more vehicles	19	1.8%	100.0%
TOTAL RESPONSES	1,057		

Vehicle Availability

Route: 39
Expanded Results — Forest Hills - Back Bay Station — Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	3,748	84.1%
Not Licensed	707	15.9%
TOTAL	4,455	100.0%
No Answer	3,394	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	2,958	38.6%
1 vehicle	3,124	40.8%
2 vehicles	1,237	16.1%
3 or more vehicles	341	4.5%
TOTAL	7,661	100.0%
No Answer	189	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	1,796	31.1%
No	3,975	68.9%
TOTAL	5,771	100.0%
No Answer	2,078	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	2,624	37.4%	37.4%
0.01 to 0.49 vehicles	1,167	16.6%	54.0%
0.50 to 0.99 vehicles	1,953	27.8%	81.9%
1.00 to 1.49 vehicles	1,181	16.8%	98.7%
1.50 to 1.99 vehicles	63	0.9%	99.6%
2 or more vehicles	29	0.4%	100.0%
TOTAL RESPONSES	7,016		

Vehicle Availability

Route: 57

Expanded Results | Watertown Sq - Kenmore Sq | Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	5,440	86.5%
Not Licensed	851	13.5%
TOTAL	6,290	100.0%
No Answer	142	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	1,979	31.5%
1 vehicle	2,967	47.2%
2 vehicles	1,061	16.9%
3 or more vehicles	284	4.5%
TOTAL	6,290	100.0%
No Answer	142	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	2,401	38.2%
No	3,889	61.8%
TOTAL	6,290	100.0%
No Answer	142	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	1,979	31.5%	31.5%
0.01 to 0.49 vehicles	1,412	22.4%	53.9%
0.50 to 0.99 vehicles	2,051	32.6%	86.5%
1.00 to 1.49 vehicles	706	11.2%	97.7%
1.50 to 1.99 vehicles	71	1.1%	98.9%
2 or more vehicles	71	1.1%	100.0%
TOTAL RESPONSES	6,290		

Vehicle Availability

Route: 66
Harvard Sq - Dudley Station via Allston/Brookline
Both Directions

Expanded Results

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		

Vehicle Availability

Route: 71
Watertown Sq - Harvard Sq
Both Directions

Expanded Results

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	2,715	86.6%
Not Licensed	418	13.4%
TOTAL	3,133	100.0%
No Answer	97	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	850	27.1%
1 vehicle	1,543	49.2%
2 vehicles	612	19.5%
3 or more vehicles	127	4.1%
TOTAL	3,133	100.0%
No Answer	97	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	1,315	41.7%
No	1,836	58.3%
TOTAL	3,150	100.0%
No Answer	80	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	818	26.7%	26.7%
0.01 to 0.49 vehicles	369	12.0%	38.7%
0.50 to 0.99 vehicles	1,096	35.7%	74.4%
1.00 to 1.49 vehicles	719	23.4%	97.8%
1.50 to 1.99 vehicles	15	0.5%	98.3%
2 or more vehicles	51	1.7%	100.0%
TOTAL RESPONSES	3,068		

Vehicle Availability

Expanded Results

Route: 73

Waverly Sq - Harvard Sq

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	2,535	81.0%
Not Licensed	596	19.0%
TOTAL	3,131	100.0%
No Answer	13	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	715	23.0%
1 vehicle	1,569	50.5%
2 vehicles	644	20.7%
3 or more vehicles	180	5.8%
TOTAL	3,108	100.0%
No Answer	36	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	1,397	45.7%
No	1,661	54.3%
TOTAL	3,058	100.0%
No Answer	86	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	680	22.2%	22.2%
0.01 to 0.49 vehicles	646	21.1%	43.3%
0.50 to 0.99 vehicles	973	31.8%	75.1%
1.00 to 1.49 vehicles	701	22.9%	98.0%
1.50 to 1.99 vehicles	36	1.2%	99.2%
2 or more vehicles	25	0.8%	100.0%
TOTAL RESPONSES	3,060		

Vehicle Availability

Expanded Results

Route: 77

Arlington Heights - Harvard Sq

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	2,957	76.2%
Not Licensed	924	23.8%
TOTAL	3,882	100.0%
No Answer	47	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	1,679	43.3%
1 vehicle	1,513	39.0%
2 vehicles	565	14.5%
3 or more vehicles	125	3.2%
TOTAL	3,882	100.0%
No Answer	47	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	1,377	35.5%
No	2,505	64.5%
TOTAL	3,882	100.0%
No Answer	47	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	1,632	44.0%	44.0%
0.01 to 0.49 vehicles	571	15.4%	59.4%
0.50 to 0.99 vehicles	790	21.3%	80.6%
1.00 to 1.49 vehicles	719	19.4%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	3,712		

MBTA Surveys: 2008-09

Bus Survey

Vehicle Availability

Expanded Results

Route: 111

Woodlawn - Haymarket

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	2,958	71.8%
Not Licensed	1,164	28.2%
TOTAL	4,122	100.0%
No Answer	200	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	967	24.4%
1 vehicle	1,998	50.4%
2 vehicles	680	17.1%
3 or more vehicles	318	8.0%
TOTAL	3,963	100.0%
No Answer	359	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	1,563	39.8%
No	2,360	60.2%
TOTAL	3,923	100.0%
No Answer	399	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	845	23.2%	23.2%
0.01 to 0.49 vehicles	1,039	28.5%	51.7%
0.50 to 0.99 vehicles	1,357	37.3%	89.0%
1.00 to 1.49 vehicles	359	9.9%	98.9%
1.50 to 1.99 vehicles	41	1.1%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	3,642		

MBTA Surveys: 2008-09

Bus Survey

Vehicle Availability

Expanded Results

Route: 116

Wonderland - Maverick Station via Revere St

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	1,510	53.9%
Not Licensed	1,289	46.1%
TOTAL	2,799	100.0%
No Answer	67	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	1,342	48.7%
1 vehicle	877	31.8%
2 vehicles	494	17.9%
3 or more vehicles	43	1.6%
TOTAL	2,756	100.0%
No Answer	110	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	441	15.8%
No	2,358	84.2%
TOTAL	2,799	100.0%
No Answer	67	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	1,266	50.1%	50.1%
0.01 to 0.49 vehicles	532	21.1%	71.2%
0.50 to 0.99 vehicles	585	23.1%	94.3%
1.00 to 1.49 vehicles	144	5.7%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	2,526		

Vehicle Availability

Route: 117
Wonderland - Maverick Station via Beach St
Both Directions

Expanded Results

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	1,175	58.1%
Not Licensed	848	41.9%
TOTAL	2,023	100.0%
No Answer	206	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	795	38.5%
1 vehicle	820	39.7%
2 vehicles	407	19.7%
3 or more vehicles	43	2.1%
TOTAL	2,067	100.0%
No Answer	163	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	547	25.9%
No	1,563	74.1%
TOTAL	2,110	100.0%
No Answer	120	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	752	38.6%	38.6%
0.01 to 0.49 vehicles	451	23.2%	61.8%
0.50 to 0.99 vehicles	580	29.8%	91.6%
1.00 to 1.49 vehicles	163	8.4%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	1,947		

Service Quality

The data presented in this chapter summarize the ratings that riders on each Key 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 Key Bus Routes 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 73 (3.4), 71 (3.2), and 32 (3.0). The lowest average ratings were given by the riders of Routes 57 (2.4), 1 (2.5), and 23 (2.6). The average rating for reliability across all Key Bus Routes was 2.7.

Reliability ranked as the most important service quality among the riders of each bus route.

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 Route 77, 73, and 71 (all 4.0). 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 Key Bus Routes was 3.5.

Safety/security ranked as the third-most-important service quality, based on the overall response of all riders on Key Bus Routes, and as high as the second-most-important, based on the responses of riders by route (Routes 15, 28, and 117).

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 71 (3.5), 73 (3.4), and 116 (3.3). The lowest average ratings were given by the riders of Routes 28 (2.5), 23 (2.6), and 32 (2.8). The average rating for cleanliness/condition of vehicles across all Key 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 Key Bus Routes, and as high as the fourth-most-important, based on the responses of riders by route (Routes 28 and 111).

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 73 and 71 (both 3.7) and 77 (3.5). 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 Key Bus Routes was 3.2.

Courtesy ranked as the fifth-most-important service quality, based on the overall response of all riders on Key Bus Routes, and as high as the second-most-important, based on the responses of riders by route (Route 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 116 (4.1) and 73 and 117 (both 4.0). The lowest average ratings were given by the riders of Routes 23 (3.2), 15 (3.3), and 1 (3.4). The average rating for stop announcements across all Key Bus Routes was 3.6.

Stop announcements ranked as the eighth-most-important service quality, based on the overall response of all riders on Key Bus Routes, and as high as the sixth-most-important, based on the responses of riders by route (Routes 15 and 111).

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 71, 77, and 116 (all 3.3). The lowest average ratings were given by the riders of Routes 111 (2.4), 23 (2.5), and 28 (2.7). The average rating for seating availability across all Key Bus Routes was 2.9.

Seating availability on buses ranked as the sixth-most-important service quality, based on the overall response of all riders on Key Bus Routes, and as high as the fourth-most-important, based on the responses of riders by route (Route 117).

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 73 (3.4), 71 (3.2), and 116 (3.0). The lowest average ratings were given by the riders of Routes 23 and 57 (both 2.5) and 66 (2.6). The average rating for frequency of service across all Key Bus Routes was 2.8.

Frequency ranked as the second-most-important service quality, based on the overall response of all riders on Key Bus Routes, and as high as the second-most-important, based on the responses of riders by route (all Key Bus Routes except Routes 15, 23, 28, and 117).

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 71 and 73 (both 3.5) and 116 (3.3). The lowest average ratings were given by the riders of Routes 23 (2.8), 15 (2.9), and 28 (3.0). The average rating for travel time/speed across all Key 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 Key Bus Routes, and as high as the third-most-important, based on the responses of riders by route (Routes 1, 15, 57, and 66).

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 116 (3.7), 117 (3.5), and 111 (3.4). The lowest average ratings were given by the riders of Routes 15 (2.5), 23 (2.6), and 1 (2.8). The average rating for parking availability across all Key Bus Routes was 3.0.

Parking availability ranked as the eleventh-most-important service quality, based on the overall response of all riders on Key Bus Routes, and as high as the ninth-most-important, based on the responses of riders by route (Routes 66, 73, and 111).

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 116 and 117 (both 3.1) and 1 (3.0). The lowest average ratings were given by the riders of Routes 32 (2.4) and 22 and 15 (both 2.5). The average rating for stop amenities across all Key Bus Routes was 2.8.

Stop amenities ranked as the tenth-most-important service quality, based on the overall response of all riders on Key Bus Routes, and as high as the fifth-most-important, based on the responses of riders by route (Route 57).

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 73 (3.9) and 71 and 57 (both 3.8). 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 Key Bus Routes was 3.5.

The fare collection system ranked as the ninth-most-important service quality, based on the overall response of all riders on Key Bus Routes, and as high as the sixth-most-important, based on the responses of riders by route (Route 23).

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 73 (3.9), 71 (3.8), and 117 (3.7). The lowest average ratings were given by the riders of Routes 28 and 23 (both 3.2) and 117 (3.7). The average rating for signage across all Key Bus Routes was 3.5.

Signage ranked as the twelfth-most-important service quality, based on the overall response of all riders on Key Bus Routes, and as high as the eighth-most-important, based on the responses of riders by route (Route 73).

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: 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

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

Expanded Results

Route: 23

Ashmont Station - Ruggles via Washington

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	2.6	20.6%	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: 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: 32

Wolcott - Forest Hills

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	3.0	17.8%	17.5%	32.9%	15.4%	16.4%	1,156	61	323
Safety and security	3.2	9.8%	8.1%	45.0%	26.5%	10.6%	1,156	61	164
Cleanliness/condition of vehicles	2.8	13.6%	18.6%	47.9%	18.2%	1.7%	1,137	80	61
Courtesy of drivers	3.0	13.4%	19.0%	34.9%	20.8%	11.9%	1,184	33	131
Announcement of stops	3.7	4.8%	10.6%	21.9%	30.9%	31.8%	1,156	61	47
Availability of seating on buses	3.1	10.5%	18.1%	34.8%	22.3%	14.3%	1,118	99	14
Frequency of service	3.0	11.6%	20.9%	32.9%	23.7%	11.0%	1,128	89	178
Travel time/speed	3.2	8.0%	14.8%	38.9%	23.8%	14.5%	1,170	47	84
Parking availability	3.1	14.4%	9.9%	42.7%	20.6%	12.4%	617	600	0
Stop amenities	2.4	24.8%	32.2%	28.3%	10.8%	3.8%	997	220	14
Fare collection system	3.2	12.5%	11.6%	38.3%	22.1%	15.5%	1,128	89	0
Signage on vehicles	3.4	6.0%	5.0%	45.2%	30.2%	13.6%	935	282	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: 39

Forest Hills - Back Bay Station

Both Directions

Expanded Results

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	2.9	10.8%	20.6%	39.4%	23.6%	5.6%	4,269	3,580	2,188
Safety and security	3.6	2.1%	8.6%	30.7%	43.9%	14.6%	4,179	3,670	855
Cleanliness/condition of vehicles	3.1	7.1%	16.5%	42.7%	28.0%	5.7%	4,242	3,607	334
Courtesy of drivers	3.1	11.4%	15.1%	30.9%	33.9%	8.6%	4,238	3,611	608
Announcement of stops	3.7	7.1%	9.3%	19.4%	38.9%	25.2%	4,242	3,607	245
Availability of seating on buses	3.2	5.8%	12.9%	39.0%	35.9%	6.3%	4,240	3,609	424
Frequency of service	2.9	12.2%	23.3%	34.1%	25.6%	4.9%	4,300	3,549	1,612
Travel time/speed	3.2	4.9%	9.6%	51.0%	27.3%	7.2%	4,238	3,611	604
Parking availability	3.0	13.9%	12.1%	45.5%	19.5%	9.1%	2,007	5,842	61
Stop amenities	2.8	10.8%	24.8%	38.7%	20.2%	5.5%	3,941	3,908	123
Fare collection system	3.7	7.0%	7.1%	25.6%	31.1%	29.1%	4,300	3,549	119
Signage on vehicles	3.6	3.1%	7.3%	32.0%	37.6%	20.0%	3,811	4,038	90

* 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: 57

Watertown Sq - Kenmore Sq

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	2.4	21.4%	28.1%	38.2%	12.3%	0.0%	6,290	142	3,111
Safety and security	3.8	2.3%	2.3%	28.1%	51.7%	15.7%	6,290	142	847
Cleanliness/condition of vehicles	3.1	4.5%	14.6%	51.7%	25.8%	3.4%	6,290	142	284
Courtesy of drivers	3.3	1.1%	10.1%	51.7%	31.5%	5.6%	6,290	142	352
Announcement of stops	3.6	4.6%	12.7%	24.1%	33.3%	25.4%	6,147	285	71
Availability of seating on buses	3.0	3.5%	18.8%	49.4%	25.9%	2.4%	6,007	425	352
Frequency of service	2.5	18.8%	30.6%	34.2%	11.7%	4.7%	6,007	425	2,472
Travel time/speed	3.0	11.5%	14.9%	40.2%	25.3%	8.1%	6,147	285	1,627
Parking availability	2.8	15.1%	18.1%	42.5%	21.2%	3.0%	2,333	4,099	0
Stop amenities	2.9	9.5%	21.5%	44.1%	19.0%	5.9%	5,935	497	425
Fare collection system	3.8	2.3%	11.6%	19.7%	40.7%	25.6%	6,077	355	142
Signage on vehicles	3.6	4.8%	8.4%	30.2%	39.8%	16.9%	5,867	565	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: 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.

MBTA Surveys: 2008-09

Bus Survey

Service Quality

Expanded Results

Route: 71

Watertown Sq - Harvard Sq

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	3.2	4.4%	16.7%	41.5%	31.3%	6.0%	3,133	97	1,402
Safety and security	4.0	1.0%	4.1%	19.5%	49.4%	26.0%	3,114	116	557
Cleanliness/condition of vehicles	3.5	4.5%	8.3%	35.9%	40.0%	11.3%	3,118	112	110
Courtesy of drivers	3.7	2.5%	6.2%	31.4%	39.8%	20.1%	3,148	82	223
Announcement of stops	3.9	4.3%	6.5%	18.9%	36.1%	34.3%	2,975	255	17
Availability of seating on buses	3.3	4.4%	14.5%	35.6%	36.3%	9.2%	3,148	82	346
Frequency of service	3.2	6.0%	17.1%	33.6%	34.0%	9.3%	3,068	162	1,130
Travel time/speed	3.5	1.0%	9.5%	37.3%	40.0%	12.1%	3,163	67	422
Parking availability	3.1	11.3%	11.1%	43.4%	22.0%	12.2%	1,297	1,933	0
Stop amenities	2.9	10.9%	24.1%	37.2%	21.5%	6.3%	2,796	434	95
Fare collection system	3.8	3.6%	3.6%	24.2%	42.9%	25.6%	3,080	150	82
Signage on vehicles	3.8	2.2%	6.0%	26.9%	44.1%	20.8%	2,939	291	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: 73

Waverly Sq - Harvard Sq

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	3.4	4.8%	12.9%	31.3%	38.0%	13.0%	3,106	38	1,230
Safety and security	4.0	1.3%	0.8%	24.7%	45.6%	27.7%	2,996	148	531
Cleanliness/condition of vehicles	3.4	2.0%	15.6%	33.5%	38.7%	10.2%	2,998	146	186
Courtesy of drivers	3.7	2.1%	7.2%	30.4%	37.0%	23.3%	3,010	134	169
Announcement of stops	4.0	0.4%	7.1%	20.8%	35.4%	36.3%	3,044	100	25
Availability of seating on buses	3.0	10.3%	16.3%	41.2%	23.1%	9.2%	3,033	111	224
Frequency of service	3.4	7.2%	10.5%	31.6%	35.1%	15.6%	3,056	88	849
Travel time/speed	3.5	4.5%	8.7%	35.2%	37.9%	13.7%	3,021	123	519
Parking availability	2.9	15.9%	13.4%	45.2%	15.4%	10.1%	1,452	1,692	50
Stop amenities	2.6	14.7%	29.1%	37.3%	14.5%	4.4%	2,788	356	13
Fare collection system	3.9	1.6%	4.9%	23.9%	40.3%	29.2%	2,962	182	0
Signage on vehicles	3.9	0.0%	5.6%	29.1%	37.6%	27.7%	2,862	282	59

* 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: 77

Arlington Heights - Harvard 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	12.6%	20.4%	36.3%	25.9%	4.8%	3,743	185	1,491
Safety and security	4.0	1.5%	4.2%	20.2%	42.0%	32.1%	3,674	254	587
Cleanliness/condition of vehicles	3.2	6.0%	10.0%	43.2%	36.9%	4.0%	3,719	210	230
Courtesy of drivers	3.5	4.1%	10.8%	29.9%	38.7%	16.4%	3,766	163	362
Announcement of stops	3.7	2.3%	8.0%	32.3%	30.9%	26.5%	3,659	270	47
Availability of seating on buses	3.3	6.7%	6.4%	46.5%	31.8%	8.6%	3,781	147	293
Frequency of service	3.0	11.5%	19.5%	33.5%	31.4%	4.2%	3,759	170	982
Travel time/speed	3.3	4.4%	11.6%	40.0%	38.0%	6.1%	3,712	216	417
Parking availability	2.9	10.1%	21.4%	40.9%	21.2%	6.5%	1,306	2,623	0
Stop amenities	2.6	20.6%	20.9%	42.6%	13.8%	2.1%	3,288	641	47
Fare collection system	3.7	7.5%	5.2%	24.6%	36.7%	26.0%	3,681	248	92
Signage on vehicles	3.6	3.4%	3.7%	34.8%	42.6%	15.5%	3,382	547	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: 111

Woodlawn - Haymarket

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	2.7	25.1%	14.5%	30.3%	21.9%	8.3%	3,841	481	918
Safety and security	3.4	7.0%	12.0%	29.1%	34.0%	17.9%	3,999	323	556
Cleanliness/condition of vehicles	2.9	8.9%	21.9%	47.4%	14.9%	6.9%	4,041	281	315
Courtesy of drivers	3.2	10.2%	10.1%	45.4%	18.2%	16.1%	3,959	363	79
Announcement of stops	3.5	3.0%	14.0%	31.8%	32.2%	18.9%	4,002	320	79
Availability of seating on buses	2.4	32.2%	18.3%	31.4%	13.1%	5.0%	3,963	359	79
Frequency of service	2.9	20.2%	13.1%	31.5%	27.2%	8.0%	3,961	361	561
Travel time/speed	3.1	12.9%	16.0%	30.2%	34.9%	5.9%	4,002	320	245
Parking availability	3.4	7.8%	9.6%	38.6%	22.9%	21.1%	2,081	2,241	39
Stop amenities	2.6	27.5%	13.8%	32.3%	19.5%	6.8%	3,487	835	0
Fare collection system	3.4	10.4%	10.4%	26.4%	32.8%	19.9%	3,803	519	39
Signage on vehicles	3.5	4.7%	6.9%	38.5%	34.9%	15.0%	3,444	878	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: 116

Wonderland - Maverick Station via Revere St

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	2.8	16.9%	21.2%	36.1%	18.5%	7.2%	2,799	67	551
Safety and security	3.8	1.2%	5.3%	34.3%	34.8%	24.4%	2,713	153	230
Cleanliness/condition of vehicles	3.3	7.9%	6.3%	49.2%	24.8%	11.8%	2,799	67	101
Courtesy of drivers	3.4	7.9%	11.5%	32.6%	27.6%	20.6%	2,679	187	163
Announcement of stops	4.1	1.3%	3.8%	24.3%	24.3%	46.4%	2,646	220	77
Availability of seating on buses	3.3	9.5%	9.2%	41.9%	21.5%	17.9%	2,766	101	67
Frequency of service	3.0	15.8%	16.9%	29.5%	24.6%	13.3%	2,732	134	422
Travel time/speed	3.3	5.2%	12.0%	39.2%	30.2%	13.5%	2,766	101	120
Parking availability	3.7	7.0%	7.7%	29.2%	18.5%	37.6%	1,429	1,437	0
Stop amenities	3.1	8.7%	17.5%	41.4%	20.5%	11.9%	2,411	455	67
Fare collection system	3.7	7.4%	8.4%	26.3%	18.5%	39.3%	2,512	355	67
Signage on vehicles	3.7	1.4%	6.6%	35.1%	30.3%	26.6%	2,325	541	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: 117

Wonderland - Maverick Station via Beach St

Both Directions

Expanded Results

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	2.8	19.4%	15.8%	29.6%	31.2%	4.0%	2,153	77	474
Safety and security	3.7	2.1%	3.7%	32.3%	50.8%	11.1%	2,076	153	331
Cleanliness/condition of vehicles	3.2	6.9%	13.2%	43.4%	27.5%	9.0%	2,076	153	110
Courtesy of drivers	3.2	12.5%	15.7%	27.7%	31.8%	12.3%	2,110	120	153
Announcement of stops	4.0	2.0%	3.6%	20.9%	41.9%	31.6%	2,153	77	34
Availability of seating on buses	3.0	8.4%	20.2%	36.6%	30.7%	4.1%	2,110	120	211
Frequency of service	2.7	18.4%	14.7%	46.2%	14.9%	5.8%	2,086	144	273
Travel time/speed	3.3	1.6%	18.4%	33.5%	36.8%	9.7%	2,033	197	177
Parking availability	3.5	8.3%	5.5%	39.1%	21.7%	25.3%	1,213	1,017	34
Stop amenities	3.1	8.7%	13.9%	51.8%	12.0%	13.6%	1,760	470	43
Fare collection system	3.5	7.2%	14.2%	26.9%	28.3%	23.5%	2,000	230	77
Signage on vehicles	3.7	1.8%	6.6%	32.3%	33.3%	25.9%	1,813	417	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.

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? _____

MORE QUESTIONS INSIDE →

Please seal with tape–do not staple.

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: