MBTA Systemwide Passenger Survey

Lynn Garage 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

Lynn Garage

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ABSTRACT

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

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

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

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

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KEYWORDS

systemwide survey
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bus system
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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 LYNN GARAGE SURVEY METHOD

This volume presents the survey results for passengers riding the bus routes that are based at Lynn Garage (114, 116, 117, 119, 120, 121, 424W, 426, 428, 429, 434, 435, 436, 439, 441, 442, 448, 449, 450, 451, 455, 456, 459, 465); these routes, along with the MBTA's other bus routes, belong to the local bus component of the MBTA system.

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

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

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

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

1.3 ORGANIZATION OF DATA IN THIS REPORT

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

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

Chapter

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

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

3 **Trip Purpose, Reasons for Using the MBTA, and Alternative Means:** For each Lynn Garage bus route:

- Why riders made their trips
- Why riders used the MBTA to make their trips
- What mode or modes each rider used if he or she sometimes made the same trip by means other than the surveyed bus route

4 **Origin Locations and Activities:** For each Lynn Garage bus route:

- Where riders started their trips (by city or town, or by neighborhood of Boston, Cambridge, Somerville, or Brookline)
- What activities riders were engaged in at those origin locations (for example, work, home, school)

5 **Access to the Bus:** For each Lynn Garage bus route:

- What mode riders used to access the surveyed bus route, such as walking, biking, other transit mode, etc.
- What mode riders who began their trip on another fixed-route transit service used to access that transit service
- The initial transit mode riders used on their overall trips
- Which connecting and nonconnecting bus routes, if any, riders transferred to the surveyed bus route from
- For riders who accessed the surveyed bus route by any mode other than transferring from a fixed-route transit service, how long it took them to travel from their overall trip origin to the stop where they boarded the surveyed bus route

6 **Egress from the Bus:** For each Lynn Garage bus route:

- How riders completed their trips after leaving the surveyed bus route (walk, bike, bus, rapid transit, commuter rail, etc.)
- How riders who ended the transit portions of their trips on another fixed-route transit service completed their trips
- The final transit mode used on riders' trips
- Which connecting and nonconnecting bus routes, if any, riders transferred from the surveyed bus route to
- For riders who left the surveyed bus route by any mode other than transferring to a fixed-route transit service, how long it took them to travel from the stop where they left the surveyed bus route to their overall trip destination

7 **Destination Locations and Activities:** For each Lynn Garage bus route:

- Where riders ended their trips (by city or town, or by neighborhood of Boston, Cambridge, Somerville, or Brookline)
- What activity riders were going to engage in after completing their trips (for example, work, home, school)

8 **Origin-Destination Cross-tabulation:** For each Lynn Garage bus route:

- Where riders began their trips (by city, town, or neighborhood)
- Where riders ended their trips (by city, town, or neighborhood)

9 **Socioeconomic Characteristics:** For each Lynn Garage bus route:

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

10 **Usage Rates and Fare Types:** For each Lynn Garage bus route:

- How frequently riders used the system
- How riders paid their fares
- How the different fare-payment methods were related to how frequently riders used the system

11 **Vehicle Availability:** For each Lynn Garage bus route:

- How many riders had driver's licenses
- How many vehicles riders had in their households
- Whether riders had access to the use of household vehicles for the trips they were making when surveyed
- The number of vehicles owned per capita for riders on the surveyed route

12 **Service Quality:** For each Lynn Garage bus route:

- Riders' perceptions regarding several aspects of MBTA service quality

2 Results for the Lynn Garage Bus Routes as a Whole

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

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

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

Trip Purpose Slightly less than 90% of the trips made on Lynn Garage bus routes were in one of the seven categories that are "home-based" (that is, home was either the origin or destination of the trip). A majority of these (51% of all trips) were "home-based work" (either heading to work from home or to home from work). Of the other six types of home-based trips, "home-based school" had the second-largest percentage of all trips (10%), followed by "home-based shopping" (9%).

"Work-based" trips (those with one end at work and the other end not at home) accounted for 5% of all bus trips. Combining those trips with home-based work trips and home-based work-related trips shows that 59% 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 Lynn Garage bus route was convenience (55%). The next-most-common responses were "only transportation available" (43%), "less expensive than other choices" (36%), and "avoid driving/traffic" (26%). The least common reason was "speed/travel time" (16%).

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, 52% of the respondents answered "yes." Of those riders, the largest number (42% of the surveyed bus riders) indicated that they would use another MBTA service. The

next-most-commonly selected travel mode options were “other” (27%), “drive alone” (23%), and “carpool/vanpool” (20%). (The respondents indicating “other” wrote in alternatives that included walking, taking a taxi, and being driven by someone else.) Some respondents reported more than one alternative mode.

2.2 ORIGIN LOCATIONS AND ACTIVITIES

Bus routes that are operated out of the Lynn Garage primarily serve Boston and towns lying north of Boston. The greatest number of riders on Lynn Garage bus routes reported starting their trip in these towns; the most common origins were East Boston (22%), Lynn (20%), Revere (15%), and Chelsea (12%).

The most common “activity” before boarding a Lynn Garage bus route was “home” (72%), followed by “work” (9%) and “personal business” (6%). These proportions of reported activities reflect a traditional morning commute pattern.

2.3 ACCESS TO THE BUS

The most common mode of access to Lynn Garage bus routes was walking, which accounted for 80% of the trips. The next-most-common access modes were transferring from rapid transit (11%), transferring from another MBTA bus (5%), and driving (2%). Private transportation modes (that is, any means other than using a fixed-route transit service) accounted for 84% of all access trips.

Public transportation modes accounted for the remaining 16% 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 13% of the preliminary access trips. Of the first transit mode used on public transportation access trips to the bus, the most common mode was rapid transit (8% of the preliminary access trips) followed by another MBTA bus (6%).

The greatest number of riders directly transferring to the surveyed bus route from a connecting bus route transferred from Route 116 (10%). The greatest number of riders on the surveyed bus route who transferred from a nonconnecting bus route (that is, via an intermediate transit mode) transferred from the Massport shuttle at Logan Airport (18%).

Overall, people who walked to the place where they boarded the bus made the shortest access trips (7 minutes on average). People who drove themselves had the second-lowest average access time (9 minutes), and riders who were dropped off had the longest (11 minutes). Slightly more than 55% of the respondents made access trips of less than or equal to 5 minutes, and 84% made access trips of less than or equal to 10 minutes.

2.4 EGRESS FROM THE BUS

The most common mode of egress from Lynn Garage bus routes was walking, which accounted for 64% of the trips. The next-most-common egress modes

were transferring to rapid transit (28%) and transferring to another MBTA bus (4%). Private transportation modes (that is, any means other than using a fixed-route transit service) accounted for 68% of all egress trips.

Public transportation modes accounted for the remaining 32% of all egress trips from the bus; as for how riders left these modes themselves, the most common method was walking, which accounted for 28% 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 (25% of the preliminary egress trips) followed by another MBTA bus (5%).

The greatest number of riders directly transferring from the surveyed bus route to a connecting bus route transferred to Route 116 (16%). While the greatest number of riders on the surveyed bus route who transferred to a nonconnecting bus route (that is, via an intermediate transit mode) transferred to the Silver Line Washington Street (Route 749−15%).

Overall, people whose egress mode was walking made the shortest egress trips (7 minutes on average). People who drove themselves had the second-lowest average egress time (12 minutes), and riders who were picked up had the longest (16 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

Bus routes that are operated out of the Lynn Garage primarily serve Boston and towns lying north of Boston. The greatest number of riders on Lynn Garage bus routes reported being destined for these neighborhoods; the most common destinations were East Boston (17%), Lynn (13%), Revere (11%), and Chelsea (10%).

The most common “activity” after leaving a Lynn Garage bus route was “work” (45%), followed by “home” (15%) and “other” (8%). These proportions of reported activities reflect a traditional morning commute pattern.

2.6 ORIGIN-DESTINATION CROSS-TABULATION

The most common origin-destination pair was a trip within East Boston (9% of all trips). The next-most-common pairs were trips within Lynn (6%) and East Boston to Chelsea (4%). In the top 25 origin-destination pairs, which make up 48% of all trips, Boston neighborhoods represent 20% of the origins and 40% of the destinations.

2.7 SOCIOECONOMIC CHARACTERISTICS

Slightly less than 75% of the riders were between the ages of 25 and 64, and 13% were college age (19–24). Fewer respondents to the survey were over the age of 65 (10%), and 3% were under the age of 19. This may be due to under-sampling and/or a low response rate among these two age groups.

Women made up 62% of Lynn Garage ridership, while men accounted for 38%. Two surveyed riders identified themselves as transgender.

Slightly more than 45% of the riders reported household incomes greater than $60,000. The single most common income brackets selected were "under $20,000" (29%) and "$20,000−$30,000" (12%). Unlike other garages, the smallest percentage of respondents selected "$100,000 or more" (7%).[1] The average household size across all Lynn Garage bus routes was 2.64.

Slightly more than 65% of the riders self-identified themselves as white. The next-most-common race was "other" (15%), followed by black or African-American (14%). Of those respondents who 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," 23% of the respondents answered "yes."

2.8 USAGE RATES AND FARE TYPES

Slightly less than 50% of those surveyed indicated that they used the surveyed bus route five days per week, and another 24% used it six or seven days per week. Only 4% of the riders reported that they used the route less than one day per week.

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

Slightly more than 45% of the Lynn Garage bus riders paid their fares using a monthly pass, which they used 5.0 days per week on average. The largest percentage of monthly pass riders (24% of all riders) used the LinkPass, followed by the Local Bus Pass (7%). Slightly less than 50% of riders paid by the ride, with 30% using CharlieCards and 3% 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.

2.9 VEHICLE AVAILABILITY

A majority of Lynn Garage bus riders (56%) are licensed to drive, and 55% live in households with at least one vehicle. However, only 23% of the respondents had a household vehicle available to use for the surveyed trip instead of riding the bus, and, on a per capita basis, 66% of the riders owned fewer than 0.5 vehicles.

[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.

2.10 SERVICE QUALITY

Survey respondents were asked to rate Lynn Garage bus service on a scale of "1" (poor) to "5" (excellent) by twelve measures of service quality. The rating "3" was labeled "average." Most respondents rated the service quality for most measures as "3" or "4." The two measures with the highest percentage of "excellent" ("5") ratings were "announcement of stops" (40%) and "fare collection system" (28%), while the measure with the highest percentage of "2" ratings was "stop amenities (shelters, benches)" (17%).

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

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 "Need more bus service on #121 on Lexington Street. Need more weekend and evening service." 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

Lynn Garage

Expanded Results

All Routes

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	7,909	50.7%	50.7%
Home-based School	1,504	9.6%	60.4%
Home-based Shopping	1,344	8.6%	69.0%
Home-based Social Activity	223	1.4%	70.4%
Home-based Personal Business	1,241	8.0%	78.4%
Home-based Work-related	475	3.0%	81.4%
Home-based Other	1,113	7.1%	88.6%
Work-based	804	5.2%	93.7%
Non-Home or Work-based	976	6.3%	100.0%
TOTAL	15,589		
No Answer	1,395		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	9,066	55.3%
Speed/travel time	2,687	16.4%
Avoid driving/traffic	4,297	26.2%
Avoid parking at destination	3,387	20.6%
Environmentally responsible	4,122	25.1%
Less expensive	5,844	35.6%
Can read/do work	3,014	18.4%
Only transportation available	7,050	43.0%
Other	618	3.8%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	16,405	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	8,372	51.9%
No	7,746	48.1%
TOTAL	16,117	100.0%
No answer	866	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	1,740	22.5%
Non-MBTA bus	221	2.9%
Carpool/vanpool	1,539	19.9%
Bicycle	319	4.1%
Other MBTA service	3,212	41.6%
Other	2,070	26.8%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	7,730	
(No alternatives reported)	642	

**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

Lynn Garage

All Routes

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Boston: East Boston	3,715	21.9%	1.7%	80.7%	1.2%	2.5%	5.4%	4.3%		2.8%	1.4%
Lynn	3,465	20.4%	2.5%	76.2%	4.7%	8.9%	0.6%	2.4%	0.9%	1.0%	2.8%
Revere	2,474	14.6%	0.5%	85.3%	1.4%	3.4%	2.4%	6.3%			0.7%
Chelsea	1,998	11.8%	0.4%	57.5%	5.0%	8.9%	7.7%	12.4%		1.7%	6.4%
Salem	953	5.6%	0.8%	61.4%	14.1%	5.3%	7.8%	2.1%	1.3%	1.3%	5.8%
Marblehead	540	3.2%		94.8%		2.6%	1.3%				1.3%
Saugus	494	2.9%		82.1%		12.7%					5.2%
Swampscott	313	1.8%		87.6%		6.3%	6.1%				
Peabody	240	1.4%		51.2%		37.4%	6.4%				5.0%
Danvers	239	1.4%		56.3%		6.6%	18.5%				18.5%
Malden	199	1.2%	17.8%	82.2%							
Boston: Logan Airport	156	0.9%				100.0%					
Boston: Park Square	151	0.9%			10.2%	11.7%		78.0%			
Cambridge: Central Square	130	0.8%		86.4%		13.6%					
Boston: Financial/Retail	115	0.7%				62.5%			37.5%		
Boston: North Dorchester	112	0.7%		31.4%	68.6%						
Boston: Back Bay	108	0.6%		39.9%		43.7%		16.4%			
Boston: Govt Center	103	0.6%		36.3%		31.3%		32.4%			
Melrose	103	0.6%	34.5%	31.0%				34.5%			
Beverly	94	0.6%		62.9%	12.7%	24.4%					
Unspecified	94	0.6%	35.5%			35.5%			28.9%		
Boston: So Bos Res	86	0.5%		100.0%							
Other (< 0.5 % of riders)	1,101	6.5%	1.8%	63.2%	1.6%	17.4%		7.9%		1.4%	6.6%
OVERALL TOTAL	16,984	100.0%	1.8%	71.8%	3.5%	8.9%	3.5%	5.6%	0.7%	1.2%	3.0%

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

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Lynn Garage
All Routes

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	13,177	80.1%
Drive/Park Access	276	1.7%
Drop-off Access	234	1.4%
Taxi Access	53	0.3%
Shuttle/Van Access	54	0.3%
Bicycle Access	27	0.2%
Other Access	50	0.3%
Total Private Trans.	13,872	84.3%
MBTA Bus	760	4.6%
Other Bus	0	0.0%
Rapid Transit	1,756	10.7%
Commuter Rail	69	0.4%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	2,586	15.7%
TOTAL	16,458	100.0%
No Answer	492	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	2,174	13.2%
Drive/Park	60	0.4%
Drop-off	152	0.9%
Other	63	0.4%
TOTAL	2,450	14.9%
No Answer	170	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	1,017	6.2%
Other Bus	130	0.8%
Rapid Transit	1,338	8.1%
Commuter Rail	101	0.6%
Boat	0	0.0%
Other	0	0.0%
TOTAL	2,586	15.7%

Bus Transfers from Connecting Routes:	Number of Riders	Percent of Riders
116	77	10.2%
429	75	9.9%
111	67	8.8%
455	65	8.5%
441	45	6.0%
Other	431	56.7%
TOTAL	760	100.0%

Bus Transfers from Nonconnecting Routes:	Number of Riders	Percent of Riders
MPA	69	17.9%
UMB	43	11.2%
7	43	11.2%
11	43	11.2%
225	34	8.7%
Other	154	39.8%
TOTAL	387	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	6,158	56.8%	71	39.0%	105	61.8%	0	0.0%	6,333	56.0%
6-10	3,025	27.9%	80	44.3%	13	7.5%	43	40.8%	3,161	28.0%
11-15	1,158	10.7%	9	5.1%	7	4.2%	27	25.8%	1,201	10.6%
16-20	454	4.2%	16	9.0%	13	7.8%	35	33.4%	519	4.6%
21-30	27	0.2%	5	2.6%	32	18.8%	0	0.0%	63	0.6%
31-45	24	0.2%	0	0.0%	0	0.0%	0	0.0%	24	0.2%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	10,846	100.0%	181	100.0%	169	100.0%	106	100.0%	11,302	100.0%
No Answer	2,331		95		65		79		2,570	
Avg. Time (min)	7.0		9.1		11.2		14.6		7.2	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Lynn Garage
All Routes

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	10,190	63.8%
Drive/Park Egress	182	1.1%
Pick-up Egress	240	1.5%
Taxi Egress	21	0.1%
Shuttle/Van Egress	140	0.9%
Bicycle Egress	27	0.2%
Other Egress	130	0.8%
Total Private Trans.	10,929	68.4%
MBTA Bus	532	3.3%
Other Bus	0	0.0%
Rapid Transit	4,468	28.0%
Commuter Rail	50	0.3%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	5,050	31.6%
TOTAL	15,980	100.0%
No Answer	971	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	4,414	27.6%
Drive	5	0.0%
Pick-up	100	0.6%
Other	121	0.8%
TOTAL	4,641	29.0%
No Answer	443	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	849	5.3%
Other Bus	62	0.4%
Rapid Transit	4,065	25.4%
Commuter Rail	73	0.5%
Boat	0	0.0%
Other	0	0.0%
TOTAL	5,050	31.6%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
116	87	16.4%
441	49	9.3%
111	43	8.1%
109	43	8.0%
455	33	6.3%
Other	276	51.8%
TOTAL	532	100.0%

Bus Transfers to Nonconnecting Routes:	Number of Riders	Percent of Riders
749	62	14.6%
10	44	10.4%
73	43	10.2%
8	38	9.0%
59	37	8.7%
Other	198	47.0%
TOTAL	422	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	4,126	56.5%	0	0.0%	0	0.0%	13	6.5%	4,139	53.7%
6-10	1,860	25.5%	71	82.1%	34	27.7%	54	26.6%	2,019	26.2%
11-15	774	10.6%	0	0.0%	37	30.7%	13	6.5%	825	10.7%
16-20	469	6.4%	15	17.9%	50	41.6%	75	36.5%	610	7.9%
21-30	66	0.9%	0	0.0%	0	0.0%	49	23.9%	115	1.5%
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	7,296	100.0%	86	100.0%	121	100.0%	205	100.0%	7,708	100.0%
No Answer	2,894		95		119		113		3,221	
Avg. Time (min)	7.3		11.8		15.7		18.0		7.8	

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Lynn Garage

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: East Boston	2,852	16.8%	7.2%	22.6%	8.3%	30.7%	6.6%	6.5%	4.8%	3.0%	10.4%
Lynn	2,231	13.1%	6.4%	23.5%	11.4%	24.7%	10.9%	3.0%	4.7%	4.0%	11.4%
Revere	1,890	11.1%	12.5%	24.6%	3.4%	33.2%	8.7%	7.8%		2.7%	7.1%
Chelsea	1,599	9.4%	5.6%	21.9%	2.7%	21.3%	15.6%	22.0%		5.4%	5.6%
Salem	1,102	6.5%	1.1%	19.7%	22.0%	28.3%	7.9%	5.4%	1.6%		14.1%
Boston: Financial/Retail	864	5.1%	1.9%		1.4%	91.7%		1.4%			3.6%
Boston: Govt Center	634	3.7%	6.8%		2.4%	80.4%		1.1%	8.0%		1.3%
Boston: Back Bay	506	3.0%	2.7%		8.5%	68.3%	8.6%		6.6%	1.4%	4.1%
Unspecified	440	2.6%	26.5%	11.3%	6.1%	25.3%	7.6%	12.7%	6.2%		4.3%
Boston: Fenway	291	1.7%			22.9%	75.5%				1.6%	
Boston: Park Square	267	1.6%	1.7%			80.8%		9.8%	2.6%		5.0%
Danvers	262	1.5%				35.1%	42.6%	3.3%	9.5%	6.3%	3.2%
Peabody	248	1.5%	4.8%	20.2%		59.2%		4.8%			11.0%
Boston: Longwood Med Area	226	1.3%	2.1%		20.2%	53.9%		23.9%			
Boston: So Bos Indust	196	1.2%				100.0%					
Malden	196	1.2%	2.4%	21.2%		23.1%	17.8%	2.4%	6.2%		27.1%
Boston: North End	192	1.1%	5.5%			71.5%	6.3%	3.7%	2.4%		10.6%
Boston: Beacon Hill	188	1.1%			17.8%	78.4%		3.8%			
Boston: Dwntwn Unspecified	186	1.1%	31.4%			25.3%		3.8%	6.5%		33.0%
Boston: South End	178	1.0%				88.5%		11.5%			
Swampscott	173	1.0%		10.2%		58.2%			20.5%		11.1%
Boston: Waterfront	160	0.9%	7.6%			72.2%			5.1%		15.1%
Saugus	154	0.9%		30.8%		59.2%		10.0%			
Boston: B U	142	0.8%			6.1%	61.9%	23.5%				8.5%
Cambridge: Kendall/MIT	135	0.8%				100.0%					
Boston: Logan Airport	121	0.7%			26.3%	61.1%					12.5%
Beverly	110	0.6%				89.8%					10.2%
Marblehead	103	0.6%	17.3%			69.0%	6.9%	6.9%			
Boston: Prudential/Hancock	94	0.6%				92.5%					7.5%
Boston: Unspecified	90	0.5%	11.9%		28.0%	60.1%					
Quincy	86	0.5%				60.9%				39.1%	
Other (< 0.5 % of riders)	1,067	6.3%	10.8%	12.8%	10.5%	61.2%		2.5%	1.1%		1.1%
OVERALL TOTAL	16,984	100.0%	6.6%	15.0%	7.4%	44.8%	7.1%	6.4%	2.9%	2.2%	7.6%

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

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Lynn Garage

All Routes

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: East Boston	Lynn	Revere	Chelsea	Salem	Boston: Financial/ Retail	Boston: Govt Center	Boston: Back Bay	Unspecified	Boston: Fenway	Other & % of Row	Row Total & % of Overall
Boston: East Boston	1490	59	228	658	20	183	151	117	47	52	658	3715
											17.7%	*21.9%*
Lynn	17	950	177	127	405	143	133	64	167	24	1201	3465
											34.6%	*20.4%*
Revere	305	201	445	289	20	64	185	177	86	43	633	2474
											25.6%	*14.6%*
Chelsea	423	18	320	350	0	101	0	67	34	134	518	1998
											25.9%	*11.8%*
Salem	0	137	36	12	234	56	49	12	55	25	312	953
											32.7%	*5.6%*
Marblehead	0	56	14	0	18	99	21	21	0	0	276	540
											51.0%	*3.2%*
Saugus	0	98	90	0	0	58	37	31	5	5	148	494
											30.0%	*2.9%*
Swampscott	0	26	19	0	60	47	21	7	0	0	132	313
											42.2%	*1.8%*
Peabody	0	52	0	0	0	13	23	0	14	3	130	240
											54.2%	*1.4%*
Danvers	0	96	0	0	17	39	5	0	0	0	82	239
											34.4%	*1.4%*
Malden	0	106	0	0	0	23	9	5	5	0	42	199
											21.0%	*1.2%*
Boston: Logan Airport	43	18	0	86	0	0	0	0	0	0	8	156
											5.3%	*0.9%*
Boston: Park Square	0	18	114	0	20	0	0	0	0	0	0	156
											0.0%	*0.9%*
Cambridge: Central Square	43	53	34	0	0	0	0	0	0	0	0	130
											0.0%	*0.8%*
Boston: Financial/Retail	43	15	34	0	23	0	0	0	0	0	0	115
											0.0%	*0.7%*
Boston: North Dorchester	0	15	77	0	20	0	0	0	0	0	0	112
											0.0%	*0.7%*
Boston: Back Bay	75	18	0	0	0	0	0	0	0	0	15	108
											14.3%	*0.6%*
Boston: Govt Center	21	18	34	0	20	0	0	0	0	0	12	103
											11.5%	*0.6%*
Other & % of Column	361	277	198	77	247	38	0	5	27	5	140	1376
	12.7%	*12.4%*	*10.5%*	*4.8%*	*22.4%*	*4.4%*	*0.0%*	*1.0%*	*6.2%*	*1.8%*	*10.2%*	*8.1%*
Column Total & % of Overall	2852	2231	1890	1599	1102	864	634	506	440	291	4307	**16984**
	16.8%	*13.1%*	*11.1%*	*9.4%*	*6.5%*	*5.1%*	*3.7%*	*3.0%*	*2.6%*	*1.7%*	*25.4%*	

Socioeconomic Characteristics

Expanded Results

Lynn Garage
All Routes

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	460	2.8%	2.8%
19 - 24	2,205	13.3%	16.0%
25 - 34	3,282	19.7%	35.8%
35 - 44	3,213	19.3%	55.1%
45 - 64	5,895	35.5%	90.5%
65 and Older	1,572	9.5%	100.0%
TOTAL	16,627	100.0%	100.0%
No Answer	357		

Gender of Riders:	Number of Riders	Percent of Riders
Male	6,025	38.2%
Female	9,715	61.6%
Transgender	33	0.2%
TOTAL	15,773	100.0%
No Answer	1,211	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	4,165	28.6%	28.6%
$20,000 - $29,999	1,773	12.2%	40.8%
$30,000 - $39,999	1,743	12.0%	52.8%
$40,000 - $49,999	1,597	11.0%	63.8%
$50,000 - $59,999	1,128	7.8%	71.6%
$60,000 - $74,999	1,710	11.8%	83.3%
$75,000 - $99,999	1,347	9.3%	92.6%
$100,000 or more	1,078	7.4%	100.0%
TOTAL	14,541	100.0%	100.0%
No Answer	2,443		

Mean Household Size: 2.64

Ethnicity of Riders

Expanded Results

Lynn Garage
All Routes

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	361	2.4%
Black or African-American	2,055	13.9%
Native Hawaiian or Other Pacific Islander	39	0.3%
Asian	665	4.5%
White	9,814	66.6%
Other	2,170	14.7%
TOTAL	14,741	

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	3,540	23.4%
No	11,615	76.6%
TOTAL	15,155	100.0%
No Answer	1,829	

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Lynn Garage

Expanded Results

All Routes

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	668	4.0%	4.0%
One Day	395	2.4%	6.4%
Two Days	742	4.4%	10.8%
Three Days	1,516	9.1%	19.9%
Four Days	1,266	7.6%	27.5%
Five Days	8,046	48.2%	75.6%
Six Days	1,891	11.3%	86.9%
Seven Days	2,089	12.5%	99.4%
Only Visiting	93	0.6%	100.0%
TOTAL	16,706	100.0%	100.0%
No Answer	279		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	2,588 18.5%	753 5.4%	399 2.9%	908	3,740 26.8%
Occasionally	83 0.6%	4,852 34.7%	1,165 8.3%	1,105	6,100 43.7%
Not at all	12 0.1%	8 0.1%	4,107 29.4%	245	4,127 29.5%
No Answer	84	127	13	534	
Sunday Total	2,683 19.2%	5,613 40.2%	5,671 40.6%		13,967 *

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

Fare Types and Pass Usage

Lynn Garage
Expanded Results
All Routes

Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	5,037	29.8%	4.6
Pay-per-ride CharlieTicket (paper)	546	3.2%	5.0
Monthly pass	7,702	45.5%	5.0
Full cash fare on-board bus	1,169	6.9%	3.5
Reduced fare	1,422	8.4%	4.2
Student	*272*	*1.6%*	*5.0*
Senior	*744*	*4.4%*	*3.9*
Disability	*406*	*2.4%*	*4.2*
No Reduced Fare Selected	*0*	*0.0%*	*0.0*
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	15	0.1%	3.0
1-Day LinkPass	8	0.0%	5.0
7-Day LinkPass	987	5.8%	5.2
Other	39	0.2%	4.2
No Fare Payment Type Selected	59		
All Payment Types	16,925	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)	3,984	23.5%	5.0
Student	105	0.6%	5.1
Senior	443	2.6%	4.7
Disability	419	2.5%	5.2
Inner Express Bus	1,042	6.2%	5.0
Outer Express Bus	34	0.2%	4.8
Zone	348	2.1%	4.3
Boat	0	0.0%	0.0
Local Bus	1,254	7.4%	5.3
No Pass Selected	73	0.4%	4.5
Total Riders Using Monthly Passes	7,702	45.5%	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	87	0.5%	5.5
1	0	0.0%	0.0
2	87	0.5%	2.8
3	142	0.8%	4.0
4	0	0.0%	0.0
5	0	0.0%	0.0
6	0	0.0%	0.0
7	32	0.2%	5.0
8	0	0.0%	0.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	348	2.1%	4.3

Vehicle Availability

Expanded Results

Lynn Garage
All Routes

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	9,031	55.5%
Not Licensed	7,251	44.5%
TOTAL	16,282	100.0%
No Answer	702	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	7,382	45.3%
1 vehicle	5,885	36.1%
2 vehicles	2,441	15.0%
3 or more vehicles	577	3.5%
TOTAL	16,284	100.0%
No Answer	699	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	3,719	22.5%
No	12,840	77.5%
TOTAL	16,559	100.0%
No Answer	425	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	7,040	45.6%	45.6%
0.01 to 0.49 vehicles	3,144	20.4%	66.0%
0.50 to 0.99 vehicles	3,573	23.1%	89.1%
1.00 to 1.49 vehicles	1,596	10.3%	99.4%
1.50 to 1.99 vehicles	48	0.3%	99.8%
2 or more vehicles	38	0.2%	100.0%
TOTAL RESPONSES	15,440		

MBTA Surveys: 2008-09

Bus Survey

Service Quality

Lynn Garage

Expanded Results

All Routes

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	3.1	12.0%	14.6%	35.3%	25.6%	12.5%	16,356	628	4,109
Safety and security	3.8	1.9%	3.9%	30.8%	40.7%	22.7%	16,125	859	1,729
Cleanliness/condition of vehicles	3.3	5.4%	11.7%	43.0%	27.9%	12.0%	16,006	978	694
Courtesy of drivers	3.5	7.9%	12.1%	27.8%	31.6%	20.7%	15,960	1,024	1,339
Announcement of stops	4.0	3.5%	5.9%	19.3%	31.7%	39.7%	15,871	1,113	288
Availability of seating on buses	3.5	6.7%	10.0%	30.8%	32.3%	20.2%	16,141	843	860
Frequency of service	3.1	13.3%	13.6%	34.8%	26.0%	12.2%	15,792	1,192	2,453
Travel time/speed	3.4	4.9%	11.2%	35.4%	34.0%	14.5%	15,946	1,038	1,372
Parking availability	3.4	10.9%	9.3%	32.5%	25.9%	21.5%	9,134	7,849	56
Stop amenities	2.8	18.9%	17.0%	36.3%	17.4%	10.4%	14,147	2,837	477
Fare collection system	3.5	8.2%	13.3%	25.7%	24.9%	27.9%	15,158	1,826	397
Signage on vehicles	3.7	3.0%	5.8%	31.5%	34.2%	25.6%	14,096	2,887	96

* 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 Lynn Garage as a whole. It includes tables and discussion.

3.1 TRIP PURPOSE

3.1.1 DESCRIPTION OF TABLE

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

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

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

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

3.1.2 OVERVIEW OF RESULTS

On every route belonging to the Lynn Garage, the percentage of home-based trips exceeded that of non-home-based trips, and the most common trip purpose category was home-based work. The bus routes with the highest percentages of home-based work trips were Routes 439 (100%), 448 (96%), and 449 (95%).

Work-based trips typically composed a much smaller percentage of trips. This category included trips such as from an office to an off-site meeting, a restaurant, or a shop. The percentages of work-based trips across all Lynn Garage bus routes ranged between 0% on several routes and 10% on Route 117.

The percentages of home-based shopping trips across all Lynn Garage bus routes ranged between 0% on several routes and 26% on Route 114; the percentages of home-based school trips ranged between 0% on several routes and 25% on Route 455. 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 0% on several routes and 17% on Route 442.

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

3.2 REASONS FOR USING THE MBTA

3.2.1 DESCRIPTION OF TABLE

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

The table presents both the number and percent of riders who selected each reason. Riders were allowed to check as many reasons as they felt were relevant. Therefore the values in the "Number of Riders" column have not been totaled in the table; the number at the bottom of that column is the number of riders who checked at least one reason. The values in the "Percent of Riders"

column may add up to more than 100%. The percentages were calculated by dividing the number of responses for each reason by the total number of people who checked at least one reason.

3.2.2 OVERVIEW OF RESULTS

Responses varied across routes. The most frequently selected reason for using bus transit was "convenience." The percentage of riders choosing "convenience" was highest on Route 434 (75%), followed by Routes 424W (73%) and 448 (71%).

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 451 (57%), and the percentage of riders choosing "less expensive than other choices" was highest on Route 428 (62%).

The fourth- and fifth-most frequently selected reasons were "avoid driving/traffic" followed by "environmentally responsible." The percentage of riders choosing "avoid driving/traffic" was highest on Route 424W (55%), and the percentage of riders choosing "environmentally responsible" was highest on Route 448 (71%).

3.3 ALTERNATIVE MEANS OF TRANSPORTATION

3.3.1 DESCRIPTION OF TABLES

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

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

3.3.2 OVERVIEW OF RESULTS

Between 37% and 82% 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 121. 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 434 (80%).

“Other” was the second-most-commonly selected alternative mode. The percentage of riders choosing “other” was highest on Route 465 (48%). The “other” responses that had write-in mode descriptions were most often “walk,” “taxi,” or “dropped off.” After “other,” “drive alone” was the third-most-commonly selected alternative mode on most routes. The percentage of riders choosing “drive alone” was highest on Route 449 (59%). “Carpool/vanpool” and “bicycle” were the next-most-frequently selected transportation alternatives. The percentage of riders choosing “carpool/vanpool” was highest on Route 439 (52%) and the percentage of riders choosing “bicycle” was highest on Route 436 (13%).

MBTA Surveys: 2008-09

Bus Survey

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

Expanded Results

Route: 114

Bellingham Sq - Maverick Station

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	441	45.1%	45.1%
Home-based School	43	4.4%	49.5%
Home-based Shopping	250	25.5%	75.0%
Home-based Social Activity	0	0.0%	75.0%
Home-based Personal Business	77	7.8%	82.9%
Home-based Work-related	34	3.4%	86.3%
Home-based Other	67	6.9%	93.1%
Work-based	34	3.4%	96.6%
Non-Home or Work-based	34	3.4%	100.0%
TOTAL	978		
No Answer	34		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	547	55.9%
Speed/travel time	144	14.7%
Avoid driving/traffic	244	25.0%
Avoid parking at destination	144	14.7%
Environmentally responsible	211	21.5%
Less expensive	311	31.8%
Can read/do work	67	6.9%
Only transportation available	307	31.4%
Other	34	3.4%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	978	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	585	59.8%
No	393	40.2%
TOTAL	978	100.0%
No answer	34	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	34	6.1%
Non-MBTA bus	0	0.0%
Carpool/vanpool	110	20.0%
Bicycle	0	0.0%
Other MBTA service	340	61.8%
Other	177	32.2%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	551	
(No alternatives reported)	34	

**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.*

MBTA Surveys: 2008-09

Bus Survey

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

Route: 119

Expanded Results | **Northgate - Beachmont Station** | **Both Directions**

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	292	50.7%	50.7%
Home-based School	21	3.7%	54.4%
Home-based Shopping	96	16.7%	71.2%
Home-based Social Activity	0	0.0%	71.2%
Home-based Personal Business	83	14.4%	85.6%
Home-based Work-related	0	0.0%	85.6%
Home-based Other	40	7.0%	92.6%
Work-based	21	3.7%	96.3%
Non-Home or Work-based	21	3.7%	100.0%
TOTAL	576		
No Answer	67		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	375	60.9%
Speed/travel time	88	14.4%
Avoid driving/traffic	123	20.0%
Avoid parking at destination	94	15.2%
Environmentally responsible	54	8.7%
Less expensive	123	20.0%
Can read/do work	83	13.5%
Only transportation available	337	54.8%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	616	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	225	38.4%
No	362	61.6%
TOTAL	587	100.0%
No answer	56	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	13	7.0%
Non-MBTA bus	13	7.0%
Carpool/vanpool	0	0.0%
Bicycle	0	0.0%
Other MBTA service	115	60.6%
Other	75	39.4%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	190	
(No alternatives reported)	35	

**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: 120

Orient Heights - Maverick Station

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	813	42.1%	42.1%
Home-based School	189	9.8%	51.9%
Home-based Shopping	260	13.5%	65.3%
Home-based Social Activity	62	3.2%	68.5%
Home-based Personal Business	136	7.1%	75.6%
Home-based Work-related	116	6.0%	81.6%
Home-based Other	189	9.8%	91.4%
Work-based	84	4.4%	95.7%
Non-Home or Work-based	82	4.3%	100.0%
TOTAL	1,930		
No Answer	168		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	1,174	58.2%
Speed/travel time	336	16.7%
Avoid driving/traffic	375	18.6%
Avoid parking at destination	262	13.0%
Environmentally responsible	325	16.1%
Less expensive	742	36.8%
Can read/do work	177	8.8%
Only transportation available	822	40.8%
Other	105	5.2%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	2,016	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	1,022	53.5%
No	887	46.5%
TOTAL	1,909	100.0%
No answer	189	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	114	12.4%
Non-MBTA bus	41	4.5%
Carpool/vanpool	93	10.2%
Bicycle	0	0.0%
Other MBTA service	439	47.9%
Other	366	39.9%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	917	
(No alternatives reported)	105	

**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: 121

Wood Island - Maverick Station

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	173	73.4%	73.4%
Home-based School	26	11.0%	84.4%
Home-based Shopping	0	0.0%	84.4%
Home-based Social Activity	0	0.0%	84.4%
Home-based Personal Business	0	0.0%	84.4%
Home-based Work-related	0	0.0%	84.4%
Home-based Other	37	15.6%	100.0%
Work-based	0	0.0%	100.0%
Non-Home or Work-based	0	0.0%	100.0%
TOTAL	236		
No Answer	0		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	162	68.8%
Speed/travel time	100	42.2%
Avoid driving/traffic	74	31.2%
Avoid parking at destination	110	46.8%
Environmentally responsible	74	31.2%
Less expensive	74	31.2%
Can read/do work	37	15.6%
Only transportation available	37	15.6%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	236	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	162	81.5%
No	37	18.5%
TOTAL	199	100.0%
No answer	37	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	37	22.7%
Non-MBTA bus	0	0.0%
Carpool/vanpool	52	32.0%
Bicycle	0	0.0%
Other MBTA service	37	22.7%
Other	37	22.7%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	162	
(No alternatives reported)	0	

**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: 424W

Eastern Ave/Essex St - Wonderland **Inbound**

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	78	81.8%	81.8%
Home-based School	9	9.1%	90.9%
Home-based Shopping	0	0.0%	90.9%
Home-based Social Activity	0	0.0%	90.9%
Home-based Personal Business	0	0.0%	90.9%
Home-based Work-related	0	0.0%	90.9%
Home-based Other	9	9.1%	100.0%
Work-based	0	0.0%	100.0%
Non-Home or Work-based	0	0.0%	100.0%
TOTAL	95		
No Answer	0		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	69	72.7%
Speed/travel time	0	0.0%
Avoid driving/traffic	52	54.5%
Avoid parking at destination	43	45.5%
Environmentally responsible	9	9.1%
Less expensive	43	45.5%
Can read/do work	17	18.2%
Only transportation available	17	18.2%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	95	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	52	54.5%
No	43	45.5%
TOTAL	95	100.0%
No answer	0	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	26	50.0%
Non-MBTA bus	9	16.7%
Carpool/vanpool	0	0.0%
Bicycle	0	0.0%
Other MBTA service	35	66.7%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	52	
(No alternatives reported)	0	

**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: 426

Central Sq Lynn - Haymarket via Cliftondale Sq **Both Directions**

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	419	72.8%	72.8%
Home-based School	108	18.8%	91.7%
Home-based Shopping	0	0.0%	91.7%
Home-based Social Activity	0	0.0%	91.7%
Home-based Personal Business	5	0.8%	92.5%
Home-based Work-related	9	1.6%	94.1%
Home-based Other	5	0.8%	94.9%
Work-based	9	1.6%	96.5%
Non-Home or Work-based	20	3.5%	100.0%
TOTAL	575		
No Answer	57		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	393	63.5%
Speed/travel time	119	19.3%
Avoid driving/traffic	263	42.5%
Avoid parking at destination	275	44.5%
Environmentally responsible	133	21.5%
Less expensive	243	39.3%
Can read/do work	161	26.0%
Only transportation available	165	26.8%
Other	14	2.3%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	618	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	294	48.2%
No	315	51.8%
TOTAL	609	100.0%
No answer	23	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	114	42.5%
Non-MBTA bus	5	1.7%
Carpool/vanpool	82	30.5%
Bicycle	0	0.0%
Other MBTA service	87	32.2%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	269	
(No alternatives reported)	25	

**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: 428

Oaklandvale - Haymarket

Inbound

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	93	90.9%	90.9%
Home-based School	0	0.0%	90.9%
Home-based Shopping	0	0.0%	90.9%
Home-based Social Activity	0	0.0%	90.9%
Home-based Personal Business	0	0.0%	90.9%
Home-based Work-related	0	0.0%	90.9%
Home-based Other	5	4.5%	95.5%
Work-based	5	4.5%	100.0%
Non-Home or Work-based	0	0.0%	100.0%
TOTAL	102		
No Answer	19		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	79	65.4%
Speed/travel time	51	42.3%
Avoid driving/traffic	65	53.8%
Avoid parking at destination	60	50.0%
Environmentally responsible	42	34.6%
Less expensive	74	61.5%
Can read/do work	46	38.5%
Only transportation available	19	15.4%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	121	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	74	61.5%
No	46	38.5%
TOTAL	121	100.0%
No answer	0	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	28	37.5%
Non-MBTA bus	0	0.0%
Carpool/vanpool	14	18.8%
Bicycle	0	0.0%
Other MBTA service	28	37.5%
Other	9	12.5%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	74	
(No alternatives reported)	0	

**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: 429

Northgate Shopping Ctr - Central Sq Lynn

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	286	39.3%	39.3%
Home-based School	63	8.6%	47.9%
Home-based Shopping	136	18.8%	66.7%
Home-based Social Activity	35	4.9%	71.5%
Home-based Personal Business	55	7.5%	79.0%
Home-based Work-related	63	8.6%	87.6%
Home-based Other	0	0.0%	87.6%
Work-based	27	3.8%	91.4%
Non-Home or Work-based	63	8.6%	100.0%
TOTAL	727		
No Answer	259		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	485	49.2%
Speed/travel time	63	6.4%
Avoid driving/traffic	98	9.9%
Avoid parking at destination	27	2.8%
Environmentally responsible	207	21.0%
Less expensive	180	18.2%
Can read/do work	125	12.7%
Only transportation available	482	48.9%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	986	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	545	55.2%
No	441	44.8%
TOTAL	986	100.0%
No answer	0	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	90	17.4%
Non-MBTA bus	35	6.8%
Carpool/vanpool	231	44.7%
Bicycle	0	0.0%
Other MBTA service	133	25.8%
Other	133	25.8%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	517	
(No alternatives reported)	27	

**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: 434

Main St Peabody - Haymarket

Inbound

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	21	80.0%	80.0%
Home-based School	5	20.0%	100.0%
Home-based Shopping	0	0.0%	100.0%
Home-based Social Activity	0	0.0%	100.0%
Home-based Personal Business	0	0.0%	100.0%
Home-based Work-related	0	0.0%	100.0%
Home-based Other	0	0.0%	100.0%
Work-based	0	0.0%	100.0%
Non-Home or Work-based	0	0.0%	100.0%
TOTAL	26		
No Answer	5		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	23	75.0%
Speed/travel time	3	8.3%
Avoid driving/traffic	10	33.3%
Avoid parking at destination	10	33.3%
Environmentally responsible	5	16.7%
Less expensive	10	33.3%
Can read/do work	15	50.0%
Only transportation available	10	33.3%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	31	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	13	41.7%
No	18	58.3%
TOTAL	31	100.0%
No answer	0	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	3	20.0%
Non-MBTA bus	0	0.0%
Carpool/vanpool	3	20.0%
Bicycle	0	0.0%
Other MBTA service	10	80.0%
Other	3	20.0%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	13	
(No alternatives reported)	0	

**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: 435

Liberty Tree Mall - Central Sq Lynn via Euclid/Pine Hill **Both Directions**

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	78	28.7%	28.7%
Home-based School	31	11.3%	40.0%
Home-based Shopping	39	14.3%	54.3%
Home-based Social Activity	8	3.0%	57.4%
Home-based Personal Business	24	8.7%	66.1%
Home-based Work-related	7	2.6%	68.7%
Home-based Other	38	13.9%	82.6%
Work-based	15	5.7%	88.3%
Non-Home or Work-based	32	11.7%	100.0%
TOTAL	273		
No Answer	50		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	195	60.3%
Speed/travel time	52	16.2%
Avoid driving/traffic	70	21.7%
Avoid parking at destination	56	17.3%
Environmentally responsible	77	23.9%
Less expensive	93	28.7%
Can read/do work	68	21.0%
Only transportation available	163	50.4%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	323	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	196	62.3%
No	119	37.7%
TOTAL	315	100.0%
No answer	8	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	33	17.6%
Non-MBTA bus	0	0.0%
Carpool/vanpool	45	23.9%
Bicycle	15	8.2%
Other MBTA service	72	38.4%
Other	38	20.1%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	189	
(No alternatives reported)	7	

**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: 436

Liberty Tree Mall - Central Sq Lynn via Goodwin Circle **Both Directions**

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	279	50.0%	50.0%
Home-based School	37	6.7%	56.7%
Home-based Shopping	24	4.3%	60.9%
Home-based Social Activity	0	0.0%	60.9%
Home-based Personal Business	24	4.3%	65.2%
Home-based Work-related	12	2.1%	67.3%
Home-based Other	49	8.8%	76.1%
Work-based	36	6.4%	82.4%
Non-Home or Work-based	98	17.6%	100.0%
TOTAL	558		
No Answer	12		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	340	66.8%
Speed/travel time	98	19.2%
Avoid driving/traffic	61	12.0%
Avoid parking at destination	49	9.6%
Environmentally responsible	96	18.9%
Less expensive	193	37.9%
Can read/do work	36	7.0%
Only transportation available	132	25.9%
Other	49	9.6%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	509	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	316	57.9%
No	230	42.1%
TOTAL	546	100.0%
No answer	24	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	49	16.8%
Non-MBTA bus	0	0.0%
Carpool/vanpool	108	37.0%
Bicycle	37	12.7%
Other MBTA service	122	41.6%
Other	49	16.8%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	292	
(No alternatives reported)	24	

**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: 439

Nahant - Central Sq Lynn

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	33	100.0%	100.0%
Home-based School	0	0.0%	100.0%
Home-based Shopping	0	0.0%	100.0%
Home-based Social Activity	0	0.0%	100.0%
Home-based Personal Business	0	0.0%	100.0%
Home-based Work-related	0	0.0%	100.0%
Home-based Other	0	0.0%	100.0%
Work-based	0	0.0%	100.0%
Non-Home or Work-based	0	0.0%	100.0%
TOTAL	33		
No Answer	10		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	16	36.3%
Speed/travel time	0	0.0%
Avoid driving/traffic	22	51.6%
Avoid parking at destination	5	12.1%
Environmentally responsible	10	24.2%
Less expensive	5	12.1%
Can read/do work	5	12.1%
Only transportation available	10	24.2%
Other	5	12.1%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	43	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	33	75.8%
No	10	24.2%
TOTAL	43	100.0%
No answer	0	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	5	16.0%
Non-MBTA bus	0	0.0%
Carpool/vanpool	17	52.1%
Bicycle	0	0.0%
Other MBTA service	10	31.9%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	33	
(No alternatives reported)	0	

**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: 441

Marblehead - Haymarket/Wonderland

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	470	54.5%	54.5%
Home-based School	39	4.5%	59.0%
Home-based Shopping	32	3.7%	62.7%
Home-based Social Activity	7	0.8%	63.5%
Home-based Personal Business	53	6.1%	69.7%
Home-based Work-related	78	9.0%	78.7%
Home-based Other	64	7.4%	86.1%
Work-based	57	6.6%	92.6%
Non-Home or Work-based	64	7.4%	100.0%
TOTAL	863		
No Answer	43		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	417	48.3%
Speed/travel time	99	11.5%
Avoid driving/traffic	265	30.7%
Avoid parking at destination	202	23.3%
Environmentally responsible	247	28.7%
Less expensive	393	45.5%
Can read/do work	216	25.0%
Only transportation available	449	52.1%
Other	21	2.5%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	863	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	400	45.0%
No	488	55.0%
TOTAL	888	100.0%
No answer	18	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	85	24.0%
Non-MBTA bus	7	2.0%
Carpool/vanpool	92	26.0%
Bicycle	39	11.0%
Other MBTA service	170	48.0%
Other	46	13.0%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	354	
(No alternatives reported)	46	

**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: 442

Marblehead - Haymarket via Central Sq Lynn **Both Directions**

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	389	62.9%	62.9%
Home-based School	32	5.1%	68.0%
Home-based Shopping	7	1.1%	69.2%
Home-based Social Activity	0	0.0%	69.2%
Home-based Personal Business	42	6.8%	76.0%
Home-based Work-related	7	1.1%	77.1%
Home-based Other	103	16.6%	93.7%
Work-based	32	5.1%	98.9%
Non-Home or Work-based	7	1.1%	100.0%
TOTAL	619		
No Answer	25		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	290	46.1%
Speed/travel time	103	16.3%
Avoid driving/traffic	212	33.7%
Avoid parking at destination	180	28.6%
Environmentally responsible	283	44.9%
Less expensive	219	34.8%
Can read/do work	170	27.0%
Only transportation available	304	48.3%
Other	43	6.8%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	630	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	255	42.1%
No	350	57.9%
TOTAL	605	100.0%
No answer	39	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	78	30.6%
Non-MBTA bus	0	0.0%
Carpool/vanpool	74	29.2%
Bicycle	25	9.7%
Other MBTA service	74	29.1%
Other	89	34.8%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	255	
(No alternatives reported)	0	

**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: 448

Marblehead - Dwntwn Xing via Paradise Rd

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	163	95.8%	95.8%
Home-based School	0	0.0%	95.8%
Home-based Shopping	0	0.0%	95.8%
Home-based Social Activity	0	0.0%	95.8%
Home-based Personal Business	7	4.2%	100.0%
Home-based Work-related	0	0.0%	100.0%
Home-based Other	0	0.0%	100.0%
Work-based	0	0.0%	100.0%
Non-Home or Work-based	0	0.0%	100.0%
TOTAL	170		
No Answer	7		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	120	70.9%
Speed/travel time	39	22.9%
Avoid driving/traffic	88	52.1%
Avoid parking at destination	88	52.1%
Environmentally responsible	120	70.9%
Less expensive	95	56.2%
Can read/do work	110	64.6%
Only transportation available	42	25.0%
Other	7	4.2%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	170	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	88	50.0%
No	88	50.0%
TOTAL	177	100.0%
No answer	0	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	46	52.0%
Non-MBTA bus	0	0.0%
Carpool/vanpool	21	24.0%
Bicycle	0	0.0%
Other MBTA service	28	32.0%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	88	
(No alternatives reported)	0	

**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: 449

Marblehead - Dwntwn Xing via Humphrey **Inbound**

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	254	94.7%	94.7%
Home-based School	0	0.0%	94.7%
Home-based Shopping	0	0.0%	94.7%
Home-based Social Activity	0	0.0%	94.7%
Home-based Personal Business	0	0.0%	94.7%
Home-based Work-related	7	2.6%	97.4%
Home-based Other	0	0.0%	97.4%
Work-based	7	2.6%	100.0%
Non-Home or Work-based	0	0.0%	100.0%
TOTAL	268		
No Answer	7		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	148	53.8%
Speed/travel time	35	12.8%
Avoid driving/traffic	148	53.8%
Avoid parking at destination	155	56.4%
Environmentally responsible	134	48.7%
Less expensive	141	51.3%
Can read/do work	134	48.7%
Only transportation available	64	23.1%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	275	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	155	56.4%
No	120	43.6%
TOTAL	275	100.0%
No answer	0	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	71	58.8%
Non-MBTA bus	0	0.0%
Carpool/vanpool	21	17.6%
Bicycle	7	5.9%
Other MBTA service	35	29.4%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	120	
(No alternatives reported)	35	

**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: 450

Salem Ctr - Haymarket

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	523	71.1%	71.1%
Home-based School	32	4.4%	75.5%
Home-based Shopping	78	10.5%	86.0%
Home-based Social Activity	0	0.0%	86.0%
Home-based Personal Business	8	1.1%	87.1%
Home-based Work-related	8	1.1%	88.2%
Home-based Other	71	9.6%	97.8%
Work-based	0	0.0%	97.8%
Non-Home or Work-based	16	2.2%	100.0%
TOTAL	736		
No Answer	49		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	492	64.0%
Speed/travel time	134	17.5%
Avoid driving/traffic	294	38.2%
Avoid parking at destination	183	23.8%
Environmentally responsible	229	29.8%
Less expensive	326	42.5%
Can read/do work	222	28.9%
Only transportation available	301	39.2%
Other	39	5.1%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	769	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	279	37.1%
No	474	62.9%
TOTAL	753	100.0%
No answer	32	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	80	31.4%
Non-MBTA bus	24	9.5%
Carpool/vanpool	72	28.2%
Bicycle	8	3.2%
Other MBTA service	118	46.4%
Other	80	31.4%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	255	
(No alternatives reported)	24	

**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: 451

North Beverly - Salem

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	103	63.7%	63.7%
Home-based School	0	0.0%	63.7%
Home-based Shopping	23	14.4%	78.1%
Home-based Social Activity	0	0.0%	78.1%
Home-based Personal Business	0	0.0%	78.1%
Home-based Work-related	0	0.0%	78.1%
Home-based Other	12	7.5%	85.6%
Work-based	12	7.5%	93.0%
Non-Home or Work-based	11	7.0%	100.0%
TOTAL	161		
No Answer	12		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	58	35.8%
Speed/travel time	11	7.0%
Avoid driving/traffic	11	7.0%
Avoid parking at destination	0	0.0%
Environmentally responsible	69	42.8%
Less expensive	91	56.2%
Can read/do work	23	14.4%
Only transportation available	92	57.2%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	161	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	70	43.3%
No	91	56.7%
TOTAL	161	100.0%
No answer	12	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	11	16.1%
Non-MBTA bus	11	16.1%
Carpool/vanpool	11	16.1%
Bicycle	0	0.0%
Other MBTA service	36	51.7%
Other	22	32.2%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	70	
(No alternatives reported)	0	

**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: 455

Salem Depot - Haymarket

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	458	43.9%	43.9%
Home-based School	262	25.1%	69.1%
Home-based Shopping	12	1.2%	70.2%
Home-based Social Activity	0	0.0%	70.2%
Home-based Personal Business	64	6.1%	76.3%
Home-based Work-related	24	2.3%	78.6%
Home-based Other	108	10.3%	89.0%
Work-based	64	6.1%	95.1%
Non-Home or Work-based	52	4.9%	100.0%
TOTAL	1,044		
No Answer	68		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	469	43.9%
Speed/travel time	145	13.6%
Avoid driving/traffic	245	23.0%
Avoid parking at destination	189	17.7%
Environmentally responsible	268	25.1%
Less expensive	407	38.2%
Can read/do work	248	23.3%
Only transportation available	503	47.1%
Other	68	6.4%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	1,068	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	495	45.1%
No	604	54.9%
TOTAL	1,100	100.0%
No answer	12	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	100	20.7%
Non-MBTA bus	12	2.5%
Carpool/vanpool	76	15.7%
Bicycle	32	6.6%
Other MBTA service	164	33.9%
Other	164	33.9%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	483	
(No alternatives reported)	12	

**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: 456

Salem Depot - Central Sq Lynn

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	103	49.6%	49.6%
Home-based School	11	5.3%	54.9%
Home-based Shopping	11	5.3%	60.2%
Home-based Social Activity	22	10.6%	70.8%
Home-based Personal Business	0	0.0%	70.8%
Home-based Work-related	20	9.7%	80.5%
Home-based Other	20	9.7%	90.3%
Work-based	0	0.0%	90.3%
Non-Home or Work-based	20	9.7%	100.0%
TOTAL	208		
No Answer	31		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	123	51.6%
Speed/travel time	11	4.6%
Avoid driving/traffic	31	13.1%
Avoid parking at destination	52	21.5%
Environmentally responsible	72	30.0%
Less expensive	83	34.6%
Can read/do work	81	33.9%
Only transportation available	96	40.0%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	239	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	145	73.8%
No	52	26.2%
TOTAL	197	100.0%
No answer	42	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	20	19.7%
Non-MBTA bus	0	0.0%
Carpool/vanpool	42	41.0%
Bicycle	0	0.0%
Other MBTA service	20	19.7%
Other	20	19.7%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	103	
(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: 459

Salem Depot - Dwntwn Xing

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	164	30.3%	30.3%
Home-based School	59	11.0%	41.3%
Home-based Shopping	0	0.0%	41.3%
Home-based Social Activity	12	2.2%	43.6%
Home-based Personal Business	56	10.4%	54.0%
Home-based Work-related	0	0.0%	54.0%
Home-based Other	60	11.2%	65.2%
Work-based	48	9.0%	74.1%
Non-Home or Work-based	139	25.9%	100.0%
TOTAL	539		
No Answer	56		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	264	45.8%
Speed/travel time	56	9.7%
Avoid driving/traffic	80	13.9%
Avoid parking at destination	12	2.1%
Environmentally responsible	104	18.1%
Less expensive	209	36.3%
Can read/do work	80	13.9%
Only transportation available	280	48.7%
Other	56	9.7%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	576	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	371	62.4%
No	224	37.6%
TOTAL	595	100.0%
No answer	0	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	20	6.0%
Non-MBTA bus	20	6.0%
Carpool/vanpool	60	18.2%
Bicycle	12	3.6%
Other MBTA service	173	52.0%
Other	96	28.8%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	332	
(No alternatives reported)	39	

**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: 465

Danvers Sq - Salem Depot via Liberty Tree Mall **Both Directions**

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	109	56.8%	56.8%
Home-based School	9	4.5%	61.4%
Home-based Shopping	26	13.7%	75.0%
Home-based Social Activity	0	0.0%	75.0%
Home-based Personal Business	9	4.5%	79.6%
Home-based Work-related	13	6.8%	86.4%
Home-based Other	17	9.1%	95.5%
Work-based	9	4.5%	100.0%
Non-Home or Work-based	0	0.0%	100.0%
TOTAL	192		
No Answer	0		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	109	56.8%
Speed/travel time	17	9.1%
Avoid driving/traffic	35	18.1%
Avoid parking at destination	35	18.1%
Environmentally responsible	57	29.5%
Less expensive	52	27.3%
Can read/do work	39	20.4%
Only transportation available	87	45.5%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	192	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	109	56.8%
No	83	43.2%
TOTAL	192	100.0%
No answer	0	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	9	8.0%
Non-MBTA bus	0	0.0%
Carpool/vanpool	35	32.0%
Bicycle	0	0.0%
Other MBTA service	31	28.0%
Other	52	48.0%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	109	
(No alternatives reported)	0	

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

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

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

4.1 ORIGIN LOCATIONS

4.1.1 DESCRIPTION OF THE ORIGIN LOCATIONS SECTION OF THE TABLE

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

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

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

4.1.2 OVERVIEW OF RESULTS

The size of the market for each bus route depends on a number of factors that influence a rider's choice to use that route instead of another transportation mode. These include, in addition to the route's proximity to the rider's origin, its proximity to other transit services and the relative ease of access. Lynn Garage bus routes had varying market sizes. For example, if origins that were reported by less than 0.5% of the riders are included, the highest number of origin locations was 16, the number for people boarding Routes 426 and 441, while the lowest was 1, the number for Routes 121 and 424W. The origin locations with the highest percentages of riders were generally those that the specific bus route served.

4.2 ORIGIN ACTIVITIES

4.2.1 DESCRIPTION OF THE ORIGIN ACTIVITIES SECTION OF THE TABLE

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

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

4.2.2 OVERVIEW OF RESULTS

For the most part, the origin activity of people boarding each bus route was home: looking at the riders from the top 10 origin locations for these routes, home was the origin activity for 76%. 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

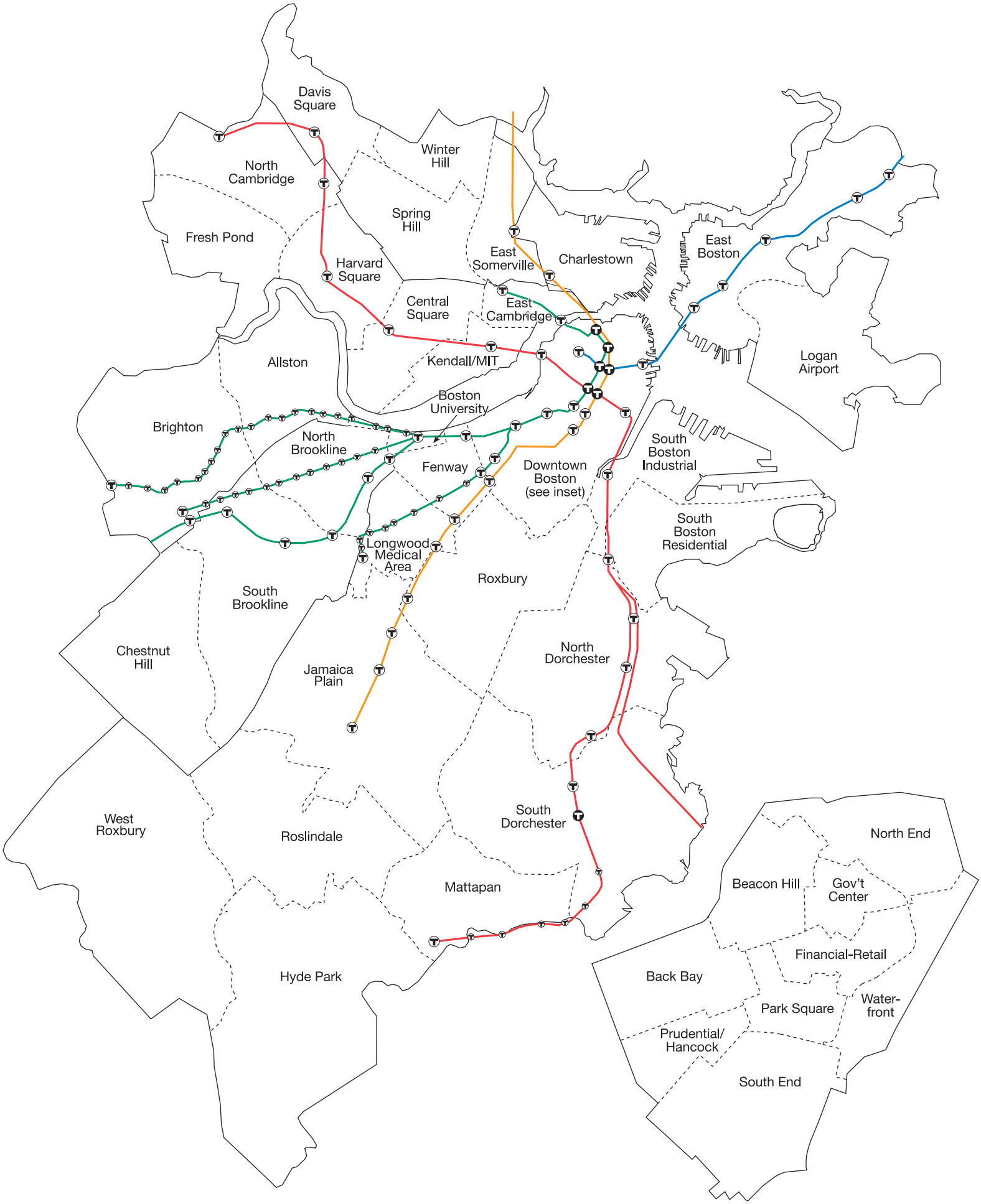
other than home. The survey result regarding the predominant origin activity is in accord with the result regarding the predominant trip purpose category, which was home-based work (see Chapters 3 and 7).

Most of the remainder of the origin activities of the surveyed riders were split between work, personal business, and store. Looking at the riders with the top 10 origin locations for all Lynn Garage bus routes, work was the origin activity for 6%, followed by personal business with 5% and store with 4%.

The percentages of riders whose origin activity was home were the highest on Routes 121, 424W, and 434 (all 100%) and were the lowest on Routes 459 (49%), 435 (50%), and 436 (51%). The percentages of riders with work, personal business, and store origin activities, respectively, were the highest for Routes 439 (40%), 117 (11%), and 459 (11%).

Figure 4-1

Neighborhood Boundaries



Origin Locations and Activities

Route: 114

Expanded Results

Bellingham Sq - Maverick 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: East Boston	547	54.1%		92.1%			7.9%				
Chelsea	335	33.1%		60.0%		10.0%	10.0%	10.0%			10.0%
Boston: Logan Airport	43	4.3%				100.0%					
Boston: Prudential/Hancock	43	4.3%		100.0%							
Cambridge: Central Square	43	4.3%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	1,012	100.0%		78.2%		7.6%	7.6%	3.3%			3.3%

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.

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 119

Expanded Results

Northgate - Beachmont 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
Revere	544	84.6%	2.5%	86.2%			4.9%	6.4%			
Lynn	35	5.4%		38.5%	61.5%						
Boston: East Boston	21	3.3%				100.0%					
Boston: Park Square	21	3.3%						100.0%			
Chelsea	21	3.3%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	643	100.0%	2.1%	78.3%	3.3%	3.3%	4.2%	8.7%			

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

Origin Locations and Activities

Route: 120

Expanded Results

Orient Heights - Maverick 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: East Boston	1,793	85.5%	3.5%	73.2%		4.1%	8.8%	4.1%		3.4%	2.9%
Boston: Brighton	64	3.0%		50.0%				50.0%			
Winthrop	41	2.0%		100.0%							
Attleboro	32	1.5%		100.0%							
Boston: Back Bay	32	1.5%				100.0%					
Cambridge: North Cambridge	32	1.5%		100.0%							
Danvers	32	1.5%		100.0%							
Melrose	32	1.5%		100.0%							
Boston: Govt Center	21	1.0%				100.0%					
Chelsea	21	1.0%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	2,098	100.0%	3.0%	73.1%		6.0%	7.5%	5.0%		2.9%	2.5%

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 121

Expanded Results

Wood Island - Maverick 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: East Boston	236	100.0%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	236	100.0%		100.0%							

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 424W

Expanded Results

Eastern Ave/Essex St - Wonderland **Inbound**

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
Lynn	95	100.0%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	95	100.0%		100.0%							

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 426

Expanded Results

Central Sq Lynn - Haymarket via Cliftondale 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
Lynn	195	30.8%	2.4%	77.8%	19.8%						
Saugus	167	26.4%		97.2%							2.8%
Revere	71	11.2%		100.0%							
Malden	37	5.9%		100.0%							
Boston: North End	31	4.9%				50.0%				50.0%	
Boston: Back Bay	15	2.4%				100.0%					
Boston: Dwntwn Unspecified	15	2.4%				100.0%					
Boston: Financial/Retail	15	2.4%				100.0%					
Boston: North Dorchester	15	2.4%		100.0%							
Boston: Park Square	15	2.4%			100.0%						
Boston: Prudential/Hancock	15	2.4%				100.0%					
Boston: South End	15	2.4%		100.0%							
Peabody	9	1.5%		100.0%							
Danvers	5	0.7%		100.0%							
Middleton	5	0.7%		100.0%							
Salem	5	0.7%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	632	100.0%	0.7%	74.6%	8.6%	13.0%				2.4%	0.7%

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 428

Expanded Results

Oaklandvale - Haymarket

Inbound

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
Saugus	60	50.0%		92.3%							7.7%
Malden	56	46.2%		100.0%							
Peabody	5	3.8%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	121	100.0%		96.2%							3.8%

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 429

Expanded Results

Northgate Shopping Ctr - Central Sq Lynn

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
Lynn	559	56.7%		60.0%		17.5%		9.8%		6.3%	6.3%
Saugus	188	19.1%		66.7%		33.3%					
Malden	106	10.8%	33.3%	66.7%							
Melrose	71	7.2%	50.0%					50.0%			
Reading	35	3.6%		100.0%							
Unspecified	27	2.8%							100.0%		
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	986	100.0%	7.2%	57.5%		16.3%		9.1%	2.8%	3.6%	3.6%

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 434

Expanded Results

Main St Peabody - Haymarket

Inbound

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
Lynn	26	83.3%		100.0%							
Peabody	5	16.7%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	31	100.0%		100.0%							

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 435

Expanded Results

Liberty Tree Mall - Central Sq Lynn via Euclid/Pine Hill **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
Lynn	179	55.5%	13.9%	58.3%	9.3%	9.3%		4.6%			4.6%
Peabody	82	25.4%		62.3%		18.8%	18.8%				
Danvers	29	8.8%		25.0%		25.0%	25.0%				25.0%
Saugus	17	5.1%									100.0%
Boston: Logan Airport	8	2.6%				100.0%					
Chelsea	8	2.6%	100.0%								
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	323	100.0%	10.3%	50.4%	5.1%	14.7%	7.0%	2.6%			9.9%

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 436

Expanded Results

Liberty Tree Mall - Central Sq Lynn via Goodwin Circle

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
Lynn	362	63.5%		70.1%		20.1%		3.3%	3.3%		3.3%
Peabody	86	15.1%				86.2%					13.8%
Danvers	74	13.0%					50.0%				50.0%
Boston: Allston	12	2.1%		100.0%							
Boston: Govt Center	12	2.1%				100.0%					
Gloucester	12	2.1%		100.0%							
Saugus	12	2.1%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	570	100.0%		50.8%		27.9%	6.5%	2.1%	2.1%		10.7%

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 439

Expanded Results

Nahant - Central Sq Lynn

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
Nahant	26	60.5%		100.0%							
Lynn	17	39.5%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	43	100.0%		60.5%		39.5%					

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 441

Expanded Results

Marblehead - Haymarket/Wonderland

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
Lynn	406	44.9%		86.1%	5.2%	3.5%					5.2%
Marblehead	141	15.6%		95.0%		5.0%					
Revere	106	11.7%		66.6%		16.7%					16.7%
Swampscott	49	5.5%		85.7%			14.3%				
Barnstable	18	2.0%						100.0%			
Boston: Back Bay	18	2.0%						100.0%			
Boston: Fenway	18	2.0%			100.0%						
Boston: Govt Center	18	2.0%		100.0%							
Boston: Logan Airport	18	2.0%				100.0%					
Boston: South End	18	2.0%		100.0%							
Boston: Unspecified	18	2.0%						100.0%			
Cambridge: Central Square	18	2.0%		100.0%							
Cambridge: Unspecified	18	2.0%				100.0%					
Chelsea	18	2.0%						100.0%			
Medford	18	2.0%		100.0%							
Salem	7	0.8%			100.0%						
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	906	100.0%		73.8%	5.1%	8.2%	0.8%	7.8%			4.3%

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 442

Expanded Results

Marblehead - Haymarket via Central Sq Lynn

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
Lynn	166	25.8%	10.7%	85.1%		4.2%					
Marblehead	138	21.4%		84.6%		5.1%	5.1%				5.1%
Revere	89	13.7%		100.0%							
Boston: East Boston	53	8.3%		100.0%							
Swampscott	49	7.7%		100.0%							
Boston: Longwood Med Area	35	5.5%				100.0%					
Cambridge: Central Square	35	5.5%		50.0%		50.0%					
Boston: North End	18	2.8%		100.0%							
Boston: Park Square	18	2.8%				100.0%					
Chelsea	18	2.8%									100.0%
Medford	18	2.8%		100.0%							
Peabody	7	1.1%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	644	100.0%	2.8%	79.1%		13.2%	1.1%				3.9%

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Expanded Results

Route: 448

Marblehead - Dwntwn Xing via Paradise Rd

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
Marblehead	106	59.9%		100.0%							
Swampscott	21	12.0%		100.0%							
Boston: So Bos Indust	18	10.0%				100.0%					
Saugus	18	10.0%		100.0%							
Lynn	14	8.0%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	177	100.0%		90.0%		10.0%					

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Expanded Results

Route: 449

Marblehead - Dwntwn Xing via Humphrey **Inbound**

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
Marblehead	155	56.4%		100.0%							
Swampscott	85	30.8%		100.0%							
Lynn	28	10.3%		75.0%		25.0%					
Salem	7	2.6%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	275	100.0%		97.4%		2.6%					

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 450

Expanded Results

Salem Ctr - 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
Lynn	427	54.4%		90.8%		7.3%		1.9%			
Salem	176	22.4%	4.6%	46.0%	9.2%	13.2%	17.8%	4.6%			4.6%
Peabody	32	4.1%		100.0%							
Revere	24	3.1%		100.0%							
Boston: East Boston	23	3.0%		100.0%							
Boston: Financial/Retail	23	3.0%				100.0%					
Boston: Roxbury	23	3.0%		100.0%							
Boston: South Dorchester	23	3.0%		100.0%							
Gloucester	16	2.1%		50.0%		50.0%					
Danvers	8	1.0%		100.0%							
Saugus	8	1.0%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	785	100.0%	1.0%	78.9%	2.1%	10.9%	4.0%	2.1%			1.0%

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 451

Expanded Results

North Beverly - Salem

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
Salem	90	51.9%		75.0%			12.5%				12.5%
Beverly	83	48.1%		71.2%	14.4%	14.4%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	173	100.0%		73.2%	6.9%	6.9%	6.5%				6.5%

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 455

Expanded Results

Salem Depot - 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
Lynn	509	45.8%		89.0%	2.4%	8.6%					
Salem	274	24.6%		84.0%	11.6%						4.4%
Swampscott	56	5.0%		100.0%							
Revere	52	4.6%		100.0%							
Saugus	24	2.2%		100.0%							
Boston: Beacon Hill	20	1.8%						100.0%			
Boston: Charlestown	20	1.8%	100.0%								
Boston: Dwntwn Unspecified	20	1.8%		100.0%							
Boston: Govt Center	20	1.8%		100.0%							
Boston: North End	20	1.8%		100.0%							
Boston: Park Square	20	1.8%						100.0%			
Boston: South Dorchester	20	1.8%		100.0%							
Brookline: North Brookline	20	1.8%				100.0%					
Somerville: East Somerville	20	1.8%		100.0%							
Somerville: Winter Hill	20	1.8%									100.0%
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	1,112	100.0%	1.8%	82.1%	4.0%	5.7%		3.6%			2.9%

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 456

Expanded Results

Salem Depot - Central Sq Lynn

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
Lynn	132	55.4%	15.3%	54.2%	15.3%				15.3%		
Salem	75	31.5%		70.8%	14.6%	14.6%					
Swampscott	20	8.5%		100.0%							
Beverly	11	4.6%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	239	100.0%	8.5%	60.8%	13.1%	9.2%			8.5%		

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 459

Expanded Results | Salem Depot - Dwntwn Xing | 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
Salem	245	41.2%		29.6%	27.8%	4.9%	13.0%	4.9%	4.9%	4.9%	9.9%
Lynn	180	30.3%	11.0%	67.1%			11.0%				11.0%
Revere	59	9.9%		66.7%				33.3%			
Swampscott	32	5.3%				62.0%	38.0%				
Boston: East Boston	20	3.3%		100.0%							
Boston: North Dorchester	20	3.3%		100.0%							
Brockton	20	3.3%									100.0%
Quincy	20	3.3%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	595	100.0%	3.3%	49.1%	11.4%	5.3%	10.7%	5.3%	2.0%	2.0%	10.7%

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 465

Expanded Results

Danvers Sq - Salem Depot via Liberty Tree Mall

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
Danvers	91	47.6%		90.5%		9.5%					
Salem	74	38.7%		100.0%							
Newburyport	13	6.8%				100.0%					
Peabody	13	6.8%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	192	100.0%		88.6%		11.4%					

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 Lynn Garage as a whole. It includes tables and discussion.

5.1 ACCESS MODE

5.1.1 DESCRIPTION OF TABLE

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

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

5.1.2 OVERVIEW OF RESULTS

Walking was the most frequently reported access mode to every Lynn Garage bus route. The highest walk access rates were on Routes 121, 424W, and 439 (all 100%). Driving access trips were the second-largest private access mode. The highest driving access rates were on Routes 426 (10%), 449 (5%), and 428 (4%). Route 434 had the highest drop-off rate of the bus routes in Lynn Garage (42%); the next highest rate was on Route 465 (14%) followed by Route 436 (7%).

The public access modes most used by riders on Lynn Garage routes were MBTA bus and rapid transit. The highest bus access rates were on Routes 456 (13%), 448 (10%), and 119 (9%). The highest rapid transit access rates were on Routes 442 (28%), 117 (21%), and 441 (18%). The highest rate of commuter rail access trips was reported on Route 465 (7%).

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 434 (3 minutes) and 424W and 448 (both 5 minutes). The highest walk access times were reported by riders on Routes 439 (16 minutes), 435 (10 minutes), and 451 (9 minutes). The highest reported drive/park access times were on Routes 428 (20 minutes), 449 (12 minutes), and 426 (10 minutes), and the highest reported

drop-off access times were on Routes 120 (30 minutes), 465 (20 minutes), and 442 (15 minutes).

Walk access times to all Lynn Garage bus routes combined averaged 7 minutes. Only 16% 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 442 (32%), 441 (25%), and 117 (22%). The highest drive/park access and drop-off access rates were, respectively, 4% on Route 459 and 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 456 (13%) and 448 and 117 (both 10%). 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 442 (26%), 117 (15%), and 441 (14%).

The most commonly listed connecting bus route from which bus riders on the surveyed routes transferred was Route 116, followed by Routes 429 and 111. 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 the Massport shuttle at Logan Airport, followed by Routes 7 and 11.

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 114

Bellingham Sq - Maverick Station **Both Directions**

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	882	87.2%
Drive/Park Access	0	0.0%
Drop-off Access	0	0.0%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	882	87.2%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	130	12.8%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	130	12.8%
TOTAL	1,012	100.0%
No Answer	0	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	130	12.8%
Drive/Park	0	0.0%
Drop-off	0	0.0%
Other	0	0.0%
TOTAL	130	12.8%
No Answer	0	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	0	0.0%
Other Bus	43	4.3%
Rapid Transit	86	8.5%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	130	12.8%

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

Bus Transfers from Nonconnecting Routes:	Number of Riders	Percent of Riders
MPA	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	398	52.2%							398	52.2%
6-10	177	23.3%							177	23.3%
11-15	153	20.1%	(No responses)		(No responses)		(No responses)		153	20.1%
16-20	34	4.4%							34	4.4%
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	762	100.0%							762	100.0%
No Answer	120								120	
Avg. Time (min)	8.2								8.2	

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	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 119

Northgate - Beachmont Station **Both Directions**

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	509	83.7%
Drive/Park Access	0	0.0%
Drop-off Access	0	0.0%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	509	83.7%
MBTA Bus	56	9.2%
Other Bus	0	0.0%
Rapid Transit	43	7.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	99	16.3%
TOTAL	608	100.0%
No Answer	35	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	99	16.3%
Drive/Park	0	0.0%
Drop-off	0	0.0%
Other	0	0.0%
TOTAL	99	16.3%
No Answer	0	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	56	9.2%
Other Bus	0	0.0%
Rapid Transit	43	7.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	99	16.3%

Bus Transfers from Connecting Routes:	Number of Riders	Percent of Riders
455	21	38.1%
116	21	38.1%
426	13	23.9%
TOTAL	56	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	177	44.0%							177	44.0%
6-10	163	40.7%							163	40.7%
11-15	48	12.0%	(No responses)		(No responses)		(No responses)		48	12.0%
16-20	13	3.3%							13	3.3%
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	402	100.0%							402	100.0%
No Answer	107								107	
Avg. Time (min)	7.5								7.5	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 120

Orient Heights - Maverick Station

Both Directions

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	1,616	82.4%
Drive/Park Access	73	3.7%
Drop-off Access	32	1.6%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	1,720	87.7%
MBTA Bus	62	3.1%
Other Bus	0	0.0%
Rapid Transit	180	9.2%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	241	12.3%
TOTAL	1,962	100.0%
No Answer	136	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	189	9.6%
Drive/Park	21	1.0%
Drop-off	32	1.6%
Other	0	0.0%
TOTAL	241	12.3%
No Answer	0	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	125	6.4%
Other Bus	0	0.0%
Rapid Transit	84	4.3%
Commuter Rail	32	1.6%
Boat	0	0.0%
Other	0	0.0%
TOTAL	241	12.3%

Bus Transfers from Connecting Routes:	Number of Riders	Percent of Riders
712	21	33.3%
121	21	33.3%
116	21	33.3%
TOTAL	62	100.0%

Bus Transfers from Nonconnecting Routes:	Number of Riders	Percent of Riders
57	32	50.0%
131	32	50.0%
TOTAL	64	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	781	60.4%	21	100.0%	0	0.0%			801	59.6%
6-10	303	23.4%	0	0.0%	0	0.0%			303	22.5%
11-15	189	14.6%	0	0.0%	0	0.0%	(No		189	14.0%
16-20	21	1.6%	0	0.0%	0	0.0%	responses)		21	1.5%
21-30	0	0.0%	0	0.0%	32	100.0%			32	2.4%
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	1,293	100.0%	21	100.0%	32	100.0%			1,345	100.0%
No Answer	323		52		0				375	
Avg. Time (min)	6.7		3.0		30.0				7.2	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 121

Wood Island - Maverick Station **Both Directions**

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	236	100.0%
Drive/Park Access	0	0.0%
Drop-off Access	0	0.0%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	236	100.0%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	0	0.0%
TOTAL	236	100.0%
No Answer	0	

For Passengers Transferring from Other Transit:

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

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	0	0.0%

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

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	162	68.8%							162	68.8%
6-10	74	31.2%							74	31.2%
11-15	0	0.0%	(No responses)		(No responses)		(No responses)		0	0.0%
16-20	0	0.0%							0	0.0%
21-30	0	0.0%							0	0.0%
31-45	0	0.0%							0	0.0%
Over 45	0	0.0%							0	0.0%
TOTAL	236	100.0%							236	100.0%
No Answer	0								0	
Avg. Time (min)	5.5								5.5	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 424W

Eastern Ave/Essex St - Wonderland **Inbound**

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	95	100.0%
Drive/Park Access	0	0.0%
Drop-off Access	0	0.0%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	95	100.0%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	0	0.0%
TOTAL	95	100.0%
No Answer	0	

For Passengers Transferring from Other Transit:

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

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	0	0.0%

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

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	60	87.5%							60	87.5%
6-10	0	0.0%							0	0.0%
11-15	9	12.5%	(No responses)		(No responses)		(No responses)		9	12.5%
16-20	0	0.0%							0	0.0%
21-30	0	0.0%							0	0.0%
31-45	0	0.0%							0	0.0%
Over 45	0	0.0%							0	0.0%
TOTAL	69	100.0%							69	100.0%
No Answer	26								26	
Avg. Time (min)	4.5								4.5	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 426

Central Sq Lynn - Haymarket via Cliftondale Sq **Both Directions**

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	439	71.0%
Drive/Park Access	60	9.8%
Drop-off Access	43	7.0%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	543	87.8%
MBTA Bus	14	2.3%
Other Bus	0	0.0%
Rapid Transit	62	10.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	76	12.2%
TOTAL	618	100.0%
No Answer	14	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	76	12.2%
Drive/Park	0	0.0%
Drop-off	0	0.0%
Other	0	0.0%
TOTAL	76	12.2%
No Answer	0	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	29	4.7%
Other Bus	0	0.0%
Rapid Transit	46	7.5%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	76	12.2%

Bus Transfers from Connecting Routes:	Number of Riders	Percent of Riders
456	5	33.3%
430	5	33.3%
119	5	33.3%
TOTAL	14	100.0%

Bus Transfers from Nonconnecting Routes:	Number of Riders	Percent of Riders
16	15	100.0%
TOTAL	15	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	243	62.8%	28	54.5%	14	75.0%			285	62.4%
6-10	80	20.8%	5	9.1%	5	25.0%			90	19.7%
11-15	40	10.4%	9	18.2%	0	0.0%	(No		49	10.8%
16-20	23	6.0%	5	9.1%	0	0.0%	responses)		28	6.1%
21-30	0	0.0%	5	9.1%	0	0.0%			5	1.0%
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	387	100.0%	51	100.0%	19	100.0%			456	100.0%
No Answer	53		9		25				87	
Avg. Time (min)	7.0		10.3		4.8				7.3	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 428

Oaklandvale - Haymarket **Inbound**

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	116	96.2%
Drive/Park Access	5	3.8%
Drop-off Access	0	0.0%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	121	100.0%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	0	0.0%
TOTAL	121	100.0%
No Answer	0	

For Passengers Transferring from Other Transit:

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

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	0	0.0%

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

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	70	78.9%	0	0.0%					70	75.0%
6-10	5	5.3%	0	0.0%					5	5.0%
11-15	14	15.8%	0	0.0%	(No		(No		14	15.0%
16-20	0	0.0%	5	100.0%	responses)		responses)		5	5.0%
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	88	100.0%	5	100.0%					93	100.0%
No Answer	28		0						28	
Avg. Time (min)	4.8		20.0						5.6	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 429

Northgate Shopping Ctr - Central Sq Lynn **Both Directions**

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	755	85.0%
Drive/Park Access	0	0.0%
Drop-off Access	0	0.0%
Taxi Access	35	4.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	27	3.1%
Other Access	0	0.0%
Total Private Trans.	817	92.0%
MBTA Bus	71	8.0%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	71	8.0%
TOTAL	888	100.0%
No Answer	98	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	35	4.0%
Drive/Park	0	0.0%
Drop-off	0	0.0%
Other	0	0.0%
TOTAL	35	4.0%
No Answer	35	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	71	8.0%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	71	8.0%

Bus Transfers from Connecting Routes:	Number of Riders	Percent of Riders
430	35	50.0%
411	35	50.0%
TOTAL	71	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	278	47.7%					0	0.0%	278	43.0%
6-10	215	36.9%					0	0.0%	215	33.3%
11-15	63	10.7%	(No responses)		(No responses)		27	43.6%	90	13.9%
16-20	27	4.7%					35	56.4%	63	9.7%
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	583	100.0%					63	100.0%	646	100.0%
No Answer	172						0		172	
Avg. Time (min)	7.7						17.8		8.7	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 434

Main St Peabody - Haymarket **Inbound**

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	18	58.3%
Drive/Park Access	0	0.0%
Drop-off Access	13	41.7%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	31	100.0%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	0	0.0%
TOTAL	31	100.0%
No Answer	0	

For Passengers Transferring from Other Transit:

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

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	0	0.0%

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

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	15	100.0%			13	100.0%			28	100.0%
6-10	0	0.0%			0	0.0%			0	0.0%
11-15	0	0.0%	(No		0	0.0%	(No		0	0.0%
16-20	0	0.0%	responses)		0	0.0%	responses)		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	15	100.0%			13	100.0%			28	100.0%
No Answer	3				0				3	
Avg. Time (min)	3.2				3.6				3.4	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 435

Liberty Tree Mall - Central Sq Lynn via Euclid/Pine Hill **Both Directions**

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	259	84.2%
Drive/Park Access	0	0.0%
Drop-off Access	0	0.0%
Taxi Access	7	2.3%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	266	86.5%
MBTA Bus	25	8.1%
Other Bus	0	0.0%
Rapid Transit	8	2.7%
Commuter Rail	8	2.7%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	42	13.5%
TOTAL	308	100.0%
No Answer	15	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	17	5.4%
Drive/Park	0	0.0%
Drop-off	0	0.0%
Other	17	5.4%
TOTAL	33	10.8%
No Answer	8	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	25	8.1%
Other Bus	8	2.7%
Rapid Transit	0	0.0%
Commuter Rail	8	2.7%
Boat	0	0.0%
Other	0	0.0%
TOTAL	42	13.5%

Bus Transfers from Connecting Routes:	Number of Riders	Percent of Riders
429	17	66.7%
455	8	33.3%
TOTAL	25	100.0%

Bus Transfers from Nonconnecting Routes:	Number of Riders	Percent of Riders
MPA	8	100.0%
TOTAL	8	100.0%

Trip time from trip origin to stop by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	71	36.4%							71	36.4%
6-10	56	28.5%							56	28.5%
11-15	46	23.6%	(No responses)		(No responses)		(No responses)		46	23.6%
16-20	23	11.5%							23	11.5%
21-30	0	0.0%							0	0.0%
31-45	0	0.0%							0	0.0%
Over 45	0	0.0%							0	0.0%
TOTAL	196	100.0%							196	100.0%
No Answer	63						7		70	
Avg. Time (min)	10.0								10.0	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 436

Liberty Tree Mall - Central Sq Lynn via Goodwin Circle **Both Directions**

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	413	79.2%
Drive/Park Access	0	0.0%
Drop-off Access	37	7.1%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	450	86.3%
MBTA Bus	47	9.1%
Other Bus	0	0.0%
Rapid Transit	12	2.3%
Commuter Rail	12	2.3%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	71	13.7%
TOTAL	521	100.0%
No Answer	49	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	59	11.4%
Drive/Park	0	0.0%
Drop-off	12	2.3%
Other	0	0.0%
TOTAL	71	13.7%
No Answer	0	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	47	9.1%
Other Bus	0	0.0%
Rapid Transit	12	2.3%
Commuter Rail	12	2.3%
Boat	0	0.0%
Other	0	0.0%
TOTAL	71	13.7%

Bus Transfers from Connecting Routes:	Number of Riders	Percent of Riders
455	24	50.0%
441	12	25.0%
429	12	25.0%
TOTAL	47	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	145	41.3%			37	100.0%			183	46.9%
6-10	85	24.0%			0	0.0%			85	21.8%
11-15	98	27.9%	(No		0	0.0%	(No		98	25.2%
16-20	12	3.4%	responses)		0	0.0%	responses)		12	3.1%
21-30	12	3.4%			0	0.0%			12	3.1%
31-45	0	0.0%			0	0.0%			0	0.0%
Over 45	0	0.0%			0	0.0%			0	0.0%
TOTAL	352	100.0%			37	100.0%			389	100.0%
No Answer	61				0				61	
Avg. Time (min)	8.8				5.0				8.4	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 439

Nahant - Central Sq Lynn

Both Directions

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	43	100.0%
Drive/Park Access	0	0.0%
Drop-off Access	0	0.0%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	43	100.0%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	0	0.0%
TOTAL	43	100.0%
No Answer	0	

For Passengers Transferring from Other Transit:

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

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	0	0.0%

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

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	26	60.5%							26	60.5%
6-10	0	0.0%							0	0.0%
11-15	0	0.0%	(No responses)		(No responses)		(No responses)		0	0.0%
16-20	0	0.0%							0	0.0%
21-30	0	0.0%							0	0.0%
31-45	17	39.5%							17	39.5%
Over 45	0	0.0%							0	0.0%
TOTAL	43	100.0%							43	100.0%
No Answer	0								0	
Avg. Time (min)	15.9								15.9	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 441

Marblehead - Haymarket/Wonderland **Both Directions**

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	629	70.6%
Drive/Park Access	21	2.4%
Drop-off Access	0	0.0%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	651	73.0%
MBTA Bus	81	9.1%
Other Bus	0	0.0%
Rapid Transit	160	17.9%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	241	27.0%
TOTAL	892	100.0%
No Answer	14	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	223	25.1%
Drive/Park	0	0.0%
Drop-off	0	0.0%
Other	0	0.0%
TOTAL	223	25.1%
No Answer	18	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	81	9.1%
Other Bus	35	4.0%
Rapid Transit	124	13.9%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	241	27.0%

Bus Transfers from Connecting Routes:	Number of Riders	Percent of Riders
435	18	21.8%
326	18	21.8%
116	18	21.8%
436	14	17.3%
459	7	8.7%
Other	7	8.7%
TOTAL	81	100.0%

Bus Transfers from Nonconnecting Routes:	Number of Riders	Percent of Riders
PLB	18	50.0%
MPA	18	50.0%
TOTAL	35	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	357	65.6%	7	33.3%					364	64.4%
6-10	85	15.6%	14	66.7%					99	17.5%
11-15	81	15.0%	0	0.0%	(No		(No		81	14.4%
16-20	14	2.6%	0	0.0%	responses)		responses)		14	2.5%
21-30	0	0.0%	0	0.0%					0	0.0%
31-45	7	1.3%	0	0.0%					7	1.2%
Over 45	0	0.0%	0	0.0%					0	0.0%
TOTAL	545	100.0%	21	100.0%					566	100.0%
No Answer	85		0						85	
Avg. Time (min)	6.8		8.0						6.8	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 442

Marblehead - Haymarket via Central Sq Lynn **Both Directions**

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	392	62.6%
Drive/Park Access	0	0.0%
Drop-off Access	7	1.1%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	7	1.1%
Total Private Trans.	406	64.9%
MBTA Bus	43	6.8%
Other Bus	0	0.0%
Rapid Transit	177	28.3%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	220	35.1%
TOTAL	626	100.0%
No Answer	18	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	202	32.3%
Drive/Park	0	0.0%
Drop-off	0	0.0%
Other	0	0.0%
TOTAL	202	32.3%
No Answer	18	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	60	9.6%
Other Bus	0	0.0%
Rapid Transit	160	25.5%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	220	35.1%

Bus Transfers from Connecting Routes:	Number of Riders	Percent of Riders
436	18	41.7%
116	18	41.7%
429	7	16.6%
TOTAL	43	100.0%

Bus Transfers from Nonconnecting Routes:	Number of Riders	Percent of Riders
101	18	100.0%
TOTAL	18	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	233	68.7%			0	0.0%			233	67.3%
6-10	71	20.9%			0	0.0%			71	20.4%
11-15	14	4.2%	(No		7	100.0%	(No		21	6.1%
16-20	14	4.2%	responses)		0	0.0%	responses)		14	4.1%
21-30	7	2.1%			0	0.0%			7	2.0%
31-45	0	0.0%			0	0.0%			0	0.0%
Over 45	0	0.0%			0	0.0%			0	0.0%
TOTAL	339	100.0%			7	100.0%			346	100.0%
No Answer	53				0		7		60	
Avg. Time (min)	6.4				15.0				6.5	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 448

Marblehead - Dwntwn Xing via Paradise Rd **Both Directions**

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	159	90.0%
Drive/Park Access	0	0.0%
Drop-off Access	0	0.0%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	159	90.0%
MBTA Bus	18	10.0%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	18	10.0%
TOTAL	177	100.0%
No Answer	0	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	18	10.0%
Drive/Park	0	0.0%
Drop-off	0	0.0%
Other	0	0.0%
TOTAL	18	10.0%
No Answer	0	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	18	10.0%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	18	10.0%

Bus Transfers from Connecting Routes:	Number of Riders	Percent of Riders
426	18	100.0%
TOTAL	18	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	117	84.6%							117	84.6%
6-10	21	15.4%							21	15.4%
11-15	0	0.0%	(No responses)		(No responses)		(No responses)		0	0.0%
16-20	0	0.0%							0	0.0%
21-30	0	0.0%							0	0.0%
31-45	0	0.0%							0	0.0%
Over 45	0	0.0%							0	0.0%
TOTAL	138	100.0%							138	100.0%
No Answer	21								21	
Avg. Time (min)	4.7								4.7	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 449

Marblehead - Dwntwn Xing via Humphrey **Inbound**

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	247	89.7%
Drive/Park Access	14	5.1%
Drop-off Access	14	5.1%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	275	100.0%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	0	0.0%
TOTAL	275	100.0%
No Answer	0	

For Passengers Transferring from Other Transit:

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

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	0	0.0%

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

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	148	67.7%	7	50.0%	7	100.0%			162	67.6%
6-10	56	25.8%	0	0.0%	0	0.0%			56	23.5%
11-15	14	6.5%	0	0.0%	0	0.0%	(No		14	5.9%
16-20	0	0.0%	7	50.0%	0	0.0%	responses)		7	2.9%
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	219	100.0%	14	100.0%	7	100.0%			240	100.0%
No Answer	28		0		7				35	
Avg. Time (min)	5.3		11.5		3.0				5.6	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 450

Salem Ctr - Haymarket

Both Directions

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	667	84.9%
Drive/Park Access	16	2.1%
Drop-off Access	8	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.	691	88.0%
MBTA Bus	8	1.0%
Other Bus	0	0.0%
Rapid Transit	70	8.9%
Commuter Rail	16	2.1%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	94	12.0%
TOTAL	785	100.0%
No Answer	0	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	70	8.9%
Drive/Park	0	0.0%
Drop-off	8	1.0%
Other	0	0.0%
TOTAL	78	9.9%
No Answer	16	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	8	1.0%
Other Bus	0	0.0%
Rapid Transit	70	8.9%
Commuter Rail	16	2.1%
Boat	0	0.0%
Other	0	0.0%
TOTAL	94	12.0%

Bus Transfers from Connecting Routes:	Number of Riders	Percent of Riders
468	8	100.0%
TOTAL	8	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	216	41.9%	8	50.0%	0	0.0%			224	41.5%
6-10	181	35.0%	8	50.0%	8	100.0%			197	36.4%
11-15	56	10.8%	0	0.0%	0	0.0%	(No		56	10.3%
16-20	56	10.8%	0	0.0%	0	0.0%	responses)		56	10.3%
21-30	8	1.6%	0	0.0%	0	0.0%			8	1.5%
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	516	100.0%	16	100.0%	8	100.0%			541	100.0%
No Answer	151		0		0				151	
Avg. Time (min)	8.8		6.0		8.0				8.7	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 451

North Beverly - Salem

Both Directions

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	162	93.5%
Drive/Park Access	0	0.0%
Drop-off Access	0	0.0%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	162	93.5%
MBTA Bus	11	6.5%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	11	6.5%
TOTAL	173	100.0%
No Answer	0	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	0	0.0%
Drive/Park	0	0.0%
Drop-off	0	0.0%
Other	0	0.0%
TOTAL	0	0.0%
No Answer	11	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	11	6.5%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	11	6.5%

Bus Transfers from Connecting Routes:	Number of Riders	Percent of Riders
455	11	100.0%
TOTAL	11	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	47	40.9%							47	40.9%
6-10	46	39.6%							46	39.6%
11-15	0	0.0%	(No responses)		(No responses)		(No responses)		0	0.0%
16-20	22	19.5%							22	19.5%
21-30	0	0.0%							0	0.0%
31-45	0	0.0%							0	0.0%
Over 45	0	0.0%							0	0.0%
TOTAL	115	100.0%							115	100.0%
No Answer	46								46	
Avg. Time (min)	9.0								9.0	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 455

Salem Depot - Haymarket

Both Directions

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	961	87.4%
Drive/Park Access	20	1.8%
Drop-off Access	20	1.8%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	1,001	91.0%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	99	9.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	99	9.0%
TOTAL	1,100	100.0%
No Answer	12	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	79	7.2%
Drive/Park	20	1.8%
Drop-off	0	0.0%
Other	0	0.0%
TOTAL	99	9.0%
No Answer	0	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	39	3.6%
Other Bus	0	0.0%
Rapid Transit	59	5.4%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	99	9.0%

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

Bus Transfers from Nonconnecting Routes:	Number of Riders	Percent of Riders
95	20	50.0%
89	20	50.0%
TOTAL	39	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	401	54.7%	0	0.0%					401	53.3%
6-10	212	28.9%	20	100.0%					232	30.8%
11-15	120	16.3%	0	0.0%	(No		(No		120	15.9%
16-20	0	0.0%	0	0.0%	responses)		responses)		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	733	100.0%	20	100.0%					753	100.0%
No Answer	229		0		20				248	
Avg. Time (min)	7.0		10.0						7.1	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 456

Salem Depot - Central Sq Lynn

Both Directions

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	186	77.7%
Drive/Park Access	0	0.0%
Drop-off Access	0	0.0%
Taxi Access	11	4.6%
Shuttle/Van Access	11	4.6%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	208	86.9%
MBTA Bus	31	13.1%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	31	13.1%
TOTAL	239	100.0%
No Answer	0	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	31	13.1%
Drive/Park	0	0.0%
Drop-off	0	0.0%
Other	0	0.0%
TOTAL	31	13.1%
No Answer	0	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	31	13.1%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	31	13.1%

Bus Transfers from Connecting Routes:	Number of Riders	Percent of Riders
429	20	64.8%
451	11	35.2%
TOTAL	31	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	72	49.4%							72	49.4%
6-10	63	43.0%							63	43.0%
11-15	11	7.6%	(No responses)		(No responses)		(No responses)		11	7.6%
16-20	0	0.0%							0	0.0%
21-30	0	0.0%							0	0.0%
31-45	0	0.0%							0	0.0%
Over 45	0	0.0%							0	0.0%
TOTAL	145	100.0%							145	100.0%
No Answer	41						22		63	
Avg. Time (min)	7.4								7.4	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 459

Salem Depot - Dwntwn Xing

Both Directions

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	480	84.1%
Drive/Park Access	0	0.0%
Drop-off Access	0	0.0%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	480	84.1%
MBTA Bus	12	2.1%
Other Bus	0	0.0%
Rapid Transit	59	10.4%
Commuter Rail	20	3.5%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	91	15.9%
TOTAL	571	100.0%
No Answer	24	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	52	9.0%
Drive/Park	20	3.5%
Drop-off	0	0.0%
Other	0	0.0%
TOTAL	71	12.5%
No Answer	20	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	12	2.1%
Other Bus	0	0.0%
Rapid Transit	59	10.4%
Commuter Rail	20	3.5%
Boat	0	0.0%
Other	0	0.0%
TOTAL	91	15.9%

Bus Transfers from Connecting Routes:	Number of Riders	Percent of Riders
429	12	100.0%
TOTAL	12	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	192	55.9%							192	55.9%
6-10	112	32.6%							112	32.6%
11-15	39	11.5%	(No responses)		(No responses)		(No responses)		39	11.5%
16-20	0	0.0%							0	0.0%
21-30	0	0.0%							0	0.0%
31-45	0	0.0%							0	0.0%
Over 45	0	0.0%							0	0.0%
TOTAL	344	100.0%							344	100.0%
No Answer	136								136	
Avg. Time (min)	6.8								6.8	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 465

Danvers Sq - Salem Depot via Liberty Tree Mall **Both Directions**

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	140	72.7%
Drive/Park Access	0	0.0%
Drop-off Access	26	13.7%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	166	86.3%
MBTA Bus	13	6.8%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	13	6.8%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	26	13.7%
TOTAL	192	100.0%
No Answer	0	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	13	6.8%
Drive/Park	0	0.0%
Drop-off	0	0.0%
Other	13	6.8%
TOTAL	26	13.7%
No Answer	0	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	13	6.8%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	13	6.8%
Boat	0	0.0%
Other	0	0.0%
TOTAL	26	13.7%

Bus Transfers from Connecting Routes:	Number of Riders	Percent of Riders
451	13	100.0%
TOTAL	13	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	31	29.2%			0	0.0%			31	25.9%
6-10	57	54.2%			0	0.0%			57	48.1%
11-15	9	8.3%	(No		0	0.0%	(No		9	7.4%
16-20	9	8.3%	responses)		13	100.0%	responses)		22	18.5%
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	105	100.0%			13	100.0%			118	100.0%
No Answer	35				13				48	
Avg. Time (min)	8.7				20.0				9.9	

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 Lynn Garage as a whole. It includes tables and discussion.

6.1 EGRESS MODE

6.1.1 DESCRIPTION OF TABLE

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

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

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

6.1.2 OVERVIEW OF RESULTS

Walking was the most frequently reported private egress mode from every Lynn Garage bus route. The highest walk egress rates were on Routes 435 (91%) and 456 and 459 (both 90%). Pick-up and driving egress trips were the second- and third-largest private egress modes. Route 436 had the highest pick-up rate of the Lynn Garage bus routes (7%). Route 429 had the highest driving egress rate (12%). Several routes did not report any pick-up or driving egress trips.

The two public egress modes most used by riders on Lynn Garage routes were MBTA bus and rapid transit. The highest bus egress rates were on Routes 439 (24%), 451 (15%), and 119 (11%). The highest rapid transit egress rates were on Routes 424W (91%), 121 (84%), and 428 (54%).

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 449, 121, and 439 (all 5 minutes). The highest walk egress times were reported by riders on Routes 424W (10 minutes) and 119 and 441 (both 9 minutes). The highest reported driving egress times were on Routes 426 (20 minutes) and 429 and 450 (both 10 minutes), and the highest reported pick-up egress times were on Routes 116 and 441 (both 20 minutes) and 436 (15 minutes).

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

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

6.3.1 DESCRIPTION OF TABLES

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

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

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

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

6.3.2 OVERVIEW OF RESULTS

As with private egress from the surveyed bus routes, the most frequently reported mode used after finally leaving the entire transit system (for those riders who transferred from the surveyed bus route to another transit mode)

was walking. The highest walk rates for this part of the trips were on Routes 424W (91%), 121 (84%), and 439 (48%). The only route in the Lynn Garage with a drive rate was Route 439 with 12%, and the highest pick-up rate was 8% on Route 451.

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 121 (47%), 451 (15%), and 119 (13%). 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 424W (82%), 428 (46%), and 119 (38%).

The most commonly listed connecting bus route to which bus riders on the surveyed routes transferred was Route 116, followed by Routes 441 and 111. 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 the Silver Line Washington Street (Route 749), followed by Routes 10 and 73.

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 114

Bellingham Sq - Maverick Station **Both Directions**

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	643	68.1%
Drive/Park Egress	0	0.0%
Pick-up Egress	34	3.5%
Taxi Egress	0	0.0%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	677	71.6%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	268	28.4%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	268	28.4%
TOTAL	945	100.0%
No Answer	67	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	235	24.8%
Drive	0	0.0%
Pick-up	0	0.0%
Other	0	0.0%
TOTAL	235	24.8%
No Answer	34	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	268	28.4%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	268	28.4%

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
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	240	45.9%			0	0.0%			240	43.1%
6-10	197	37.6%			34	100.0%			230	41.4%
11-15	0	0.0%	(No		0	0.0%	(No		0	0.0%
16-20	86	16.5%	responses)		0	0.0%	responses)		86	15.5%
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	523	100.0%			34	100.0%			557	100.0%
No Answer	120				0				120	
Avg. Time (min)	8.3				10.0				8.4	

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	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 119

Northgate - Beachmont Station **Both Directions**

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	249	41.9%
Drive/Park Egress	0	0.0%
Pick-up Egress	0	0.0%
Taxi Egress	13	2.3%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	13	2.3%
Total Private Trans.	276	46.4%
MBTA Bus	64	10.8%
Other Bus	0	0.0%
Rapid Transit	255	42.8%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	319	53.6%
TOTAL	595	100.0%
No Answer	48	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	279	46.9%
Drive	0	0.0%
Pick-up	0	0.0%
Other	13	2.3%
TOTAL	292	49.1%
No Answer	27	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	78	13.0%
Other Bus	13	2.3%
Rapid Transit	228	38.3%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	319	53.6%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
109	43	66.7%
116	21	33.3%
TOTAL	64	100.0%

Bus Transfers to Nonconnecting Routes:	Number of Riders	Percent of Riders
MPA	13	50.0%
210	13	50.0%
TOTAL	27	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	118	56.4%					13	50.0%	131	55.7%
6-10	13	6.4%					0	0.0%	13	5.7%
11-15	56	26.9%	(No responses)		(No responses)		13	50.0%	70	29.5%
16-20	21	10.2%					0	0.0%	21	9.1%
21-30	0	0.0%					0	0.0%	0	0.0%
31-45	0	0.0%					0	0.0%	0	0.0%
Over 45	0	0.0%					0	0.0%	0	0.0%
TOTAL	209	100.0%					27	100.0%	236	100.0%
No Answer	40						0		40	
Avg. Time (min)	9.0						8.5		9.0	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 120

Orient Heights - Maverick Station **Both Directions**

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	1,327	67.6%
Drive/Park Egress	21	1.0%
Pick-up Egress	21	1.0%
Taxi Egress	0	0.0%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	1,368	69.7%
MBTA Bus	84	4.3%
Other Bus	0	0.0%
Rapid Transit	510	26.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	594	30.3%
TOTAL	1,962	100.0%
No Answer	136	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	521	26.6%
Drive	0	0.0%
Pick-up	0	0.0%
Other	52	2.7%
TOTAL	573	29.2%
No Answer	21	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	136	7.0%
Other Bus	0	0.0%
Rapid Transit	458	23.3%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	594	30.3%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
713	32	37.8%
112	32	37.8%
116	21	24.4%
TOTAL	84	100.0%

Bus Transfers to Nonconnecting Routes:	Number of Riders	Percent of Riders
101	32	60.8%
52	21	39.2%
TOTAL	52	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	564	59.9%							564	59.9%
6-10	209	22.2%							209	22.2%
11-15	148	15.7%							148	15.7%
16-20	21	2.2%	(No responses)		(No responses)		(No responses)		21	2.2%
21-30	0	0.0%							0	0.0%
31-45	0	0.0%							0	0.0%
Over 45	0	0.0%							0	0.0%
TOTAL	942	100.0%							942	100.0%
No Answer	385		21		21				426	
Avg. Time (min)	6.4								6.4	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 121

Wood Island - Maverick Station **Both Directions**

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	37	15.6%
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.	37	15.6%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	199	84.4%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	199	84.4%
TOTAL	236	100.0%
No Answer	0	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	199	84.4%
Drive	0	0.0%
Pick-up	0	0.0%
Other	0	0.0%
TOTAL	199	84.4%
No Answer	0	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	110	46.8%
Other Bus	0	0.0%
Rapid Transit	89	37.6%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	199	84.4%

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
749	37	33.3%
59	37	33.3%
10	37	33.3%
TOTAL	110	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	37	100.0%							37	100.0%
6-10	0	0.0%							0	0.0%
11-15	0	0.0%	(No responses)		(No responses)		(No responses)		0	0.0%
16-20	0	0.0%							0	0.0%
21-30	0	0.0%							0	0.0%
31-45	0	0.0%							0	0.0%
Over 45	0	0.0%							0	0.0%
TOTAL	37	100.0%							37	100.0%
No Answer	0								0	
Avg. Time (min)	5.0								5.0	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 424W

Eastern Ave/Essex St - Wonderland **Inbound**

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	9	9.1%
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.	9	9.1%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	86	90.9%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	86	90.9%
TOTAL	95	100.0%
No Answer	0	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	86	90.9%
Drive	0	0.0%
Pick-up	0	0.0%
Other	0	0.0%
TOTAL	86	90.9%
No Answer	0	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	9	9.1%
Other Bus	0	0.0%
Rapid Transit	78	81.8%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	86	90.9%

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
749	9	100.0%
TOTAL	9	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	0	0.0%							0	0.0%
6-10	9	100.0%							9	100.0%
11-15	0	0.0%	(No responses)		(No responses)		(No responses)		0	0.0%
16-20	0	0.0%							0	0.0%
21-30	0	0.0%							0	0.0%
31-45	0	0.0%							0	0.0%
Over 45	0	0.0%							0	0.0%
TOTAL	9	100.0%							9	100.0%
No Answer	0								0	
Avg. Time (min)	10.0								10.0	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 426

Central Sq Lynn - Haymarket via Cliftondale Sq **Both Directions**

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	382	63.2%
Drive/Park Egress	15	2.6%
Pick-up Egress	0	0.0%
Taxi Egress	0	0.0%
Shuttle/Van Egress	15	2.6%
Bicycle Egress	0	0.0%
Other Egress	5	0.8%
Total Private Trans.	417	69.1%
MBTA Bus	20	3.3%
Other Bus	0	0.0%
Rapid Transit	162	26.9%
Commuter Rail	5	0.8%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	187	30.9%
TOTAL	605	100.0%
No Answer	28	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	169	27.9%
Drive	0	0.0%
Pick-up	5	0.8%
Other	14	2.3%
TOTAL	187	30.9%
No Answer	0	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	20	3.3%
Other Bus	0	0.0%
Rapid Transit	162	26.9%
Commuter Rail	5	0.8%
Boat	0	0.0%
Other	0	0.0%
TOTAL	187	30.9%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
439	15	76.9%
108	5	23.1%
TOTAL	20	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	175	51.4%	0	0.0%			0	0.0%	175	46.5%
6-10	76	22.3%	0	0.0%			0	0.0%	76	20.2%
11-15	46	13.6%	0	0.0%			0	0.0%	46	12.3%
16-20	28	8.2%	15	100.0%	(No responses)		5	23.1%	48	12.8%
21-30	15	4.5%	0	0.0%			15	76.9%	31	8.2%
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	340	100.0%	15	100.0%			20	100.0%	376	100.0%
No Answer	42		0				0		42	
Avg. Time (min)	8.6		20.0				25.4		10.0	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 428

Oaklandvale - Haymarket **Inbound**

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	46	41.7%
Drive/Park Egress	0	0.0%
Pick-up Egress	0	0.0%
Taxi Egress	0	0.0%
Shuttle/Van Egress	5	4.2%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	51	45.8%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	60	54.2%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	60	54.2%
TOTAL	111	100.0%
No Answer	9	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	42	37.5%
Drive	0	0.0%
Pick-up	5	4.2%
Other	0	0.0%
TOTAL	46	41.7%
No Answer	14	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	9	8.3%
Other Bus	0	0.0%
Rapid Transit	51	45.8%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	60	54.2%

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
8	5	50.0%
34E	5	50.0%
TOTAL	9	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	9	50.0%							9	50.0%
6-10	0	0.0%							0	0.0%
11-15	9	50.0%	(No responses)		(No responses)		(No responses)		9	50.0%
16-20	0	0.0%							0	0.0%
21-30	0	0.0%							0	0.0%
31-45	0	0.0%							0	0.0%
Over 45	0	0.0%							0	0.0%
TOTAL	19	100.0%							19	100.0%
No Answer	28						5		32	
Avg. Time (min)	8.3								8.3	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 429

Northgate Shopping Ctr - Central Sq Lynn **Both Directions**

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	610	76.5%
Drive/Park Egress	98	12.3%
Pick-up Egress	35	4.4%
Taxi Egress	0	0.0%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	27	3.4%
Other Egress	0	0.0%
Total Private Trans.	771	96.6%
MBTA Bus	27	3.4%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	27	3.4%
TOTAL	798	100.0%
No Answer	188	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	27	3.4%
Drive	0	0.0%
Pick-up	0	0.0%
Other	0	0.0%
TOTAL	27	3.4%
No Answer	0	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	27	3.4%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	27	3.4%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
119	27	100.0%
TOTAL	27	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	207	52.4%	0	0.0%					207	45.3%
6-10	98	24.8%	63	100.0%					161	35.1%
11-15	63	15.9%	0	0.0%	(No		(No		63	13.7%
16-20	27	6.9%	0	0.0%	responses)		responses)		27	6.0%
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	395	100.0%	63	100.0%					458	100.0%
No Answer	215		35		35		27		313	
Avg. Time (min)	8.2		10.0						8.5	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 434

Main St Peabody - Haymarket **Inbound**

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	23	75.0%
Drive/Park Egress	0	0.0%
Pick-up Egress	0	0.0%
Taxi Egress	0	0.0%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	23	75.0%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	8	25.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	8	25.0%
TOTAL	31	100.0%
No Answer	0	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	5	16.7%
Drive	0	0.0%
Pick-up	0	0.0%
Other	0	0.0%
TOTAL	5	16.7%
No Answer	3	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	8	25.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	8	25.0%

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
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	8	50.0%							8	50.0%
6-10	5	33.3%							5	33.3%
11-15	3	16.7%	(No responses)		(No responses)		(No responses)		3	16.7%
16-20	0	0.0%							0	0.0%
21-30	0	0.0%							0	0.0%
31-45	0	0.0%							0	0.0%
Over 45	0	0.0%							0	0.0%
TOTAL	15	100.0%							15	100.0%
No Answer	8								8	
Avg. Time (min)	7.5								7.5	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 435

Liberty Tree Mall - Central Sq Lynn via Euclid/Pine Hill **Both Directions**

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	278	90.7%
Drive/Park Egress	0	0.0%
Pick-up Egress	0	0.0%
Taxi Egress	7	2.3%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	7	2.3%
Total Private Trans.	292	95.3%
MBTA Bus	14	4.7%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	14	4.7%
TOTAL	306	100.0%
No Answer	17	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	14	4.7%
Drive	0	0.0%
Pick-up	0	0.0%
Other	0	0.0%
TOTAL	14	4.7%
No Answer	0	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	14	4.7%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	14	4.7%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
459	7	50.0%
441	7	50.0%
TOTAL	14	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	95	54.8%					0	0.0%	95	52.6%
6-10	40	23.3%					0	0.0%	40	22.4%
11-15	31	17.8%	(No responses)		(No responses)		0	0.0%	31	17.1%
16-20	0	0.0%					7	100.0%	7	4.0%
21-30	7	4.1%					0	0.0%	7	4.0%
31-45	0	0.0%					0	0.0%	0	0.0%
Over 45	0	0.0%					0	0.0%	0	0.0%
TOTAL	173	100.0%					7	100.0%	181	100.0%
No Answer	104						7		112	
Avg. Time (min)	8.1						20.0		8.6	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 436

Liberty Tree Mall - Central Sq Lynn via Goodwin Circle **Both Directions**

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	472	84.6%
Drive/Park Egress	0	0.0%
Pick-up Egress	37	6.7%
Taxi Egress	0	0.0%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	12	2.1%
Total Private Trans.	521	93.3%
MBTA Bus	37	6.7%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	37	6.7%
TOTAL	558	100.0%
No Answer	12	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	37	6.7%
Drive	0	0.0%
Pick-up	0	0.0%
Other	0	0.0%
TOTAL	37	6.7%
No Answer	0	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	37	6.7%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	37	6.7%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
441	37	100.0%
TOTAL	37	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	120	39.7%			0	0.0%			120	35.4%
6-10	110	36.3%			0	0.0%			110	32.3%
11-15	49	16.2%	(No		37	100.0%	(No		86	25.3%
16-20	12	3.9%	responses)		0	0.0%	responses)		12	3.5%
21-30	12	3.9%			0	0.0%			12	3.5%
31-45	0	0.0%			0	0.0%			0	0.0%
Over 45	0	0.0%			0	0.0%			0	0.0%
TOTAL	303	100.0%			37	100.0%			340	100.0%
No Answer	169				0		12		181	
Avg. Time (min)	8.4				15.0				9.2	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 439

Nahant - Central Sq Lynn **Both Directions**

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	17	39.5%
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.	17	39.5%
MBTA Bus	10	24.2%
Other Bus	0	0.0%
Rapid Transit	5	12.1%
Commuter Rail	10	24.2%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	26	60.5%
TOTAL	43	100.0%
No Answer	0	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	21	48.4%
Drive	5	12.1%
Pick-up	0	0.0%
Other	0	0.0%
TOTAL	26	60.5%
No Answer	0	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	5	12.1%
Other Bus	0	0.0%
Rapid Transit	10	24.2%
Commuter Rail	10	24.2%
Boat	0	0.0%
Other	0	0.0%
TOTAL	26	60.5%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
442	5	50.0%
441	5	50.0%
TOTAL	10	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	17	100.0%							17	100.0%
6-10	0	0.0%							0	0.0%
11-15	0	0.0%	(No responses)		(No responses)		(No responses)		0	0.0%
16-20	0	0.0%							0	0.0%
21-30	0	0.0%							0	0.0%
31-45	0	0.0%							0	0.0%
Over 45	0	0.0%							0	0.0%
TOTAL	17	100.0%							17	100.0%
No Answer	0								0	
Avg. Time (min)	5.0								5.0	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 441

Marblehead - Haymarket/Wonderland **Both Directions**

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	450	53.0%
Drive/Park Egress	0	0.0%
Pick-up Egress	25	2.9%
Taxi Egress	0	0.0%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	474	55.9%
MBTA Bus	74	8.8%
Other Bus	0	0.0%
Rapid Transit	282	33.3%
Commuter Rail	18	2.1%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	375	44.1%
TOTAL	849	100.0%
No Answer	57	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	318	37.5%
Drive	0	0.0%
Pick-up	0	0.0%
Other	14	1.7%
TOTAL	332	39.1%
No Answer	42	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	81	9.6%
Other Bus	7	0.8%
Rapid Transit	268	31.6%
Commuter Rail	18	2.1%
Boat	0	0.0%
Other	0	0.0%
TOTAL	375	44.1%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
456	18	23.8%
455	18	23.8%
435	18	23.8%
116	14	19.0%
110	7	9.5%
TOTAL	74	100.0%

Bus Transfers to Nonconnecting Routes:	Number of Riders	Percent of Riders
MPA	7	50.0%
10	7	50.0%
TOTAL	14	100.0%

Trip time from stop to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	166	48.4%			0	0.0%			166	47.5%
6-10	96	27.8%			0	0.0%			96	27.3%
11-15	50	14.4%	(No		0	0.0%	(No		50	14.2%
16-20	0	0.0%	responses)		7	100.0%	responses)		7	2.0%
21-30	32	9.3%			0	0.0%			32	9.1%
31-45	0	0.0%			0	0.0%			0	0.0%
Over 45	0	0.0%			0	0.0%			0	0.0%
TOTAL	343	100.0%			7	100.0%			350	100.0%
No Answer	106				18				124	
Avg. Time (min)	8.7				20.0				8.9	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 442

Marblehead - Haymarket via Central Sq Lynn **Both Directions**

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	436	71.2%
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	7	1.2%
Total Private Trans.	443	72.3%
MBTA Bus	21	3.5%
Other Bus	0	0.0%
Rapid Transit	148	24.2%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	169	27.7%
TOTAL	612	100.0%
No Answer	32	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	155	25.4%
Drive	0	0.0%
Pick-up	0	0.0%
Other	7	1.2%
TOTAL	162	26.5%
No Answer	7	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	21	3.5%
Other Bus	0	0.0%
Rapid Transit	148	24.2%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	169	27.7%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
92	7	33.3%
455	7	33.3%
116	7	33.3%
TOTAL	21	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	195	61.1%							195	61.1%
6-10	99	31.1%							99	31.1%
11-15	0	0.0%	(No responses)		(No responses)		(No responses)		0	0.0%
16-20	25	7.8%							25	7.8%
21-30	0	0.0%							0	0.0%
31-45	0	0.0%							0	0.0%
Over 45	0	0.0%							0	0.0%
TOTAL	319	100.0%							319	100.0%
No Answer	117						7		124	
Avg. Time (min)	6.7								6.7	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 448

Marblehead - Dwntwn Xing via Paradise Rd **Both Directions**

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	113	64.0%
Drive/Park Egress	0	0.0%
Pick-up Egress	0	0.0%
Taxi Egress	0	0.0%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	113	64.0%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	64	36.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	64	36.0%
TOTAL	177	100.0%
No Answer	0	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	64	36.0%
Drive	0	0.0%
Pick-up	0	0.0%
Other	0	0.0%
TOTAL	64	36.0%
No Answer	0	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	56	32.0%
Commuter Rail	7	4.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	64	36.0%

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
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	60	56.7%							60	56.7%
6-10	28	26.6%							28	26.6%
11-15	18	16.7%	(No responses)		(No responses)		(No responses)		18	16.7%
16-20	0	0.0%							0	0.0%
21-30	0	0.0%							0	0.0%
31-45	0	0.0%							0	0.0%
Over 45	0	0.0%							0	0.0%
TOTAL	106	100.0%							106	100.0%
No Answer	7								7	
Avg. Time (min)	7.5								7.5	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 449

Marblehead - Dwntwn Xing via Humphrey **Inbound**

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	177	64.1%
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.	177	64.1%
MBTA Bus	14	5.1%
Other Bus	0	0.0%
Rapid Transit	85	30.8%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	99	35.9%
TOTAL	275	100.0%
No Answer	0	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	99	35.9%
Drive	0	0.0%
Pick-up	0	0.0%
Other	0	0.0%
TOTAL	99	35.9%
No Answer	0	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	14	5.1%
Other Bus	0	0.0%
Rapid Transit	85	30.8%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	99	35.9%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
749	14	100.0%
TOTAL	14	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	120	81.0%							120	81.0%
6-10	28	19.0%							28	19.0%
11-15	0	0.0%	(No responses)		(No responses)		(No responses)		0	0.0%
16-20	0	0.0%							0	0.0%
21-30	0	0.0%							0	0.0%
31-45	0	0.0%							0	0.0%
Over 45	0	0.0%							0	0.0%
TOTAL	148	100.0%							148	100.0%
No Answer	28								28	
Avg. Time (min)	4.6								4.6	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 450

Salem Ctr - Haymarket

Both Directions

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	527	68.6%
Drive/Park Egress	8	1.1%
Pick-up Egress	0	0.0%
Taxi Egress	0	0.0%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	23	3.0%
Total Private Trans.	558	72.6%
MBTA Bus	8	1.1%
Other Bus	0	0.0%
Rapid Transit	202	26.3%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	210	27.4%
TOTAL	769	100.0%
No Answer	16	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	162	21.1%
Drive	0	0.0%
Pick-up	0	0.0%
Other	8	1.1%
TOTAL	170	22.1%
No Answer	40	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	32	4.2%
Other Bus	8	1.1%
Rapid Transit	170	22.1%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	210	27.4%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
436	8	100.0%
TOTAL	8	100.0%

Bus Transfers to Nonconnecting Routes:	Number of Riders	Percent of Riders
749	16	50.0%
MPA	8	25.0%
34E	8	25.0%
TOTAL	32	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	211	52.5%	0	0.0%					211	51.4%
6-10	88	21.9%	8	100.0%					96	23.4%
11-15	87	21.6%	0	0.0%	(No responses)		(No responses)		87	21.2%
16-20	16	4.0%	0	0.0%					16	3.9%
21-30	0	0.0%	0	0.0%					0	0.0%
31-45	0	0.0%	0	0.0%					0	0.0%
Over 45	0	0.0%	0	0.0%					0	0.0%
TOTAL	402	100.0%	8	100.0%					410	100.0%
No Answer	125		0				23		148	
Avg. Time (min)	7.6		10.0						7.6	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 451

North Beverly - Salem

Both Directions

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	114	70.7%
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	23	14.4%
Total Private Trans.	137	85.1%
MBTA Bus	24	14.9%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	24	14.9%
TOTAL	161	100.0%
No Answer	12	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	0	0.0%
Drive	0	0.0%
Pick-up	12	7.5%
Other	0	0.0%
TOTAL	12	7.5%
No Answer	12	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	24	14.9%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	24	14.9%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
465	12	50.0%
450	12	50.0%
TOTAL	24	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	56	54.7%					0	0.0%	56	49.3%
6-10	11	10.9%					11	100.0%	22	19.7%
11-15	24	23.4%	(No responses)		(No responses)		0	0.0%	24	21.1%
16-20	11	10.9%					0	0.0%	11	9.9%
21-30	0	0.0%					0	0.0%	0	0.0%
31-45	0	0.0%					0	0.0%	0	0.0%
Over 45	0	0.0%					0	0.0%	0	0.0%
TOTAL	103	100.0%					11	100.0%	114	100.0%
No Answer	11						12		23	
Avg. Time (min)	7.2						10.0		7.5	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 455

Salem Depot - Haymarket **Both Directions**

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	665	60.5%
Drive/Park Egress	20	1.8%
Pick-up Egress	12	1.1%
Taxi Egress	0	0.0%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	39	3.6%
Total Private Trans.	737	67.0%
MBTA Bus	48	4.4%
Other Bus	0	0.0%
Rapid Transit	314	28.6%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	363	33.0%
TOTAL	1,100	100.0%
No Answer	12	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	314	28.6%
Drive	0	0.0%
Pick-up	12	1.1%
Other	12	1.1%
TOTAL	339	30.8%
No Answer	24	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	73	6.6%
Other Bus	0	0.0%
Rapid Transit	290	26.4%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	363	33.0%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
116	24	50.0%
435	12	25.0%
411	12	25.0%
TOTAL	48	100.0%

Bus Transfers to Nonconnecting Routes:	Number of Riders	Percent of Riders
66	12	50.0%
57	12	50.0%
TOTAL	24	100.0%

Trip time from stop to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	326	62.9%					0	0.0%	326	60.6%
6-10	124	24.0%					0	0.0%	124	23.1%
11-15	32	6.1%	(No		(No		0	0.0%	32	5.9%
16-20	36	7.0%	responses)		responses)		20	100.0%	56	10.4%
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	518	100.0%					20	100.0%	538	100.0%
No Answer	147		20		12		20		199	
Avg. Time (min)	6.7						20.0		7.2	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 456

Salem Depot - Central Sq Lynn **Both Directions**

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	186	90.2%
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.	186	90.2%
MBTA Bus	20	9.8%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	20	9.8%
TOTAL	206	100.0%
No Answer	33	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	20	9.8%
Drive	0	0.0%
Pick-up	0	0.0%
Other	0	0.0%
TOTAL	20	9.8%
No Answer	0	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	20	9.8%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	20	9.8%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
451	20	100.0%
TOTAL	20	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	83	80.3%							83	80.3%
6-10	20	19.7%							20	19.7%
11-15	0	0.0%	(No responses)		(No responses)		(No responses)		0	0.0%
16-20	0	0.0%							0	0.0%
21-30	0	0.0%							0	0.0%
31-45	0	0.0%							0	0.0%
Over 45	0	0.0%							0	0.0%
TOTAL	103	100.0%							103	100.0%
No Answer	83								83	
Avg. Time (min)	5.1								5.1	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 459

Salem Depot - Dwntwn Xing **Both Directions**

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	476	89.5%
Drive/Park Egress	20	3.7%
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.	495	93.2%
MBTA Bus	12	2.3%
Other Bus	0	0.0%
Rapid Transit	24	4.6%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	36	6.8%
TOTAL	532	100.0%
No Answer	64	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	36	6.8%
Drive	0	0.0%
Pick-up	0	0.0%
Other	0	0.0%
TOTAL	36	6.8%
No Answer	0	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	12	2.3%
Other Bus	0	0.0%
Rapid Transit	24	4.6%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	36	6.8%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
429	12	100.0%
TOTAL	12	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	132	54.0%							132	54.0%
6-10	44	18.0%							44	18.0%
11-15	36	14.9%	(No responses)		(No responses)		(No responses)		36	14.9%
16-20	32	13.1%							32	13.1%
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	244	100.0%							244	100.0%
No Answer	232		20						252	
Avg. Time (min)	8.2								8.2	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 465

Danvers Sq - Salem Depot via Liberty Tree Mall **Both Directions**

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	140	72.8%
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.	140	72.8%
MBTA Bus	9	4.5%
Other Bus	0	0.0%
Rapid Transit	26	13.6%
Commuter Rail	17	9.1%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	52	27.2%
TOTAL	192	100.0%
No Answer	0	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	44	22.7%
Drive	0	0.0%
Pick-up	0	0.0%
Other	0	0.0%
TOTAL	44	22.7%
No Answer	9	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	9	4.5%
Other Bus	0	0.0%
Rapid Transit	44	22.7%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	52	27.2%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
455	9	100.0%
TOTAL	9	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	22	45.4%							22	45.4%
6-10	13	27.3%							13	27.3%
11-15	13	27.3%	(No responses)		(No responses)		(No responses)		13	27.3%
16-20	0	0.0%							0	0.0%
21-30	0	0.0%							0	0.0%
31-45	0	0.0%							0	0.0%
Over 45	0	0.0%							0	0.0%
TOTAL	48	100.0%							48	100.0%
No Answer	92								92	
Avg. Time (min)	7.7								7.7	

7 Destination Locations and Activities

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

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

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

7.1 DESTINATION LOCATIONS

7.1.1 DESCRIPTION OF THE DESTINATION LOCATIONS SECTION OF THE TABLE

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

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

7.1.2 OVERVIEW OF RESULTS

The size of the market for each bus route depends on a number of factors that influence a rider's choice to use that route instead of another transportation mode. These include, in addition to the route's proximity to the rider's destination, its proximity to other transit services and the relative ease of access. Lynn Garage bus routes had varying market sizes. For example, if destinations that were reported by less than 0.5% of the riders are included, the highest number of destination locations was 29, the number for people boarding Route 455, while the lowest was 3, the number for Routes 451 and 456. The destination locations with the highest percentages of riders were generally those that the specific bus route served.

7.2 DESTINATION ACTIVITIES

7.2.1 DESCRIPTION OF THE DESTINATION ACTIVITIES SECTION OF THE TABLE

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

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

7.2.2 OVERVIEW OF RESULTS

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

these routes, work was the destination activity for 37%. 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, store, other activities, and school. Looking at the riders with the top 10 destination locations for all Lynn Garage bus routes, home was the destination activity for 19%, followed by store, other, and school each with 8%.

The percentages of riders whose destination activity was work were the highest on Routes 449 (95%) and 448 and 424W (both 82%) and were the lowest on Routes 429 (21%), 435 (22%), and 436 (27%). The percentages of riders with home, store, other, and school destination activities, respectively, were the highest for Routes 439 (40%), 435 (18%), 121 (16%), and 455 (23%).

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 114

Expanded Results

Bellingham Sq - Maverick 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: East Boston	451	44.6%	7.4%	34.1%	9.6%	19.2%			7.4%		22.3%
Chelsea	259	25.6%				16.7%	66.7%	16.7%			
Boston: Financial/Retail	67	6.6%				100.0%					
Cambridge: Kendall/MIT	67	6.6%				100.0%					
Boston: Back Bay	34	3.3%				100.0%					
Boston: Beacon Hill	34	3.3%				100.0%					
Boston: Park Square	34	3.3%				100.0%					
Boston: Prudential/Hancock	34	3.3%				100.0%					
Unspecified	34	3.3%						100.0%			
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	1,012	100.0%	3.3%	15.2%	4.3%	39.3%	17.1%	7.6%	3.3%		9.9%

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.

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 119

Expanded Results

Northgate - Beachmont 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
Revere	254	39.6%		24.2%	8.4%	37.9%	13.7%	5.3%			10.5%
Malden	99	15.4%		21.6%		21.6%	35.2%				21.6%
Unspecified	40	6.3%	66.7%			33.3%					
Boston: East Boston	27	4.2%		50.0%		50.0%					
Boston: Financial/Retail	27	4.2%				100.0%					
Boston: Park Square	27	4.2%				50.0%					50.0%
Boston: Waterfront	27	4.2%				100.0%					
Chelsea	21	3.3%				100.0%					
Boston: Back Bay	13	2.1%	100.0%								
Boston: Beacon Hill	13	2.1%				100.0%					
Boston: Dwntwn Unspecified	13	2.1%				100.0%					
Boston: Logan Airport	13	2.1%				100.0%					
Boston: So Bos Indust	13	2.1%				100.0%					
Boston: South End	13	2.1%						100.0%			
Cambridge: East Cambridge	13	2.1%				100.0%					
Medford	13	2.1%	100.0%								
Quincy	13	2.1%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	643	100.0%	8.3%	15.0%	3.3%	48.8%	10.8%	4.2%			9.6%

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 120

Expanded Results

Orient Heights - Maverick 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: East Boston	1,472	70.2%	7.1%	24.9%	7.9%	27.7%	10.5%	3.6%	7.1%	2.8%	8.5%
Boston: Financial/Retail	114	5.4%				100.0%					
Boston: Govt Center	84	4.0%				62.2%			37.8%		
Boston: Fenway	52	2.5%				100.0%					
Boston: Longwood Med Area	52	2.5%				60.8%		39.2%			
Chelsea	52	2.5%						39.2%			60.8%
Boston: Unspecified	41	2.0%			50.0%	50.0%					
Boston: Logan Airport	32	1.5%			100.0%						
Malden	32	1.5%									100.0%
Quincy	32	1.5%				100.0%					
Winthrop	32	1.5%				100.0%					
Boston: Back Bay	21	1.0%									100.0%
Boston: Park Square	21	1.0%				100.0%					
Cambridge: Kendall/MIT	21	1.0%				100.0%					
Newton	21	1.0%			100.0%						
Unspecified	21	1.0%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	2,098	100.0%	5.0%	17.5%	9.0%	38.3%	7.4%	4.5%	6.5%	2.0%	10.0%

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 121

Expanded Results

Wood Island - Maverick 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: South End	74	31.2%				100.0%					
Boston: Back Bay	63	26.6%			41.4%	58.6%					
Boston: East Boston	37	15.6%									100.0%
Needham	37	15.6%				100.0%					
Unspecified	26	11.0%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	236	100.0%			11.0%	73.4%					15.6%

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 424W

Expanded Results

Eastern Ave/Essex St - Wonderland **Inbound**

DESTINATION LOCATIONS			DESTINATION ACTIVITIES								
City/Neighborhood Destinations	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Boston: Financial/Retail	43	45.5%				100.0%					
Boston: B U	9	9.1%			100.0%						
Boston: Back Bay	9	9.1%				100.0%					
Boston: East Boston	9	9.1%				100.0%					
Boston: Prudential/Hancock	9	9.1%				100.0%					
Boston: South End	9	9.1%				100.0%					
Revere	9	9.1%									100.0%
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	95	100.0%			9.1%	81.8%					9.1%

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 426

Expanded Results

Central Sq Lynn - Haymarket via Cliftondale 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: Financial/Retail	107	16.9%	4.3%		4.3%	91.3%					
Lynn	102	16.1%		39.4%	30.3%	30.3%					
Boston: Govt Center	65	10.3%			7.1%	92.9%					
Revere	56	8.8%	36.1%	55.6%			8.3%				
Saugus	45	7.1%		44.8%		20.7%		34.5%			
Malden	34	5.4%	13.6%	59.1%		13.6%		13.6%			
Boston: Beacon Hill	32	5.1%				100.0%					
Boston: Dwntwn Unspecified	32	5.1%	57.1%			42.9%					
Boston: Back Bay	23	3.7%			20.0%	80.0%					
Boston: Park Square	23	3.7%	20.0%			80.0%					
Boston: North End	19	2.9%				75.0%			25.0%		
Nahant	15	2.4%				100.0%					
Boston: Fenway	14	2.2%			33.3%	33.3%				33.3%	
Boston: Longwood Med Area	9	1.5%				100.0%					
Cambridge: Harvard Square	9	1.5%			100.0%						
Boston: Charlestown	5	0.7%				100.0%					
Boston: Jamaica Plain	5	0.7%				100.0%					
Boston: North Dorchester	5	0.7%				100.0%					
Boston: Prudential/Hancock	5	0.7%				100.0%					
Boston: Unspecified	5	0.7%			100.0%						
Boston: Waterfront	5	0.7%				100.0%					
Cambridge: Central Square	5	0.7%							100.0%		
Cambridge: Kendall/MIT	5	0.7%				100.0%					
Everett	5	0.7%				100.0%					
Unspecified	5	0.7%									100.0%
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	632	100.0%	8.3%	17.6%	10.0%	57.2%	0.7%	3.2%	1.5%	0.7%	0.7%

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 428

Expanded Results

Oaklandvale - Haymarket **Inbound**

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: Govt Center	19	15.4%				100.0%					
Boston: Dwntwn Unspecified	14	11.5%	66.7%			33.3%					
Boston: North End	14	11.5%				66.7%					33.3%
Boston: Back Bay	9	7.7%				100.0%					
Boston: Financial/Retail	9	7.7%				100.0%					
Boston: Park Square	9	7.7%				100.0%					
Cambridge: Kendall/MIT	9	7.7%				100.0%					
Unspecified	9	7.7%	50.0%			50.0%					
Boston: Fenway	5	3.8%				100.0%					
Boston: Longwood Med Area	5	3.8%	100.0%								
Boston: Prudential/Hancock	5	3.8%				100.0%					
Boston: South End	5	3.8%				100.0%					
Boston: Waterfront	5	3.8%				100.0%					
Norwood	5	3.8%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	121	100.0%	15.4%			80.8%					3.8%

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 429

Expanded Results

Northgate Shopping Ctr - Central Sq Lynn

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
Lynn	634	64.3%	15.4%	22.3%	15.4%	9.9%	17.2%	4.3%	9.9%		5.6%
Revere	188	19.1%	66.7%			18.8%	14.5%				
Saugus	109	11.1%		25.0%		75.0%					
Melrose	27	2.8%				100.0%					
Unspecified	27	2.8%							100.0%		
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	986	100.0%	22.6%	17.1%	9.9%	21.0%	13.8%	2.8%	9.1%		3.6%

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 434

Expanded Results

Main St Peabody - Haymarket **Inbound**

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: Govt Center	10	33.3%			25.0%	75.0%					
Boston: Financial/Retail	5	16.7%				100.0%					
Boston: North End	5	16.7%	50.0%			50.0%					
Boston: Fenway	3	8.3%			100.0%						
Boston: Park Square	3	8.3%				100.0%					
Boston: Unspecified	3	8.3%	100.0%								
Boston: Waterfront	3	8.3%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	31	100.0%	16.7%		16.7%	66.7%					

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 435

Expanded Results

Liberty Tree Mall - Central Sq Lynn via Euclid/Pine Hill **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
Lynn	113	34.9%	7.4%	42.1%	6.3%	12.6%	6.3%	6.3%	6.3%		12.6%
Danvers	108	33.4%				30.8%	46.2%			15.4%	7.7%
Peabody	57	17.6%		43.7%		29.2%					27.1%
Unspecified	38	11.8%	21.9%	18.8%	18.8%	18.8%		21.9%			
Boston: Financial/Retail	7	2.2%									100.0%
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	323	100.0%	5.1%	24.6%	4.4%	22.1%	17.6%	4.8%	2.2%	5.1%	14.0%

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 436

Expanded Results

Liberty Tree Mall - Central Sq Lynn via Goodwin Circle **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
Lynn	294	51.6%		20.7%	12.6%	20.7%	12.6%	4.0%		12.6%	16.7%
Peabody	131	22.9%	9.1%	9.1%		63.6%		9.1%			9.1%
Danvers	59	10.4%				20.0%	60.0%		20.0%		
Brookline: North Brookline	37	6.5%		100.0%							
Nahant	37	6.5%		100.0%							
Lynnfield	12	2.1%									100.0%
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	570	100.0%	2.1%	25.8%	6.5%	27.3%	12.8%	4.2%	2.1%	6.5%	12.8%

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 439

Expanded Results

Nahant - Central Sq Lynn

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
Nahant	17	39.5%		100.0%							
Boston: Dwntwn Unspecified	10	24.2%	100.0%								
Boston: Back Bay	5	12.1%				100.0%					
Boston: Fenway	5	12.1%				100.0%					
Boston: Waterfront	5	12.1%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	43	100.0%	24.2%	39.5%		36.3%					

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 441

Expanded Results

Marblehead - Haymarket/Wonderland

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
Lynn	333	36.8%	5.3%	20.2%	7.4%	39.3%	7.4%		5.3%	5.3%	9.6%
Swampscott	89	9.8%				60.0%			40.0%		
Boston: Govt Center	56	6.2%				75.0%		12.5%	12.5%		
Revere	42	4.7%		16.7%		16.7%				16.7%	50.0%
Unspecified	42	4.7%	16.7%	16.7%		16.7%		16.7%			33.3%
Boston: Financial/Retail	35	3.9%				100.0%					
Boston: North End	35	3.9%				80.0%					20.0%
Boston: So Bos Indust	35	3.9%				100.0%					
Salem	35	3.9%		50.0%					50.0%		
Boston: Back Bay	28	3.1%				75.0%				25.0%	
Marblehead	18	2.0%	100.0%								
Boston: Beacon Hill	14	1.6%				100.0%					
Boston: Dwntwn Unspecified	14	1.6%						50.0%			50.0%
Boston: Park Square	14	1.6%				50.0%		50.0%			
Boston: South End	14	1.6%				50.0%		50.0%			
Cambridge: Kendall/MIT	14	1.6%				100.0%					
Chelsea	14	1.6%									100.0%
Boston: B U	7	0.8%				100.0%					
Boston: Fenway	7	0.8%				100.0%					
Boston: Logan Airport	7	0.8%									100.0%
Boston: Longwood Med Area	7	0.8%				100.0%					
Boston: Mattapan	7	0.8%				100.0%					
Boston: North Dorchester	7	0.8%			100.0%						
Boston: Prudential/Hancock	7	0.8%									100.0%
Brookline: North Brookline	7	0.8%				100.0%					
Everett	7	0.8%				100.0%					
Quincy	7	0.8%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	906	100.0%	4.7%	11.0%	3.5%	50.0%	2.7%	3.9%	8.6%	3.5%	12.1%

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 442

Expanded Results

Marblehead - Haymarket via Central Sq Lynn

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
Lynn	255	39.6%		27.8%	9.7%	33.3%	2.8%		6.9%		19.4%
Marblehead	85	13.2%				83.4%	8.3%	8.3%			
Revere	74	11.5%	9.5%	33.4%		9.5%					47.6%
Boston: North End	28	4.4%				75.0%		25.0%			
Swampscott	25	3.9%				71.5%					28.5%
Boston: Charlestown	21	3.3%				66.7%		33.3%			
Boston: Govt Center	21	3.3%				100.0%					
Boston: Park Square	21	3.3%				33.3%		33.3%	33.3%		
Boston: Financial/Retail	14	2.2%			50.0%	50.0%					
Boston: Waterfront	14	2.2%				100.0%					
Boston: B U	7	1.1%				100.0%					
Boston: Beacon Hill	7	1.1%						100.0%			
Boston: Longwood Med Area	7	1.1%				100.0%					
Boston: North Dorchester	7	1.1%				100.0%					
Boston: Prudential/Hancock	7	1.1%				100.0%					
Boston: Roxbury	7	1.1%				100.0%					
Boston: So Bos Indust	7	1.1%				100.0%					
Brookline: North Brookline	7	1.1%				100.0%					
Cambridge: Central Square	7	1.1%				100.0%					
Cambridge: Kendall/MIT	7	1.1%				100.0%					
Malden	7	1.1%				100.0%					
Unspecified	7	1.1%						100.0%			
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	644	100.0%	1.1%	14.9%	4.9%	52.2%	2.2%	6.6%	3.9%		14.3%

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 448

Expanded Results

Marblehead - Dwntwn Xing via Paradise Rd

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: Financial/Retail	42	24.0%				100.0%					
Swampscott	35	20.1%		50.0%		50.0%					
Boston: Waterfront	21	12.0%				100.0%					
Boston: Park Square	14	8.0%				100.0%					
Boston: So Bos Indust	14	8.0%				100.0%					
Boston: B U	7	4.0%				100.0%					
Boston: Back Bay	7	4.0%				100.0%					
Boston: Govt Center	7	4.0%				100.0%					
Boston: North End	7	4.0%				100.0%					
Cambridge: Central Square	7	4.0%	100.0%								
Somerville: Spring Hill	7	4.0%						100.0%			
Wakefield	7	4.0%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	177	100.0%	4.0%	10.0%		82.0%		4.0%			

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 449

Expanded Results

Marblehead - Dwntwn Xing via Humphrey **Inbound**

DESTINATION LOCATIONS			DESTINATION ACTIVITIES								
City/Neighborhood Destinations	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Boston: Financial/Retail	85	30.8%				100.0%					
Boston: So Bos Indust	85	30.8%				100.0%					
Boston: Waterfront	28	10.3%				100.0%					
Boston: Govt Center	14	5.1%				100.0%					
Boston: South End	14	5.1%				100.0%					
Boston: Back Bay	7	2.6%				100.0%					
Boston: Charlestown	7	2.6%				100.0%					
Boston: Dwntwn Unspecified	7	2.6%				100.0%					
Boston: South Dorchester	7	2.6%							100.0%		
Cambridge: Central Square	7	2.6%				100.0%					
Cambridge: Harvard Square	7	2.6%				100.0%					
Revere	7	2.6%	100.0%								
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	275	100.0%	2.6%			94.9%			2.6%		

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 450

Expanded Results

Salem Ctr - 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
Salem	296	37.7%		21.2%		52.6%	18.4%				7.8%
Lynn	118	15.1%	6.8%	26.5%		33.3%	6.8%				26.5%
Boston: Govt Center	49	6.2%			16.7%	66.7%					16.7%
Boston: Financial/Retail	32	4.1%				100.0%					
Boston: Park Square	32	4.1%				100.0%					
Unspecified	31	4.0%		74.1%		25.9%					
Boston: Longwood Med Area	24	3.1%				100.0%					
Boston: Dwntwn Unspecified	16	2.1%	50.0%			50.0%					
Boston: Fenway	16	2.1%			100.0%						
Boston: Prudential/Hancock	16	2.1%				100.0%					
Boston: South End	16	2.1%				100.0%					
Boston: Waterfront	16	2.1%				50.0%			50.0%		
Revere	16	2.1%				50.0%					50.0%
Boston: Back Bay	8	1.0%				100.0%					
Boston: Beacon Hill	8	1.0%				100.0%					
Boston: East Boston	8	1.0%				100.0%					
Boston: Logan Airport	8	1.0%									100.0%
Boston: North Dorchester	8	1.0%				100.0%					
Boston: North End	8	1.0%	100.0%								
Boston: So Bos Indust	8	1.0%				100.0%					
Boston: So Bos Res	8	1.0%				100.0%					
Boston: South Dorchester	8	1.0%	100.0%								
Boston: Unspecified	8	1.0%	100.0%								
Cambridge: Harvard Square	8	1.0%				100.0%					
Lowell	8	1.0%			100.0%						
Norwood	8	1.0%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	785	100.0%	5.2%	14.9%	4.1%	56.8%	8.0%		1.0%		10.0%

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

Destination Locations and Activities

Route: 451

Expanded Results

North Beverly - Salem

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
Beverly	90	51.9%				87.5%					12.5%
Salem	71	41.2%	16.8%	32.6%		16.8%	16.8%				16.8%
Peabody	12	6.9%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	173	100.0%	6.9%	13.4%		59.3%	6.9%				13.4%

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 455

Expanded Results

Salem Depot - 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
Salem	396	35.6%		10.0%	46.0%	16.1%		10.0%			18.0%
Lynn	108	9.7%		11.2%	29.6%	29.6%					29.6%
Boston: Financial/Retail	73	6.5%				66.7%		16.7%			16.7%
Unspecified	56	5.0%	43.2%		35.2%	21.6%					
Boston: Govt Center	48	4.4%				100.0%					
Revere	48	4.4%				75.0%		25.0%			
Boston: Back Bay	36	3.3%			33.3%	66.7%					
Boston: Dwntwn Unspecified	36	3.3%	33.3%						33.3%		33.3%
Boston: North End	24	2.2%				50.0%	50.0%				
Boston: Park Square	24	2.2%				100.0%					
Chelsea	24	2.2%	50.0%			50.0%					
Malden	24	2.2%				50.0%			50.0%		
Boston: East Boston	20	1.8%				100.0%					
Boston: Allston	12	1.1%				100.0%					
Boston: B U	12	1.1%									100.0%
Boston: Beacon Hill	12	1.1%				100.0%					
Boston: Charlestown	12	1.1%				100.0%					
Boston: Fenway	12	1.1%				100.0%					
Boston: Jamaica Plain	12	1.1%		100.0%							
Boston: Longwood Med Area	12	1.1%			100.0%						
Boston: Prudential/Hancock	12	1.1%				100.0%					
Cambridge: Harvard Square	12	1.1%				100.0%					
Cambridge: Kendall/MIT	12	1.1%				100.0%					
Cambridge: North Cambridge	12	1.1%				100.0%					
Danvers	12	1.1%				100.0%					
Medford	12	1.1%				100.0%					
Newton	12	1.1%				100.0%					
Newton: Chestnut Hill	12	1.1%						100.0%			
Swampscott	12	1.1%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	1,112	100.0%	4.4%	5.7%	23.2%	44.1%	1.1%	6.8%	2.2%		12.5%

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 456

Expanded Results

Salem Depot - Central Sq Lynn

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
Salem	144	60.0%		15.3%		42.3%	14.1%	14.1%			14.1%
Lynn	75	31.5%	14.6%	26.9%		14.6%	14.6%			29.2%	
Beverly	20	8.5%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	239	100.0%	4.6%	17.7%		38.5%	13.1%	8.5%		9.2%	8.5%

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 459

Expanded Results

Salem Depot - Dwntwn Xing

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
Lynn	199	33.4%		16.0%		42.0%	19.9%	9.9%		6.1%	6.1%
Salem	143	24.0%		36.2%	36.2%	13.8%					13.8%
Boston: Logan Airport	60	10.2%				100.0%					
Boston: Financial/Retail	36	6.1%	33.3%			33.3%					33.3%
Boston: Waterfront	36	6.1%	33.3%								66.7%
Unspecified	36	6.1%	33.3%	33.3%		33.3%					
Revere	24	4.1%					50.0%	50.0%			
Boston: Allston	12	2.0%				100.0%					
Boston: Back Bay	12	2.0%				100.0%					
Boston: Govt Center	12	2.0%							100.0%		
Boston: Park Square	12	2.0%						100.0%			
Swampscott	12	2.0%									100.0%
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	595	100.0%	6.1%	16.0%	8.7%	35.6%	8.7%	7.4%	2.0%	2.0%	13.5%

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 465

Expanded Results

Danvers Sq - Salem Depot via Liberty Tree Mall **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
Danvers	83	43.2%				42.1%	31.6%	10.5%	15.8%		
Peabody	48	25.0%		27.3%		72.7%					
Salem	17	9.1%			50.0%						50.0%
Boston: Dwntwn Unspecified	9	4.5%									100.0%
Boston: Govt Center	9	4.5%				100.0%					
Boston: Longwood Med Area	9	4.5%				100.0%					
Boston: North End	9	4.5%									100.0%
Cambridge: East Cambridge	9	4.5%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	192	100.0%		6.8%	4.5%	50.0%	13.7%	4.5%	6.8%		13.6%

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

8 Origin-Destination Cross-tabulation

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

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

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

8.1 DESCRIPTION OF TABLE

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

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

The neighborhood names and boundaries used in the survey databases conform

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

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

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

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

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

8.2 OVERVIEW OF RESULTS

The most common origin-destination pair for all Lynn Garage bus routes as a whole was East Boston to East Boston, which was reported by 9% of all riders. This combination was one of the top five origin-destination pairs for three of the 24 Lynn Garage routes: Routes 120 (57% of the route's riders), 121 (16%), and 114 (15%). The highest percentages of riders, by route, in one origin-destination pair were on Routes 120 (57%, East Boston to East Boston), 424W (46%, Lynn to the Financial/Retail District in Boston), and 451 (45%, Salem to Beverly).

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 114

Bellingham Sq - Maverick Station

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: East Boston	Chelsea	Cambridge: Kendall/MI	Boston: Financial/Retail	Unspecified	Boston: Prudential/ Hancock	Boston: Park Square	Boston: Beacon Hill	Boston: Back Bay			Row Total & % of Overall
Boston: East Boston	153	259	0	34	0	34	34	34	0			547
												54.1%
Chelsea	168	0	67	34	34	0	0	0	34			335
												33.1%
Cambridge: Central Square	43	0	0	0	0	0	0	0	0			43
												4.3%
Boston: Prudential/Hancock	43	0	0	0	0	0	0	0	0			43
												4.3%
Boston: Logan Airport	43	0	0	0	0	0	0	0	0			43
												4.3%
Column Total & % of Overall	451	259	67	67	34	34	34	34	34			**1012**
	44.6%	*25.6%*	*6.6%*	*6.6%*	*3.3%*	*3.3%*	*3.3%*	*3.3%*	*3.3%*			

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%*	

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 119

Northgate - Beachmont Station

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Revere	Malden	Unspecified	Boston: Waterfront	Boston: East Boston	Boston: Financial/Retail	Boston: Park Square	Chelsea	Boston: Beacon Hill	Boston: Dwntwn Unspecifie	Other & % of Row	Row Total & % of Overall
Revere	198	56	40	27	27	27	27	21	13	13	80	544
											14.8%	*84.6%*
Lynn	13	21	0	0	0	0	0	0	0	0	0	35
											0.0%	*5.4%*
Chelsea	0	21	0	0	0	0	0	0	0	0	0	21
											0.0%	*3.3%*
Boston: Park Square	21	0	0	0	0	0	0	0	0	0	0	21
											0.0%	*3.3%*
Boston: East Boston	21	0	0	0	0	0	0	0	0	0	0	21
											0.0%	*3.3%*
Column Total & % of Overall	254	99	40	27	27	27	27	21	13	13	80	**643**
	39.6%	*15.4%*	*6.3%*	*4.2%*	*4.2%*	*4.2%*	*4.2%*	*3.3%*	*2.1%*	*2.1%*	*12.5%*	

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 120

Orient Heights - Maverick Station

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: East Boston	Boston: Financial/Retail	Boston: Govt Center	Boston: Longwood Med Area	Boston: Fenway	Chelsea	Boston: Unspecified	Winthrop	Boston: Logan Airport	Malden	Other & % of Row	Row Total & % of Overall
Boston: East Boston	1199	82	84	52	52	52	41	32	32	32	103	1793
											5.7%	*85.5%*
Boston: Brighton	64	0	0	0	0	0	0	0	0	0	0	64
											0.0%	*3.0%*
Winthrop	41	0	0	0	0	0	0	0	0	0	0	41
											0.0%	*2.0%*
Melrose	32	0	0	0	0	0	0	0	0	0	0	32
											0.0%	*1.5%*
Danvers	0	32	0	0	0	0	0	0	0	0	0	32
											0.0%	*1.5%*
Cambridge: North Cambridge	32	0	0	0	0	0	0	0	0	0	0	32
											0.0%	*1.5%*
Boston: Back Bay	32	0	0	0	0	0	0	0	0	0	0	32
											0.0%	*1.5%*
Attleboro	32	0	0	0	0	0	0	0	0	0	0	32
											0.0%	*1.5%*
Chelsea	21	0	0	0	0	0	0	0	0	0	0	21
											0.0%	*1.0%*
Boston: Govt Center	21	0	0	0	0	0	0	0	0	0	0	21
											0.0%	*1.0%*
Column Total & % of Overall	1472	114	84	52	52	52	41	32	32	32	103	**2098**
	70.2%	*5.4%*	*4.0%*	*2.5%*	*2.5%*	*2.5%*	*2.0%*	*1.5%*	*1.5%*	*1.5%*	*4.9%*	

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 121

Wood Island - Maverick Station

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: South End	Boston: Back Bay	Needham	Boston: East Boston	Unspecified							Row Total & % of Overall
Boston: East Boston	74	63	37	37	26							236
												100.0%
Column Total & % of Overall	74	63	37	37	26							**236**
	31.2%	*26.6%*	*15.6%*	*15.6%*	*11.0%*							

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 424W

Eastern Ave/Essex St - Wonderland

Inbound

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Financial/Retail	Revere	Boston: South End	Boston: Prudential/ Hancock	Boston: East Boston	Boston: Back Bay	Boston: BU					Row Total & % of Overall
Lynn	43	9	9	9	9	9	9					95
												100.0%
Column Total & % of Overall	43	9	9	9	9	9	9					**95**
	45.5%	*9.1%*	*9.1%*	*9.1%*	*9.1%*	*9.1%*	*9.1%*					

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 426

Central Sq Lynn - Haymarket via Cliftondale Sq

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Financial/Retail	Lynn	Boston: Govt Center	Revere	Saugus	Malden	Boston: Dwntwn Unspecifie	Boston: Beacon Hill	Boston: Park Square	Boston: Back Bay	Other & % of Row	Row Total & % of Overall
Lynn	14	56	23	9	14	14	5	5	9	5	32	195
											16.7%	*30.8%*
Saugus	46	0	28	0	0	5	23	9	5	14	28	167
											16.7%	*26.4%*
Revere	23	15	5	0	0	0	5	9	0	0	14	71
											19.6%	*11.2%*
Malden	14	0	5	0	0	0	0	9	5	5	0	37
											0.0%	*5.9%*
Boston: North End	0	0	0	0	31	0	0	0	0	0	0	31
											0.0%	*4.9%*
Boston: South End	0	0	0	0	0	0	0	0	0	0	15	15
											100.0%	*2.4%*
Boston: Dwntwn Unspecified	0	0	0	15	0	0	0	0	0	0	0	15
											0.0%	*2.4%*
Boston: Financial/Retail	0	15	0	0	0	0	0	0	0	0	0	15
											0.0%	*2.4%*
Boston: North Dorchester	0	15	0	0	0	0	0	0	0	0	0	15
											0.0%	*2.4%*
Boston: Park Square	0	0	0	15	0	0	0	0	0	0	0	15
											0.0%	*2.4%*
Boston: Back Bay	0	0	0	0	0	15	0	0	0	0	0	15
											0.0%	*2.4%*
Boston: Prudential/Hancock	0	0	0	15	0	0	0	0	0	0	0	15
											0.0%	*2.4%*
Peabody	5	0	0	0	0	0	0	0	5	0	0	15
											0.0%	*2.4%*
Middleton	5	0	0	0	0	0	0	0	0	0	0	5
											0.0%	*0.7%*
Salem	0	0	0	0	0	0	0	0	0	0	5	5
											100.0%	*0.7%*
Danvers	0	0	5	0	0	0	0	0	0	0	0	5
											0.0%	*0.7%*
Column Total & % of Overall	107	102	65	56	45	34	32	32	23	23	94	**632**
	16.9%	*16.1%*	*10.3%*	*8.8%*	*7.1%*	*5.4%*	*5.1%*	*5.1%*	*3.7%*	*3.7%*	*14.9%*	

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 428

Oaklandvale - Haymarket

Inbound

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Govt Center	Boston: North End	Boston: Dwntwn Unspecifie	Unspecifie d	Cambridge : Kendall/MI	Boston: Park Square	Boston: Financial/R etail	Boston: Back Bay	Norwood	Boston: Waterfront	Other & % of Row	Row Total & % of Overall
Saugus	9	0	9	5	0	5	0	9	5	5	9	60
											15.4%	*50.0%*
Malden	5	14	5	5	9	5	9	0	0	0	5	56
											8.3%	*46.2%*
Peabody	5	0	0	0	0	0	0	0	0	0	0	5
											0.0%	*3.8%*
Column Total & % of Overall	19	14	14	9	9	9	9	9	5	5	14	**121**
	15.4%	*11.5%*	*11.5%*	*7.7%*	*7.7%*	*7.7%*	*7.7%*	*7.7%*	*3.8%*	*3.8%*	*11.5%*	

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 429

Northgate Shopping Ctr - Central Sq Lynn

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Lynn	Revere	Saugus	Unspecified	Melrose							Row Total & % of Overall
Lynn	395	27	109	0	27							559
												56.7%
Saugus	98	90	0	0	0							188
												19.1%
Malden	106	0	0	0	0							106
												10.8%
Melrose	0	71	0	0	0							71
												7.2%
Reading	35	0	0	0	0							35
												3.6%
Unspecified	0	0	0	27	0							27
												2.8%
Column Total & % of Overall	634	188	109	27	27							**986**
	64.3%	*19.1%*	*11.1%*	*2.8%*	*2.8%*							

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 434

Main St Peabody - Haymarket

Inbound

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Govt Center	Boston: North End	Boston: Financial/Retail	Boston: Waterfront	Boston: Unspecified	Boston: Park Square	Boston: Fenway					Row Total & % of Overall
Lynn	8	5	5	3	3	3	0					26
												83.3%
Peabody	3	0	0	0	0	0	3					5
												16.7%

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 435

Liberty Tree Mall - Central Sq Lynn via Euclid/Pine Hill

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Lynn	Danvers	Peabody	Unspecified	Boston: Financial/Retail							Row Total & % of Overall
Lynn	47	66	42	24	0							179
												55.5%
Peabody	44	17	7	14	0							82
												25.4%
Danvers	21	0	0	0	7							29
												8.8%
Saugus	0	17	0	0	0							17
												5.1%
Chelsea	0	8	0	0	0							8
												2.6%
Boston: Logan Airport	0	0	8	0	0							8
												2.6%
Column Total & % of Overall	113	108	57	38	7							**323**
	34.9%	*33.4%*	*17.6%*	*11.8%*	*2.2%*							

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 436

Liberty Tree Mall - Central Sq Lynn via Goodwin Circle

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Lynn	Peabody	Danvers	Nahant	Brookline: North Brookline	Lynnfield						Row Total & % of Overall
Lynn	220	83	47	0	0	12						362
												63.5%
Peabody	0	12	0	37	37	0						86
												15.1%
Danvers	74	0	0	0	0	0						74
												13.0%
Saugus	0	12	0	0	0	0						12
												2.1%
Gloucester	0	12	0	0	0	0						12
												2.1%
Boston: Govt Center	0	12	0	0	0	0						12
												2.1%
Boston: Allston	0	0	12	0	0	0						12
												2.1%
Column Total & % of Overall	294	131	59	37	37	12						**570**
	51.6%	*22.9%*	*10.4%*	*6.5%*	*6.5%*	*2.1%*						

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 439

Nahant - Central Sq Lynn

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Nahant	Boston: Dwntwn Unspecifie	Boston: Waterfront	Boston: Fenway	Boston: Back Bay							Row Total & % of Overall
Nahant	0	10	5	5	5							26
												60.5%
Lynn	17	0	0	0	0							17
												39.5%
Column Total & % of Overall	17	10	5	5	5							**43**
	39.5%	*24.2%*	*12.1%*	*12.1%*	*12.1%*							

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 441

Marblehead - Haymarket/Wonderland

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Lynn	Swampscott	Boston: Govt Center	Revere	Unspecified	Salem	Boston: So Bos Indust	Boston: Financial/Retail	Boston: North End	Boston: Back Bay	Other & % of Row	Row Total & % of Overall
Lynn	42	89	42	35	42	0	28	7	7	14	99	406
											24.3%	*44.9%*
Marblehead	35	0	7	0	0	18	0	7	14	14	28	141
											20.0%	*15.6%*
Revere	71	0	0	0	0	0	7	14	7	0	7	106
											6.6%	*11.7%*
Swampscott	7	0	7	7	0	0	0	7	0	0	21	49
											42.9%	*5.5%*
Cambridge: Unspecified	18	0	0	0	0	0	0	0	0	0	0	18
											0.0%	*2.0%*
Boston: Back Bay	18	0	0	0	0	0	0	0	0	0	0	18
											0.0%	*2.0%*
Boston: Fenway	18	0	0	0	0	0	0	0	0	0	0	18
											0.0%	*2.0%*
Boston: Govt Center	18	0	0	0	0	0	0	0	0	0	0	18
											0.0%	*2.0%*
Boston: Logan Airport	18	0	0	0	0	0	0	0	0	0	0	18
											0.0%	*2.0%*
Boston: South End	18	0	0	0	0	0	0	0	0	0	0	18
											0.0%	*2.0%*
Barnstable	0	0	0	0	0	18	0	0	0	0	0	18
											0.0%	*2.0%*
Cambridge: Central Square	18	0	0	0	0	0	0	0	0	0	0	18
											0.0%	*2.0%*
Chelsea	18	0	0	0	0	0	0	0	0	0	0	18
											0.0%	*2.0%*
Medford	18	0	0	0	0	0	0	0	0	0	0	18
											0.0%	*2.0%*
Boston: Unspecified	18	0	0	0	0	0	0	0	0	0	0	18
											0.0%	*2.0%*
Salem	0	0	0	0	0	0	0	0	7	0	0	7
											0.0%	*0.8%*
Column Total & % of Overall	333	89	56	42	42	35	35	35	35	28	155	**906**
	36.8%	*9.8%*	*6.2%*	*4.7%*	*4.7%*	*3.9%*	*3.9%*	*3.9%*	*3.9%*	*3.1%*	*17.2%*	

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 442

Marblehead - Haymarket via Central Sq Lynn

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Lynn	Marblehead	Revere	Boston: North End	Swampscott	Boston: Charlestown	Boston: Govt Center	Boston: Park Square	Boston: Financial/Retail	Boston: Waterfront	Other & % of Row	Row Total & % of Overall
Lynn	32	35	42	0	0	0	7	0	7	14	28	166
											17.0%	*25.8%*
Marblehead	21	32	7	14	7	14	0	21	0	0	21	138
											15.4%	*21.4%*
Revere	35	0	7	7	18	7	7	0	0	0	7	89
											8.0%	*13.7%*
Boston: East Boston	35	18	0	0	0	0	0	0	0	0	0	53
											0.0%	*8.3%*
Swampscott	7	0	0	0	0	0	7	0	7	0	21	49
											42.9%	*7.7%*
Cambridge: Central Square	35	0	0	0	0	0	0	0	0	0	0	35
											0.0%	*5.5%*
Boston: Longwood Med Area	35	0	0	0	0	0	0	0	0	0	0	35
											0.0%	*5.5%*
Medford	18	0	0	0	0	0	0	0	0	0	0	18
											0.0%	*2.8%*
Chelsea	0	0	18	0	0	0	0	0	0	0	0	18
											0.0%	*2.8%*
Boston: Park Square	18	0	0	0	0	0	0	0	0	0	0	18
											0.0%	*2.8%*
Boston: North End	18	0	0	0	0	0	0	0	0	0	0	18
											0.0%	*2.8%*
Peabody	0	0	0	7	0	0	0	0	0	0	0	7
											0.0%	*1.1%*
Column Total & % of Overall	255	85	74	28	25	21	21	21	14	14	78	**644**
	39.6%	*13.2%*	*11.5%*	*4.4%*	*3.9%*	*3.3%*	*3.3%*	*3.3%*	*2.2%*	*2.2%*	*12.1%*	

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 448

Marblehead - Dwntwn Xing via Paradise Rd

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Financial/Retail	Swampscott	Boston: Waterfront	Boston: So Bos Indust	Boston: Park Square	Wakefield	Somerville: Spring Hill	Cambridge: Central Square	Boston: North End	Boston: Govt Center	Other & % of Row	Row Total & % of Overall
Marblehead	28	0	21	7	7	7	7	7	7	7	7	106
											6.7%	*59.9%*
Swampscott	7	0	0	7	0	0	0	0	0	0	0	21
											0.0%	*12.0%*
Saugus	0	18	0	0	0	0	0	0	0	0	0	18
											0.0%	*10.0%*
Boston: So Bos Indust	0	18	0	0	0	0	0	0	0	0	0	18
											0.0%	*10.0%*
Lynn	7	0	0	0	7	0	0	0	0	0	0	14
											0.0%	*8.0%*
Column Total & % of Overall	42	35	21	14	14	7	7	7	7	7	7	**177**
	24.0%	*20.1%*	*12.0%*	*8.0%*	*8.0%*	*4.0%*	*4.0%*	*4.0%*	*4.0%*	*4.0%*	*4.0%*	

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 449

Marblehead - Dwntwn Xing via Humphrey

Inbound

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: So Bos Indust	Boston: Financial/Retail	Boston: Waterfront	Boston: South End	Boston: Govt Center	Revere	Cambridge: Harvard Square	Cambridge: Central Square	Boston: South Dorchester	Boston: Dwntwn Unspecifie	Other & % of Row	Row Total & % of Overall
Marblehead	35	64	14	7	7	7	7	7	0	0	7	155
											4.5%	*56.4%*
Swampscott	35	14	7	7	7	0	0	0	0	7	0	85
											0.0%	*30.8%*
Lynn	7	7	7	0	0	0	0	0	7	0	0	28
											0.0%	*10.3%*
Salem	7	0	0	0	0	0	0	0	0	0	0	7
											0.0%	*2.6%*
Column Total & % of Overall	85	85	28	14	14	7	7	7	7	7	7	**275**
	30.8%	*30.8%*	*10.3%*	*5.1%*	*5.1%*	*2.6%*	*2.6%*	*2.6%*	*2.6%*	*2.6%*	*2.6%*	

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 450

Salem Ctr - Haymarket

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Salem	Lynn	Boston: Govt Center	Boston: Park Square	Boston: Financial/Retail	Unspecified	Boston: Longwood Med Area	Boston: Dwntwn Unspecifie	Boston: Fenway	Boston: Prudential/ Hancock	Other & % of Row	Row Total & % of Overall
Lynn	186	31	16	32	16	0	16	16	8	8	81	427
											18.9%	*54.4%*
Salem	47	32	16	0	8	31	0	0	8	8	24	176
											13.8%	*22.4%*
Peabody	0	8	16	0	8	0	0	0	0	0	0	32
											0.0%	*4.1%*
Revere	0	0	0	0	0	0	8	0	0	0	16	24
											66.7%	*3.1%*
Boston: South Dorchester	0	23	0	0	0	0	0	0	0	0	0	23
											0.0%	*3.0%*
Boston: Roxbury	23	0	0	0	0	0	0	0	0	0	0	23
											0.0%	*3.0%*
Boston: Financial/Retail	23	0	0	0	0	0	0	0	0	0	0	23
											0.0%	*3.0%*
Boston: East Boston	0	23	0	0	0	0	0	0	0	0	0	23
											0.0%	*3.0%*
Gloucester	16	0	0	0	0	0	0	0	0	0	0	16
											0.0%	*2.1%*
Saugus	0	0	0	0	0	0	0	0	0	0	8	8
											100.0%	*1.0%*
Danvers	0	0	0	0	0	0	0	0	0	0	8	8
											100.0%	*1.0%*
Column Total & % of Overall	296	118	49	32	32	31	24	16	16	16	138	**785**
	37.7%	*15.1%*	*6.2%*	*4.1%*	*4.1%*	*4.0%*	*3.1%*	*2.1%*	*2.1%*	*2.1%*	*17.5%*	

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 451

North Beverly - Salem

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Beverly	Salem	Peabody									Row Total & % of Overall
Salem	79	11	0									90
												51.9%
Beverly	11	60	12									83
												48.1%
Column Total & % of Overall	90	71	12									**173**
	51.9%	*41.2%*	*6.9%*									

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 455

Salem Depot - Haymarket

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Salem	Lynn	Boston: Financial/Retail	Unspecified	Boston: Govt Center	Revere	Boston: Dwntwn Unspecifie	Boston: Back Bay	Malden	Boston: Park Square	Other & % of Row	Row Total & % of Overall
Lynn	118	44	12	44	36	24	36	36	0	0	133	509
											26.2%	*45.8%*
Salem	80	24	36	0	12	12	0	0	24	12	73	274
											26.5%	*24.6%*
Swampscott	20	0	12	0	0	12	0	0	0	0	12	56
											21.6%	*5.0%*
Revere	20	20	0	12	0	0	0	0	0	0	0	52
											0.0%	*4.6%*
Saugus	0	0	12	0	0	0	0	0	0	12	0	24
											0.0%	*2.2%*
Somerville: Winter Hill	20	0	0	0	0	0	0	0	0	0	0	20
											0.0%	*1.8%*
Somerville: East Somerville	20	0	0	0	0	0	0	0	0	0	0	20
											0.0%	*1.8%*
Brookline: North Brookline	20	0	0	0	0	0	0	0	0	0	0	20
											0.0%	*1.8%*
Boston: South Dorchester	20	0	0	0	0	0	0	0	0	0	0	20
											0.0%	*1.8%*
Boston: Park Square	20	0	0	0	0	0	0	0	0	0	0	20
											0.0%	*1.8%*
Boston: North End	20	0	0	0	0	0	0	0	0	0	0	20
											0.0%	*1.8%*
Boston: Govt Center	20	0	0	0	0	0	0	0	0	0	0	20
											0.0%	*1.8%*
Boston: Dwntwn Unspecified	20	0	0	0	0	0	0	0	0	0	0	20
											0.0%	*1.8%*
Boston: Charlestown	0	0	0	0	0	0	0	0	0	0	20	20
											100.0%	*1.8%*
Boston: Beacon Hill	0	20	0	0	0	0	0	0	0	0	0	20
											0.0%	*1.8%*
Column Total & % of Overall	396	108	73	56	48	48	36	36	24	24	237	**1112**
	35.6%	*9.7%*	*6.5%*	*5.0%*	*4.4%*	*4.4%*	*3.3%*	*3.3%*	*2.2%*	*2.2%*	*21.4%*	

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 456

Salem Depot - Central Sq Lynn

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Salem	Lynn	Beverly									Row Total & % of Overall
Lynn	81	31	20									133
												55.4%
Salem	31	44	0									75
												31.5%
Swampscott	20	0	0									20
												8.5%
Beverly	11	0	0									11
												4.6%
Column Total & % of Overall	144	75	20									**239**
	60.0%	*31.5%*	*8.5%*									

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 459

Salem Depot - Dwntwn Xing

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Lynn	Salem	Boston: Logan Airport	Unspecified	Boston: Waterfront	Boston: Financial/Retail	Revere	Swampscott	Boston: Park Square	Boston: Govt Center	Other & % of Row	Row Total & % of Overall
Salem	36	64	12	24	12	12	24	12	12	12	12	245
											4.9%	*41.2%*
Lynn	52	20	48	12	24	24	0	0	0	0	0	180
											0.0%	*30.3%*
Revere	59	0	0	0	0	0	0	0	0	0	0	59
											0.0%	*9.9%*
Swampscott	12	20	0	0	0	0	0	0	0	0	0	32
											0.0%	*5.3%*
Quincy	20	0	0	0	0	0	0	0	0	0	0	20
											0.0%	*3.3%*
Brockton	20	0	0	0	0	0	0	0	0	0	0	20
											0.0%	*3.3%*
Boston: North Dorchester	0	20	0	0	0	0	0	0	0	0	0	20
											0.0%	*3.3%*
Boston: East Boston	0	20	0	0	0	0	0	0	0	0	0	20
											0.0%	*3.3%*
Column Total & % of Overall	199	143	60	36	36	36	24	12	12	12	12	**595**
	33.4%	*24.0%*	*10.2%*	*6.1%*	*6.1%*	*6.1%*	*4.1%*	*2.0%*	*2.0%*	*2.0%*	*2.0%*	

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 465

Danvers Sq - Salem Depot via Liberty Tree Mall

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Danvers	Peabody	Salem	Cambridge : East Cambridge	Boston: North End	Boston: Longwood Med Area	Boston: Govt Center	Boston: Dwntwn Unspecifie				Row Total & % of Overall
Danvers	31	9	17	9	9	9	0	9				91
												47.6%
Salem	39	26	0	0	0	0	9	0				74
												38.7%
Peabody	13	0	0	0	0	0	0	0				13
												6.8%
Newburyport	0	13	0	0	0	0	0	0				13
												6.8%
Column Total & % of Overall	83	48	17	9	9	9	9	9				**192**
	43.2%	*25.0%*	*9.1%*	*4.5%*	*4.5%*	*4.5%*	*4.5%*	*4.5%*				

Socioeconomic Characteristics

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

9.1 AGE OF RIDERS

9.1.1 DESCRIPTION OF TABLE

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

9.1.2 OVERVIEW OF RESULTS

Across all bus routes, most respondents were between the ages of 25 and 64. On one bus route, however, less than 60% of the responding population belonged to this age group: Route 436 (54%). Members of the workforce are most likely to be somewhere in this age range, and, indeed, 59% 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 (36%); its highest shares by route were on Routes 439 (76%), 448 (72%), and 449 (69%). The 25-to-34 age bracket had the second-highest share of riders (20%); its highest shares by route were on Routes 456 (39%) and 116 and 114 (both 32%).

The percentages of responses in the 19-to-24 category varied widely among bus routes. The highest percentages were observed on Routes 455 (24%), 459 (23%), and 451 (22%). Several routes were observed with 0% of riders in this age category.

On the Lynn Garage routes overall, 3% of survey respondents were age 18 or under. The highest percentages were observed on Routes 121 (11%), 436 (9%), and 455 (8%). At the other end of the spectrum, 10% of the respondents on all surveyed routes were age 65 or older. The highest percentages were observed on Routes 465 (26%), 120 (23%), and 119 (18%).

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 Lynn Garage bus route except Routes 117 and 439, female riders outnumbered male riders. The highest percentage of male respondents was 64%, on Route 439. The highest percentage of female respondents was 76%, on Route 459.

Two surveys were returned by transgender riders.

9.3 ANNUAL HOUSEHOLD INCOME

9.3.1 DESCRIPTION OF TABLE

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

9.3.2 OVERVIEW OF RESULTS

The results regarding household income varied considerably among bus routes. On the Lynn Garage routes overall, the highest percentage of survey

respondents were in the under-$20,000 range (29%). The routes with the highest percentages in this range were Routes 429 (56%), 436 (54%), and 456 (51%); several routes were observed with 0% of riders in this income category.

The average household size varied across the bus routes from as high as 3.7 on Route 424W to as low as 1.6 on Route 439.

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 121 (100%). The route with the highest percentage of nonwhite riders was Route 455, where 17% of the riders self-identified as black or African-American and 19% as "other." 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%), 424W (33%), and 121 (31%). The routes with the lowest percentages of Hispanic/Latino riders were Routes 428, 439, and 448 (all with 0%).

MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 114

Expanded Results | **Bellingham Sq - Maverick Station** | **Both Directions**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	43	4.3%	4.3%
19 - 24	77	7.6%	11.9%
25 - 34	321	31.7%	43.6%
35 - 44	134	13.2%	56.8%
45 - 64	307	30.3%	87.2%
65 and Older	130	12.8%	100.0%
TOTAL	1,012	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	441	45.1%
Female	537	54.9%
Transgender	0	0.0%
TOTAL	978	100.0%
No Answer	34	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	197	22.9%	22.9%
$20,000 - $29,999	43	5.0%	28.0%
$30,000 - $39,999	187	21.8%	49.7%
$40,000 - $49,999	77	8.9%	58.7%
$50,000 - $59,999	110	12.8%	71.5%
$60,000 - $74,999	144	16.8%	88.3%
$75,000 - $99,999	34	3.9%	92.2%
$100,000 or more	67	7.8%	100.0%
TOTAL	858	100.0%	100.0%
No Answer	153		

Mean Household Size: 1.96

Ethnicity of Riders

Expanded Results

Route: 114

Bellingham Sq - Maverick Station

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	34	3.7%
Black or African-American	101	11.2%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	34	3.7%
White	537	59.6%
Other	197	21.8%
TOTAL	901	

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	230	26.5%
No	638	73.5%
TOTAL	868	100.0%
No Answer	144	

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	

Socioeconomic Characteristics

Route: 119

Expanded Results | **Northgate - Beachmont Station** | **Both Directions**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	0	0.0%	0.0%
19 - 24	35	5.4%	5.4%
25 - 34	67	10.4%	15.8%
35 - 44	158	24.6%	40.4%
45 - 64	268	41.7%	82.1%
65 and Older	115	17.9%	100.0%
TOTAL	643	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	182	29.6%
Female	434	70.4%
Transgender	0	0.0%
TOTAL	616	100.0%
No Answer	27	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	262	44.5%	44.5%
$20,000 - $29,999	48	8.2%	52.7%
$30,000 - $39,999	48	8.2%	60.9%
$40,000 - $49,999	35	5.9%	66.8%
$50,000 - $59,999	88	15.0%	81.8%
$60,000 - $74,999	80	13.6%	95.5%
$75,000 - $99,999	13	2.3%	97.7%
$100,000 or more	13	2.3%	100.0%
TOTAL	589	100.0%	100.0%
No Answer	54		

Mean Household Size: 2.63

MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 119

Northgate - Beachmont Station

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	62	10.5%
Black or African-American	70	11.9%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	0	0.0%
White	407	69.4%
Other	48	8.2%
TOTAL	587	

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	158	27.6%
No	415	72.4%
TOTAL	573	100.0%
No Answer	70	

Socioeconomic Characteristics

Route: 120

Expanded Results | **Orient Heights - Maverick Station** | **Both Directions**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	73	3.6%	3.6%
19 - 24	93	4.6%	8.2%
25 - 34	250	12.3%	20.5%
35 - 44	409	20.1%	40.6%
45 - 64	738	36.3%	76.9%
65 and Older	471	23.1%	100.0%
TOTAL	2,034	100.0%	100.0%
No Answer	64		

Gender of Riders:	Number of Riders	Percent of Riders
Male	469	24.2%
Female	1,452	74.8%
Transgender	21	1.1%
TOTAL	1,941	100.0%
No Answer	157	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	594	34.3%	34.3%
$20,000 - $29,999	198	11.4%	45.7%
$30,000 - $39,999	166	9.6%	55.3%
$40,000 - $49,999	146	8.4%	63.7%
$50,000 - $59,999	168	9.7%	73.5%
$60,000 - $74,999	219	12.6%	86.1%
$75,000 - $99,999	157	9.1%	95.1%
$100,000 or more	84	4.9%	100.0%
TOTAL	1,732	100.0%	100.0%
No Answer	366		

Mean Household Size: 2.44

Ethnicity of Riders

Expanded Results

Route: 120

Orient Heights - Maverick Station

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	21	1.1%
Black or African-American	93	5.1%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	21	1.1%
White	1,431	78.8%
Other	250	13.8%
TOTAL	1,816	

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	542	30.7%
No	1,222	69.3%
TOTAL	1,764	100.0%
No Answer	334	

MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 121

Expanded Results | **Wood Island - Maverick Station** | **Both Directions**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	26	11.0%	11.0%
19 - 24	0	0.0%	11.0%
25 - 34	0	0.0%	11.0%
35 - 44	147	62.4%	73.4%
45 - 64	26	11.0%	84.4%
65 and Older	37	15.6%	100.0%
TOTAL	236	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	74	31.2%
Female	162	68.8%
Transgender	0	0.0%
TOTAL	236	100.0%
No Answer	0	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	0	0.0%	0.0%
$20,000 - $29,999	37	21.2%	21.2%
$30,000 - $39,999	37	21.2%	42.5%
$40,000 - $49,999	0	0.0%	42.5%
$50,000 - $59,999	37	21.2%	63.7%
$60,000 - $74,999	26	15.0%	78.8%
$75,000 - $99,999	37	21.2%	100.0%
$100,000 or more	0	0.0%	100.0%
TOTAL	173	100.0%	100.0%
No Answer	63		

Mean Household Size: 2.88

Ethnicity of Riders

Expanded Results

Route: 121

Wood Island - Maverick Station

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	0	0.0%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	0	0.0%
White	173	100.0%
Other	37	21.2%
TOTAL	173	

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	74	31.2%
No	162	68.8%
TOTAL	236	100.0%
No Answer	0	

MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 424W

Expanded Results

Eastern Ave/Essex St - Wonderland **Inbound**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	0	0.0%	0.0%
19 - 24	0	0.0%	0.0%
25 - 34	26	27.3%	27.3%
35 - 44	43	45.5%	72.7%
45 - 64	26	27.3%	100.0%
65 and Older	0	0.0%	100.0%
TOTAL	95	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	35	36.4%
Female	60	63.6%
Transgender	0	0.0%
TOTAL	95	100.0%
No Answer	0	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	0	0.0%	0.0%
$20,000 - $29,999	9	12.5%	12.5%
$30,000 - $39,999	17	25.0%	37.5%
$40,000 - $49,999	9	12.5%	50.0%
$50,000 - $59,999	9	12.5%	62.5%
$60,000 - $74,999	9	12.5%	75.0%
$75,000 - $99,999	17	25.0%	100.0%
$100,000 or more	0	0.0%	100.0%
TOTAL	69	100.0%	100.0%
No Answer	26		

Mean Household Size: 3.73

Ethnicity of Riders

Expanded Results

Route: 424W

Eastern Ave/Essex St - Wonderland **Inbound**

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	9	11.1%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	0	0.0%
White	60	77.8%
Other	9	11.1%
TOTAL	78	

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	26	33.3%
No	52	66.7%
TOTAL	78	100.0%
No Answer	17	

Socioeconomic Characteristics

Route: 426

Expanded Results | **Central Sq Lynn - Haymarket via Cliftondale Sq** | **Both Directions**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	20	3.2%	3.2%
19 - 24	130	20.7%	23.9%
25 - 34	80	12.8%	36.7%
35 - 44	83	13.3%	50.0%
45 - 64	255	40.6%	90.6%
65 and Older	59	9.4%	100.0%
TOTAL	628	100.0%	100.0%
No Answer	5		

Gender of Riders:	Number of Riders	Percent of Riders
Male	199	32.8%
Female	408	67.2%
Transgender	0	0.0%
TOTAL	608	100.0%
No Answer	25	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	94	18.4%	18.4%
$20,000 - $29,999	40	7.9%	26.3%
$30,000 - $39,999	9	1.8%	28.1%
$40,000 - $49,999	37	7.3%	35.3%
$50,000 - $59,999	51	10.0%	45.3%
$60,000 - $74,999	85	16.6%	61.9%
$75,000 - $99,999	108	21.1%	83.1%
$100,000 or more	87	16.9%	100.0%
TOTAL	512	100.0%	100.0%
No Answer	121		

Mean Household Size: 2.89

Ethnicity of Riders

Expanded Results

Route: 426

Central Sq Lynn - Haymarket via Cliftondale Sq

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	9	1.5%
Black or African-American	93	15.3%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	34	5.6%
White	450	74.4%
Other	23	3.8%
TOTAL	605	

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	43	7.4%
No	538	92.6%
TOTAL	581	100.0%
No Answer	51	

MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 428

Expanded Results | **Oaklandvale - Haymarket** | **Inbound**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	0	0.0%	0.0%
19 - 24	5	3.8%	3.8%
25 - 34	32	26.9%	30.8%
35 - 44	42	34.6%	65.4%
45 - 64	37	30.8%	96.2%
65 and Older	5	3.8%	100.0%
TOTAL	121	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	56	48.0%
Female	60	52.0%
Transgender	0	0.0%
TOTAL	116	100.0%
No Answer	5	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	0	0.0%	0.0%
$20,000 - $29,999	0	0.0%	0.0%
$30,000 - $39,999	5	5.9%	5.9%
$40,000 - $49,999	9	11.8%	17.6%
$50,000 - $59,999	5	5.9%	23.5%
$60,000 - $74,999	14	17.6%	41.2%
$75,000 - $99,999	23	29.4%	70.6%
$100,000 or more	23	29.4%	100.0%
TOTAL	79	100.0%	100.0%
No Answer	42		

Mean Household Size: 2.79

MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 428

Oaklandvale - Haymarket

Inbound

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	5	4.0%
Black or African-American	5	4.0%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	14	12.0%
White	83	72.0%
Other	9	8.0%
TOTAL	116	

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	0	0.0%
No	111	100.0%
TOTAL	111	100.0%
No Answer	9	

Socioeconomic Characteristics

Route: 429

Expanded Results | **Northgate Shopping Ctr - Central Sq Lynn** | **Both Directions**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	0	0.0%	0.0%
19 - 24	169	17.1%	17.1%
25 - 34	286	29.0%	46.1%
35 - 44	117	11.9%	58.0%
45 - 64	297	30.1%	88.1%
65 and Older	117	11.9%	100.0%
TOTAL	986	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	349	36.4%
Female	610	63.6%
Transgender	0	0.0%
TOTAL	959	100.0%
No Answer	27	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	501	55.9%	55.9%
$20,000 - $29,999	55	6.1%	62.0%
$30,000 - $39,999	90	10.0%	72.0%
$40,000 - $49,999	98	10.9%	83.0%
$50,000 - $59,999	35	3.9%	86.9%
$60,000 - $74,999	27	3.0%	90.0%
$75,000 - $99,999	90	10.0%	100.0%
$100,000 or more	0	0.0%	100.0%
TOTAL	896	100.0%	100.0%
No Answer	90		

Mean Household Size: 2.48

MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 429

Northgate Shopping Ctr - Central Sq Lynn

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	305	31.8%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	0	0.0%
White	591	61.6%
Other	90	9.4%
TOTAL	959	

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

Are You Hispanic/Latino?:	Number of Responses	Percent of Responses
Yes	144	15.5%
No	787	84.5%
TOTAL	931	100.0%
No Answer	55	

MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 434

Expanded Results | **Main St Peabody - Haymarket** | **Inbound**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	0	0.0%	0.0%
19 - 24	3	8.3%	8.3%
25 - 34	8	25.0%	33.3%
35 - 44	8	25.0%	58.3%
45 - 64	8	25.0%	83.3%
65 and Older	5	16.7%	100.0%
TOTAL	31	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	13	45.5%
Female	15	54.5%
Transgender	0	0.0%
TOTAL	28	100.0%
No Answer	3	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	0	0.0%	0.0%
$20,000 - $29,999	3	10.0%	10.0%
$30,000 - $39,999	3	10.0%	20.0%
$40,000 - $49,999	3	10.0%	30.0%
$50,000 - $59,999	3	10.0%	40.0%
$60,000 - $74,999	8	30.0%	70.0%
$75,000 - $99,999	0	0.0%	70.0%
$100,000 or more	8	30.0%	100.0%
TOTAL	26	100.0%	100.0%
No Answer	5		

Mean Household Size: 2.82

Ethnicity of Riders

Expanded Results

Route: 434

Main St Peabody - Haymarket

Inbound

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	3	10.0%
Black or African-American	0	0.0%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	0	0.0%
White	23	90.0%
Other	0	0.0%
TOTAL	26	

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	3	9.1%
No	26	90.9%
TOTAL	28	100.0%
No Answer	3	

MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 435

Expanded Results

Liberty Tree Mall - Central Sq Lynn via Euclid/Pine Hill **Both Directions**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	8	2.6%	2.6%
19 - 24	62	19.1%	21.7%
25 - 34	71	22.1%	43.8%
35 - 44	33	10.3%	54.0%
45 - 64	109	33.8%	87.9%
65 and Older	39	12.1%	100.0%
TOTAL	323	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	133	42.3%
Female	182	57.7%
Transgender	0	0.0%
TOTAL	315	100.0%
No Answer	8	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	124	48.2%	48.2%
$20,000 - $29,999	38	14.8%	63.0%
$30,000 - $39,999	24	9.3%	72.2%
$40,000 - $49,999	14	5.6%	77.8%
$50,000 - $59,999	25	9.7%	87.5%
$60,000 - $74,999	24	9.3%	96.8%
$75,000 - $99,999	0	0.0%	96.8%
$100,000 or more	8	3.2%	100.0%
TOTAL	257	100.0%	100.0%
No Answer	66		

Mean Household Size: 2.71

Ethnicity of Riders

Expanded Results

Route: 435

Liberty Tree Mall - Central Sq Lynn via Euclid/Pine Hill

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	56	19.0%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	24	8.1%
White	214	72.9%
Other	15	5.3%
TOTAL	293	

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

Are You Hispanic/Latino?:	Number of Responses	Percent of Responses
Yes	52	17.0%
No	255	83.0%
TOTAL	308	100.0%
No Answer	15	

MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 436

Expanded Results

Liberty Tree Mall - Central Sq Lynn via Goodwin Circle **Both Directions**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	49	8.8%	8.8%
19 - 24	122	21.8%	30.6%
25 - 34	49	8.8%	39.4%
35 - 44	122	21.8%	61.2%
45 - 64	132	23.7%	84.8%
65 and Older	85	15.2%	100.0%
TOTAL	558	100.0%	100.0%
No Answer	12		

Gender of Riders:	Number of Riders	Percent of Riders
Male	206	41.5%
Female	291	58.5%
Transgender	0	0.0%
TOTAL	497	100.0%
No Answer	73	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	243	54.1%	54.1%
$20,000 - $29,999	12	2.6%	56.8%
$30,000 - $39,999	24	5.3%	62.0%
$40,000 - $49,999	74	16.5%	78.6%
$50,000 - $59,999	36	7.9%	86.5%
$60,000 - $74,999	24	5.3%	91.7%
$75,000 - $99,999	0	0.0%	91.7%
$100,000 or more	37	8.3%	100.0%
TOTAL	450	100.0%	100.0%
No Answer	120		

Mean Household Size: 2.47

Ethnicity of Riders

Expanded Results

Route: 436

Liberty Tree Mall - Central Sq Lynn via Goodwin Circle

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	47	9.8%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	0	0.0%
White	387	80.1%
Other	49	10.1%
TOTAL	484	

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	135	27.2%
No	362	72.8%
TOTAL	497	100.0%
No Answer	73	

MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 439

Expanded Results | **Nahant - Central Sq Lynn** | **Both Directions**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	0	0.0%	0.0%
19 - 24	0	0.0%	0.0%
25 - 34	10	24.2%	24.2%
35 - 44	0	0.0%	24.2%
45 - 64	33	75.8%	100.0%
65 and Older	0	0.0%	100.0%
TOTAL	43	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	27	63.7%
Female	16	36.3%
Transgender	0	0.0%
TOTAL	43	100.0%
No Answer	0	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	0	0.0%	0.0%
$20,000 - $29,999	0	0.0%	0.0%
$30,000 - $39,999	0	0.0%	0.0%
$40,000 - $49,999	17	45.0%	45.0%
$50,000 - $59,999	0	0.0%	45.0%
$60,000 - $74,999	0	0.0%	45.0%
$75,000 - $99,999	10	27.5%	72.5%
$100,000 or more	10	27.5%	100.0%
TOTAL	38	100.0%	100.0%
No Answer	5		

Mean Household Size: 1.55

Ethnicity of Riders

Expanded Results

Route: 439

Nahant - Central Sq Lynn

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	5	13.8%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	0	0.0%
White	33	86.2%
Other	0	0.0%
TOTAL	38	

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	0	0.0%
No	38	100.0%
TOTAL	38	100.0%
No Answer	5	

Socioeconomic Characteristics

Route: 441

Expanded Results | **Marblehead - Haymarket/Wonderland** | **Both Directions**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	7	0.8%	0.8%
19 - 24	170	19.2%	20.0%
25 - 34	188	21.2%	41.2%
35 - 44	141	16.0%	57.2%
45 - 64	357	40.4%	97.6%
65 and Older	21	2.4%	100.0%
TOTAL	885	100.0%	100.0%
No Answer	21		

Gender of Riders:	Number of Riders	Percent of Riders
Male	315	36.5%
Female	549	63.5%
Transgender	0	0.0%
TOTAL	863	100.0%
No Answer	43	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	184	23.2%	23.2%
$20,000 - $29,999	113	14.3%	37.5%
$30,000 - $39,999	156	19.6%	57.2%
$40,000 - $49,999	78	9.8%	67.0%
$50,000 - $59,999	74	9.4%	76.4%
$60,000 - $74,999	56	7.1%	83.5%
$75,000 - $99,999	49	6.2%	89.7%
$100,000 or more	81	10.3%	100.0%
TOTAL	793	100.0%	100.0%
No Answer	113		

Mean Household Size: 2.47

Ethnicity of Riders

Expanded Results

Route: 441

Marblehead - Haymarket/Wonderland

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	7	0.9%
Black or African-American	173	22.8%
Native Hawaiian or Other Pacific Islander	7	0.9%
Asian	32	4.2%
White	513	67.4%
Other	53	7.0%
TOTAL	761	

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	149	18.5%
No	654	81.5%
TOTAL	803	100.0%
No Answer	103	

MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 442

Expanded Results | Marblehead - Haymarket via Central Sq Lynn | Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	14	2.2%	2.2%
19 - 24	128	20.3%	22.5%
25 - 34	53	8.4%	30.9%
35 - 44	92	14.6%	45.5%
45 - 64	287	45.5%	91.0%
65 and Older	57	9.0%	100.0%
TOTAL	630	100.0%	100.0%
No Answer	14		

Gender of Riders:	Number of Riders	Percent of Riders
Male	273	46.4%
Female	315	53.6%
Transgender	0	0.0%
TOTAL	587	100.0%
No Answer	57	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	50	9.0%	9.0%
$20,000 - $29,999	110	19.9%	28.9%
$30,000 - $39,999	60	10.9%	39.8%
$40,000 - $49,999	60	10.9%	50.7%
$50,000 - $59,999	46	8.3%	59.0%
$60,000 - $74,999	89	16.0%	75.0%
$75,000 - $99,999	71	12.8%	87.8%
$100,000 or more	67	12.2%	100.0%
TOTAL	552	100.0%	100.0%
No Answer	92		

Mean Household Size: 2.55

MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 442

Marblehead - Haymarket via Central Sq Lynn

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	7	1.2%
Black or African-American	89	15.1%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	46	7.8%
White	446	75.9%
Other	14	2.4%
TOTAL	588	

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	46	7.5%
No	570	92.5%
TOTAL	616	100.0%
No Answer	28	

MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 448

Expanded Results | **Marblehead - Dwntwn Xing via Paradise Rd** | **Both Directions**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	0	0.0%	0.0%
19 - 24	0	0.0%	0.0%
25 - 34	14	8.0%	8.0%
35 - 44	35	20.0%	28.0%
45 - 64	127	72.0%	100.0%
65 and Older	0	0.0%	100.0%
TOTAL	177	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	74	45.7%
Female	88	54.3%
Transgender	0	0.0%
TOTAL	163	100.0%
No Answer	14	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	7	4.8%	4.8%
$20,000 - $29,999	0	0.0%	4.8%
$30,000 - $39,999	7	4.8%	9.5%
$40,000 - $49,999	0	0.0%	9.5%
$50,000 - $59,999	14	9.5%	19.0%
$60,000 - $74,999	60	40.5%	59.5%
$75,000 - $99,999	32	21.5%	81.0%
$100,000 or more	28	19.0%	100.0%
TOTAL	148	100.0%	100.0%
No Answer	28		

Mean Household Size: 2.17

MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 448

Marblehead - Dwntwn Xing via Paradise Rd

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	7	4.2%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	0	0.0%
White	163	95.8%
Other	7	4.2%
TOTAL	170	

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	0	0.0%
No	163	100.0%
TOTAL	163	100.0%
No Answer	14	

Socioeconomic Characteristics

Route: 449

Expanded Results | **Marblehead - Dwntwn Xing via Humphrey** | **Inbound**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	0	0.0%	0.0%
19 - 24	0	0.0%	0.0%
25 - 34	14	5.1%	5.1%
35 - 44	42	15.4%	20.5%
45 - 64	191	69.2%	89.7%
65 and Older	28	10.3%	100.0%
TOTAL	275	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	106	38.5%
Female	169	61.5%
Transgender	0	0.0%
TOTAL	275	100.0%
No Answer	0	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	0	0.0%	0.0%
$20,000 - $29,999	0	0.0%	0.0%
$30,000 - $39,999	7	3.0%	3.0%
$40,000 - $49,999	14	6.1%	9.1%
$50,000 - $59,999	28	12.1%	21.2%
$60,000 - $74,999	14	6.1%	27.3%
$75,000 - $99,999	49	21.2%	48.5%
$100,000 or more	120	51.5%	100.0%
TOTAL	233	100.0%	100.0%
No Answer	42		

Mean Household Size: 2.29

MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 449

Marblehead - Dwntwn Xing via Humphrey **Inbound**

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	0	0.0%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	0	0.0%
White	233	94.3%
Other	14	5.7%
TOTAL	247	

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	14	6.1%
No	219	93.9%
TOTAL	233	100.0%
No Answer	42	

Socioeconomic Characteristics

Route: 450

Expanded Results | **Salem Ctr - Haymarket** | **Both Directions**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	24	3.2%	3.2%
19 - 24	111	14.6%	17.8%
25 - 34	64	8.4%	26.2%
35 - 44	236	31.1%	57.2%
45 - 64	301	39.6%	96.8%
65 and Older	24	3.2%	100.0%
TOTAL	761	100.0%	100.0%
No Answer	24		

Gender of Riders:	Number of Riders	Percent of Riders
Male	347	48.6%
Female	367	51.4%
Transgender	0	0.0%
TOTAL	714	100.0%
No Answer	71	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	149	21.7%	21.7%
$20,000 - $29,999	95	13.8%	35.4%
$30,000 - $39,999	79	11.4%	46.8%
$40,000 - $49,999	56	8.1%	54.9%
$50,000 - $59,999	56	8.1%	62.9%
$60,000 - $74,999	95	13.8%	76.7%
$75,000 - $99,999	73	10.6%	87.3%
$100,000 or more	88	12.7%	100.0%
TOTAL	690	100.0%	100.0%
No Answer	95		

Mean Household Size: 2.70

MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 450

Salem Ctr - Haymarket

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	39	5.3%
Black or African-American	88	11.9%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	94	12.7%
White	468	63.4%
Other	80	10.8%
TOTAL	738	

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	110	14.5%
No	651	85.5%
TOTAL	761	100.0%
No Answer	24	

MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 451

Expanded Results | **North Beverly - Salem** | **Both Directions**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	0	0.0%	0.0%
19 - 24	35	21.9%	21.9%
25 - 34	34	21.4%	43.3%
35 - 44	45	27.9%	71.2%
45 - 64	34	21.4%	92.5%
65 and Older	12	7.5%	100.0%
TOTAL	161	100.0%	100.0%
No Answer	12		

Gender of Riders:	Number of Riders	Percent of Riders
Male	68	42.3%
Female	93	57.7%
Transgender	0	0.0%
TOTAL	161	100.0%
No Answer	12	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	23	18.3%	18.3%
$20,000 - $29,999	35	27.8%	46.2%
$30,000 - $39,999	12	9.5%	55.7%
$40,000 - $49,999	11	8.9%	64.5%
$50,000 - $59,999	11	8.9%	73.4%
$60,000 - $74,999	22	17.7%	91.1%
$75,000 - $99,999	11	8.9%	100.0%
$100,000 or more	0	0.0%	100.0%
TOTAL	127	100.0%	100.0%
No Answer	46		

Mean Household Size: 1.75

Ethnicity of Riders

Expanded Results

Route: 451

North Beverly - Salem

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	12	9.5%
Black or African-American	0	0.0%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	11	8.9%
White	103	81.5%
Other	12	9.5%
TOTAL	126	

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	12	8.7%
No	126	91.3%
TOTAL	138	100.0%
No Answer	35	

MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 455

Expanded Results | **Salem Depot - Haymarket** | **Both Directions**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	83	7.5%	7.5%
19 - 24	262	23.6%	31.1%
25 - 34	248	22.3%	53.4%
35 - 44	173	15.5%	69.0%
45 - 64	313	28.2%	97.1%
65 and Older	32	2.9%	100.0%
TOTAL	1,112	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	348	34.0%
Female	663	64.8%
Transgender	12	1.2%
TOTAL	1,024	100.0%
No Answer	88	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	287	27.5%	27.5%
$20,000 - $29,999	208	19.9%	47.3%
$30,000 - $39,999	136	13.1%	60.4%
$40,000 - $49,999	92	8.8%	69.3%
$50,000 - $59,999	76	7.3%	76.5%
$60,000 - $74,999	112	10.7%	87.3%
$75,000 - $99,999	109	10.4%	97.7%
$100,000 or more	24	2.3%	100.0%
TOTAL	1,044	100.0%	100.0%
No Answer	68		

Mean Household Size: 2.79

MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 455

Salem Depot - Haymarket

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	32	3.3%
Black or African-American	165	17.3%
Native Hawaiian or Other Pacific Islander	20	2.1%
Asian	76	8.0%
White	503	52.9%
Other	188	19.7%
TOTAL	951	

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	252	25.8%
No	724	74.2%
TOTAL	975	100.0%
No Answer	136	

Socioeconomic Characteristics

Route: 456

Expanded Results | **Salem Depot - Central Sq Lynn** | **Both Directions**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	11	4.6%	4.6%
19 - 24	42	17.7%	22.3%
25 - 34	92	38.5%	60.8%
35 - 44	11	4.6%	65.4%
45 - 64	72	30.0%	95.4%
65 and Older	11	4.6%	100.0%
TOTAL	239	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	112	47.0%
Female	127	53.0%
Transgender	0	0.0%
TOTAL	239	100.0%
No Answer	0	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	105	50.8%	50.8%
$20,000 - $29,999	20	9.8%	60.7%
$30,000 - $39,999	20	9.8%	70.5%
$40,000 - $49,999	0	0.0%	70.5%
$50,000 - $59,999	0	0.0%	70.5%
$60,000 - $74,999	41	19.7%	90.2%
$75,000 - $99,999	0	0.0%	90.2%
$100,000 or more	20	9.8%	100.0%
TOTAL	206	100.0%	100.0%
No Answer	33		

Mean Household Size: 2.98

Ethnicity of Riders

Expanded Results

Route: 456

Salem Depot - Central Sq Lynn

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	0	0.0%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	20	9.7%
White	114	54.9%
Other	74	35.4%
TOTAL	208	

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

Are You Hispanic/Latino?:	Number of Responses	Percent of Responses
Yes	64	30.9%
No	144	69.1%
TOTAL	208	100.0%
No Answer	31	

MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 459

Expanded Results | **Salem Depot - Dwntwn Xing** | **Both Directions**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	24	4.1%	4.1%
19 - 24	135	22.7%	26.7%
25 - 34	148	24.9%	51.7%
35 - 44	56	9.4%	61.1%
45 - 64	195	32.8%	93.9%
65 and Older	36	6.1%	100.0%
TOTAL	595	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	144	24.2%
Female	451	75.8%
Transgender	0	0.0%
TOTAL	595	100.0%
No Answer	0	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	180	34.7%	34.7%
$20,000 - $29,999	100	19.2%	53.9%
$30,000 - $39,999	56	10.8%	64.7%
$40,000 - $49,999	44	8.5%	73.2%
$50,000 - $59,999	12	2.3%	75.5%
$60,000 - $74,999	64	12.3%	87.7%
$75,000 - $99,999	20	3.8%	91.5%
$100,000 or more	44	8.5%	100.0%
TOTAL	520	100.0%	100.0%
No Answer	76		

Mean Household Size: 2.70

Ethnicity of Riders

Expanded Results

Route: 459

Salem Depot - Dwntwn Xing

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	12	2.2%
Black or African-American	108	19.2%
Native Hawaiian or Other Pacific Islander	12	2.2%
Asian	52	9.2%
White	308	55.0%
Other	68	12.2%
TOTAL	559	

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	68	13.6%
No	432	86.4%
TOTAL	500	100.0%
No Answer	96	

Socioeconomic Characteristics

Route: 465

Expanded Results | **Danvers Sq - Salem Depot via Liberty Tree Mall** | **Both Directions**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	0	0.0%	0.0%
19 - 24	13	7.2%	7.2%
25 - 34	22	11.9%	19.1%
35 - 44	39	21.4%	40.5%
45 - 64	61	33.3%	73.8%
65 and Older	48	26.2%	100.0%
TOTAL	183	100.0%	100.0%
No Answer	9		

Gender of Riders:	Number of Riders	Percent of Riders
Male	70	38.1%
Female	114	61.9%
Transgender	0	0.0%
TOTAL	183	100.0%
No Answer	9	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	57	31.7%	31.7%
$20,000 - $29,999	35	19.5%	51.3%
$30,000 - $39,999	39	21.9%	73.2%
$40,000 - $49,999	9	4.9%	78.1%
$50,000 - $59,999	0	0.0%	78.1%
$60,000 - $74,999	0	0.0%	78.1%
$75,000 - $99,999	22	12.2%	90.3%
$100,000 or more	17	9.7%	100.0%
TOTAL	179	100.0%	100.0%
No Answer	13		

Mean Household Size: 2.41

MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 465

Danvers Sq - Salem Depot via Liberty Tree Mall

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	9	4.5%
Black or African-American	0	0.0%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	22	11.4%
White	153	79.6%
Other	22	11.4%
TOTAL	192	

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	5.5%
No	148	94.5%
TOTAL	157	100.0%
No Answer	35	

10 Usage Rates and Fare Types

The data presented in this chapter show how frequently the riders of each Lynn Garage bus route used the route. They also show how the riders paid their fares and how frequently the users of each fare type rode the route.

The tables (at the end of the chapter) present data by bus route. For each route, two tables are grouped on one page, and a third table appears on a second page. The first table shows the number of days per week riders used the surveyed bus route; the second shows their weekend use patterns. The third table shows how many riders used each fare type and how often the users of each fare type rode the surveyed bus route. The data for each bus route are based on the survey responses from passengers who rode some portion of that route.

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

10.1 NUMBER OF DAYS USED PER WEEK

10.1.2 DESCRIPTION OF TABLE

The first table for each bus route summarizes the results of survey question 11, which asked how many days a week riders used the route. Nine check-off boxes were provided on the survey form: one for each possible number of days per week, plus "less than 1 day" and "I'm only visiting Boston." For each usage level, the table shows the number and percent of riders; it also gives the cumulative percentages that result as one adds each category of user to the ones preceding it in the table.

10.1.2 OVERVIEW OF RESULTS

The most common reported usage frequency across all Lynn Garage bus routes except Route 436 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 Lynn Garage 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 424W and 434 (both 100%) and 428 (81%) The highest percentages of six-or-seven-day usage were on Routes 119 (37%) and 436 and 117 (both 35%). The highest percentages of less-than-one-day usage were on Routes 429 (13%) and 442 and 441 (both 7%).

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 Lynn Garage overall, the most frequently reported combinations of Saturday and Sunday usage were occasional use on both days (35%), followed by no use on both days (29%), and regular use on both days (19%).

The bus routes with the highest reported regular usage on both Saturday and Sunday were Routes 119 (36%) and 442 and 435 (both 23%). Route 119 also had the highest reported percentages of regular or occasional usage on Saturday and Sunday individually (89% and 77%, 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 Lynn Garage overall, the most common method of fare payment was some form of monthly pass, reported by 46% of all riders. Pay-per-ride using a CharlieCard was second, at 30% overall. Monthly pass use was most common on each surveyed bus route except Routes 429, 435, 436, 439, 450, 451, 456, and 459.

The type of monthly pass most commonly used on each route varied by type of service. On express bus routes, the Inner Express Bus Pass was the most commonly used. On most local bus routes, the LinkPass was the most commonly used pass, followed by the Local Bus Pass. After the LinkPass, the Local Bus Pass, and the Inner Express Bus Pass, the next-most-common monthly pass category, reported by 3% of the riders on all surveyed bus routes, were Senior and Disability monthly passes. Senior monthly passes are used by riders over age 65. Zone passes were reported by 2% of riders. These passes are used by passengers who also use MBTA commuter rail or Inner Harbor ferry services.

After monthly passes and pay-per-ride using CharlieCards, the two most common fare types overall were reduced-fare pay-per-ride (including Student, Senior, and Disability) and 7-Day LinkPasses. The percentages of riders using either of these types varied considerably among bus routes. Reduced-fare pay-per-ride use ranged from 0% on several bus routes to 17% on Route 435. The use of 7-Day LinkPass ranged from 0% on several bus routes to 15% on Route 117.

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 3.0 days per week on Route 121 to 6.0 days per week on Route 428; the overall Lynn Garage average was 4.6 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 3.0 days per week on Route 435 to 6.0 days per week on Routes 120, 121, and 451; the overall Lynn Garage average was 5.0 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 4.0 days per week on Route 451 to 6.0 days per week on Route 456; the overall Lynn Garage average was 5.0 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 442 to 5.9 days per week on Route 450; the overall Lynn Garage average was 3.5 days.

Reduced Fare

This category includes pay-per-ride reduced fares for students from age 12 through high school, for seniors (age 65 and over), and for passengers with disabilities. Monthly passes for riders eligible for reduced fares are included in the data for monthly passes. The average usage rate by bus route of pay-per-ride reduced fare ranged from 2.4 days per week on Route 455 to 7.0 days per week on Route 451; the overall Lynn Garage average was 4.2 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. No riders in the entire Lynn Garage reported “Child Under Age 12 Free Fare.”

Blind Access Card

Only one survey was returned by a Lynn Garage bus rider using a Blind Access Card as the fare type. This respondent rode an average of 3.0 days per week.

1-Day LinkPass

Only one survey was returned by a Lynn Garage bus rider using a 1-Day LinkPass as the fare type. This respondent rode an average of 5.0 days per week.

7-Day LinkPass

The average usage rate by bus route for the 7-Day LinkPass ranged from 3.8 days per week on Route 120 to 7.0 days per week on Route 119; the overall Lynn Garage average was 5.2 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 Lynn Garage, only four returned surveys had the "other" fare type checked. These respondents rode an average of 4.2 days per week.

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 114

Bellingham Sq - Maverick Station

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	43	4.4%	4.4%
One Day	77	7.8%	12.3%
Two Days	34	3.4%	15.7%
Three Days	0	0.0%	15.7%
Four Days	130	13.3%	29.0%
Five Days	551	56.4%	85.3%
Six Days	34	3.4%	88.7%
Seven Days	110	11.3%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	979	100.0%	100.0%
No Answer	34		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	177 20.1%	43 4.9%	0 0.0%	0	220 25.0%
Occasionally	0 0.0%	244 27.7%	67 7.6%	130	311 35.3%
Not at all	0 0.0%	0 0.0%	350 39.7%	0	350 39.7%
No Answer	0	0	0	0	
Sunday Total	177 20.1%	287 32.6%	417 47.3%		882 *

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

Fare Types and Pass Usage

Route: 114
Bellingham Sq - Maverick 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)	120	11.9%	4.9
Pay-per-ride CharlieTicket (paper)	0	0.0%	0.0
Monthly pass	618	61.1%	4.8
Full cash fare on-board bus	34	3.3%	2.0
Reduced fare	163	16.1%	3.1
Student	*0*	*0.0%*	*0.0*
Senior	*86*	*8.5%*	*3.0*
Disability	*77*	*7.6%*	*3.3*
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	77	7.6%	5.9
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	1,012	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)	431	42.6%	4.4
Student	0	0.0%	0.0
Senior	43	4.3%	4.0
Disability	0	0.0%	0.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	34	3.3%	5.0
Boat	0	0.0%	0.0
Local Bus	110	10.9%	6.4
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	618	61.1%	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	34	3.3%	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	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	3.3%	5.0

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

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 119

Northgate - Beachmont Station

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	0	0.0%	0.0%
One Day	0	0.0%	0.0%
Two Days	13	2.1%	2.1%
Three Days	35	5.4%	7.5%
Four Days	83	12.9%	20.4%
Five Days	273	42.5%	62.9%
Six Days	80	12.5%	75.4%
Seven Days	158	24.6%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	642	100.0%	100.0%
No Answer	0		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	177 35.9%	40 8.2%	0 0.0%	54	217 44.0%
Occasionally	0 0.0%	163 33.2%	56 11.4%	70	220 44.6%
Not at all	0 0.0%	0 0.0%	56 11.4%	0	56 11.4%
No Answer	0	0	0	27	
Sunday Total	177 35.9%	204 41.3%	112 22.8%		493 *

** 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: 119

Northgate - Beachmont Station

Both Directions

Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	171	26.7%	5.0
Pay-per-ride CharlieTicket (paper)	48	7.5%	5.6
Monthly pass	287	44.6%	5.5
Full cash fare on-board bus	27	4.2%	4.5
Reduced fare	88	13.8%	5.1
Student	*0*	*0.0%*	*0.0*
Senior	*48*	*7.5%*	*4.0*
Disability	*40*	*6.3%*	*6.3*
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	21	3.3%	7.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	643	100.0%	5.3

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)	190	29.6%	5.5
Student	0	0.0%	0.0
Senior	13	2.1%	5.0
Disability	21	3.3%	7.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	0	0.0%	0.0
Boat	0	0.0%	0.0
Local Bus	62	9.6%	5.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	287	44.6%	5.5

Zones Reported by Users of Zone Passes:

(No zones reported)

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 120

Orient Heights - Maverick Station

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	105	5.1%	5.1%
One Day	73	3.5%	8.6%
Two Days	159	7.7%	16.3%
Three Days	303	14.6%	30.9%
Four Days	73	3.5%	34.5%
Five Days	719	34.8%	69.3%
Six Days	373	18.1%	87.3%
Seven Days	262	12.7%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	2,067	100.0%	100.0%
No Answer	32		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	389 22.2%	93 5.3%	93 5.3%	123	576 32.8%
Occasionally	0 0.0%	585 33.3%	144 8.2%	125	728 41.5%
Not at all	0 0.0%	0 0.0%	450 25.7%	32	450 25.7%
No Answer	0	0	0	64	
Sunday Total	389 22.2%	678 38.7%	687 39.2%		1,754 *

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

Fare Types and Pass Usage

Route: 120
Orient Heights - Maverick 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)	428	20.8%	4.4
Pay-per-ride CharlieTicket (paper)	21	1.0%	6.0
Monthly pass	1,022	49.7%	4.8
Full cash fare on-board bus	105	5.1%	2.8
Reduced fare	316	15.4%	4.3
Student	*32*	*1.5%*	*7.0*
Senior	*264*	*12.8%*	*4.1*
Disability	*21*	*1.0%*	*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	166	8.1%	3.8
Other	0	0.0%	0.0
No Fare Payment Type Selected	41		
All Payment Types	2,057	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)	553	26.9%	5.1
Student	0	0.0%	0.0
Senior	114	5.5%	3.8
Disability	125	6.1%	5.3
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	32	1.5%	5.0
Boat	0	0.0%	0.0
Local Bus	125	6.1%	4.2
No Pass Selected	73	3.5%	4.5
Total Riders Using Monthly Passes	1,022	49.7%	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	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	32	1.5%	5.0
8	0	0.0%	0.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	32	1.5%	5.0

Bus Usage Rates

Expanded Results

Route: 121

Wood Island - Maverick Station

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	0	0.0%	0.0%
One Day	37	15.6%	15.6%
Two Days	0	0.0%	15.6%
Three Days	26	11.0%	26.6%
Four Days	0	0.0%	26.6%
Five Days	110	46.8%	73.4%
Six Days	63	26.6%	100.0%
Seven Days	0	0.0%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	236	100.0%	100.0%
No Answer	0		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	0 0.0%	37 22.7%	26 16.0%	0	63 38.7%
Occasionally	0 0.0%	37 22.7%	0 0.0%	37	37 22.7%
Not at all	0 0.0%	0 0.0%	63 38.7%	37	63 38.7%
No Answer	0	0	0	0	
Sunday Total	0 0.0%	74 45.3%	89 54.7%		162 *

** 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: 121

Wood Island - Maverick Station

Both Directions

Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	26	11.0%	3.0
Pay-per-ride CharlieTicket (paper)	37	15.6%	6.0
Monthly pass	173	73.4%	4.3
Full cash fare on-board bus	0	0.0%	0.0
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	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	0	0.0%	0.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	236	100.0%	4.4

Monthly Pass Users by Type of Pass:

Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
Link (Subway + Bus)	110	46.8%	3.7
Student	26	11.0%	6.0
Senior	37	15.6%	5.0
Disability	0	0.0%	0.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	0	0.0%	0.0
Boat	0	0.0%	0.0
Local Bus	0	0.0%	0.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	173	73.4%	4.3

Zones Reported by Users of Zone Passes:

(No zones reported)

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 424W

Eastern Ave/Essex St - Wonderland **Inbound**

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	0	0.0%	0.0%
One Day	0	0.0%	0.0%
Two Days	0	0.0%	0.0%
Three Days	0	0.0%	0.0%
Four Days	0	0.0%	0.0%
Five Days	86	90.9%	90.9%
Six Days	9	9.1%	100.0%
Seven Days	0	0.0%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	95	100.0%	100.0%
No Answer	0		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	9 12.5%	0 0.0%	0 0.0%	9	9 12.5%
Occasionally	0 0.0%	0 0.0%	0 0.0%	9	0 0.0%
Not at all	0 0.0%	0 0.0%	60 87.5%	9	60 87.5%
No Answer	0	0	0	0	
Sunday Total	9 12.5%	0 0.0%	60 87.5%		69 *

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

Fare Types and Pass Usage

Route: 424W
Eastern Ave/Essex St - Wonderland
Inbound

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)	17	18.2%	5.0
Pay-per-ride CharlieTicket (paper)	0	0.0%	0.0
Monthly pass	69	72.7%	5.1
Full cash fare on-board bus	0	0.0%	0.0
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	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	9	9.1%	5.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	95	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)	26	27.3%	5.3
Student	0	0.0%	0.0
Senior	0	0.0%	0.0
Disability	0	0.0%	0.0
Inner Express Bus	35	36.4%	5.0
Outer Express Bus	9	9.1%	5.0
Zone	0	0.0%	0.0
Boat	0	0.0%	0.0
Local Bus	0	0.0%	0.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	69	72.7%	5.1

Zones Reported by Users of Zone Passes:

(No zones reported)

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 426

Central Sq Lynn - Haymarket via Cliftondale Sq **Both Directions**

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	0	0.0%	0.0%
One Day	9	1.5%	1.5%
Two Days	5	0.7%	2.2%
Three Days	48	7.6%	9.9%
Four Days	90	14.3%	24.1%
Five Days	439	70.0%	94.1%
Six Days	23	3.7%	97.8%
Seven Days	14	2.2%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	628	100.0%	100.0%
No Answer	5		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	19 3.3%	23 4.1%	15 2.8%	5	57 10.2%
Occasionally	5 0.8%	131 23.5%	48 8.6%	29	184 32.9%
Not at all	5 0.8%	0 0.0%	314 56.1%	29	319 56.9%
No Answer	0	0	5	5	
Sunday Total	28 5.0%	155 27.6%	377 67.4%		560 *

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

Fare Types and Pass Usage

Route: 426
Central Sq Lynn - Haymarket via Cliftondale 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)	161	25.4%	4.7
Pay-per-ride CharlieTicket (paper)	14	2.2%	3.7
Monthly pass	394	62.3%	4.9
Full cash fare on-board bus	14	2.2%	4.3
Reduced fare	34	5.4%	4.2
Student	*0*	*0.0%*	*0.0*
Senior	*25*	*3.9%*	*4.2*
Disability	*9*	*1.5%*	*4.0*
No Reduced Fare Selected	*0*	*0.0%*	*0.0*
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	15	2.4%	3.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	0	0.0%	0.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	632	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)	88	13.9%	4.9
Student	36	5.6%	4.6
Senior	15	2.4%	4.0
Disability	19	2.9%	5.8
Inner Express Bus	203	32.0%	5.0
Outer Express Bus	5	0.7%	5.0
Zone	5	0.7%	5.0
Boat	0	0.0%	0.0
Local Bus	25	3.9%	4.4
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	394	62.3%	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	0	0.0%	0.0
2	5	0.7%	5.0
3	0	0.0%	0.0
4	0	0.0%	0.0
5	0	0.0%	0.0
6	0	0.0%	0.0
7	0	0.0%	0.0
8	0	0.0%	0.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	5	0.7%	5.0

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 428

Oaklandvale - Haymarket

Inbound

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	5	3.8%	3.8%
One Day	0	0.0%	3.8%
Two Days	0	0.0%	3.8%
Three Days	0	0.0%	3.8%
Four Days	0	0.0%	3.8%
Five Days	97	80.8%	84.6%
Six Days	14	11.5%	96.2%
Seven Days	5	3.8%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	121	100.0%	100.0%
No Answer	0		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	0 0.0%	0 0.0%	5 4.5%	9	5 4.5%
Occasionally	0 0.0%	23 22.7%	5 4.5%	0	28 27.3%
Not at all	0 0.0%	0 0.0%	70 68.2%	5	70 68.2%
No Answer	0	0	0	5	
Sunday Total	0 0.0%	23 22.7%	79 77.3%		102 *

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

Fare Types and Pass Usage

Route: 428
Oaklandvale - Haymarket
Inbound

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)	14	11.5%	6.0
Pay-per-ride CharlieTicket (paper)	0	0.0%	0.0
Monthly pass	107	88.5%	4.9
Full cash fare on-board bus	0	0.0%	0.0
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	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	0	0.0%	0.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	121	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)	19	15.4%	5.3
Student	0	0.0%	0.0
Senior	5	3.8%	5.0
Disability	0	0.0%	0.0
Inner Express Bus	70	57.7%	5.1
Outer Express Bus	0	0.0%	0.0
Zone	0	0.0%	0.0
Boat	0	0.0%	0.0
Local Bus	14	11.5%	3.5
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	107	88.5%	4.9

Zones Reported by Users of Zone Passes:

(No zones reported)

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 429

Northgate Shopping Ctr - Central Sq Lynn

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	125	13.2%	13.2%
One Day	71	7.4%	20.6%
Two Days	82	8.6%	29.2%
Three Days	27	2.9%	32.1%
Four Days	63	6.6%	38.7%
Five Days	305	32.1%	70.8%
Six Days	153	16.0%	86.8%
Seven Days	125	13.2%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	951	100.0%	100.0%
No Answer	35		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	161 22.4%	27 3.8%	0 0.0%	125	188 26.2%
Occasionally	0 0.0%	332 46.4%	0 0.0%	63	332 46.4%
Not at all	0 0.0%	0 0.0%	196 27.4%	27	196 27.4%
No Answer	27	0	0	27	
Sunday Total	161 22.4%	360 50.2%	196 27.4%		716 *

** 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: 429

Expanded Results

Northgate Shopping Ctr - Central Sq Lynn

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)	395	40.1%	4.5
Pay-per-ride CharlieTicket (paper)	0	0.0%	0.0
Monthly pass	161	16.3%	5.8
Full cash fare on-board bus	242	24.6%	1.9
Reduced fare	125	12.7%	5.1
Student	*35*	*3.6%*	*5.0*
Senior	*90*	*9.1%*	*5.1*
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	63	6.4%	5.4
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	986	100.0%	4.2

Monthly Pass Users by Type of Pass:

Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
Link (Subway + Bus)	71	7.2%	5.0
Student	0	0.0%	0.0
Senior	0	0.0%	0.0
Disability	0	0.0%	0.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	0	0.0%	0.0
Boat	0	0.0%	0.0
Local Bus	90	9.1%	6.1
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	161	16.3%	5.8

Zones Reported by Users of Zone Passes:

(No zones reported)

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 434

Main St Peabody - Haymarket

Inbound

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	0	0.0%	0.0%
One Day	0	0.0%	0.0%
Two Days	0	0.0%	0.0%
Three Days	0	0.0%	0.0%
Four Days	0	0.0%	0.0%
Five Days	31	100.0%	100.0%
Six Days	0	0.0%	100.0%
Seven Days	0	0.0%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	31	100.0%	100.0%
No Answer	0		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%
Occasionally	0 0.0%	5 18.2%	0 0.0%	0	5 18.2%
Not at all	0 0.0%	0 0.0%	23 81.8%	0	23 81.8%
No Answer	0	0	0	3	
Sunday Total	0 0.0%	5 18.2%	23 81.8%		28 *

** 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: 434

Main St Peabody - Haymarket

Inbound

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)	3	8.3%	5.0
Pay-per-ride CharlieTicket (paper)	0	0.0%	0.0
Monthly pass	26	83.3%	5.0
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	3	8.3%	5.0
Student	*0*	*0.0%*	*0.0*
Senior	*3*	*8.3%*	*5.0*
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	0	0.0%	0.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	31	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)	0	0.0%	0.0
Student	0	0.0%	0.0
Senior	3	8.3%	5.0
Disability	0	0.0%	0.0
Inner Express Bus	21	66.7%	5.0
Outer Express Bus	0	0.0%	0.0
Zone	0	0.0%	0.0
Boat	0	0.0%	0.0
Local Bus	3	8.3%	5.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	26	83.3%	5.0

Zones Reported by Users of Zone Passes:

(No zones reported)

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 435

Liberty Tree Mall - Central Sq Lynn via Euclid/Pine Hill **Both Directions**

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	17	5.3%	5.3%
One Day	8	2.6%	7.9%
Two Days	15	4.9%	12.8%
Three Days	63	19.9%	32.7%
Four Days	49	15.4%	48.1%
Five Days	101	32.0%	80.1%
Six Days	24	7.5%	87.6%
Seven Days	15	4.9%	92.5%
Only Visiting	24	7.5%	100.0%
TOTAL	316	100.0%	100.0%
No Answer	7		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	63 23.2%	32 11.8%	0 0.0%	8	95 35.1%
Occasionally	0 0.0%	95 35.1%	17 6.1%	23	112 41.2%
Not at all	7 2.6%	0 0.0%	57 21.0%	7	64 23.7%
No Answer	0	0	0	14	
Sunday Total	70 25.9%	127 46.9%	74 27.2%		271 *

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

Fare Types and Pass Usage

Route: 435
Liberty Tree Mall - Central Sq Lynn via Euclid/Pine Hill
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)	157	48.5%	4.5
Pay-per-ride CharlieTicket (paper)	14	4.4%	3.0
Monthly pass	17	5.1%	4.5
Full cash fare on-board bus	56	17.3%	3.0
Reduced fare	55	16.9%	3.7
Student	*0*	*0.0%*	*0.0*
Senior	*24*	*7.4%*	*4.6*
Disability	*31*	*9.6%*	*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	8	2.6%	5.0
7-Day LinkPass	17	5.1%	0.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	323	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)	0	0.0%	0.0
Student	0	0.0%	0.0
Senior	0	0.0%	0.0
Disability	8	2.6%	5.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	0	0.0%	0.0
Boat	0	0.0%	0.0
Local Bus	8	2.6%	4.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	17	5.1%	4.5

Zones Reported by Users of Zone Passes:

(No zones reported)

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 436

Liberty Tree Mall - Central Sq Lynn via Goodwin Circle **Both Directions**

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	24	4.3%	4.3%
One Day	24	4.3%	8.5%
Two Days	61	10.9%	19.4%
Three Days	73	13.0%	32.4%
Four Days	24	4.3%	36.7%
Five Days	157	28.2%	64.9%
Six Days	159	28.5%	93.3%
Seven Days	37	6.7%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	559	100.0%	100.0%
No Answer	12		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	61 13.5%	24 5.3%	0 0.0%	12	85 18.8%
Occasionally	12 2.6%	157 35.0%	123 27.4%	85	292 65.0%
Not at all	0 0.0%	0 0.0%	73 16.2%	12	73 16.2%
No Answer	0	12	0	0	
Sunday Total	73 16.2%	181 40.3%	196 43.6%		450 *

** 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: 436

Liberty Tree Mall - Central Sq Lynn via Goodwin Circle — 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)	232	40.6%	4.4
Pay-per-ride CharlieTicket (paper)	12	2.1%	5.0
Monthly pass	169	29.7%	4.6
Full cash fare on-board bus	73	12.8%	5.0
Reduced fare	85	14.8%	3.7
Student	*37*	*6.5%*	*6.0*
Senior	*47*	*8.3%*	*1.9*
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	0	0.0%	0.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	570	100.0%	4.4

Monthly Pass Users by Type of Pass:

Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
Link (Subway + Bus)	12	2.1%	3.0
Student	0	0.0%	0.0
Senior	37	6.5%	5.0
Disability	61	10.7%	4.6
Inner Express Bus	12	2.1%	5.0
Outer Express Bus	0	0.0%	0.0
Zone	0	0.0%	0.0
Boat	0	0.0%	0.0
Local Bus	47	8.3%	4.5
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	169	29.7%	4.6

Zones Reported by Users of Zone Passes:

(No zones reported)

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 439

Nahant - Central Sq Lynn

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	0	0.0%	0.0%
One Day	0	0.0%	0.0%
Two Days	0	0.0%	0.0%
Three Days	0	0.0%	0.0%
Four Days	5	13.8%	13.8%
Five Days	33	86.2%	100.0%
Six Days	0	0.0%	100.0%
Seven Days	0	0.0%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	38	100.0%	100.0%
No Answer	5		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%
Occasionally	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%
Not at all	0 0.0%	0 0.0%	43 100.0%	0	43 100.0%
No Answer	0	0	0	0	
Sunday Total	0 0.0%	0 0.0%	43 100.0%		43 *

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

Fare Types and Pass Usage

Route: 439
Nahant - Central Sq Lynn
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)	22	51.6%	5.0
Pay-per-ride CharlieTicket (paper)	5	12.1%	5.0
Monthly pass	16	36.3%	4.7
Full cash fare on-board bus	0	0.0%	0.0
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	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	0	0.0%	0.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	43	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)	0	0.0%	0.0
Student	0	0.0%	0.0
Senior	0	0.0%	0.0
Disability	0	0.0%	0.0
Inner Express Bus	5	12.1%	4.0
Outer Express Bus	0	0.0%	0.0
Zone	10	24.2%	5.0
Boat	0	0.0%	0.0
Local Bus	0	0.0%	0.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	16	36.3%	4.7

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	0	0.0%	0.0
1	0	0.0%	0.0
2	10	24.2%	5.0
3	0	0.0%	0.0
4	0	0.0%	0.0
5	0	0.0%	0.0
6	0	0.0%	0.0
7	0	0.0%	0.0
8	0	0.0%	0.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	10	24.2%	5.0

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 441

Marblehead - Haymarket/Wonderland

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	64	7.0%	7.0%
One Day	7	0.8%	7.8%
Two Days	57	6.3%	14.1%
Three Days	103	11.3%	25.4%
Four Days	46	5.1%	30.5%
Five Days	474	52.3%	82.8%
Six Days	53	5.9%	88.7%
Seven Days	95	10.5%	99.2%
Only Visiting	7	0.8%	100.0%
TOTAL	906	100.0%	100.0%
No Answer	0		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	141 17.2%	25 3.0%	18 2.2%	42	184 22.4%
Occasionally	0 0.0%	318 38.8%	46 5.6%	18	364 44.4%
Not at all	0 0.0%	0 0.0%	272 33.2%	25	272 33.2%
No Answer	0	0	0	0	
Sunday Total	141 17.2%	343 41.8%	336 41.0%		821 *

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

Fare Types and Pass Usage

Route: 441
Marblehead - Haymarket/Wonderland
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)	336	37.1%	4.0
Pay-per-ride CharlieTicket (paper)	21	2.3%	4.0
Monthly pass	417	46.1%	5.0
Full cash fare on-board bus	57	6.3%	3.7
Reduced fare	35	3.9%	3.3
Student	*14*	*1.6%*	*5.0*
Senior	*14*	*1.6%*	*0.8*
Disability	*7*	*0.8%*	*5.0*
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	39	4.3%	4.8
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	906	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)	219	24.2%	5.0
Student	0	0.0%	0.0
Senior	7	0.8%	7.0
Disability	25	2.7%	3.3
Inner Express Bus	71	7.8%	5.3
Outer Express Bus	7	0.8%	5.0
Zone	14	1.6%	1.7
Boat	0	0.0%	0.0
Local Bus	74	8.2%	5.4
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	417	46.1%	5.0

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	0	0.0%	0.0
1	0	0.0%	0.0
2	7	0.8%	0.5
3	7	0.8%	3.0
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	14	1.6%	1.7

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 442

Marblehead - Haymarket via Central Sq Lynn

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	46	7.4%	7.4%
One Day	0	0.0%	7.4%
Two Days	43	6.9%	14.3%
Three Days	32	5.1%	19.4%
Four Days	85	13.7%	33.1%
Five Days	361	58.3%	91.4%
Six Days	14	2.3%	93.7%
Seven Days	39	6.3%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	620	100.0%	100.0%
No Answer	25		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	131 23.3%	7 1.3%	18 3.2%	14	156 27.7%
Occasionally	0 0.0%	166 29.6%	103 18.2%	39	269 47.8%
Not at all	0 0.0%	0 0.0%	138 24.5%	0	138 24.5%
No Answer	0	7	0	21	
Sunday Total	131 23.3%	173 30.8%	258 45.9%		563 *

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

Fare Types and Pass Usage

Route: 442
Marblehead - Haymarket via Central Sq Lynn
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)	191	29.7%	4.1
Pay-per-ride CharlieTicket (paper)	25	3.9%	5.0
Monthly pass	290	45.1%	4.8
Full cash fare on-board bus	25	3.9%	0.5
Reduced fare	71	11.0%	4.5
Student	*7*	*1.1%*	*5.0*
Senior	*32*	*4.9%*	*4.8*
Disability	*32*	*4.9%*	*4.0*
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	35	5.5%	4.5
Other	7	1.1%	4.0
No Fare Payment Type Selected	0		
All Payment Types	644	100.0%	4.4

Monthly Pass Users by Type of Pass:

Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
Link (Subway + Bus)	117	18.1%	5.2
Student	0	0.0%	0.0
Senior	7	1.1%	6.0
Disability	0	0.0%	0.0
Inner Express Bus	106	16.5%	4.5
Outer Express Bus	7	1.1%	4.0
Zone	7	1.1%	4.0
Boat	0	0.0%	0.0
Local Bus	46	7.1%	5.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	290	45.1%	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	0	0.0%	0.0
1	0	0.0%	0.0
2	0	0.0%	0.0
3	7	1.1%	4.0
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	7	1.1%	4.0

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 448

Marblehead - Dwntwn Xing via Paradise Rd

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	0	0.0%	0.0%
One Day	7	4.0%	4.0%
Two Days	0	0.0%	4.0%
Three Days	0	0.0%	4.0%
Four Days	14	8.0%	12.0%
Five Days	134	76.0%	88.0%
Six Days	21	12.0%	100.0%
Seven Days	0	0.0%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	176	100.0%	100.0%
No Answer	0		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	7 4.3%	0 0.0%	0 0.0%	7	7 4.3%
Occasionally	0 0.0%	49 30.4%	32 19.6%	7	81 50.0%
Not at all	0 0.0%	0 0.0%	74 45.7%	0	74 45.7%
No Answer	0	0	0	0	
Sunday Total	7 4.3%	49 30.4%	106 65.3%		163 *

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

Fare Types and Pass Usage

Route: 448
Marblehead - Dwntwn Xing via Paradise Rd
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)	39	22.0%	4.6
Pay-per-ride CharlieTicket (paper)	7	4.0%	5.0
Monthly pass	131	74.0%	4.9
Full cash fare on-board bus	0	0.0%	0.0
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	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	0	0.0%	0.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	177	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)	42	24.0%	5.0
Student	0	0.0%	0.0
Senior	0	0.0%	0.0
Disability	0	0.0%	0.0
Inner Express Bus	60	34.0%	5.0
Outer Express Bus	7	4.0%	5.0
Zone	14	8.0%	4.5
Boat	0	0.0%	0.0
Local Bus	7	4.0%	5.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	131	74.0%	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	0	0.0%	0.0
2	0	0.0%	0.0
3	14	8.0%	4.5
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	14	8.0%	4.5

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 449

Marblehead - Dwntwn Xing via Humphrey **Inbound**

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	0	0.0%	0.0%
One Day	0	0.0%	0.0%
Two Days	7	2.6%	2.6%
Three Days	28	10.3%	12.8%
Four Days	28	10.3%	23.1%
Five Days	212	76.9%	100.0%
Six Days	0	0.0%	100.0%
Seven Days	0	0.0%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	275	100.0%	100.0%
No Answer	0		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%
Occasionally	0 0.0%	64 28.1%	7 3.1%	21	71 31.3%
Not at all	0 0.0%	0 0.0%	155 68.8%	7	155 68.8%
No Answer	0	0	0	21	
Sunday Total	0 0.0%	64 28.1%	162 71.9%		226 *

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

Fare Types and Pass Usage

Route: 449
Marblehead - Dwntwn Xing via Humphrey
Inbound

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)	64	23.7%	4.0
Pay-per-ride CharlieTicket (paper)	7	2.6%	5.0
Monthly pass	169	63.2%	4.9
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	21	7.9%	4.0
Student	*0*	*0.0%*	*0.0*
Senior	*14*	*5.3%*	*3.5*
Disability	*7*	*2.6%*	*5.0*
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	0	0.0%	0.0
Other	7	2.6%	5.0
No Fare Payment Type Selected	7		
All Payment Types	268	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)	35	13.2%	5.0
Student	0	0.0%	0.0
Senior	7	2.6%	5.0
Disability	0	0.0%	0.0
Inner Express Bus	99	36.8%	4.9
Outer Express Bus	0	0.0%	0.0
Zone	7	2.6%	3.0
Boat	0	0.0%	0.0
Local Bus	21	7.9%	5.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	169	63.2%	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	0	0.0%	0.0
2	0	0.0%	0.0
3	7	2.6%	3.0
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	7	2.6%	3.0

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 450

Salem Ctr - Haymarket

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	8	1.0%	1.0%
One Day	16	2.1%	3.1%
Two Days	39	5.0%	8.1%
Three Days	49	6.2%	14.3%
Four Days	86	10.9%	25.2%
Five Days	405	51.6%	76.8%
Six Days	87	11.1%	87.9%
Seven Days	79	10.0%	97.9%
Only Visiting	16	2.1%	100.0%
TOTAL	785	100.0%	100.0%
No Answer	0		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	71 11.0%	0 0.0%	23 3.6%	24	94 14.6%
Occasionally	23 3.6%	199 31.0%	56 8.6%	47	278 43.2%
Not at all	0 0.0%	8 1.3%	263 40.9%	0	271 42.1%
No Answer	23	31	8	8	
Sunday Total	94 14.6%	207 32.2%	342 53.1%		643 *

** 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: 450

Salem Ctr - 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)	361	46.0%	4.3
Pay-per-ride CharlieTicket (paper)	16	2.1%	3.5
Monthly pass	266	33.9%	5.1
Full cash fare on-board bus	63	8.0%	5.9
Reduced fare	32	4.1%	4.7
Student	*16*	*2.1%*	*7.0*
Senior	*8*	*1.0%*	*2.0*
Disability	*8*	*1.0%*	*5.0*
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	46	5.9%	6.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	785	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)	80	10.2%	5.1
Student	0	0.0%	0.0
Senior	8	1.0%	5.0
Disability	8	1.0%	2.0
Inner Express Bus	138	17.5%	5.1
Outer Express Bus	0	0.0%	0.0
Zone	0	0.0%	0.0
Boat	0	0.0%	0.0
Local Bus	32	4.1%	5.8
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	266	33.9%	5.1

Zones Reported by Users of Zone Passes:

(No zones reported)

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 451

North Beverly - Salem

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	0	0.0%	0.0%
One Day	0	0.0%	0.0%
Two Days	11	7.0%	7.0%
Three Days	11	7.0%	13.9%
Four Days	12	7.5%	21.4%
Five Days	80	49.8%	71.2%
Six Days	11	7.0%	78.1%
Seven Days	35	21.9%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	160	100.0%	100.0%
No Answer	12		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	12 13.0%	11 12.2%	0 0.0%	23	23 25.2%
Occasionally	0 0.0%	11 12.2%	0 0.0%	11	11 12.2%
Not at all	0 0.0%	0 0.0%	58 62.6%	22	58 62.6%
No Answer	0	0	0	24	
Sunday Total	12 13.0%	22 24.4%	58 62.6%		92 *

** 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: 451

Expanded Results

North Beverly - Salem

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)	116	67.1%	5.3
Pay-per-ride CharlieTicket (paper)	11	6.5%	6.0
Monthly pass	22	13.0%	4.0
Full cash fare on-board bus	11	6.5%	2.0
Reduced fare	12	6.9%	7.0
Student	*0*	*0.0%*	*0.0*
Senior	*12*	*6.9%*	*7.0*
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	0	0.0%	0.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	173	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)	0	0.0%	0.0
Student	0	0.0%	0.0
Senior	0	0.0%	0.0
Disability	0	0.0%	0.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	0	0.0%	0.0
Boat	0	0.0%	0.0
Local Bus	22	13.0%	4.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	22	13.0%	4.0

Zones Reported by Users of Zone Passes:

(No zones reported)

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 455

Salem Depot - Haymarket

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	52	4.6%	4.6%
One Day	20	1.8%	6.4%
Two Days	76	6.8%	13.2%
Three Days	124	11.2%	24.4%
Four Days	56	5.0%	29.4%
Five Days	584	52.6%	82.0%
Six Days	108	9.7%	91.7%
Seven Days	92	8.3%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	1,112	100.0%	100.0%
No Answer	0		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	156 16.3%	24 2.5%	32 3.3%	52	212 22.2%
Occasionally	0 0.0%	420 43.9%	80 8.4%	73	500 52.3%
Not at all	0 0.0%	0 0.0%	244 25.5%	0	244 25.5%
No Answer	0	0	0	32	
Sunday Total	156 16.3%	444 46.4%	356 37.2%		956 *

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

Fare Types and Pass Usage

Route: 455
Salem Depot - 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)	351	31.6%	4.1
Pay-per-ride CharlieTicket (paper)	24	2.2%	5.0
Monthly pass	580	52.2%	4.8
Full cash fare on-board bus	56	5.0%	5.4
Reduced fare	64	5.7%	2.4
Student	*20*	*1.8%*	*0.5*
Senior	*20*	*1.8%*	*1.0*
Disability	*24*	*2.2%*	*5.0*
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	24	2.2%	5.5
Other	12	1.1%	5.0
No Fare Payment Type Selected	0		
All Payment Types	1,112	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)	117	10.5%	4.6
Student	0	0.0%	0.0
Senior	0	0.0%	0.0
Disability	52	4.6%	5.4
Inner Express Bus	173	15.5%	5.4
Outer Express Bus	0	0.0%	0.0
Zone	88	7.9%	3.5
Boat	0	0.0%	0.0
Local Bus	152	13.6%	4.9
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	580	52.2%	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	20	1.8%	7.0
1	0	0.0%	0.0
2	32	2.9%	2.2
3	36	3.3%	2.8
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	88	7.9%	3.5

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 456

Salem Depot - Central Sq Lynn

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	0	0.0%	0.0%
One Day	0	0.0%	0.0%
Two Days	0	0.0%	0.0%
Three Days	22	9.2%	9.2%
Four Days	72	30.0%	39.2%
Five Days	83	34.6%	73.8%
Six Days	20	8.5%	82.3%
Seven Days	42	17.7%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	239	100.0%	100.0%
No Answer	0		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	31 16.7%	0 0.0%	0 0.0%	11	31 16.7%
Occasionally	0 0.0%	83 44.1%	0 0.0%	0	83 44.1%
Not at all	0 0.0%	0 0.0%	74 39.2%	0	74 39.2%
No Answer	0	0	0	41	
Sunday Total	31 16.7%	83 44.1%	74 39.2%		188 *

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

Fare Types and Pass Usage

Route: 456
Salem Depot - Central Sq Lynn
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)	175	76.6%	4.8
Pay-per-ride CharlieTicket (paper)	0	0.0%	0.0
Monthly pass	42	18.5%	6.0
Full cash fare on-board bus	11	4.8%	5.0
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	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	0	0.0%	0.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	11		
All Payment Types	228	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)	0	0.0%	0.0
Student	0	0.0%	0.0
Senior	0	0.0%	0.0
Disability	11	4.8%	7.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	20	8.9%	5.0
Boat	0	0.0%	0.0
Local Bus	11	4.8%	7.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	42	18.5%	6.0

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	0	0.0%	0.0
1	0	0.0%	0.0
2	0	0.0%	0.0
3	20	8.9%	5.0
4	0	0.0%	0.0
5	0	0.0%	0.0
6	0	0.0%	0.0
7	0	0.0%	0.0
8	0	0.0%	0.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	20	8.9%	5.0

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 459

Salem Depot - Dwntwn Xing

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	36	6.2%	6.2%
One Day	0	0.0%	6.2%
Two Days	12	2.1%	8.3%
Three Days	56	9.6%	17.9%
Four Days	76	13.0%	30.9%
Five Days	239	41.0%	71.9%
Six Days	64	10.9%	82.9%
Seven Days	88	15.1%	97.9%
Only Visiting	12	2.1%	100.0%
TOTAL	583	100.0%	100.0%
No Answer	12		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	92 18.9%	32 6.5%	20 4.0%	39	144 29.5%
Occasionally	0 0.0%	173 35.4%	12 2.5%	68	185 37.9%
Not at all	0 0.0%	0 0.0%	159 32.6%	0	159 32.6%
No Answer	0	0	0	0	
Sunday Total	92 18.9%	204 41.9%	191 39.2%		488 *

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

Fare Types and Pass Usage

Route: 459
Salem Depot - Dwntwn Xing
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)	288	48.3%	4.9
Pay-per-ride CharlieTicket (paper)	0	0.0%	0.0
Monthly pass	124	20.9%	4.8
Full cash fare on-board bus	108	18.1%	4.3
Reduced fare	56	9.4%	4.9
Student	*0*	*0.0%*	*0.0*
Senior	*24*	*4.1%*	*5.0*
Disability	*32*	*5.3%*	*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	20	3.3%	4.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	595	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)	0	0.0%	0.0
Student	0	0.0%	0.0
Senior	0	0.0%	0.0
Disability	12	2.0%	3.0
Inner Express Bus	52	8.7%	5.0
Outer Express Bus	0	0.0%	0.0
Zone	24	4.1%	4.0
Boat	0	0.0%	0.0
Local Bus	36	6.1%	6.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	124	20.9%	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	0	0.0%	0.0
1	0	0.0%	0.0
2	0	0.0%	0.0
3	24	4.1%	4.0
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	24	4.1%	4.0

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 465

Danvers Sq - Salem Depot via Liberty Tree Mall **Both Directions**

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	0	0.0%	0.0%
One Day	13	6.8%	6.8%
Two Days	9	4.5%	11.4%
Three Days	57	29.6%	40.9%
Four Days	22	11.4%	52.3%
Five Days	61	31.8%	84.1%
Six Days	31	15.9%	100.0%
Seven Days	0	0.0%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	193	100.0%	100.0%
No Answer	0		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	0 0.0%	13 8.4%	39 25.0%	0	52 33.3%
Occasionally	0 0.0%	9 5.5%	39 25.1%	22	48 30.6%
Not at all	0 0.0%	0 0.0%	57 36.1%	0	57 36.1%
No Answer	0	0	0	13	
Sunday Total	0 0.0%	22 13.9%	135 86.1%		157 *

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

Fare Types and Pass Usage

Route: 465
Danvers Sq - Salem Depot via Liberty Tree Mall
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)	61	31.8%	4.3
Pay-per-ride CharlieTicket (paper)	0	0.0%	0.0
Monthly pass	65	34.1%	4.3
Full cash fare on-board bus	35	18.2%	3.5
Reduced fare	17	9.1%	4.0
Student	*0*	*0.0%*	*0.0*
Senior	*0*	*0.0%*	*0.0*
Disability	*17*	*9.1%*	*4.0*
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	0	0.0%	0.0
Other	13	6.8%	3.0
No Fare Payment Type Selected	0		
All Payment Types	192	100.0%	4.0

Monthly Pass Users by Type of Pass:

Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
Link (Subway + Bus)	0	0.0%	0.0
Student	0	0.0%	0.0
Senior	26	13.7%	3.0
Disability	0	0.0%	0.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	26	13.6%	5.3
Boat	0	0.0%	0.0
Local Bus	13	6.8%	5.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	65	34.1%	4.3

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	26	13.6%	5.3
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	26	13.6%	5.3

11 Vehicle Availability

The four types of data presented in this chapter describe the potential for riders on Lynn Garage bus routes to have used personal vehicles (autos, trucks, or motorcycles) as alternatives to the trips they were making when surveyed. More specifically, the survey asked whether or not riders were licensed to drive, how many vehicles were owned by the riders' households, and whether these vehicles were available for use by the riders. Per capita vehicle ownership was calculated from the answers to the household vehicle ownership question and the household size question (for the latter, see Chapter 9).

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

11.1 LICENSED DRIVERS

11.1.1 DESCRIPTION OF TABLE

Each bus route's table on licensed drivers shows both the numbers and percentages of the route's riders who are licensed and not licensed to drive a vehicle. Also shown is the number of survey respondents who did not answer the question; however, the percentages in the table exclude riders who did not respond.

11.1.2 OVERVIEW OF RESULTS

For all Lynn Garage bus routes combined, 56% of survey respondents were licensed to drive. The lowest percentages of riders with licenses were on Routes 435 and 436 (both 34%) and 429 (36%). The highest percentages were on Routes 448 (92%), 424W (91%), and 449 (90%).

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 449 (54%), 428 (46%), and 426 (43%). The bus routes with the highest percentages of riders with no household vehicle were Routes 451 (71%) and 459 and 120 (both 63%).

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 439 (76%), 449 (67%), and 448 (63%). 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 451 (8%), 120 (10%), and 429 (12%).

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 439 (86%), 449 (47%), and 448 (38%). The highest percentages of riders from households with no vehicles were Routes 451 (75%), 459 (64%), and 120 (61%).

Although households with no vehicles would also have no vehicles per capita, the latter value in this table differs slightly from the value for the former (in a preceding table), because some riders who reported that their household had no vehicles did not answer the household size question (and therefore are not included in the present table, as has been explained).

MBTA Surveys: 2008-09

Bus Survey

Vehicle Availability

Expanded Results

Route: 114

Bellingham Sq - Maverick Station

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	541	57.9%
Not Licensed	393	42.1%
TOTAL	935	100.0%
No Answer	77	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	460	47.1%
1 vehicle	384	39.2%
2 vehicles	134	13.7%
3 or more vehicles	0	0.0%
TOTAL	978	100.0%
No Answer	34	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	254	25.1%
No	758	74.9%
TOTAL	1,012	100.0%
No Answer	0	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	460	48.7%	48.7%
0.01 to 0.49 vehicles	86	9.2%	57.9%
0.50 to 0.99 vehicles	187	19.8%	77.7%
1.00 to 1.49 vehicles	211	22.3%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	945		

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		

Vehicle Availability

Route: 119
Expanded Results — Northgate - Beachmont Station — Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	308	50.0%
Not Licensed	308	50.0%
TOTAL	616	100.0%
No Answer	27	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	329	52.3%
1 vehicle	233	37.0%
2 vehicles	67	10.6%
3 or more vehicles	0	0.0%
TOTAL	630	100.0%
No Answer	13	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	110	17.8%
No	506	82.2%
TOTAL	616	100.0%
No Answer	27	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	329	52.3%	52.3%
0.01 to 0.49 vehicles	185	29.4%	81.7%
0.50 to 0.99 vehicles	75	11.9%	93.6%
1.00 to 1.49 vehicles	40	6.4%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	630		

MBTA Surveys: 2008-09

Bus Survey

Vehicle Availability

Route: 120

Expanded Results | Orient Heights - Maverick Station | Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	1,076	52.6%
Not Licensed	969	47.4%
TOTAL	2,046	100.0%
No Answer	52	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	1,274	62.9%
1 vehicle	553	27.3%
2 vehicles	105	5.2%
3 or more vehicles	93	4.6%
TOTAL	2,025	100.0%
No Answer	73	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	198	9.6%
No	1,859	90.4%
TOTAL	2,057	100.0%
No Answer	41	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	1,158	61.3%	61.3%
0.01 to 0.49 vehicles	293	15.5%	76.9%
0.50 to 0.99 vehicles	334	17.7%	94.6%
1.00 to 1.49 vehicles	103	5.4%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	1,889		

Vehicle Availability

Expanded Results

Route: 121

Wood Island - Maverick Station

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	173	73.4%
Not Licensed	63	26.6%
TOTAL	236	100.0%
No Answer	0	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	110	46.8%
1 vehicle	100	42.2%
2 vehicles	0	0.0%
3 or more vehicles	26	11.0%
TOTAL	236	100.0%
No Answer	0	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	63	26.6%
No	173	73.4%
TOTAL	236	100.0%
No Answer	0	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	110	52.6%	52.6%
0.01 to 0.49 vehicles	37	17.5%	70.1%
0.50 to 0.99 vehicles	63	29.9%	100.0%
1.00 to 1.49 vehicles	0	0.0%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	210		

Vehicle Availability

Route: 424W
Expanded Results
Eastern Ave/Essex St - Wonderland
Inbound

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	86	90.9%
Not Licensed	9	9.1%
TOTAL	95	100.0%
No Answer	0	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	9	9.1%
1 vehicle	60	63.6%
2 vehicles	17	18.2%
3 or more vehicles	9	9.1%
TOTAL	95	100.0%
No Answer	0	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	43	45.5%
No	52	54.5%
TOTAL	95	100.0%
No Answer	0	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	9	9.1%	9.1%
0.01 to 0.49 vehicles	43	45.5%	54.5%
0.50 to 0.99 vehicles	35	36.4%	90.9%
1.00 to 1.49 vehicles	9	9.1%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	95		

MBTA Surveys: 2008-09

Bus Survey

Vehicle Availability

Expanded Results

Route: 426

Central Sq Lynn - Haymarket via Cliftondale Sq

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	436	69.5%
Not Licensed	192	30.5%
TOTAL	628	100.0%
No Answer	5	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	97	15.9%
1 vehicle	255	41.6%
2 vehicles	204	33.2%
3 or more vehicles	57	9.3%
TOTAL	614	100.0%
No Answer	19	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	329	52.9%
No	294	47.1%
TOTAL	623	100.0%
No Answer	9	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	97	16.4%	16.4%
0.01 to 0.49 vehicles	119	20.1%	36.5%
0.50 to 0.99 vehicles	209	35.2%	71.6%
1.00 to 1.49 vehicles	164	27.6%	99.2%
1.50 to 1.99 vehicles	5	0.8%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	594		

MBTA Surveys: 2008-09

Bus Survey

Vehicle Availability

Expanded Results

Route: 428

Oaklandvale - Haymarket

Inbound

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	102	88.0%
Not Licensed	14	12.0%
TOTAL	116	100.0%
No Answer	5	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	9	8.3%
1 vehicle	51	45.8%
2 vehicles	51	45.8%
3 or more vehicles	0	0.0%
TOTAL	111	100.0%
No Answer	9	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	51	47.8%
No	56	52.2%
TOTAL	107	100.0%
No Answer	14	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	9	8.7%	8.7%
0.01 to 0.49 vehicles	23	21.7%	30.4%
0.50 to 0.99 vehicles	46	43.5%	73.9%
1.00 to 1.49 vehicles	28	26.1%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	107		

Vehicle Availability

Expanded Results

Route: 429

Northgate Shopping Ctr - Central Sq Lynn

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	332	36.0%
Not Licensed	591	64.0%
TOTAL	923	100.0%
No Answer	63	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	474	51.3%
1 vehicle	360	39.0%
2 vehicles	63	6.8%
3 or more vehicles	27	3.0%
TOTAL	923	100.0%
No Answer	63	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	117	12.2%
No	842	87.8%
TOTAL	959	100.0%
No Answer	27	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	474	54.5%	54.5%
0.01 to 0.49 vehicles	180	20.7%	75.2%
0.50 to 0.99 vehicles	153	17.6%	92.8%
1.00 to 1.49 vehicles	35	4.1%	96.9%
1.50 to 1.99 vehicles	0	0.0%	96.9%
2 or more vehicles	27	3.1%	100.0%
TOTAL RESPONSES	869		

Vehicle Availability

Route: 434
Expanded Results — Main St Peabody - Haymarket — Inbound

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	21	66.7%
Not Licensed	10	33.3%
TOTAL	31	100.0%
No Answer	0	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	3	8.3%
1 vehicle	18	58.3%
2 vehicles	3	8.3%
3 or more vehicles	8	25.0%
TOTAL	31	100.0%
No Answer	0	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	15	50.0%
No	15	50.0%
TOTAL	31	100.0%
No Answer	0	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	3	9.1%	9.1%
0.01 to 0.49 vehicles	8	27.3%	36.4%
0.50 to 0.99 vehicles	15	54.5%	90.9%
1.00 to 1.49 vehicles	3	9.1%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	28		

MBTA Surveys: 2008-09

Bus Survey

Vehicle Availability

Expanded Results

Route: 435

Liberty Tree Mall - Central Sq Lynn via Euclid/Pine Hill

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	109	33.8%
Not Licensed	214	66.2%
TOTAL	323	100.0%
No Answer	0	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	172	55.8%
1 vehicle	88	28.5%
2 vehicles	40	13.1%
3 or more vehicles	8	2.7%
TOTAL	309	100.0%
No Answer	14	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	40	12.8%
No	276	87.2%
TOTAL	316	100.0%
No Answer	7	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	157	53.4%	53.4%
0.01 to 0.49 vehicles	47	16.2%	69.6%
0.50 to 0.99 vehicles	65	22.3%	91.9%
1.00 to 1.49 vehicles	24	8.1%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	293		

MBTA Surveys: 2008-09

Bus Survey

Vehicle Availability

Expanded Results

Route: 436

Liberty Tree Mall - Central Sq Lynn via Goodwin Circle

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	183	34.2%
Not Licensed	352	65.8%
TOTAL	534	100.0%
No Answer	36	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	181	36.4%
1 vehicle	183	36.7%
2 vehicles	49	9.9%
3 or more vehicles	85	17.0%
TOTAL	497	100.0%
No Answer	73	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	184	33.0%
No	374	67.0%
TOTAL	558	100.0%
No Answer	12	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	181	40.4%	40.4%
0.01 to 0.49 vehicles	85	18.9%	59.3%
0.50 to 0.99 vehicles	122	27.2%	86.4%
1.00 to 1.49 vehicles	61	13.6%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	448		

MBTA Surveys: 2008-09

Bus Survey

Vehicle Availability

Expanded Results

Route: 439

Nahant - Central Sq Lynn

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	38	87.9%
Not Licensed	5	12.1%
TOTAL	43	100.0%
No Answer	0	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	0	0.0%
1 vehicle	27	63.7%
2 vehicles	16	36.3%
3 or more vehicles	0	0.0%
TOTAL	43	100.0%
No Answer	0	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	33	75.8%
No	10	24.2%
TOTAL	43	100.0%
No Answer	0	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	0	0.0%	0.0%
0.01 to 0.49 vehicles	5	13.8%	13.8%
0.50 to 0.99 vehicles	0	0.0%	13.8%
1.00 to 1.49 vehicles	33	86.2%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	38		

MBTA Surveys: 2008-09

Bus Survey

Vehicle Availability

Expanded Results

Route: 441

Marblehead - Haymarket/Wonderland

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	531	58.6%
Not Licensed	375	41.4%
TOTAL	906	100.0%
No Answer	0	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	382	42.2%
1 vehicle	304	33.6%
2 vehicles	180	19.9%
3 or more vehicles	39	4.3%
TOTAL	906	100.0%
No Answer	0	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	180	20.1%
No	718	79.9%
TOTAL	899	100.0%
No Answer	7	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	375	41.7%	41.7%
0.01 to 0.49 vehicles	131	14.6%	56.3%
0.50 to 0.99 vehicles	248	27.6%	83.9%
1.00 to 1.49 vehicles	145	16.1%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	899		

Vehicle Availability

Route: 442
Marblehead - Haymarket via Central Sq Lynn
Both Directions

Expanded Results

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	350	58.6%
Not Licensed	248	41.4%
TOTAL	598	100.0%
No Answer	46	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	283	45.0%
1 vehicle	280	44.4%
2 vehicles	46	7.3%
3 or more vehicles	21	3.4%
TOTAL	630	100.0%
No Answer	14	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	152	24.1%
No	478	75.9%
TOTAL	630	100.0%
No Answer	14	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	283	45.5%	45.5%
0.01 to 0.49 vehicles	152	24.4%	69.9%
0.50 to 0.99 vehicles	113	18.2%	88.1%
1.00 to 1.49 vehicles	60	9.6%	97.7%
1.50 to 1.99 vehicles	14	2.3%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	623		

Vehicle Availability

Route: 448
Marblehead - Dwntwn Xing via Paradise Rd
Both Directions

Expanded Results

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	163	92.0%
Not Licensed	14	8.0%
TOTAL	177	100.0%
No Answer	0	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	14	8.0%
1 vehicle	99	55.9%
2 vehicles	57	32.1%
3 or more vehicles	7	4.0%
TOTAL	177	100.0%
No Answer	0	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	106	62.5%
No	64	37.5%
TOTAL	170	100.0%
No Answer	7	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	7	4.2%	4.2%
0.01 to 0.49 vehicles	14	8.3%	12.5%
0.50 to 0.99 vehicles	85	50.0%	62.4%
1.00 to 1.49 vehicles	64	37.6%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	170		

Vehicle Availability

Expanded Results

Route: 449

Marblehead - Dwntwn Xing via Humphrey

Inbound

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	240	89.5%
Not Licensed	28	10.5%
TOTAL	268	100.0%
No Answer	7	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	35	12.8%
1 vehicle	92	33.3%
2 vehicles	127	46.2%
3 or more vehicles	21	7.7%
TOTAL	275	100.0%
No Answer	0	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	184	66.7%
No	92	33.3%
TOTAL	275	100.0%
No Answer	0	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	35	13.2%	13.2%
0.01 to 0.49 vehicles	21	7.9%	21.1%
0.50 to 0.99 vehicles	85	31.6%	52.6%
1.00 to 1.49 vehicles	106	39.5%	92.1%
1.50 to 1.99 vehicles	21	7.9%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	268		

MBTA Surveys: 2008-09

Bus Survey

Vehicle Availability

Expanded Results

Route: 450

Salem Ctr - Haymarket

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	460	58.6%
Not Licensed	325	41.4%
TOTAL	785	100.0%
No Answer	0	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	270	35.8%
1 vehicle	270	35.8%
2 vehicles	174	23.0%
3 or more vehicles	40	5.4%
TOTAL	754	100.0%
No Answer	31	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	198	25.2%
No	587	74.8%
TOTAL	785	100.0%
No Answer	0	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	262	35.1%	35.1%
0.01 to 0.49 vehicles	173	23.2%	58.2%
0.50 to 0.99 vehicles	222	29.8%	88.1%
1.00 to 1.49 vehicles	81	10.9%	98.9%
1.50 to 1.99 vehicles	8	1.1%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	746		

MBTA Surveys: 2008-09

Bus Survey

Vehicle Availability

Route: 451

Expanded Results

North Beverly - Salem

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	79	49.3%
Not Licensed	82	50.7%
TOTAL	161	100.0%
No Answer	12	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	115	71.2%
1 vehicle	46	28.8%
2 vehicles	0	0.0%
3 or more vehicles	0	0.0%
TOTAL	161	100.0%
No Answer	12	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	12	7.5%
No	149	92.5%
TOTAL	161	100.0%
No Answer	12	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	103	74.9%	74.9%
0.01 to 0.49 vehicles	12	8.8%	83.6%
0.50 to 0.99 vehicles	22	16.4%	100.0%
1.00 to 1.49 vehicles	0	0.0%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	137		

MBTA Surveys: 2008-09

Bus Survey

Vehicle Availability

Expanded Results

Route: 455

Salem Depot - Haymarket

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	601	58.7%
Not Licensed	423	41.3%
TOTAL	1,024	100.0%
No Answer	88	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	467	44.0%
1 vehicle	448	42.3%
2 vehicles	97	9.1%
3 or more vehicles	48	4.6%
TOTAL	1,060	100.0%
No Answer	52	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	224	21.1%
No	839	78.9%
TOTAL	1,063	100.0%
No Answer	48	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	435	42.3%	42.3%
0.01 to 0.49 vehicles	312	30.3%	72.6%
0.50 to 0.99 vehicles	213	20.7%	93.4%
1.00 to 1.49 vehicles	68	6.6%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	1,028		

MBTA Surveys: 2008-09

Bus Survey

Vehicle Availability

Expanded Results

Route: 456

Salem Depot - Central Sq Lynn

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	96	40.0%
Not Licensed	144	60.0%
TOTAL	239	100.0%
No Answer	0	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	125	52.3%
1 vehicle	103	43.1%
2 vehicles	11	4.6%
3 or more vehicles	0	0.0%
TOTAL	239	100.0%
No Answer	0	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	61	25.4%
No	178	74.6%
TOTAL	239	100.0%
No Answer	0	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	125	54.8%	54.8%
0.01 to 0.49 vehicles	52	22.6%	77.4%
0.50 to 0.99 vehicles	41	17.8%	95.2%
1.00 to 1.49 vehicles	0	0.0%	95.2%
1.50 to 1.99 vehicles	0	0.0%	95.2%
2 or more vehicles	11	4.8%	100.0%
TOTAL RESPONSES	228		

MBTA Surveys: 2008-09

Bus Survey

Vehicle Availability

Route: 459

Expanded Results | Salem Depot - Dwntwn Xing | Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	347	59.5%
Not Licensed	236	40.5%
TOTAL	583	100.0%
No Answer	12	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	364	63.2%
1 vehicle	152	26.3%
2 vehicles	60	10.5%
3 or more vehicles	0	0.0%
TOTAL	576	100.0%
No Answer	20	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	120	20.5%
No	464	79.5%
TOTAL	583	100.0%
No Answer	12	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	339	63.8%	63.8%
0.01 to 0.49 vehicles	144	27.1%	90.9%
0.50 to 0.99 vehicles	36	6.8%	97.7%
1.00 to 1.49 vehicles	12	2.3%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	532		

Vehicle Availability

Expanded Results

Route: 465

Danvers Sq - Salem Depot via Liberty Tree Mall

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	74	38.6%
Not Licensed	118	61.4%
TOTAL	192	100.0%
No Answer	0	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	70	36.4%
1 vehicle	83	43.2%
2 vehicles	39	20.4%
3 or more vehicles	0	0.0%
TOTAL	192	100.0%
No Answer	0	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	57	29.5%
No	135	70.5%
TOTAL	192	100.0%
No Answer	0	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	70	36.4%	36.4%
0.01 to 0.49 vehicles	39	20.4%	56.8%
0.50 to 0.99 vehicles	39	20.4%	77.3%
1.00 to 1.49 vehicles	44	22.7%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	192		

Service Quality

The data presented in this chapter summarize the ratings that riders on each Lynn Garage bus route gave to MBTA service quality in terms of 12 measures that were listed in question 24 on the survey form. The question asked for the riders' feelings "about MBTA bus service," as opposed to service on the surveyed bus route in particular. This question differed from the others on the form in that it dealt with subjective opinions rather than objective characteristics of riders and their trips.

There may be some bias in the results, for two reasons. Riders with strong positive or negative opinions of service may have been more inclined to complete question 24 than those without strong opinions. Also, the survey did not capture opinions of potential riders who do not use the surveyed bus route because of strong negative perceptions of one or more service attributes.

After rating the 12 listed service attributes, respondents were asked to indicate which three were most important to them. Based on the weighted number of survey forms on which each attribute was marked as one of the most important, one of the following importance levels was assigned to each attribute: very low (first quartile), low (second quartile), moderate (third quartile), and high (fourth quartile). The results vary from route to route; significant variations are noted in the text. It should be noted that these are *relative* importance levels. Each rider indicated only which three attributes were most important. It does not necessarily follow that the other attributes were unimportant to that rider—they were simply not as important as the top three.

The 12 attributes and the ratings they received are discussed below in the order in which they appeared on the survey form. The importance level of each attribute is given in its section heading. Tables (at the end of the chapter) present the service quality data by bus route. For each route, one table presents both the ratings and data on importance rankings for each of the service quality measures. The data for each route are based on the survey responses from riders who rode some portion of that route.

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

12.1 DESCRIPTION OF TABLE

Respondents ranked the quality of 12 attributes of MBTA bus service on a scale from poor (1) to excellent (5) and also indicated which three of the 12 attributes were most important to them. The table for each surveyed bus route gives, for each attribute, the percent of respondents on that route who checked each of the ratings (excluding those who gave no ratings), and it also gives the average rating. The final column in the table shows the number of riders who checked each attribute as one of the three most important.

12.2 OVERVIEW OF RESULTS

Reliability (On-Time Performance) *Relative Importance: High*

The bus routes on which riders gave the highest average ratings for "reliability (on-time performance)" to MBTA bus service were Routes 424W (4.3), 439 (4.0), and 435 (3.9). The lowest average ratings were given by the riders of Routes 459 (2.5) and 116 and 117 (both 2.8). The average rating for reliability across all Lynn Garage bus routes was 3.1.

Reliability ranked as the most important service quality among the riders of each bus route except Route 429.

Safety and Security *Relative Importance: High*

The bus routes on which riders gave the highest average ratings for "safety and security" to MBTA bus service were Routes 424W (4.4) and 435 and 436 (both 4.3). The lowest average ratings were given by the riders of Routes 455 (3.4) and 459 and 114 (both 3.6). The average rating for safety/security across all Lynn Garage bus routes was 3.8.

Safety/security ranked as the third-most-important service quality, based on the overall response of all riders on Lynn Garage bus routes, and as high as tied for the most important, based on the responses of riders by route (Route 451).

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 424W and 465 (both 4.0) and 435 (3.9). The lowest average ratings were given by the riders of Routes 455, 434, and 426 (all 3.0). The average rating for cleanliness/condition of vehicles across all Lynn Garage bus routes was 3.3.

Cleanliness/condition of vehicles ranked as the seventh-most-important service quality, based on the overall response of all riders on Lynn Garage bus routes, and as high as the second-most-important, based on the responses of riders by route (Routes 434 and 465).

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 439 (4.9), 424W (4.4), and 435 (4.3). The lowest average ratings were given by the riders of Routes 114 (2.8), 455 (3.1), and 117 (3.2). The average rating for courtesy across all Lynn Garage bus routes was 3.5.

Courtesy ranked as the fifth-most-important service quality, based on the overall response of all riders on Lynn Garage bus routes, and as high as tied for the most important, based on the responses of riders by route (Routes 429, 439, and 456).

Announcement of Stops *Relative Importance: Very Low*

The bus routes on which riders gave the highest average ratings for "announcement of stops" to MBTA bus service were Routes 439 (4.9) and 451 and 435 (both 4.5). The lowest average ratings were given by the riders of Routes 114 (3.6) and 455 and 459 (both 3.7). The average rating for stop announcements across all Lynn Garage bus routes was 4.0.

Stop announcements ranked as the tenth-most-important service quality, based on the overall response of all riders on Lynn Garage bus routes, and as high as the fourth-most-important, based on the responses of riders by route (Routes 114, 439, and 456).

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 451 (4.5), 439 (4.4), and 424W (4.3). The lowest average ratings were given by the riders of Routes 434 (2.8), 114 (2.9), and 117 (3.0). The average rating for seating availability across all Lynn Garage bus routes was 3.5.

Seating availability on buses ranked as the sixth-most-important service quality, based on the overall response of all riders on Lynn Garage bus routes, and as high as the third-most-important, based on the responses of riders by route (Routes 435 and 448).

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 436 (4.0) and 435 and 426 (both 3.5). The lowest average ratings were given by the riders of Routes 434 (2.1), 465 (2.6), and 117 (2.7). The average rating for frequency of service across all Lynn Garage bus routes was 3.1.

Frequency ranked as the second-most-important service quality, based on the overall response of all riders on Lynn Garage bus routes, and as high as tied for the most important, based on the responses of riders by route (Routes 114, 439, and 451).

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 439 and 436 (both 4.1) and 435 (4.0). The lowest average ratings were given by the riders of Routes 449 (3.0) and 114 and 455 (both 3.1). The average rating for travel time/speed across all Lynn Garage bus routes was 3.4.

Travel time/speed ranked as the fourth-most-important service quality, based on the overall response of all riders on Lynn Garage bus routes, and as high as the second-most-important, based on the responses of riders by route (Route 424W).

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 424W (4.3), 436 (4.1), and 435 (3.9). The lowest average ratings were given by the riders of Routes 434 (2.3), 448 (2.4), and 114 (2.7). The average rating for parking availability across all Lynn Garage bus routes was 3.4.

Parking availability ranked as the twelfth-most-important service quality, based on the overall response of all riders on Lynn Garage bus routes, and as high as the fourth-most-important, based on the responses of riders by route (Routes 439 and 456).

Stop Amenities *Relative Importance: Low*

The bus routes on which riders gave the highest average ratings for "stop amenities" to MBTA bus service were Routes 436 (3.6), 435 (3.4), and 121 (3.2). The lowest average ratings were given by the riders of Routes 434 and 449 (both 1.9) and 448 (2.1). The average rating for stop amenities across all Lynn Garage bus routes was 2.8.

Stop amenities ranked as the eighth-most-important service quality, based on the overall response of all riders on Lynn Garage bus routes, and as high as the fourth-most-important, based on the responses of riders by route (Routes 424W, 439, 456 and 465).

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 121 (4.6), 436 (4.1), and 435 (4.0). The lowest average ratings were given by the riders of Routes 456 (2.8), 455 (3.0), and 114 (3.1). The average rating for the fare collection system across all Lynn Garage 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 Lynn Garage bus routes, and as

high as the fourth-most-important, based on the responses of riders by route (Routes 439, 456, and 465).

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 436 (4.3), 121 (4.2), and 435 (4.1). The lowest average ratings were given by the riders of Routes 459 (3.4) and 455 and 114 (both 3.5). The average rating for signage across all Lynn Garage bus routes was 3.7.

Signage ranked as the eleventh-most-important service quality, based on the overall response of all riders on Lynn Garage bus routes, and as high as the fourth-most-important, based on the responses of riders by route (Routes 436, 439, and 456).

MBTA Surveys: 2008-09

Bus Survey

Service Quality

Expanded Results

Route: 114

Bellingham Sq - Maverick Station

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	2.9	19.9%	8.6%	49.5%	9.7%	12.4%	892	120	230
Safety and security	3.6	4.8%	7.5%	34.9%	28.0%	24.7%	892	120	43
Cleanliness/condition of vehicles	3.1	4.8%	23.4%	35.6%	27.7%	8.5%	901	110	0
Courtesy of drivers	2.8	16.1%	29.6%	19.9%	25.8%	8.6%	892	120	43
Announcement of stops	3.6	5.0%	12.8%	21.8%	37.4%	22.9%	858	153	43
Availability of seating on buses	2.9	23.6%	10.8%	30.8%	26.7%	8.2%	935	77	43
Frequency of service	2.8	23.6%	8.2%	40.0%	20.0%	8.2%	935	77	230
Travel time/speed	3.1	16.4%	7.2%	39.0%	29.2%	8.2%	935	77	197
Parking availability	2.7	30.9%	10.7%	26.2%	26.2%	6.1%	714	297	0
Stop amenities	2.2	44.7%	14.7%	25.9%	9.4%	5.3%	815	197	0
Fare collection system	3.1	21.0%	19.9%	12.4%	21.0%	25.8%	892	120	34
Signage on vehicles	3.5	8.9%	3.9%	34.6%	35.8%	16.8%	858	153	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.

MBTA Surveys: 2008-09

Bus Survey

Service Quality

Route: 119

Expanded Results

Northgate - Beachmont Station

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	3.4	11.9%	2.1%	37.9%	32.8%	15.3%	630	13	225
Safety and security	3.8	0.0%	3.4%	42.1%	23.8%	30.6%	630	13	96
Cleanliness/condition of vehicles	3.1	8.8%	16.2%	43.6%	16.2%	15.2%	547	96	43
Courtesy of drivers	3.3	12.4%	15.6%	26.2%	21.8%	24.0%	603	40	48
Announcement of stops	3.9	4.5%	8.1%	23.0%	23.9%	40.5%	595	48	13
Availability of seating on buses	3.7	0.0%	10.6%	32.7%	30.4%	26.3%	581	62	13
Frequency of service	3.1	12.7%	9.1%	47.7%	20.9%	9.5%	589	54	94
Travel time/speed	3.5	5.6%	8.7%	30.9%	40.0%	14.8%	616	27	40
Parking availability	3.6	12.0%	10.4%	16.0%	30.4%	31.2%	335	308	0
Stop amenities	2.8	23.7%	15.9%	30.9%	18.4%	11.1%	555	88	27
Fare collection system	3.5	14.1%	6.8%	24.5%	24.1%	30.4%	589	54	13
Signage on vehicles	3.6	8.9%	2.5%	31.2%	35.6%	21.8%	541	102	13

* 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: 120

Orient Heights - Maverick Station

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	3.3	9.5%	14.6%	30.5%	27.3%	18.2%	1,993	105	430
Safety and security	4.0	1.0%	0.0%	25.0%	46.0%	27.9%	2,046	52	221
Cleanliness/condition of vehicles	3.5	3.2%	10.2%	39.7%	31.0%	16.0%	1,950	148	93
Courtesy of drivers	3.6	2.1%	12.1%	31.6%	36.8%	17.4%	1,911	187	146
Announcement of stops	3.9	7.1%	7.0%	20.1%	22.8%	43.0%	1,921	177	32
Availability of seating on buses	3.7	4.8%	3.1%	29.9%	37.3%	24.9%	1,964	134	62
Frequency of service	3.2	13.4%	11.2%	29.6%	34.2%	11.6%	1,868	230	189
Travel time/speed	3.6	2.2%	7.8%	38.1%	31.9%	20.1%	1,870	228	168
Parking availability	3.2	17.5%	8.7%	29.4%	22.2%	22.2%	1,076	1,022	0
Stop amenities	2.8	20.0%	20.7%	28.4%	19.4%	11.5%	1,723	375	136
Fare collection system	3.8	0.0%	15.6%	23.2%	23.2%	38.0%	1,754	344	0
Signage on vehicles	3.9	1.3%	7.2%	22.5%	33.7%	35.4%	1,588	510	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: 121

Expanded Results

Wood Island - Maverick Station

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	3.6	0.0%	17.5%	17.5%	52.6%	12.4%	210	26	0
Safety and security	4.0	0.0%	0.0%	17.5%	65.0%	17.5%	210	26	0
Cleanliness/condition of vehicles	3.6	0.0%	0.0%	52.6%	29.9%	17.5%	210	26	0
Courtesy of drivers	4.1	0.0%	0.0%	35.0%	17.5%	47.4%	210	26	0
Announcement of stops	4.1	0.0%	0.0%	17.5%	52.6%	29.9%	210	26	0
Availability of seating on buses	3.6	0.0%	17.5%	17.5%	52.6%	12.4%	210	26	0
Frequency of service	3.5	0.0%	0.0%	52.6%	47.4%	0.0%	210	26	0
Travel time/speed	3.9	0.0%	0.0%	21.2%	63.7%	15.0%	173	63	0
Parking availability	3.5	0.0%	0.0%	73.9%	0.0%	26.1%	100	136	0
Stop amenities	3.2	19.1%	0.0%	54.0%	0.0%	27.0%	136	100	0
Fare collection system	4.6	0.0%	0.0%	0.0%	36.9%	63.1%	100	136	0
Signage on vehicles	4.2	0.0%	0.0%	0.0%	80.9%	19.1%	136	100	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: 424W

Eastern Ave/Essex St - Wonderland **Inbound**

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	4.3	0.0%	0.0%	18.2%	36.4%	45.5%	95	0	35
Safety and security	4.4	0.0%	0.0%	9.1%	45.5%	45.5%	95	0	9
Cleanliness/condition of vehicles	4.0	0.0%	0.0%	20.0%	60.0%	20.0%	86	9	0
Courtesy of drivers	4.4	0.0%	0.0%	20.0%	20.0%	60.0%	86	9	0
Announcement of stops	4.5	0.0%	0.0%	18.2%	18.2%	63.6%	95	0	0
Availability of seating on buses	4.3	0.0%	0.0%	20.0%	30.0%	50.0%	86	9	9
Frequency of service	3.4	0.0%	10.0%	40.0%	50.0%	0.0%	86	9	17
Travel time/speed	3.4	0.0%	10.0%	40.0%	50.0%	0.0%	86	9	26
Parking availability	4.3	0.0%	0.0%	25.0%	25.0%	50.0%	35	60	0
Stop amenities	2.5	25.0%	37.5%	12.5%	12.5%	12.5%	69	26	9
Fare collection system	3.7	20.0%	0.0%	10.0%	30.0%	40.0%	86	9	0
Signage on vehicles	4.0	0.0%	12.5%	12.5%	37.5%	37.5%	69	26	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: 426

Central Sq Lynn - Haymarket via Cliftondale Sq

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	3.8	3.8%	3.0%	34.5%	30.2%	28.5%	614	19	198
Safety and security	3.9	1.5%	5.3%	19.0%	48.0%	26.1%	609	23	118
Cleanliness/condition of vehicles	3.0	6.4%	18.2%	46.8%	23.3%	5.4%	605	28	19
Courtesy of drivers	3.8	3.0%	6.3%	21.6%	50.0%	19.0%	609	23	94
Announcement of stops	3.9	3.1%	6.5%	16.7%	43.2%	30.5%	594	39	31
Availability of seating on buses	3.8	3.1%	3.9%	30.0%	34.1%	28.9%	598	34	70
Frequency of service	3.5	3.9%	5.5%	42.1%	34.0%	14.4%	591	42	101
Travel time/speed	3.8	2.3%	3.9%	26.0%	44.3%	23.4%	594	39	62
Parking availability	3.0	14.9%	12.0%	38.9%	22.1%	12.0%	322	311	5
Stop amenities	2.6	19.5%	15.2%	49.5%	14.9%	0.9%	499	133	14
Fare collection system	3.3	10.1%	6.8%	37.8%	30.1%	15.1%	564	68	9
Signage on vehicles	3.6	3.7%	4.9%	38.0%	29.8%	23.6%	504	128	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: 428

Oaklandvale - Haymarket

Inbound

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	3.8	3.8%	3.8%	23.1%	50.0%	19.2%	121	0	32
Safety and security	4.0	0.0%	0.0%	23.1%	53.8%	23.1%	121	0	9
Cleanliness/condition of vehicles	3.2	3.8%	15.4%	42.3%	30.8%	7.7%	121	0	5
Courtesy of drivers	4.0	0.0%	7.7%	7.7%	57.7%	26.9%	121	0	14
Announcement of stops	4.0	0.0%	4.0%	12.0%	60.0%	24.0%	116	5	0
Availability of seating on buses	3.7	7.7%	3.8%	30.8%	23.1%	34.6%	121	0	5
Frequency of service	2.9	17.4%	26.1%	21.7%	21.7%	13.0%	107	14	19
Travel time/speed	3.6	0.0%	8.0%	40.0%	36.0%	16.0%	116	5	14
Parking availability	3.1	6.3%	18.8%	43.8%	18.8%	12.5%	74	46	0
Stop amenities	2.9	13.0%	21.7%	30.4%	30.4%	4.3%	107	14	0
Fare collection system	3.4	0.0%	20.8%	25.0%	45.8%	8.3%	111	9	0
Signage on vehicles	3.7	0.0%	4.5%	22.7%	68.2%	4.5%	102	19	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: 429

Northgate Shopping Ctr - Central Sq Lynn

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	3.2	6.4%	20.7%	28.2%	33.7%	11.1%	986	0	125
Safety and security	3.8	2.9%	6.6%	23.5%	45.3%	21.8%	951	35	27
Cleanliness/condition of vehicles	3.4	2.9%	13.2%	35.5%	33.3%	15.2%	951	35	27
Courtesy of drivers	3.6	9.1%	16.3%	11.9%	35.3%	27.4%	986	0	133
Announcement of stops	4.0	5.5%	9.9%	9.1%	34.5%	40.9%	986	0	0
Availability of seating on buses	3.6	2.8%	19.1%	16.3%	37.3%	24.6%	986	0	0
Frequency of service	3.1	9.2%	19.0%	32.2%	28.6%	11.0%	888	98	63
Travel time/speed	3.3	9.4%	13.9%	27.8%	39.5%	9.4%	959	27	71
Parking availability	3.5	3.9%	9.1%	23.7%	59.4%	3.9%	692	294	0
Stop amenities	3.1	17.0%	10.9%	34.0%	24.9%	13.1%	896	90	0
Fare collection system	3.5	3.0%	17.5%	29.5%	25.6%	24.4%	915	71	35
Signage on vehicles	3.7	6.5%	7.4%	22.2%	39.4%	24.5%	845	141	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: 434

Main St Peabody - Haymarket

Inbound

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	3.5	0.0%	0.0%	58.3%	33.3%	8.3%	31	0	18
Safety and security	3.8	0.0%	0.0%	33.3%	58.3%	8.3%	31	0	8
Cleanliness/condition of vehicles	3.0	8.3%	0.0%	75.0%	16.7%	0.0%	31	0	10
Courtesy of drivers	4.1	0.0%	8.3%	0.0%	66.7%	25.0%	31	0	5
Announcement of stops	4.1	0.0%	10.0%	10.0%	40.0%	40.0%	26	5	0
Availability of seating on buses	2.8	9.1%	36.4%	27.3%	18.2%	9.1%	28	3	3
Frequency of service	2.1	41.7%	16.7%	33.3%	8.3%	0.0%	31	0	5
Travel time/speed	3.5	0.0%	9.1%	36.4%	45.5%	9.1%	28	3	3
Parking availability	2.3	33.3%	33.3%	16.7%	0.0%	16.7%	15	15	0
Stop amenities	1.9	55.6%	22.2%	0.0%	22.2%	0.0%	23	8	3
Fare collection system	3.1	11.1%	33.3%	11.1%	22.2%	22.2%	23	8	0
Signage on vehicles	3.6	0.0%	10.0%	40.0%	30.0%	20.0%	26	5	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: 435

Liberty Tree Mall - Central Sq Lynn via Euclid/Pine Hill **Both Directions**

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	3.9	2.7%	8.1%	16.2%	38.2%	34.8%	308	15	77
Safety and security	4.3	0.0%	0.0%	17.1%	33.1%	49.8%	291	32	23
Cleanliness/condition of vehicles	3.9	0.0%	5.4%	37.1%	22.8%	34.8%	308	15	7
Courtesy of drivers	4.3	0.0%	2.7%	18.5%	26.6%	52.1%	308	15	8
Announcement of stops	4.5	0.0%	0.0%	14.3%	19.2%	66.5%	291	32	8
Availability of seating on buses	4.1	0.0%	2.8%	24.5%	34.8%	38.0%	300	23	25
Frequency of service	3.5	10.3%	10.7%	21.7%	31.2%	26.1%	300	23	38
Travel time/speed	4.0	5.1%	2.8%	16.2%	34.0%	41.9%	300	23	7
Parking availability	3.9	4.1%	8.2%	19.9%	25.7%	42.1%	203	120	0
Stop amenities	3.4	8.2%	14.2%	34.5%	16.8%	26.3%	276	47	14
Fare collection system	4.0	5.2%	8.3%	11.1%	31.4%	44.1%	299	24	15
Signage on vehicles	4.1	0.0%	5.8%	22.9%	24.2%	47.1%	285	38	8

* 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: 436

Liberty Tree Mall - Central Sq Lynn via Goodwin Circle **Both Directions**

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	3.9	2.3%	2.3%	28.2%	34.5%	32.8%	521	49	108
Safety and security	4.3	0.0%	2.3%	16.6%	30.9%	50.1%	509	61	36
Cleanliness/condition of vehicles	3.4	2.3%	12.0%	42.9%	25.9%	16.9%	509	61	0
Courtesy of drivers	4.0	2.3%	2.3%	30.9%	21.3%	43.2%	509	61	37
Announcement of stops	4.4	2.3%	2.3%	11.4%	23.4%	60.7%	521	49	12
Availability of seating on buses	4.2	0.0%	2.3%	14.0%	45.5%	38.2%	509	61	36
Frequency of service	4.0	4.7%	4.7%	16.6%	38.2%	35.9%	509	61	85
Travel time/speed	4.1	2.3%	2.3%	20.8%	37.3%	37.3%	521	49	12
Parking availability	4.1	0.0%	14.0%	17.9%	8.9%	59.2%	266	304	0
Stop amenities	3.6	5.2%	13.2%	26.1%	29.0%	26.5%	460	110	0
Fare collection system	4.1	4.8%	9.9%	9.5%	21.8%	54.0%	497	73	0
Signage on vehicles	4.3	2.4%	0.0%	17.0%	29.3%	51.3%	497	73	36

* 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: 441

Marblehead - Haymarket/Wonderland

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	3.0	8.3%	13.9%	49.6%	21.4%	6.7%	892	14	272
Safety and security	3.7	1.6%	1.6%	43.3%	35.7%	17.8%	892	14	106
Cleanliness/condition of vehicles	3.5	3.2%	10.1%	40.9%	29.1%	16.6%	874	32	39
Courtesy of drivers	3.4	9.6%	7.2%	35.0%	26.1%	22.1%	881	25	78
Announcement of stops	3.9	0.8%	5.3%	25.3%	35.5%	33.1%	867	39	7
Availability of seating on buses	3.5	8.4%	9.2%	28.3%	31.9%	22.3%	888	18	46
Frequency of service	3.1	9.5%	18.9%	32.9%	28.0%	10.7%	860	46	120
Travel time/speed	3.4	4.8%	9.3%	38.1%	31.6%	16.2%	874	32	92
Parking availability	3.5	8.9%	4.1%	34.9%	30.1%	21.9%	517	389	0
Stop amenities	2.7	20.0%	26.0%	27.9%	13.0%	13.0%	761	145	57
Fare collection system	3.4	13.5%	10.9%	24.4%	29.0%	22.3%	842	64	39
Signage on vehicles	3.8	0.8%	1.7%	38.7%	32.3%	26.4%	832	74	7

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

MBTA Surveys: 2008-09

Bus Survey

Service Quality

Expanded Results

Route: 439

Nahant - Central Sq Lynn

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	4.0	0.0%	0.0%	0.0%	100.0%	0.0%	43	0	5
Safety and security	4.1	0.0%	0.0%	12.1%	63.7%	24.2%	43	0	0
Cleanliness/condition of vehicles	3.6	0.0%	0.0%	39.5%	60.5%	0.0%	43	0	0
Courtesy of drivers	4.9	0.0%	0.0%	0.0%	12.1%	87.9%	43	0	5
Announcement of stops	4.9	0.0%	0.0%	0.0%	12.1%	87.9%	43	0	0
Availability of seating on buses	4.4	0.0%	0.0%	0.0%	63.7%	36.3%	43	0	0
Frequency of service	3.4	0.0%	36.3%	0.0%	51.6%	12.1%	43	0	5
Travel time/speed	4.1	0.0%	0.0%	0.0%	87.9%	12.1%	43	0	0
Parking availability	3.4	0.0%	0.0%	62.0%	38.0%	0.0%	27	16	0
Stop amenities	2.6	12.1%	24.2%	51.6%	12.1%	0.0%	43	0	0
Fare collection system	3.5	0.0%	0.0%	51.6%	48.4%	0.0%	43	0	0
Signage on vehicles	4.0	0.0%	0.0%	0.0%	100.0%	0.0%	43	0	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: 442

Expanded Results

Marblehead - Haymarket via Central Sq Lynn **Both Directions**

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	3.2	12.5%	9.1%	37.5%	22.7%	18.2%	623	21	255
Safety and security	3.8	1.2%	5.3%	23.7%	50.9%	18.9%	598	46	50
Cleanliness/condition of vehicles	3.3	1.1%	17.1%	37.5%	43.2%	1.1%	623	21	32
Courtesy of drivers	3.5	6.4%	8.7%	38.4%	19.2%	27.3%	609	35	35
Announcement of stops	4.3	2.3%	2.3%	10.9%	32.2%	52.3%	616	28	7
Availability of seating on buses	3.7	7.3%	10.1%	19.1%	33.2%	30.3%	630	14	25
Frequency of service	3.4	12.6%	10.3%	25.3%	31.0%	20.7%	616	28	202
Travel time/speed	3.6	1.1%	12.5%	29.5%	36.4%	20.5%	623	21	110
Parking availability	3.3	2.6%	15.6%	48.0%	16.9%	16.9%	272	372	18
Stop amenities	2.7	19.6%	18.4%	38.1%	18.4%	5.4%	595	49	32
Fare collection system	3.4	6.5%	13.6%	31.4%	27.8%	20.7%	598	46	7
Signage on vehicles	3.6	2.4%	7.2%	29.3%	48.5%	12.6%	591	53	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: 448

Marblehead - Dwntwn Xing via Paradise Rd

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	3.8	4.2%	8.3%	16.7%	45.8%	25.1%	170	7	99
Safety and security	4.2	0.0%	4.2%	8.3%	50.0%	37.6%	170	7	28
Cleanliness/condition of vehicles	3.5	8.3%	0.0%	50.0%	16.7%	25.1%	170	7	25
Courtesy of drivers	4.0	0.0%	4.2%	29.1%	33.3%	33.4%	170	7	7
Announcement of stops	4.1	0.0%	4.5%	22.7%	29.6%	43.2%	156	21	0
Availability of seating on buses	3.9	4.2%	8.3%	12.5%	43.8%	31.3%	170	7	32
Frequency of service	3.3	8.3%	18.8%	25.0%	29.1%	18.8%	170	7	35
Travel time/speed	3.2	8.3%	16.7%	35.4%	29.1%	10.5%	170	7	28
Parking availability	2.4	36.1%	8.0%	32.0%	24.0%	0.0%	88	88	0
Stop amenities	2.1	50.1%	10.0%	20.0%	20.0%	0.0%	141	35	0
Fare collection system	3.7	8.3%	8.3%	20.8%	33.3%	29.2%	170	7	0
Signage on vehicles	3.8	0.0%	8.3%	33.3%	29.1%	29.2%	170	7	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: 449

Marblehead - Dwntwn Xing via Humphrey **Inbound**

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	3.0	12.8%	15.4%	41.0%	17.9%	12.8%	275	0	113
Safety and security	3.7	0.0%	15.4%	20.5%	43.6%	20.5%	275	0	56
Cleanliness/condition of vehicles	3.2	5.3%	15.8%	39.5%	31.6%	7.9%	268	7	42
Courtesy of drivers	4.1	0.0%	2.6%	25.6%	35.9%	35.9%	275	0	7
Announcement of stops	4.0	0.0%	8.1%	16.2%	43.2%	32.4%	261	14	0
Availability of seating on buses	3.4	5.1%	15.4%	28.2%	33.3%	17.9%	275	0	49
Frequency of service	3.1	13.9%	19.4%	27.8%	25.0%	13.9%	254	21	56
Travel time/speed	3.0	7.7%	23.1%	41.0%	20.5%	7.7%	275	0	21
Parking availability	3.2	6.3%	18.8%	43.8%	12.5%	18.8%	113	162	0
Stop amenities	1.9	46.7%	26.7%	16.7%	6.7%	3.3%	212	64	7
Fare collection system	3.4	10.8%	5.4%	32.4%	37.8%	13.5%	261	14	0
Signage on vehicles	3.7	0.0%	10.8%	27.0%	45.9%	16.2%	261	14	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: 450

Salem Ctr - Haymarket

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	3.0	10.4%	16.7%	43.7%	20.9%	8.4%	761	24	221
Safety and security	3.8	4.1%	2.1%	28.2%	44.9%	20.7%	761	24	94
Cleanliness/condition of vehicles	3.2	6.4%	11.6%	44.8%	27.9%	9.4%	761	24	24
Courtesy of drivers	3.6	5.3%	10.5%	23.0%	45.5%	15.7%	761	24	47
Announcement of stops	4.0	2.2%	7.6%	11.1%	44.2%	34.9%	729	56	0
Availability of seating on buses	3.6	2.1%	10.6%	34.3%	33.0%	19.9%	761	24	47
Frequency of service	3.3	5.5%	13.2%	39.1%	30.3%	11.9%	729	56	118
Travel time/speed	3.3	3.2%	14.6%	43.8%	24.8%	13.5%	761	24	65
Parking availability	3.5	7.2%	8.9%	31.5%	36.4%	16.1%	453	332	0
Stop amenities	2.5	29.5%	21.6%	24.0%	20.3%	4.7%	696	89	8
Fare collection system	3.2	14.9%	17.0%	20.4%	32.7%	15.1%	745	40	16
Signage on vehicles	3.7	5.7%	4.7%	25.3%	45.8%	18.5%	690	95	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: 451

North Beverly - Salem

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	3.7	0.0%	15.5%	31.0%	23.0%	30.5%	150	23	22
Safety and security	3.8	8.1%	0.0%	31.2%	30.1%	30.6%	149	24	22
Cleanliness/condition of vehicles	3.4	8.7%	0.0%	41.1%	41.6%	8.7%	139	34	11
Courtesy of drivers	3.4	8.1%	7.5%	38.7%	23.1%	22.6%	149	24	11
Announcement of stops	4.5	0.0%	0.0%	15.0%	15.5%	69.5%	150	23	0
Availability of seating on buses	4.5	0.0%	0.0%	8.0%	31.0%	61.0%	150	23	11
Frequency of service	2.9	29.3%	7.0%	27.9%	14.4%	21.4%	161	12	22
Travel time/speed	4.0	0.0%	0.0%	35.8%	28.8%	35.3%	161	12	0
Parking availability	3.0	13.7%	28.4%	14.7%	28.4%	14.7%	82	91	0
Stop amenities	2.6	30.5%	15.5%	30.5%	15.5%	8.0%	150	23	0
Fare collection system	3.5	0.0%	22.5%	23.5%	31.0%	23.0%	150	23	0
Signage on vehicles	4.0	0.0%	0.0%	38.5%	22.5%	39.0%	150	23	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: 455

Salem Depot - Haymarket

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	3.0	8.0%	18.5%	44.8%	19.3%	9.5%	1,100	12	420
Safety and security	3.4	3.3%	6.5%	43.0%	37.8%	9.5%	1,100	12	127
Cleanliness/condition of vehicles	3.0	9.5%	16.3%	43.9%	25.7%	4.6%	1,056	56	88
Courtesy of drivers	3.1	16.0%	7.5%	33.3%	33.7%	9.4%	1,068	44	188
Announcement of stops	3.7	6.4%	11.2%	22.4%	28.5%	31.5%	1,068	44	12
Availability of seating on buses	3.3	7.6%	7.1%	39.6%	35.9%	9.8%	1,060	52	88
Frequency of service	3.0	12.6%	18.7%	37.0%	21.8%	10.0%	1,048	64	247
Travel time/speed	3.1	9.5%	9.5%	44.8%	33.1%	3.0%	1,051	60	108
Parking availability	2.9	11.3%	19.3%	41.3%	24.2%	4.0%	495	616	0
Stop amenities	2.7	21.0%	10.7%	47.3%	16.7%	4.2%	931	180	52
Fare collection system	3.0	11.4%	21.0%	38.2%	13.4%	16.0%	1,048	64	76
Signage on vehicles	3.5	2.2%	12.2%	41.8%	23.6%	20.1%	880	232	32

* 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: 456

Salem Depot - Central Sq Lynn

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	3.1	0.0%	31.5%	32.2%	27.4%	8.9%	228	11	22
Safety and security	3.7	0.0%	4.6%	38.5%	43.1%	13.8%	239	0	0
Cleanliness/condition of vehicles	3.5	0.0%	0.0%	63.7%	22.6%	13.7%	228	11	0
Courtesy of drivers	3.4	0.0%	20.4%	22.2%	51.9%	5.5%	199	41	22
Announcement of stops	3.9	4.8%	17.8%	13.7%	13.7%	50.0%	228	11	0
Availability of seating on buses	3.6	0.0%	16.9%	21.5%	48.4%	13.1%	239	0	0
Frequency of service	3.2	0.0%	17.8%	45.2%	37.1%	0.0%	228	11	11
Travel time/speed	3.4	0.0%	13.1%	43.1%	35.4%	8.5%	239	0	0
Parking availability	3.2	8.2%	0.0%	60.3%	23.3%	8.2%	134	105	0
Stop amenities	2.6	23.5%	14.3%	42.9%	19.3%	0.0%	219	20	0
Fare collection system	2.8	8.9%	31.5%	32.2%	22.6%	4.8%	228	11	0
Signage on vehicles	3.5	0.0%	9.3%	47.9%	28.6%	14.3%	219	20	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: 459

Salem Depot - Dwntwn Xing

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	2.5	27.3%	15.4%	36.3%	18.8%	2.1%	571	24	139
Safety and security	3.6	2.2%	2.2%	48.0%	32.9%	14.7%	547	48	96
Cleanliness/condition of vehicles	3.1	7.9%	13.6%	49.3%	19.2%	10.0%	559	36	0
Courtesy of drivers	3.4	10.0%	13.6%	19.2%	37.1%	20.0%	559	36	83
Announcement of stops	3.7	9.2%	0.0%	27.1%	37.1%	26.5%	559	36	12
Availability of seating on buses	3.7	5.8%	5.8%	24.1%	38.8%	25.5%	547	48	20
Frequency of service	3.2	11.1%	7.7%	43.3%	21.7%	16.2%	571	24	83
Travel time/speed	3.2	3.5%	20.0%	36.3%	33.6%	6.5%	559	36	44
Parking availability	3.4	6.3%	5.2%	40.4%	35.5%	12.6%	383	212	0
Stop amenities	2.7	21.0%	20.4%	33.3%	17.9%	7.4%	491	104	0
Fare collection system	3.3	8.0%	10.2%	41.2%	26.1%	14.5%	551	44	0
Signage on vehicles	3.4	7.7%	0.0%	49.4%	28.8%	14.1%	515	80	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: 465

Danvers Sq - Salem Depot via Liberty Tree Mall **Both Directions**

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	3.5	0.0%	13.7%	43.2%	27.2%	15.9%	192	0	35
Safety and security	4.0	7.3%	7.3%	12.2%	26.8%	46.3%	179	13	0
Cleanliness/condition of vehicles	4.0	0.0%	6.8%	22.7%	38.6%	31.8%	192	0	17
Courtesy of drivers	3.4	0.0%	25.0%	36.3%	15.9%	22.7%	192	0	9
Announcement of stops	4.4	7.2%	0.0%	4.7%	21.4%	66.7%	183	9	0
Availability of seating on buses	4.3	0.0%	0.0%	26.2%	21.4%	52.4%	183	9	0
Frequency of service	2.6	31.7%	19.5%	24.3%	9.7%	14.7%	179	13	17
Travel time/speed	3.6	6.8%	6.8%	29.5%	36.4%	20.4%	192	0	9
Parking availability	2.9	22.7%	22.7%	22.7%	9.1%	22.7%	96	96	0
Stop amenities	2.3	31.7%	29.3%	21.9%	9.7%	7.3%	179	13	9
Fare collection system	3.9	7.3%	12.2%	4.9%	36.5%	39.1%	179	13	9
Signage on vehicles	4.1	0.0%	0.0%	36.1%	22.3%	41.7%	157	35	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: