

MBTA Systemwide Passenger Survey

Arborway Garage 2008–09

BUS SYSTEM



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ABSTRACT

This Arborway 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 Arborway 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 Arborway 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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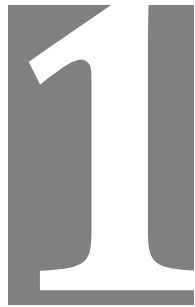
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KEYWORDS

systemwide survey
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Introduction

1.1 THE SYSTEMWIDE SURVEY

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

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

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 The results of this systemwide survey have become outdated.

1.2 ARBORWAY GARAGE SURVEY METHOD

This volume presents the survey results for passengers riding the bus routes that are based at Arborway Garage¹ (14, 21, 24, 26, 27, 29, 30, 31, 32, 33, 34,

¹ Route 39 is based at Southampton Garage but included in the Arborway Garage volume.

35, 36, 37, 38, 39, 40, 41, 42, 48, 50, 51, 52); 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 Arborway 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.² 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 Arborway 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.

² 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.

Chapter

- 2 Results for the Arborway Garage Bus Routes as a Whole:** An overview of the results for the Arborway Garage bus routes as a whole.
- 3 Trip Purpose, Reasons for Using the MBTA, and Alternative Means:** For each Arborway 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 Arborway 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 Arborway 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 Arborway 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 Arborway 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 Arborway 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 Arborway Garage bus route:
 - Riders' age, gender, household income, and ethnicity
- 10 Usage Rates and Fare Types:** For each Arborway 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 Arborway 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 Arborway Garage bus route:
 - Riders' perceptions regarding several aspects of MBTA service quality

2

Results for the Arborway Garage Bus Routes as a Whole

The tables and text in this chapter provide an overview of the survey results for the Arborway 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 Arborway 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 Arborway Garage bus routes were in one of the seven categories that are “home-based” (that is, home was either the origin or destination of the trip). A majority of these (51% of all trips) were “home-based work” (either heading to work from home or to home from work). Of the other six types of home-based trips, “home-based school” had the second-largest percentage of all trips (13%), followed by “home-based personal business” (8%).

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

Reasons for Using the MBTA The most common reason for using an Arborway Garage bus route was convenience (55%). The next-most-common responses were “only transportation available” (43%) and “avoid driving/traffic” and “less expensive than other choices” (both 31%). The least common reason was “speed/travel time” (17%).

Alternative Means When asked whether they would make the same trip by other means on days that they did not use the surveyed bus route, 59% of the respondents answered “yes.” Of those riders, the largest number (46% of all surveyed bus riders) indicated that they would use another MBTA service. The

next-most-commonly selected travel mode options were “drive alone” (30%), “carpool/vanpool” (20%), and “other” (16%). (The latter respondents 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 Arborway Garage primarily serve Boston. Some routes do provide service to areas of Dedham and Brookline. The greatest number of riders on Arborway Garage bus routes reported starting their trip in various Boston neighborhoods; the most common Boston origins were Jamaica Plain (15%), Roslindale (13%), Mattapan (9%), and Hyde Park (8%).

The most common “activity” before boarding an Arborway Garage bus route was “home” (71%), followed by “work” (9%) and “school” (7%). These proportions of reported activities reflect a traditional morning commute pattern.

2.3 ACCESS TO THE BUS

The most common mode of access to Arborway Garage bus routes was walking, which accounted for 68% of the trips. The next-most-common access modes were transferring from another MBTA bus (13%), transferring from rapid transit (12%), and driving (2%). Private transportation modes (that is, any means other than using a fixed-route transit service) accounted for 73% of all access trips.

Public transportation modes accounted for the remaining 27% of all access trips to the bus; as for how these modes had themselves been accessed by riders, the most common method was walking, which accounted for 22% of the preliminary access trips. Of the first transit mode used on public transportation access trips to the bus, the most common mode was another MBTA bus (14% of the preliminary access trips) followed by rapid transit (11%).

The greatest number of riders directly transferring to the surveyed bus route from a connecting bus route transferred from Route 32 (15%). The greatest number of riders on the surveyed bus route who transferred from a nonconnecting bus route (that is, via an intermediate transit mode) transferred from Route 210 (9%).

Overall, people who walked to the place where they boarded the bus made the shortest access trips (7 minutes on average). People who were dropped off had the second-lowest average access time (8 minutes), and riders who drove themselves had the longest (16 minutes). Slightly less than 60% 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 Arborway Garage bus routes was

walking, which accounted for 56% of the trips. The next-most-common egress modes were transferring to rapid transit (27%) and transferring to another MBTA bus (11%). Private transportation modes (that is, any means other than using a fixed-route transit service) accounted for 62% of all egress trips.

Public transportation modes accounted for the remaining 38% of all egress trips from the bus; as for how riders left these modes themselves, the most common method was walking, which accounted for 33% 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 (24% of the preliminary egress trips) followed by another MBTA bus (13%).

The greatest number of riders directly transferring from the surveyed bus route to a connecting bus route transferred to Route 39 (17%). While the greatest number of riders on the surveyed bus route who transferred to a nonconnecting bus route (that is, via an intermediate transit mode) transferred to Route 8 (10%).

Overall, people whose egress mode was walking made the shortest egress trips (8 minutes on average). People who drove themselves had the second-lowest average egress time (20 minutes), and riders who were picked up had the longest (21 minutes). Slightly less than 50% of the respondents made egress trips of less than or equal to 5 minutes, and 72% 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 Arborway Garage primarily serve Boston. Some routes do provide service to areas of Dedham and Brookline. The greatest number of riders on Arborway Garage bus routes reported being destined for various Boston neighborhoods; the most common Boston destinations were Jamaica Plain (13%), Longwood Medical Area (11%), Roxbury (11%), and Roslindale (6%).

The most common “activity” after leaving an Arborway Garage bus route was “work” (47%), followed by “home” (16%) and “school” (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 Jamaica Plain to the Longwood Medical Area (3% of all trips). The next-most-common pairs were trips within Jamaica Plain (2%) and Roslindale to the Longwood Medical Area (1%). In the top 25 origin-destination pairs, which make up 27% of all trips, Boston neighborhoods represent 100% of both the origins and the destinations.

2.7 SOCIOECONOMIC CHARACTERISTICS

More than 70% of the riders were between the ages of 25 and 64, and 12% were college age (19–24). Fewer respondents to the survey were over the age

of 65 (9%), and 7% were under the age of 19. This may be due to under-sampling and/or a low response rate among these two age groups.

Women made up nearly two-thirds of Arborway Garage ridership (66%), while men accounted for the remaining 34%, as no riders identified themselves as transgender.

Slightly more than 35% of the riders reported household incomes greater than \$60,000. The single most common income bracket selected was “under \$20,000” (24%). The next-most-common income bracket selected was “\$100,000 or more” (14%). Possible explanations for this are that the question’s answer choices may not have been calibrated properly for 2008 incomes¹ or people may have (intentionally or unintentionally) inflated their incomes in their answers. This question was left blank by many people. The average household size across all Arborway Garage bus routes was 2.75.

Slightly less than 45% of the riders self-identified themselves as white. The next-most-common race was black or African-American (40%). Ten percent of respondents chose “other,” which called for writing something in; many wrote in “Hispanic.” In response to a separate question, which asked riders if they were “Hispanic/Latino,” 12% of the respondents answered “yes.”

2.8 USAGE RATES AND FARE TYPES

Slightly less than 45% of those surveyed indicated that they used the surveyed bus route five days per week, and another 26% used it six or seven days per week. Only 6% 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 (28%), and another 17% of the weekend users used it “regularly” on both Saturday and Sunday. Slightly less than 35% of all Arborway Garage bus riders responded “not at all” to both the Saturday and Sunday usage questions.

Slightly less than 60% of the Arborway Garage bus riders paid their fares using a monthly pass, which they used 4.8 days per week on average. The largest percentage of monthly pass riders (33% of all riders) used the LinkPass, followed by the Local Bus Pass (11%). Slightly less than 35% of riders paid by the ride, with 24% using CharlieCards and 2% using CharlieTickets. It is not surprising that many more riders who paid by the ride used the CharlieCard, as single-ride CharlieTicket users pay a surcharge.

2.9 VEHICLE AVAILABILITY

A majority of Arborway Garage bus riders (63%) are licensed to drive, and 61% live in households with at least one vehicle. However, only 28% of the

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.

respondents had a household vehicle available to use for the surveyed trip instead of riding the bus, and, on a per capita basis, 62% of the riders owned fewer than 0.5 vehicles.

2.10 SERVICE QUALITY

Survey respondents were asked to rate Arborway 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” (28%) and “fare collection system” (23%), while the measure with the highest percentage of “2” ratings was “stop amenities (shelters, benches)” (25%).

Based on an averaging of all respondents’ ratings, the three measures rated most favorably were stop announcement, “signage on vehicles,” and “safety and security,” and the three measures rated least favorably were stop amenities, “frequency of service,” and “cleanliness/condition of vehicles.”

Respondents were also asked to indicate which three of the twelve service quality measures were most important to them. The top three were “reliability (on-time performance),” 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 “34E should travel to Walpole Center on Sundays.” Many riders used the Comments/Suggestions field to complain about a specific issue; others used the space to suggest ideas about how the MBTA could improve their transit experience. The most common comments were complaints about unreliable service, discourtesy of MBTA personnel, overcrowded vehicles during peak hours, uncleanliness, and jerky stops and starts. Other common comments included requests for:

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

In general, the passengers who wrote comments felt that the service reliability and frequency should be improved; however, a significant number of them indicated that they were satisfied with the existing service.

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

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

Arborway Garage
All Routes

Expanded Results

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	16,398	51.0%	51.0%
Home-based School	4,171	13.0%	63.9%
Home-based Shopping	1,519	4.7%	68.6%
Home-based Social Activity	738	2.3%	70.9%
Home-based Personal Business	2,492	7.7%	78.7%
Home-based Work-related	909	2.8%	81.5%
Home-based Other	2,100	6.5%	88.0%
Work-based	2,132	6.6%	94.7%
Non-Home or Work-based	1,716	5.3%	100.0%
TOTAL	32,175		
No Answer	2,251		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	16,548	55.0%
Speed/travel time	5,121	17.0%
Avoid driving/traffic	9,315	30.9%
Avoid parking at destination	8,855	29.4%
Environmentally responsible	7,904	26.3%
Less expensive	9,206	30.6%
Can read/do work	6,451	21.4%
Only transportation available	12,954	43.0%
Other	1,236	4.1%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	30,102	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	17,545	59.0%	Drive alone	4,760	29.7%
No	12,168	41.0%	Non-MBTA bus	797	5.0%
			Carpool/vanpool	3,144	19.6%
			Bicycle	843	5.3%
			Other MBTA service	7,422	46.3%
			Other	2,574	16.1%
TOTAL	29,713	100.0%	TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	16,013	
No answer	4,712		(No alternatives reported)	1,532	

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

Origin Locations and Activities

Expanded Results

Arborway 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: Jamaica Plain	5,213	15.1%	0.4%	72.1%	1.2%	6.2%	6.6%	6.4%	1.1%	2.2%	3.7%
Boston: Roslindale	4,519	13.1%	1.3%	81.5%	4.1%	8.1%	0.5%	2.2%	1.6%	0.3%	0.3%
Boston: Mattapan	3,148	9.1%		87.6%	1.4%	4.3%	3.3%	1.0%	1.0%		1.4%
Boston: Hyde Park	2,741	8.0%	1.0%	88.2%	3.3%	1.4%	2.9%	1.1%	0.3%		1.7%
Boston: West Roxbury	2,595	7.5%	0.8%	77.7%	5.3%	4.1%	7.6%	0.8%	1.6%		2.1%
Boston: Roxbury	2,558	7.4%		59.2%	15.1%	5.9%	3.6%	5.8%	5.6%	0.6%	4.2%
Boston: South Dorchester	2,492	7.2%	2.6%	83.2%	3.5%	3.5%	1.9%	1.2%	0.3%	0.9%	2.8%
Boston: Longwood Med Area	1,212	3.5%		41.9%	12.2%	26.8%		9.3%		7.2%	2.6%
Boston: North Dorchester	940	2.7%	1.6%	66.6%	8.5%	8.0%	2.8%	2.6%			9.8%
Boston: Fenway	736	2.1%		36.1%	44.8%	10.7%					8.5%
Boston: South End	717	2.1%		71.9%		16.4%		11.7%			
Dedham	589	1.7%		43.1%	3.8%	25.2%	10.3%	3.4%	4.2%	2.4%	7.6%
Norwood	539	1.6%		58.8%	8.3%	16.2%		4.2%		8.3%	4.2%
Boston: Back Bay	474	1.4%		36.9%		24.4%	12.3%	5.5%	8.5%		12.3%
Brookline: Chestnut Hill	350	1.0%		95.6%		4.4%					
Newton	335	1.0%	2.1%	66.7%	17.0%	4.8%	2.1%	2.1%			5.3%
Boston: Financial/Retail	315	0.9%			38.4%	29.5%		9.3%	12.8%		10.0%
Boston: Park Square	302	0.9%			9.7%	42.0%	14.3%	12.4%			21.7%
Walpole	300	0.9%	15.0%	52.4%		17.7%	7.5%				7.5%
Boston: Brighton	292	0.8%		81.6%		3.1%	9.2%			6.1%	
Unspecified	265	0.8%		66.7%		27.0%			6.4%		
Milton	259	0.8%		97.0%			3.0%				
Brookline: North Brookline	208	0.6%		56.1%		9.7%	8.6%	21.2%			4.4%
Canton	204	0.6%		100.0%							
Boston: Charlestown	192	0.6%		21.1%	63.0%	15.9%					
Other (< 0.5 % of riders)	2,930	8.5%	1.7%	56.2%	14.0%	16.6%	1.0%	6.0%	0.5%	0.7%	3.4%
OVERALL TOTAL	34,425	100.0%	0.9%	70.5%	6.8%	8.9%	3.5%	3.7%	1.5%	1.0%	3.2%

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

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Arborway Garage

All Routes

<i>Access Mode to this Bus:</i>	Number of Riders		Percent of Riders		<i>Access Mode to the Transit System:</i>	Number of Riders		Percent of Riders	
Walk Access	23,023		68.1%		Walk	7,330		21.7%	
Drive/Park Access	663		2.0%		Drive/Park	437		1.3%	
Drop-off Access	626		1.9%		Drop-off	397		1.2%	
Taxi Access	65		0.2%		Other	199		0.6%	
Shuttle/Van Access	252		0.7%		TOTAL	8,363		24.7%	
Bicycle Access	7		0.0%		No Answer	697			
Other Access	157		0.5%						
Total Private Trans.	24,792		73.3%		<i>Initial Transit Mode Used on Trip:</i>				
MBTA Bus	4,244		12.5%		MBTA Bus	4,715		13.9%	
Other Bus	138		0.4%		Other Bus	138		0.4%	
Rapid Transit	4,130		12.2%		Rapid Transit	3,581		10.6%	
Commuter Rail	525		1.6%		Commuter Rail	603		1.8%	
Boat	0		0.0%		Boat	0		0.0%	
Other	0		0.0%		Other	0		0.0%	
Total Public Trans.	9,038		26.7%		TOTAL	9,038		26.7%	
TOTAL	33,830		100.0%						
No Answer	572								

<i>Bus Transfers from Connecting Routes:</i>	Number of Riders		Percent of Riders		<i>Bus Transfers from Nonconnecting Routes:</i>	Number of Riders		Percent of Riders	
32	636		14.6%		210	43		8.6%	
16	352		8.1%		101	43		8.6%	
39	251		5.8%		89	43		8.5%	
31	239		5.5%		55	41		8.0%	
42	214		4.9%		23	34		6.7%	
Other	2,670		61.2%		Other	300		59.6%	
TOTAL	4,363		100.0%		TOTAL	503		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	11,243	61.4%	52	10.1%	242	57.2%	47	16.4%	11,584	59.3%
6-10	4,482	24.5%	163	31.8%	120	28.3%	101	35.2%	4,866	24.9%
11-15	1,540	8.4%	63	12.3%	18	4.2%	44	15.4%	1,665	8.5%
16-20	890	4.9%	187	36.4%	24	5.8%	0	0.0%	1,101	5.6%
21-30	124	0.7%	0	0.0%	0	0.0%	95	33.0%	219	1.1%
31-45	38	0.2%	48	9.4%	19	4.5%	0	0.0%	105	0.5%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	18,317	100.0%	513	100.0%	424	100.0%	287	100.0%	19,540	100.0%
No Answer	4,707		150		202		194		5,253	
Avg. Time (min)	6.7		16.2		8.2		15.0		7.1	



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Arborway Garage

All Routes

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	17,613	55.6%
Drive/Park Egress	315	1.0%
Pick-up Egress	622	2.0%
Taxi Egress	29	0.1%
Shuttle/Van Egress	456	1.4%
Bicycle Egress	7	0.0%
Other Egress	481	1.5%
Total Private Trans.	19,522	61.6%
MBTA Bus	3,412	10.8%
Other Bus	130	0.4%
Rapid Transit	8,491	26.8%
Commuter Rail	99	0.3%
Boat	0	0.0%
Other	22	0.1%
Total Public Trans.	12,154	38.4%
TOTAL	31,676	100.0%
No Answer	2,749	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	10,416	32.9%
Drive	43	0.1%
Pick-up	42	0.1%
Other	516	1.6%
TOTAL	11,016	34.8%
No Answer	1,137	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	4,119	13.0%
Other Bus	167	0.5%
Rapid Transit	7,703	24.3%
Commuter Rail	130	0.4%
Boat	13	0.0%
Other	22	0.1%
TOTAL	12,154	38.4%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
39	588	16.9%
32	341	9.8%
31	169	4.9%
749	162	4.7%
16	158	4.6%
Other	2,049	59.1%
TOTAL	3,467	100.0%

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
8	90	9.6%
10	87	9.3%
1	73	7.8%
SL2	71	7.5%
47	57	6.0%
Other	562	59.8%
TOTAL	940	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	6,046	52.3%	31	15.2%	7	2.3%	51	8.1%	6,135	48.3%
6-10	2,735	23.7%	0	0.0%	66	21.8%	246	39.3%	3,047	24.0%
11-15	1,544	13.4%	103	49.8%	47	15.8%	87	13.8%	1,780	14.0%
16-20	1,179	10.2%	29	14.1%	62	20.7%	117	18.7%	1,387	10.9%
21-30	53	0.5%	0	0.0%	96	31.9%	126	20.1%	274	2.2%
31-45	0	0.0%	43	20.9%	22	7.5%	0	0.0%	66	0.5%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	11,556	100.0%	207	100.0%	301	100.0%	625	100.0%	12,689	100.0%
No Answer	6,057		108		321		348		6,833	
Avg. Time (min)	8.0		20.5		21.3		15.6		8.9	

Destination Locations and Activities

Arborway Garage
 All Routes

Expanded Results

City/Neighborhood Destinations	Total Riders	Pct. of Riders	No Resp.	DESTINATION ACTIVITIES							
				Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: Jamaica Plain	4,303	12.5%	13.1%	22.4%	4.6%	36.3%	2.3%	9.9%	2.1%	1.4%	8.1%
Boston: Longwood Med Area	3,752	10.9%	1.9%	2.3%	5.2%	75.0%		12.5%	0.8%		2.2%
Boston: Roxbury	2,416	7.0%	9.2%	19.0%	11.6%	33.7%	3.9%	8.0%	3.2%	3.9%	7.4%
Boston: Roslindale	2,151	6.2%	8.5%	40.4%	1.2%	29.0%	2.0%	6.8%	0.9%	1.7%	9.5%
Boston: West Roxbury	2,028	5.9%	3.4%	26.9%	8.1%	31.0%	2.6%	8.5%		4.7%	14.8%
Boston: Hyde Park	1,988	5.8%	5.6%	42.4%	4.7%	21.8%	9.7%	3.8%	3.7%	1.0%	7.4%
Boston: Mattapan	1,879	5.5%	6.0%	28.3%	2.0%	35.0%	10.8%	4.4%	2.2%		11.2%
Boston: Fenway	1,516	4.4%	3.9%	4.9%	31.4%	50.9%		3.6%	3.4%	1.9%	
Boston: Financial/Retail	1,496	4.3%	3.8%		3.0%	80.3%	1.1%	3.6%	3.0%	3.7%	1.5%
Boston: South Dorchester	1,424	4.1%	2.0%	29.4%	5.9%	29.7%	10.2%	4.8%	2.3%		15.7%
Boston: Govt Center	1,093	3.2%				11.1%	77.1%	1.8%	5.8%	2.4%	1.8%
Boston: Back Bay	1,068	3.1%	2.9%		2.1%	64.7%	8.8%	8.3%			13.1%
Boston: Park Square	797	2.3%				12.1%	70.6%	7.7%	2.5%	1.2%	5.9%
Boston: South End	719	2.1%	3.4%	15.0%	1.9%	61.0%		14.2%		4.4%	
Unspecified	684	2.0%	32.2%	8.5%	10.3%	27.6%	2.9%	8.9%			9.5%
Dedham	646	1.9%	1.4%	4.9%		31.8%	18.8%	1.4%	9.6%	6.7%	25.5%
Boston: Prudential/Hancock	610	1.8%			5.2%	52.5%	14.4%	10.3%	6.2%		11.4%
Boston: North Dorchester	523	1.5%		15.0%	38.5%	32.5%	8.6%	5.3%			
Boston: North End	416	1.2%	3.0%			87.9%		4.3%		4.8%	
Boston: Unspecified	368	1.1%	16.6%		7.3%	36.3%		19.2%			20.5%
Norwood	335	1.0%	6.7%	18.8%	12.1%	25.5%	6.7%	24.2%		6.0%	
Quincy	330	1.0%		18.5%	11.6%	56.5%		9.5%	3.9%		
Boston: Charlestown	317	0.9%			60.6%	39.4%					
Newton	302	0.9%	5.3%	15.9%	3.0%	64.4%	4.6%			2.3%	4.6%
Walpole	288	0.8%		35.9%		21.9%	14.1%		14.1%		14.1%
Brookline: South Brookline	265	0.8%	5.8%	34.8%	20.4%	6.7%		14.6%	11.9%		5.8%
Boston: Brighton	214	0.6%	7.2%	14.3%	63.8%	14.7%					
Cambridge: Kendall/MIT	202	0.6%	3.1%		10.0%	87.0%					
Boston: Beacon Hill	197	0.6%				88.7%			11.3%		
Cambridge: Harvard Square	181	0.5%			7.7%	71.6%	16.8%				3.8%
Boston: Waterfront	176	0.5%				100.0%					
Other (< 0.5 % of riders)	1,743	5.1%	5.0%	7.4%	6.9%	60.4%	1.7%	3.6%	6.0%	1.7%	7.4%
OVERALL TOTAL	34,425	100.0%	5.8%	16.3%	8.1%	47.2%	4.0%	7.3%	2.4%	1.6%	7.3%

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

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Arborway Garage

Expanded Results

All Routes

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Jamaica Plain	Boston: Longwood Med Area	Boston: Roxbury	Boston: Roslindale	Boston: West Roxbury	Boston: Hyde Park	Boston: Mattapan	Boston: Fenway	Boston: Financial/ Retail	Boston: South Dorchester	Other & % of Row	Row Total & % of Overall
Boston: Jamaica Plain	607	969	373	344	112	226	216	334	73	214	1687 32.4%	5213 15.1%
Boston: Roslindale	472	494	237	208	325	223	83	139	440	0	1555 34.4%	4519 13.1%
Boston: Mattapan	362	139	241	155	22	234	273	179	239	114	1013 32.2%	3148 9.1%
Boston: Hyde Park	191	178	248	137	118	220	263	82	126	188	926 33.8%	2741 8.0%
Boston: West Roxbury	214	245	121	156	348	49	0	102	243	0	929 35.8%	2595 7.5%
Boston: Roxbury	403	77	375	249	145	232	97	17	88	143	664 26.0%	2558 7.4%
Boston: South Dorchester	361	113	112	73	127	69	306	69	88	213	866 34.8%	2492 7.2%
Boston: Longwood Med Area	350	61	56	113	72	58	0	126	0	31	314 25.9%	1212 3.5%
Boston: North Dorchester	154	85	199	25	43	57	43	0	44	15	274 29.2%	940 2.7%
Boston: Fenway	119	0	0	142	173	29	19	61	0	0	161 21.9%	736 2.1%
Boston: South End	98	292	90	0	41	0	78	88	0	0	31 4.4%	717 2.1%
Dedham	110	59	0	65	0	14	0	22	67	0	252 42.7%	589 1.7%
Norwood	99	29	0	45	0	0	22	0	22	22	299 55.4%	589 1.7%
Boston: Back Bay	58	117	26	41	15	41	60	58	0	0	58 12.3%	474 1.4%
Brookline: Chestnut Hill	18	108	0	0	0	0	0	49	15	0	130 37.2%	350 1.0%
Newton	0	38	0	0	36	0	0	0	28	19	205 61.1%	335 1.0%
Boston: Financial/Retail	31	29	25	45	0	41	0	0	0	75	69 21.9%	315 0.9%
Boston: Park Square	0	29	48	58	86	81	0	0	0	0	0 0.0%	302 0.9%
Other & % of Column	654 15.2%	691 18.4%	264 10.9%	272 12.7%	365 18.0%	414 20.8%	418 22.2%	191 12.6%	22 1.5%	360 25.3%	699 16.1%	4350 12.6%
Column Total & % of Overall	4303 12.5%	3752 10.9%	2416 7.0%	2151 6.2%	2028 5.9%	1988 5.8%	1879 5.5%	1516 4.4%	1496 4.3%	1424 4.1%	10381 30.2%	34425



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Expanded Results

Arborway Garage

All Routes

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	2,493	7.4%	7.4%
19 - 24	4,082	12.1%	19.4%
25 - 34	6,687	19.8%	39.2%
35 - 44	5,472	16.2%	55.4%
45 - 64	11,896	35.2%	90.6%
65 and Older	3,192	9.4%	100.0%
TOTAL	33,821	100.0%	100.0%
No Answer	604		

Gender of Riders:	Number of Riders	Percent of Riders
Male	10,867	33.6%
Female	21,512	66.4%
Transgender	0	0.0%
TOTAL	32,378	100.0%
No Answer	2,047	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	6,860	23.6%	23.6%
\$20,000 - \$29,999	3,126	10.8%	34.4%
\$30,000 - \$39,999	3,283	11.3%	45.7%
\$40,000 - \$49,999	2,594	8.9%	54.6%
\$50,000 - \$59,999	2,641	9.1%	63.7%
\$60,000 - \$74,999	3,375	11.6%	75.4%
\$75,000 - \$99,999	3,045	10.5%	85.8%
\$100,000 or more	4,110	14.2%	100.0%
TOTAL	29,034	100.0%	100.0%
No Answer	5,391		

Mean Household Size: 2.75



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Arborway Garage

All Routes

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	779	2.5%
Black or African-American	12,536	39.7%
Native Hawaiian or Other Pacific Islander	205	0.6%
Asian	1,761	5.6%
White	14,121	44.7%
Other	3,259	10.3%
TOTAL	31,591	

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	3,620	11.5%
No	27,802	88.5%
TOTAL	31,422	100.0%
No Answer	3,003	



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Arborway 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	1,892	6.3%	6.3%
One Day	971	3.2%	9.5%
Two Days	1,872	6.2%	15.7%
Three Days	2,318	7.7%	23.3%
Four Days	1,876	6.2%	29.5%
Five Days	13,272	43.9%	73.4%
Six Days	3,470	11.5%	84.9%
Seven Days	4,500	14.9%	99.8%
Only Visiting	63	0.2%	100.0%
TOTAL	30,234	100.0%	100.0%
No Answer	4,191		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	4,366 16.8%	1,601 6.2%	604 2.3%	1,446	6,571 25.3%
Occasionally	509 2.0%	7,349 28.2%	2,704 10.4%	2,283	10,562 40.6%
Not at all	96 0.4%	132 0.5%	8,660 33.3%	339	8,889 34.2%
No Answer	156	362	80	3,738	
Sunday Total	4,971 19.1%	9,083 34.9%	11,968 46.0%		26,022 *

* 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

Arborway 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)	8,282	24.2%	4.2
Pay-per-ride CharlieTicket (paper)	718	2.1%	4.9
Monthly pass	20,412	59.7%	4.8
Full cash fare on-board bus	744	2.2%	3.2
Reduced fare	2,097	6.1%	3.9
<i>Student</i>	388	1.1%	4.6
<i>Senior</i>	1,077	3.2%	3.4
<i>Disability</i>	632	1.9%	4.1
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	51	0.1%	5.0
Blind Access Card	77	0.2%	2.0
1-Day LinkPass	81	0.2%	5.5
7-Day LinkPass	1,679	4.9%	5.4
Other	30	0.1%	3.9
No Fare Payment Type Selected	255		
All Payment Types	34,170	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)	11,197	32.8%	4.8
Student	1,042	3.1%	5.0
Senior	1,098	3.2%	4.3
Disability	1,215	3.6%	4.8
Inner Express Bus	340	1.0%	5.2
Outer Express Bus	81	0.2%	6.0
Zone	1,316	3.9%	3.8
Boat	0	0.0%	0.0
Local Bus	3,740	10.9%	5.2
No Pass Selected	385	1.1%	5.9
Total Riders Using Monthly Passes	20,412	59.7%	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	430	1.3%	4.5
1	418	1.2%	2.6
2	31	0.1%	0.5
3	245	0.7%	4.6
4	47	0.1%	3.3
5	0	0.0%	0.0
6	135	0.4%	4.0
7	0	0.0%	0.0
8	0	0.0%	0.0
Interzone	0	0.0%	0.0
No Zone Selected	9	0.0%	5.0
Total Riders Using Zone Passes	1,316	3.9%	3.8

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

Vehicle Availability

Expanded Results

Arborway Garage

All Routes

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	18,865	62.7%
Not Licensed	11,214	37.3%
TOTAL	30,079	100.0%
No Answer	4,346	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	13,159	39.5%
1 vehicle	12,612	37.9%
2 vehicles	5,883	17.7%
3 or more vehicles	1,658	5.0%
TOTAL	33,312	100.0%
No Answer	1,113	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	8,878	28.1%
No	22,684	71.9%
TOTAL	31,562	100.0%
No Answer	2,863	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	12,381	39.4%	39.4%
0.01 to 0.49 vehicles	6,965	22.1%	61.5%
0.50 to 0.99 vehicles	8,024	25.5%	87.0%
1.00 to 1.49 vehicles	3,721	11.8%	98.9%
1.50 to 1.99 vehicles	221	0.7%	99.6%
2 or more vehicles	131	0.4%	100.0%
TOTAL RESPONSES	31,444		



MBTA Surveys: 2008-09

Bus Survey

Service Quality

Expanded Results

Arborway Garage

All Routes

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.1	10.6%	15.5%	38.1%	26.4%	9.4%	29,371	5,054	9,425
Safety and security	3.5	3.9%	8.7%	34.4%	37.0%	16.1%	29,070	5,355	4,338
Cleanliness/condition of vehicles	2.9	11.0%	18.8%	40.7%	23.5%	6.0%	28,881	5,544	2,196
Courtesy of drivers	3.3	8.7%	13.8%	34.0%	29.0%	14.5%	29,408	5,017	2,949
Announcement of stops	3.7	7.1%	7.4%	22.7%	34.4%	28.3%	28,541	5,884	849
Availability of seating on buses	3.3	6.6%	14.0%	37.0%	29.2%	13.2%	29,342	5,083	1,370
Frequency of service	2.9	13.3%	18.9%	35.7%	24.3%	7.8%	28,721	5,704	5,535
Travel time/speed	3.3	5.9%	10.6%	40.4%	31.5%	11.6%	29,026	5,399	2,502
Parking availability	3.0	14.5%	12.9%	41.4%	20.5%	10.8%	15,713	18,712	116
Stop amenities	2.7	19.1%	25.3%	33.4%	14.9%	7.2%	26,278	8,148	511
Fare collection system	3.5	8.4%	9.6%	28.9%	30.4%	22.8%	28,054	6,372	645
Signage on vehicles	3.6	4.3%	6.5%	34.9%	35.5%	18.8%	25,777	8,648	253

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



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

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

The tables (at the end of the chapter) present these data by bus route. For each route, three tables presenting the three respective types of data are grouped on a single page. The data for each route are based on the survey responses from passengers who rode some portion of that route. Chapter 2 addresses the same categories of data that are addressed in the present chapter, but at the level of the Arborway 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 Arborway Garage, the percentage of home-based trips exceeded that of non-home-based trips, and the most common trip purpose category was home-based work except on Routes 35 and 48. The bus routes with the highest percentages of home-based work trips were Routes 29 (70%), 51 (69%), and 32 (65%).

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. While 26% of all trips on Route 35 were work-based, the percentages across all other Arborway Garage bus routes ranged between 0% and 9%.

Home-based shopping trips accounted for 25% of all trips on Route 48, but less than 14% of trips on all other Arborway Garage bus routes. Home-based school trips ranged between 5% and 26% on all routes. Home-based other trips (trips for which riders identified home as the purpose at one end of the trip and “other” at the other end) accounted for 16% or less of trips on all routes.

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

3.2 REASONS FOR USING THE MBTA

3.2.1 DESCRIPTION OF TABLE

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

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

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

3.2.2 OVERVIEW OF RESULTS

Responses varied across routes. The most frequently selected reason for using bus transit was “convenience.” The percentage of riders choosing “convenience” was highest on Route 48 (75%), followed by Routes 35 and 38 (both 67%).

The second- and third-most frequently selected reasons were “only transportation available” and “avoid driving/traffic.” The percentage of riders choosing “only transportation available” was highest on Route 27 (60%), and the percentage of riders choosing “avoid driving/traffic” was highest on Route 37 (51%).

The fourth- and fifth-most frequently selected reasons were “less expensive than other choices” followed by “avoid parking at destination.” The percentage of riders choosing “less expensive than other choices” was highest on Route 24 (47%), and the percentage of riders choosing “avoid parking at destination” was highest on Route 39 (49%).

3.3 ALTERNATIVE MEANS OF TRANSPORTATION

3.3.1 DESCRIPTION OF TABLES

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

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

3.3.2 OVERVIEW OF RESULTS

Between 42% and 76% of the riders indicated that they had used other means of making the same trip. The percentage of riders answering affirmatively to this question was highest on Route 24. 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 29 (73%).

“Drive alone” was the second-most-commonly selected alternative mode on most routes. The percentage of riders choosing “drive alone” was highest on Route 40 (44%). “Carpool/vanpool” was the third-most-commonly selected alternative mode. The percentage of riders choosing “carpool/vanpool” was highest on Route 34 (35%). After “carpool/vanpool,” “other” and “bicycle” were the next-most-frequently selected transportation alternatives. The “other” responses that had write-in mode descriptions were most often “walk,” “taxi,” or “dropped off.” The percentage of riders choosing “other” was highest on Route 48 (60%) and the percentage of riders choosing “bicycle” was highest on Route 41 (15%).

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

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

Route: 14

Expanded Results

Roslindale Sq - Heath St

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	507	59.4%	59.4%
Home-based School	85	10.0%	69.4%
Home-based Shopping	0	0.0%	69.4%
Home-based Social Activity	20	2.4%	71.8%
Home-based Personal Business	60	7.1%	78.9%
Home-based Work-related	20	2.4%	81.2%
Home-based Other	25	2.9%	84.1%
Work-based	45	5.3%	89.4%
Non-Home or Work-based	90	10.6%	100.0%
TOTAL	853		
No Answer	0		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	492	57.7%
Speed/travel time	171	20.0%
Avoid driving/traffic	201	23.5%
Avoid parking at destination	236	27.7%
Environmentally responsible	231	27.1%
Less expensive	166	19.5%
Can read/do work	146	17.1%
Only transportation available	376	44.1%
Other	25	2.9%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	853	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	627	73.4%
No	227	26.6%
TOTAL	853	100.0%
No answer	0	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	60	10.8%
Non-MBTA bus	0	0.0%
Carpool/vanpool	81	14.4%
Bicycle	0	0.0%
Other MBTA service	341	60.7%
Other	160	28.5%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	561	
(No alternatives reported)	65	

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

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

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

Route: 21

Expanded Results

Ashmont Station - Forest Hills

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	1,112	56.7%	56.7%
Home-based School	243	12.4%	69.1%
Home-based Shopping	142	7.2%	76.3%
Home-based Social Activity	56	2.8%	79.1%
Home-based Personal Business	25	1.3%	80.4%
Home-based Work-related	56	2.8%	83.2%
Home-based Other	237	12.1%	95.3%
Work-based	61	3.1%	98.4%
Non-Home or Work-based	31	1.6%	100.0%
TOTAL	1,962		
No Answer	207		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	967	46.3%
Speed/travel time	253	12.1%
Avoid driving/traffic	309	14.8%
Avoid parking at destination	318	15.2%
Environmentally responsible	142	6.8%
Less expensive	404	19.4%
Can read/do work	460	22.0%
Only transportation available	1,082	51.8%
Other	172	8.3%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	2,088	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	1,148	56.3%	Drive alone	293	27.4%
No	890	43.7%	Non-MBTA bus	0	0.0%
TOTAL	2,038	100.0%	Carpool/vanpool	203	19.0%
No answer	131		Bicycle	31	2.9%
			Other MBTA service	521	48.8%
			Other	223	20.9%
			TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	1,067	
			(No alternatives reported)	81	

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

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

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

Route: 24

Expanded Results

Wakefield Ave/Truman Pkwy - Mattapan/Ashmont

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	368	44.5%	44.5%
Home-based School	162	19.6%	64.2%
Home-based Shopping	113	13.7%	77.9%
Home-based Social Activity	0	0.0%	77.9%
Home-based Personal Business	57	6.9%	84.7%
Home-based Work-related	26	3.1%	87.8%
Home-based Other	26	3.1%	91.0%
Work-based	0	0.0%	91.0%
Non-Home or Work-based	75	9.0%	100.0%
TOTAL	827		
No Answer	108		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	474	55.6%
Speed/travel time	162	19.0%
Avoid driving/traffic	39	4.5%
Avoid parking at destination	64	7.5%
Environmentally responsible	139	16.3%
Less expensive	402	47.1%
Can read/do work	126	14.8%
Only transportation available	453	53.2%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	852	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	639	76.1%
No	201	23.9%
TOTAL	839	100.0%
No answer	95	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	139	23.7%
Non-MBTA bus	31	5.3%
Carpool/vanpool	126	21.5%
Bicycle	31	5.3%
Other MBTA service	239	40.8%
Other	95	16.2%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	587	
(No alternatives reported)	51	

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

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

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

Route: 26

Expanded Results

Ashmont Station - Norfolk/Morton

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	332	47.3%	47.3%
Home-based School	93	13.2%	60.5%
Home-based Shopping	19	2.7%	63.3%
Home-based Social Activity	0	0.0%	63.3%
Home-based Personal Business	112	15.9%	79.2%
Home-based Work-related	0	0.0%	79.2%
Home-based Other	62	8.8%	87.9%
Work-based	46	6.6%	94.5%
Non-Home or Work-based	38	5.5%	100.0%
TOTAL	702		
No Answer	42		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	389	56.4%
Speed/travel time	166	24.0%
Avoid driving/traffic	174	25.2%
Avoid parking at destination	93	13.4%
Environmentally responsible	131	19.0%
Less expensive	185	26.8%
Can read/do work	101	14.6%
Only transportation available	343	49.7%
Other	58	8.3%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	690	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	358	52.2%
No	328	47.8%
TOTAL	686	100.0%
No answer	58	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	92	28.5%
Non-MBTA bus	8	2.4%
Carpool/vanpool	35	10.7%
Bicycle	0	0.0%
Other MBTA service	100	30.9%
Other	127	39.3%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	324	
(No alternatives reported)	35	

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

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

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

Route: 27

Expanded Results

Mattapan Station - Ashmont Station

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	150	45.4%	45.4%
Home-based School	30	9.0%	54.4%
Home-based Shopping	38	11.6%	66.0%
Home-based Social Activity	0	0.0%	66.0%
Home-based Personal Business	30	9.1%	75.1%
Home-based Work-related	0	0.0%	75.1%
Home-based Other	52	15.8%	90.9%
Work-based	15	4.4%	95.3%
Non-Home or Work-based	15	4.7%	100.0%
TOTAL	330		
No Answer	68		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	218	55.7%
Speed/travel time	67	17.2%
Avoid driving/traffic	37	9.6%
Avoid parking at destination	60	15.3%
Environmentally responsible	75	19.1%
Less expensive	113	28.9%
Can read/do work	75	19.2%
Only transportation available	233	59.7%
Other	15	3.8%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	391	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	218	60.5%
No	143	39.5%
TOTAL	361	100.0%
No answer	37	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	15	8.5%
Non-MBTA bus	15	8.3%
Carpool/vanpool	53	29.3%
Bicycle	0	0.0%
Other MBTA service	106	58.4%
Other	15	8.3%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	181	
(No alternatives reported)	37	

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

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

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

Route: 29

Expanded Results

Mattapan Station - Ruggles via Jackson Sq

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	541	70.0%	70.0%
Home-based School	66	8.6%	78.6%
Home-based Shopping	39	5.0%	83.6%
Home-based Social Activity	0	0.0%	83.6%
Home-based Personal Business	44	5.7%	89.3%
Home-based Work-related	0	0.0%	89.3%
Home-based Other	0	0.0%	89.3%
Work-based	22	2.9%	92.1%
Non-Home or Work-based	61	7.9%	100.0%
TOTAL	773		
No Answer	83		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	398	46.4%
Speed/travel time	149	17.4%
Avoid driving/traffic	259	30.3%
Avoid parking at destination	215	25.1%
Environmentally responsible	88	10.3%
Less expensive	88	10.3%
Can read/do work	188	21.9%
Only transportation available	426	49.7%
Other	44	5.2%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	856	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	469	59.0%
No	326	41.0%
TOTAL	795	100.0%
No answer	61	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	110	27.0%
Non-MBTA bus	0	0.0%
Carpool/vanpool	88	21.6%
Bicycle	22	5.4%
Other MBTA service	298	73.0%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	408	
(No alternatives reported)	61	

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

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

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

Route: 30

Expanded Results

Mattapan Station - Forest Hills via Roslindale Sq

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	562	47.7%	47.7%
Home-based School	259	21.9%	69.7%
Home-based Shopping	23	1.9%	71.6%
Home-based Social Activity	23	1.9%	73.5%
Home-based Personal Business	46	3.9%	77.4%
Home-based Work-related	23	1.9%	79.3%
Home-based Other	53	4.5%	83.8%
Work-based	107	9.0%	92.9%
Non-Home or Work-based	84	7.1%	100.0%
TOTAL	1,178		
No Answer	23		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	578	51.0%
Speed/travel time	190	16.8%
Avoid driving/traffic	335	29.5%
Avoid parking at destination	296	26.2%
Environmentally responsible	144	12.7%
Less expensive	251	22.1%
Can read/do work	228	20.1%
Only transportation available	532	47.0%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	1,133	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	775	64.6%
No	426	35.4%
TOTAL	1,201	100.0%
No answer	0	

Other Modes Reported by Riders Who Checked "Yes":

	Number of Riders	Percent of Riders*
Drive alone	205	30.7%
Non-MBTA bus	0	0.0%
Carpool/vanpool	114	17.0%
Bicycle	23	3.4%
Other MBTA service	327	48.9%
Other	68	10.2%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	669	
(No alternatives reported)	107	

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

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

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

Route: 31

Expanded Results

Mattapan Station - Forest Hills via Morton St

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	1,121	52.1%	52.1%
Home-based School	422	19.6%	71.7%
Home-based Shopping	89	4.1%	75.8%
Home-based Social Activity	22	1.0%	76.8%
Home-based Personal Business	144	6.7%	83.5%
Home-based Work-related	89	4.1%	87.6%
Home-based Other	200	9.3%	96.9%
Work-based	44	2.1%	99.0%
Non-Home or Work-based	22	1.0%	100.0%
TOTAL	2,153		
No Answer	300		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	1,465	62.9%
Speed/travel time	222	9.5%
Avoid driving/traffic	289	12.4%
Avoid parking at destination	500	21.4%
Environmentally responsible	344	14.8%
Less expensive	677	29.1%
Can read/do work	378	16.2%
Only transportation available	1,199	51.4%
Other	111	4.8%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	2,331	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	1,687	74.5%
No	577	25.5%
TOTAL	2,264	100.0%
No answer	189	

Other Modes Reported by Riders Who Checked "Yes":

	Number of Riders	Percent of Riders*
Drive alone	344	23.0%
Non-MBTA bus	166	11.1%
Carpool/vanpool	278	18.5%
Bicycle	22	1.5%
Other MBTA service	866	57.8%
Other	22	1.5%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	1,498	
(No alternatives reported)	189	

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

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

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

Route: 32

Wolcott - Forest Hills

Both Directions

Expanded Results

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

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

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	511	43.7%	Drive alone	173	36.8%
No	659	56.3%	Non-MBTA bus	19	4.1%
			Carpool/vanpool	145	30.9%
			Bicycle	38	8.2%
TOTAL	1,170	100.0%	Other MBTA service	155	33.1%
No answer	47		Other	71	15.2%
			TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	469	
			(No alternatives reported)	42	

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

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

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

Route: 33

Expanded Results

Dedham Line - Mattapan Station via River St

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	214	42.4%	42.4%
Home-based School	26	5.1%	47.5%
Home-based Shopping	39	7.6%	55.1%
Home-based Social Activity	13	2.5%	57.6%
Home-based Personal Business	26	5.1%	62.7%
Home-based Work-related	88	17.4%	80.1%
Home-based Other	39	7.6%	87.7%
Work-based	31	6.1%	93.9%
Non-Home or Work-based	31	6.1%	100.0%
TOTAL	505		
No Answer	57		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	239	42.7%
Speed/travel time	82	14.7%
Avoid driving/traffic	108	19.3%
Avoid parking at destination	77	13.8%
Environmentally responsible	88	15.6%
Less expensive	113	20.2%
Can read/do work	131	23.4%
Only transportation available	283	50.5%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	561	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	291	51.8%
No	270	48.2%
TOTAL	561	100.0%
No answer	0	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	44	20.2%
Non-MBTA bus	0	0.0%
Carpool/vanpool	39	17.9%
Bicycle	0	0.0%
Other MBTA service	121	56.0%
Other	26	11.9%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	216	
(No alternatives reported)	75	

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

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

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

Route: 34

Expanded Results

Dedham Line - Forest Hills

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	1,527	46.9%	46.9%
Home-based School	463	14.2%	61.1%
Home-based Shopping	171	5.2%	66.3%
Home-based Social Activity	108	3.3%	69.6%
Home-based Personal Business	189	5.8%	75.4%
Home-based Work-related	103	3.2%	78.6%
Home-based Other	175	5.4%	84.0%
Work-based	252	7.7%	91.7%
Non-Home or Work-based	270	8.3%	100.0%
TOTAL	3,258		
No Answer	180		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	1,730	51.0%
Speed/travel time	647	19.1%
Avoid driving/traffic	1,191	35.1%
Avoid parking at destination	961	28.3%
Environmentally responsible	1,141	33.6%
Less expensive	1,182	34.8%
Can read/do work	966	28.5%
Only transportation available	1,582	46.6%
Other	85	2.5%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	3,393	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	1,712	51.4%
No	1,618	48.6%
TOTAL	3,330	100.0%
No answer	108	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	373	26.0%
Non-MBTA bus	126	8.8%
Carpool/vanpool	494	34.5%
Bicycle	67	4.7%
Other MBTA service	508	35.4%
Other	193	13.5%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	1,433	
(No alternatives reported)	279	

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

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

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

Route: 35

Expanded Results

Dedham Mall/Stimson St - Forest Hills

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	164	20.0%	20.0%
Home-based School	107	13.0%	33.0%
Home-based Shopping	40	4.9%	37.9%
Home-based Social Activity	107	13.0%	50.9%
Home-based Personal Business	84	10.2%	61.1%
Home-based Work-related	0	0.0%	61.1%
Home-based Other	20	2.5%	63.5%
Work-based	216	26.3%	89.8%
Non-Home or Work-based	84	10.2%	100.0%
TOTAL	821		
No Answer	40		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	521	67.3%
Speed/travel time	184	23.8%
Avoid driving/traffic	271	34.9%
Avoid parking at destination	294	37.9%
Environmentally responsible	164	21.2%
Less expensive	317	40.9%
Can read/do work	104	13.4%
Only transportation available	251	32.3%
Other	20	2.6%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	775	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	423	56.1%
No	331	43.9%
TOTAL	754	100.0%
No answer	107	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	150	39.1%
Non-MBTA bus	43	11.3%
Carpool/vanpool	0	0.0%
Bicycle	0	0.0%
Other MBTA service	276	72.2%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	383	
(No alternatives reported)	40	

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

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

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

Route: 36

Expanded Results

Charles River Loop - Forest Hills

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	965	47.2%	47.2%
Home-based School	147	7.2%	54.4%
Home-based Shopping	86	4.2%	58.6%
Home-based Social Activity	86	4.2%	62.8%
Home-based Personal Business	150	7.3%	70.1%
Home-based Work-related	40	2.0%	72.1%
Home-based Other	207	10.1%	82.3%
Work-based	193	9.4%	91.7%
Non-Home or Work-based	170	8.3%	100.0%
TOTAL	2,045		
No Answer	40		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	1,270	60.9%
Speed/travel time	288	13.8%
Avoid driving/traffic	743	35.6%
Avoid parking at destination	720	34.5%
Environmentally responsible	703	33.7%
Less expensive	680	32.6%
Can read/do work	539	25.8%
Only transportation available	930	44.6%
Other	63	3.0%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	2,085	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	1,120	56.5%	Drive alone	369	33.5%
No	861	43.5%	Non-MBTA bus	63	5.8%
TOTAL	1,981	100.0%	Carpool/vanpool	294	26.7%
No answer	104		Bicycle	81	7.3%
			Other MBTA service	438	39.8%
			Other	190	17.3%
			TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	1,100	
			(No alternatives reported)	20	

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

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

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

Route: 37

Expanded Results

Baker/Vermont St - Forest Hills

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	634	54.7%	54.7%
Home-based School	147	12.7%	67.4%
Home-based Shopping	127	10.9%	78.4%
Home-based Social Activity	40	3.5%	81.8%
Home-based Personal Business	20	1.7%	83.6%
Home-based Work-related	63	5.5%	89.1%
Home-based Other	107	9.2%	98.3%
Work-based	0	0.0%	98.3%
Non-Home or Work-based	20	1.7%	100.0%
TOTAL	1,158		
No Answer	63		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	786	64.4%
Speed/travel time	228	18.6%
Avoid driving/traffic	622	50.9%
Avoid parking at destination	492	40.3%
Environmentally responsible	389	31.8%
Less expensive	498	40.8%
Can read/do work	291	23.8%
Only transportation available	441	36.1%
Other	63	5.2%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	1,221	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	688	57.3%
No	513	42.7%
TOTAL	1,201	100.0%
No answer	20	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	268	40.1%
Non-MBTA bus	43	6.5%
Carpool/vanpool	43	6.5%
Bicycle	20	3.0%
Other MBTA service	233	34.9%
Other	164	24.6%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	668	
(No alternatives reported)	20	

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

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

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

Route: 38

Expanded Results

Wren St - Forest Hills

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	362	57.9%	57.9%
Home-based School	19	3.0%	60.8%
Home-based Shopping	19	3.0%	63.8%
Home-based Social Activity	6	1.0%	64.8%
Home-based Personal Business	80	12.7%	77.5%
Home-based Work-related	43	6.8%	84.4%
Home-based Other	55	8.8%	93.2%
Work-based	43	6.8%	100.0%
Non-Home or Work-based	0	0.0%	100.0%
TOTAL	626		
No Answer	49		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	454	67.3%
Speed/travel time	215	31.9%
Avoid driving/traffic	332	49.2%
Avoid parking at destination	295	43.7%
Environmentally responsible	307	45.5%
Less expensive	301	44.6%
Can read/do work	222	32.8%
Only transportation available	257	38.1%
Other	31	4.5%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	675	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	277	41.8%	Drive alone	86	32.6%
No	386	58.2%	Non-MBTA bus	0	0.0%
TOTAL	663	100.0%	Carpool/vanpool	49	18.6%
No answer	12		Bicycle	24	9.3%
			Other MBTA service	92	35.0%
			Other	67	25.4%
			TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	264	
			(No alternatives reported)	12	

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

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

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

Route: 39

Expanded Results

Forest Hills - Back Bay Station

Both Directions

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

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

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	2,507	56.6%	Drive alone	914	39.8%
No	1,919	43.4%	Non-MBTA bus	92	4.0%
			Carpool/vanpool	339	14.8%
TOTAL	4,426	100.0%	Bicycle	247	10.8%
No answer	3,423		Other MBTA service	918	40.0%
			Other	433	18.9%
			TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	2,296	
			(No alternatives reported)	211	

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

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

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

Route: 40

Georgetown - Forest Hills

Both Directions

Expanded Results

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	328	39.2%	39.2%
Home-based School	211	25.3%	64.5%
Home-based Shopping	0	0.0%	64.5%
Home-based Social Activity	0	0.0%	64.5%
Home-based Personal Business	45	5.4%	69.9%
Home-based Work-related	103	12.4%	82.3%
Home-based Other	108	12.9%	95.2%
Work-based	0	0.0%	95.2%
Non-Home or Work-based	41	4.8%	100.0%
TOTAL	836		
No Answer	63		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	395	44.0%
Speed/travel time	63	7.0%
Avoid driving/traffic	243	27.0%
Avoid parking at destination	180	20.0%
Environmentally responsible	135	15.0%
Less expensive	148	16.5%
Can read/do work	85	9.5%
Only transportation available	405	45.0%
Other	41	4.5%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	899	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	580	69.4%	Drive alone	216	43.6%
No	256	30.6%	Non-MBTA bus	22	4.5%
TOTAL	836	100.0%	Carpool/vanpool	112	22.7%
No answer	63		Bicycle	0	0.0%
			Other MBTA service	319	64.6%
			Other	22	4.5%
			TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	494	
			(No alternatives reported)	85	

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

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

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

Route: 41

Expanded Results

Centre/Eliot St - JFK/Umass

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	519	38.6%	38.6%
Home-based School	348	25.9%	64.5%
Home-based Shopping	25	1.8%	66.4%
Home-based Social Activity	44	3.3%	69.6%
Home-based Personal Business	99	7.3%	77.0%
Home-based Work-related	44	3.3%	80.3%
Home-based Other	108	8.0%	88.3%
Work-based	108	8.0%	96.3%
Non-Home or Work-based	49	3.7%	100.0%
TOTAL	1,344		
No Answer	143		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	775	54.6%
Speed/travel time	333	23.5%
Avoid driving/traffic	343	24.2%
Avoid parking at destination	255	18.0%
Environmentally responsible	393	27.7%
Less expensive	398	28.0%
Can read/do work	196	13.8%
Only transportation available	712	50.2%
Other	20	1.4%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	1,418	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	893	63.0%	Drive alone	147	16.8%
No	525	37.0%	Non-MBTA bus	20	2.2%
			Carpool/vanpool	88	10.1%
TOTAL	1,418	100.0%	Bicycle	133	15.2%
No answer	69		Other MBTA service	555	63.5%
			Other	147	16.8%
			TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	873	
			(No alternatives reported)	20	

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

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

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

Route: 42

Expanded Results

Forest Hills - Ruggles via Dudley

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	710	41.4%	41.4%
Home-based School	189	11.0%	52.5%
Home-based Shopping	122	7.1%	59.6%
Home-based Social Activity	0	0.0%	59.6%
Home-based Personal Business	302	17.6%	77.2%
Home-based Work-related	34	2.0%	79.1%
Home-based Other	127	7.4%	86.6%
Work-based	111	6.4%	93.0%
Non-Home or Work-based	120	7.0%	100.0%
TOTAL	1,715		
No Answer	240		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	1,065	57.2%
Speed/travel time	266	14.3%
Avoid driving/traffic	437	23.5%
Avoid parking at destination	391	21.0%
Environmentally responsible	394	21.1%
Less expensive	326	17.5%
Can read/do work	300	16.1%
Only transportation available	866	46.5%
Other	84	4.5%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	1,861	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	1,252	68.5%
No	576	31.5%
TOTAL	1,828	100.0%
No answer	127	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	300	25.7%
Non-MBTA bus	79	6.8%
Carpool/vanpool	230	19.8%
Bicycle	43	3.7%
Other MBTA service	480	41.2%
Other	281	24.1%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	1,166	
(No alternatives reported)	86	

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

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

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

Route: 48

Expanded Results

Centre/South St - Jackson Sq

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	8	8.4%	8.4%
Home-based School	23	24.7%	33.2%
Home-based Shopping	23	24.7%	57.9%
Home-based Social Activity	0	0.0%	57.9%
Home-based Personal Business	16	16.8%	74.7%
Home-based Work-related	8	8.4%	83.2%
Home-based Other	0	0.0%	83.2%
Work-based	8	8.4%	91.6%
Non-Home or Work-based	8	8.4%	100.0%
TOTAL	93		
No Answer	0		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	69	74.7%
Speed/travel time	16	16.8%
Avoid driving/traffic	23	24.7%
Avoid parking at destination	8	8.4%
Environmentally responsible	39	41.6%
Less expensive	31	33.2%
Can read/do work	0	0.0%
Only transportation available	23	25.3%
Other	16	16.8%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	93	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	39	42.1%	Drive alone	0	0.0%
No	54	57.9%	Non-MBTA bus	8	20.0%
			Carpool/vanpool	8	20.0%
TOTAL	93	100.0%	Bicycle	0	0.0%
No answer	0		Other MBTA service	8	20.0%
			Other	23	60.0%
			TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	39	
			(No alternatives reported)	0	

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

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

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

Route: 50

Cleary Sq - Forest Hills

Both Directions

Expanded Results

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	425	64.1%	64.1%
Home-based School	97	14.6%	78.7%
Home-based Shopping	15	2.2%	81.0%
Home-based Social Activity	15	2.2%	83.2%
Home-based Personal Business	48	7.3%	90.5%
Home-based Work-related	15	2.2%	92.7%
Home-based Other	24	3.6%	96.4%
Work-based	15	2.2%	98.6%
Non-Home or Work-based	9	1.4%	100.0%
TOTAL	663		
No Answer	72		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	414	58.6%
Speed/travel time	90	12.7%
Avoid driving/traffic	298	42.1%
Avoid parking at destination	303	42.9%
Environmentally responsible	310	43.8%
Less expensive	204	28.8%
Can read/do work	131	18.6%
Only transportation available	220	31.1%
Other	54	7.6%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	707	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	397	56.9%	Drive alone	144	36.1%
No	300	43.1%	Non-MBTA bus	30	7.4%
			Carpool/vanpool	58	14.5%
			Bicycle	9	2.4%
TOTAL	697	100.0%	Other MBTA service	209	52.7%
No answer	38		Other	34	8.4%
			TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	397	
			(No alternatives reported)	0	

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

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

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

Route: 51

Expanded Results

Reservoir Station - Forest Hills

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	776	68.9%	68.9%
Home-based School	163	14.5%	83.5%
Home-based Shopping	36	3.2%	86.6%
Home-based Social Activity	0	0.0%	86.6%
Home-based Personal Business	18	1.6%	88.2%
Home-based Work-related	33	2.9%	91.2%
Home-based Other	51	4.5%	95.7%
Work-based	31	2.7%	98.4%
Non-Home or Work-based	18	1.6%	100.0%
TOTAL	1,126		
No Answer	97		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	541	44.8%
Speed/travel time	235	19.4%
Avoid driving/traffic	549	45.4%
Avoid parking at destination	544	45.0%
Environmentally responsible	503	41.6%
Less expensive	564	46.7%
Can read/do work	324	26.8%
Only transportation available	421	34.9%
Other	51	4.2%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	1,208	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	697	57.7%	Drive alone	278	39.9%
No	511	42.3%	Non-MBTA bus	15	2.2%
TOTAL	1,208	100.0%	Carpool/vanpool	199	28.6%
No answer	15		Bicycle	36	5.1%
			Other MBTA service	222	31.8%
			Other	133	19.0%
			TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	697	
			(No alternatives reported)	0	

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

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

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

Route: 52

Charles River Loop - Watertown

Both Directions

Expanded Results

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	258	53.5%	53.5%
Home-based School	67	13.8%	67.2%
Home-based Shopping	21	4.3%	71.6%
Home-based Social Activity	7	1.4%	73.0%
Home-based Personal Business	16	3.3%	76.3%
Home-based Work-related	0	0.0%	76.3%
Home-based Other	44	9.0%	85.3%
Work-based	30	6.2%	91.5%
Non-Home or Work-based	41	8.5%	100.0%
TOTAL	483		
No Answer	34		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	219	44.6%
Speed/travel time	94	19.0%
Avoid driving/traffic	230	46.8%
Avoid parking at destination	169	34.4%
Environmentally responsible	228	46.4%
Less expensive	197	40.0%
Can read/do work	167	34.0%
Only transportation available	215	43.7%
Other	16	3.2%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	492	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	236	46.4%
No	272	53.6%
TOTAL	508	100.0%
No answer	9	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	41	18.6%
Non-MBTA bus	16	7.3%
Carpool/vanpool	69	31.2%
Bicycle	16	7.3%
Other MBTA service	89	40.7%
Other	78	35.3%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	220	
(No alternatives reported)	16	

**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 Arborway 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 Arborway 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. Arborway 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 45, the number for people boarding Route 39, while the lowest was 2, the number for Route 48. 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

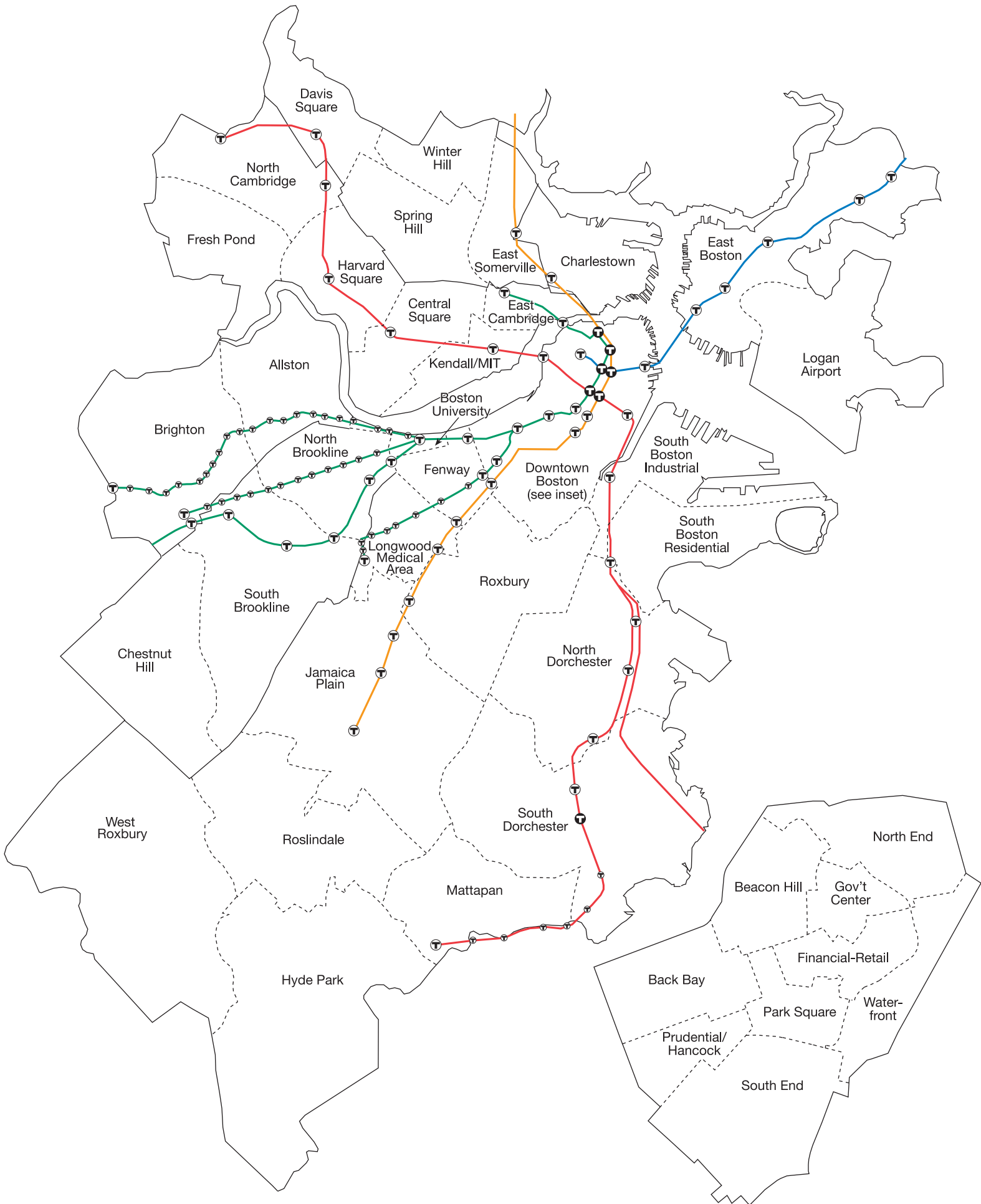
For the most part, the origin activity of people boarding each bus route was home: looking at the riders from the top 10 origin locations for these routes, home was the origin activity for 76%. This is partly a reflection of the hours when the survey was handed out (6:00 AM to 3:30 PM). Had the survey 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, school, and store. Looking at the riders with the top 10 origin locations for all Arborway Garage bus routes, work was the origin activity for 6%, followed by school with 5% and store with 4%.

The percentages of riders whose origin activity was home were the highest on Routes 38 (86%), 31 (84%), and 33 (81%) and were the lowest on Routes 35 (41%), 48 (42%), and 40 (55%). The percentages of riders with work, school, and store origin activities, respectively, were the highest for Routes 35 (25%), 24 (15%), and 48 (25%).

Figure 4-1
Neighborhood Boundaries



Origin Locations and Activities

Expanded Results

Route: 14

Roslindale Sq - Heath St

Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Roxbury	236	27.7%		82.9%	8.5%				8.5%		
Boston: Jamaica Plain	190	22.3%		76.3%			10.6%	13.1%			
Boston: Roslindale	166	19.5%		87.9%					12.1%		
Boston: North Dorchester	85	10.0%		76.4%							23.6%
Boston: South Dorchester	60	7.1%		100.0%							
Boston: Financial/Retail	25	2.9%				100.0%					
Boston: Park Square	25	2.9%									100.0%
Boston: South End	25	2.9%				100.0%					
Brookline: North Brookline	20	2.4%				100.0%					
Norwood	20	2.4%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	853	100.0%		71.8%	2.4%	10.6%	2.4%	2.9%	4.7%		5.3%

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

Origin Locations and Activities
Route: 21

Expanded Results

Ashmont Station - Forest Hills
Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: South Dorchester	969	44.7%	2.6%	89.6%	2.6%	2.6%	2.6%				
Boston: Mattapan	525	24.2%		94.2%		5.8%					
Boston: Jamaica Plain	183	8.4%		50.0%			16.7%		16.7%		16.7%
Boston: Hyde Park	122	5.6%		50.0%	25.0%						25.0%
Boston: Roslindale	92	4.2%		33.3%	33.3%	33.3%					
Boston: Financial/Retail	56	2.6%			54.8%	45.2%					
Boston: Back Bay	31	1.4%				100.0%					
Boston: Longwood Med Area	31	1.4%				100.0%					
Malden	31	1.4%		100.0%							
Walpole	31	1.4%				100.0%					
Boston: Beacon Hill	25	1.2%				100.0%					
Boston: Logan Airport	25	1.2%				100.0%					
Cambridge: Central Square	25	1.2%	100.0%								
Dracut	25	1.2%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	2,169	100.0%	2.3%	73.8%	5.4%	11.7%	2.6%		1.4%		2.8%

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

Origin Locations and Activities

Route: 24

Expanded Results

Wakefield Ave/Truman Pkwy - Mattapan/Ashmont

Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Hyde Park	538	57.6%	2.4%	80.9%		7.2%	9.6%				
Boston: Mattapan	149	16.0%		29.3%	29.3%		20.7%		20.7%		
Boston: South Dorchester	62	6.6%		50.0%				50.0%			
Boston: North Dorchester	31	3.3%			100.0%						
Boston: Roxbury	31	3.3%			100.0%						
Boston: So Bos Res	31	3.3%			100.0%						
Braintree	31	3.3%				100.0%					
Cambridge: North Cambridge	31	3.3%		100.0%							
Unspecified	31	3.3%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	935	100.0%	1.4%	61.1%	14.6%	7.4%	8.8%	3.3%	3.3%		

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

Origin Locations and Activities
Route: 26

Expanded Results

Ashmont Station - Norfolk/Morton
Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: South Dorchester	436	58.7%		85.9%		3.6%	1.8%				8.8%
Boston: East Boston	38	5.2%		100.0%							
Boston: Roxbury	38	5.2%				50.0%		50.0%			
Boston: Mattapan	31	4.2%		100.0%							
Boston: B U	19	2.6%				100.0%					
Boston: Beacon Hill	19	2.6%						100.0%			
Boston: Fenway	19	2.6%									100.0%
Boston: Financial/Retail	19	2.6%				100.0%					
Boston: Jamaica Plain	19	2.6%						100.0%			
Boston: Waterfront	19	2.6%				100.0%					
Cambridge: Kendall/MIT	19	2.6%				100.0%					
Newton	19	2.6%		100.0%							
Quincy	19	2.6%		100.0%							
Randolph	19	2.6%		100.0%							
Boston: North Dorchester	8	1.0%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	744	100.0%		68.5%		15.0%	1.0%	7.7%			7.7%

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

Origin Locations and Activities
Route: 27

Expanded Results

Mattapan Station - Ashmont 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: Mattapan	203	51.0%		92.4%		3.8%	3.8%				
Boston: South Dorchester	105	26.4%	7.3%	64.1%		7.0%	14.6%		7.0%		
Milton	23	5.8%		66.7%			33.3%				
Boston: North Dorchester	22	5.5%		66.7%		33.3%					
Boston: Waterfront	8	1.9%				100.0%					
Unspecified	8	1.9%		100.0%							
Boston: B U	7	1.8%			100.0%						
Boston: Beacon Hill	7	1.8%				100.0%					
Boston: Govt Center	7	1.8%			100.0%						
Boston: So Bos Indust	7	1.8%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	398	100.0%	1.9%	75.4%	3.7%	9.4%	7.7%		1.8%		

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

Origin Locations and Activities
Route: 29

Expanded Results

Mattapan Station - Ruggles via Jackson Sq
Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: South Dorchester	293	34.2%		86.8%		13.2%					
Boston: Roxbury	249	29.0%		59.9%		8.9%	15.6%				15.6%
Boston: Mattapan	149	17.4%		85.2%							14.8%
Boston: Hyde Park	88	10.3%		75.0%	25.0%						
Boston: South End	39	4.5%				100.0%					
Cambridge: East Cambridge	39	4.5%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	856	100.0%		69.6%	2.6%	16.2%	4.5%				7.1%

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

Origin Locations and Activities
Route: 30

Expanded Results

Mattapan Station - Forest Hills via Roslindale Sq
Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Roslindale	456	38.0%		65.0%	5.0%	25.0%			5.0%		
Boston: Mattapan	380	31.6%		100.0%							
Boston: Hyde Park	91	7.6%		100.0%							
Boston: Charlestown	61	5.1%			50.0%	50.0%					
Boston: South Dorchester	46	3.8%		50.0%						50.0%	
Boston: Financial/Retail	30	2.5%			100.0%						
Boston: Jamaica Plain	30	2.5%						100.0%			
Boston: Roxbury	30	2.5%			100.0%						
Wellesley	30	2.5%			100.0%						
Boston: Park Square	23	1.9%						100.0%			
Braintree	23	1.9%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	1,201	100.0%		67.7%	12.1%	12.1%		4.4%	1.9%	1.9%	

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

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

Origin Locations and Activities

Route: 31

Expanded Results

Mattapan Station - Forest Hills via Morton St

Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Mattapan	1,299	53.0%		88.0%		5.1%	5.1%				1.7%
Boston: Jamaica Plain	177	7.2%		56.3%				43.7%			
Boston: South Dorchester	133	5.4%		100.0%							
Milton	133	5.4%		100.0%							
Boston: Roxbury	100	4.1%		22.2%	77.8%						
Boston: Charlestown	78	3.2%			100.0%						
Boston: South End	78	3.2%		100.0%							
Chelsea	78	3.2%		100.0%							
Everett	78	3.2%		100.0%							
Malden	78	3.2%		100.0%							
Unspecified	78	3.2%		100.0%							
Worcester	78	3.2%		100.0%							
Boston: Hyde Park	67	2.7%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	2,453	100.0%		84.2%	6.3%	2.7%	2.7%	3.2%			0.9%

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

Origin Locations and Activities
Route: 32

Expanded Results

Wolcott - Forest Hills
Both Directions

City/Neighborhood Origins	ORIGIN LOCATIONS		ORIGIN ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Hyde Park	611	50.2%	2.3%	86.3%	4.6%		4.6%	2.3%			
Boston: Jamaica Plain	233	19.2%	8.2%	59.0%		8.2%		8.2%			16.4%
Boston: Roslindale	159	13.0%	12.1%	79.2%							8.8%
Boston: Roxbury	57	4.7%		66.7%		33.3%					
Boston: Govt Center	38	3.1%				100.0%					
Boston: West Roxbury	33	2.7%		100.0%							
Dedham	28	2.3%		50.0%						50.0%	
Boston: Brighton	19	1.6%		100.0%							
Framingham	19	1.6%								100.0%	
Watertown	19	1.6%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	1,217	100.0%	4.3%	73.5%	2.3%	7.9%	2.3%	2.7%		2.7%	4.3%

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

Origin Locations and Activities

Route: 33

Expanded Results

Dedham Line - Mattapan Station via River St

Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Hyde Park	350	62.4%		100.0%							
Boston: Mattapan	31	5.5%				100.0%					
Boston: North Dorchester	31	5.5%		100.0%							
Boston: Roxbury	31	5.5%						100.0%			
Boston: South Dorchester	31	5.5%		100.0%							
Milton	31	5.5%		100.0%							
Unspecified	31	5.5%				100.0%					
Boston: Charlestown	13	2.3%			100.0%						
Dedham	13	2.3%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	561	100.0%		81.2%	2.3%	11.0%		5.5%			

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


MBTA Surveys: 2008-09
Bus Survey
Origin Locations and Activities
Route: 34

Expanded Results

Dedham Line - Forest Hills
Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Roslindale	907	26.4%		90.6%	4.5%	2.5%		2.5%			
Norwood	458	13.3%		55.9%	9.8%	14.7%		4.9%		9.8%	4.9%
Dedham	391	11.4%		34.5%	5.7%	38.0%	10.4%				11.5%
Boston: West Roxbury	355	10.3%		82.3%	11.4%	6.3%					
Walpole	269	7.8%	16.7%	58.3%		8.3%	8.3%				8.3%
Boston: Roxbury	203	5.9%		20.0%	20.0%			20.0%	40.0%		
Boston: Jamaica Plain	162	4.7%		25.0%			25.0%			25.0%	25.0%
Westwood	144	4.2%			100.0%						
Boston: Fenway	81	2.4%		100.0%							
Boston: Charlestown	41	1.2%		100.0%							
Boston: Financial/Retail	41	1.2%			100.0%						
Boston: Govt Center	41	1.2%						100.0%			
Boston: Longwood Med Area	41	1.2%				100.0%					
Boston: Mattapan	41	1.2%		100.0%							
Boston: North Dorchester	41	1.2%		100.0%							
Boston: Prudential/Hancock	41	1.2%			100.0%						
Boston: South End	41	1.2%		100.0%							
Cambridge: Kendall/MIT	41	1.2%				100.0%					
Somerville: Winter Hill	41	1.2%		100.0%							
Unspecified	41	1.2%				100.0%					
Boston: Hyde Park	22	0.7%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	3,438	100.0%	1.3%	59.6%	12.0%	11.8%	3.0%	3.7%	2.4%	2.5%	3.8%

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

Origin Locations and Activities

Route: 35

Expanded Results

Dedham Mall/Stimson St - Forest Hills

Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Roslindale	397	46.2%		62.3%		21.7%		15.9%			
Boston: West Roxbury	121	14.0%		50.0%			50.0%				
Boston: Govt Center	43	5.0%				100.0%					
Boston: Jamaica Plain	43	5.0%		100.0%							
Boston: North Dorchester	43	5.0%									100.0%
Boston: North End	43	5.0%				100.0%					
Boston: Park Square	43	5.0%				100.0%					
Boston: South Dorchester	43	5.0%			100.0%						
Medford	43	5.0%			100.0%						
Dedham	40	4.7%					50.0%	50.0%			
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	861	100.0%		40.8%	10.0%	25.1%	9.4%	9.7%			5.0%

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

Origin Locations and Activities
Route: 36

Expanded Results

Charles River Loop - Forest Hills
Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: West Roxbury	732	35.1%	2.8%	83.5%	2.8%	5.5%			2.8%		2.8%
Boston: Roslindale	492	23.6%		100.0%							
Boston: Fenway	216	10.4%		20.0%	60.0%						20.0%
Boston: Jamaica Plain	130	6.2%						33.3%		33.3%	33.3%
Boston: Hyde Park	86	4.1%		100.0%							
Boston: Park Square	86	4.1%				50.0%	50.0%				
Boston: South Dorchester	86	4.1%		100.0%							
Boston: Longwood Med Area	43	2.1%		100.0%							
Boston: Mattapan	43	2.1%		100.0%							
Boston: North Dorchester	43	2.1%				100.0%					
Boston: Prudential/Hancock	43	2.1%		100.0%							
Boston: Unspecified	43	2.1%									100.0%
Dedham	40	1.9%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	2,085	100.0%	1.0%	71.4%	7.2%	6.1%	2.1%	2.1%	1.0%	2.1%	7.2%

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

Origin Locations and Activities

Route: 37

Expanded Results

Baker/Vermont St - Forest Hills

Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: West Roxbury	616	50.5%		69.2%		7.0%	17.3%	3.3%			3.3%
Boston: Roslindale	389	31.8%		100.0%							
Boston: Roxbury	130	10.6%			66.7%				33.3%		
Boston: Longwood Med Area	43	3.5%				100.0%					
Unspecified	43	3.5%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	1,221	100.0%		70.3%	7.1%	7.1%	8.7%	1.7%	3.5%		1.7%

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

Origin Locations and Activities

Route: 38

Expanded Results

Wren St - Forest Hills

Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Jamaica Plain	196	29.0%		71.8%		3.2%	3.2%	3.2%	9.3%		9.3%
Boston: West Roxbury	179	26.6%		100.0%							
Boston: Roslindale	99	14.6%		100.0%							
Boston: Hyde Park	37	5.4%		100.0%							
Boston: North Dorchester	37	5.4%		100.0%							
Boston: North End	18	2.7%		100.0%							
Boston: Prudential/Hancock	18	2.7%		100.0%							
Boston: Roxbury	18	2.7%		100.0%							
Boston: South End	18	2.7%		100.0%							
Cambridge: Kendall/MIT	18	2.7%				100.0%					
Quincy	18	2.7%			100.0%						
Somerville: Winter Hill	18	2.7%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	675	100.0%		86.4%	2.7%	3.6%	0.9%	0.9%	2.7%		2.7%

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

Origin Locations and Activities
Route: 39

Expanded Results

Forest Hills - Back Bay Station
Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Jamaica Plain	2,989	38.1%		83.3%	1.1%	5.3%	6.2%	3.2%		1.1%	
Boston: Longwood Med Area	1,030	13.1%		45.1%	14.4%	20.5%		8.5%		8.5%	3.0%
Boston: South End	440	5.6%		86.2%		6.6%		7.1%			
Boston: Roslindale	408	5.2%		69.2%		23.1%			7.7%		
Boston: Fenway	366	4.7%		33.7%	49.7%	16.6%					
Boston: Back Bay	321	4.1%		54.5%		9.1%	18.2%				18.2%
Boston: Mattapan	220	2.8%		85.7%				14.3%			
Canton	204	2.6%		100.0%							
Boston: West Roxbury	189	2.4%		66.7%	16.7%		16.7%				
Boston: South Dorchester	157	2.0%	20.0%	60.0%							20.0%
Brookline: South Brookline	94	1.2%		66.7%				33.3%			
Brookline: North Brookline	90	1.1%		100.0%							
Boston: Hyde Park	63	0.8%		100.0%							
Milton	63	0.8%		100.0%							
Boston: Beacon Hill	61	0.8%		48.2%				51.8%			
Boston: Financial/Retail	61	0.8%						48.2%			51.8%
Boston: North Dorchester	61	0.8%		51.8%							48.2%
Needham	61	0.8%		100.0%							
Norwood	61	0.8%		100.0%							
Boston: Brighton	58	0.7%		100.0%							
Boston: Prudential/Hancock	58	0.7%		50.0%			50.0%				
Brockton	58	0.7%		100.0%							
Marlborough	58	0.7%		100.0%							
Other (< 0.5 % of riders)	678	8.6%		73.8%	8.6%	8.6%		8.9%			
OVERALL TOTAL	7,849	100.0%	0.4%	72.5%	5.7%	8.1%	3.9%	5.1%	0.4%	1.5%	2.3%

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

Origin Locations and Activities

Route: 40

Expanded Results

Georgetown - Forest Hills

Both Directions

City/Neighborhood Origins	ORIGIN LOCATIONS		ORIGIN ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Hyde Park	359	40.0%		100.0%							
Boston: Roslindale	256	28.5%	15.8%	52.6%	31.6%						
Boston: Back Bay	81	9.0%				50.0%			50.0%		
Boston: Park Square	81	9.0%				50.0%					50.0%
Boston: Financial/Retail	41	4.5%							100.0%		
Boston: Roxbury	41	4.5%			100.0%						
Boston: So Bos Res	41	4.5%									100.0%
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	899	100.0%	4.5%	54.9%	13.5%	9.0%			9.0%		9.0%

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

Origin Locations and Activities

Route: 41

Expanded Results

Centre/Ellot St - JFK/Umass

Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: North Dorchester	418	28.1%		76.4%	11.8%	5.9%		5.9%			
Boston: Jamaica Plain	381	25.6%		73.0%		20.5%	6.5%				
Boston: Roxbury	333	22.4%		80.9%		11.7%					7.4%
Boston: So Bos Res	99	6.6%		100.0%							
Boston: South Dorchester	39	2.6%		50.0%	50.0%						
Boston: Longwood Med Area	25	1.7%						100.0%			
Boston: South End	25	1.7%				100.0%					
Cambridge: Central Square	25	1.7%		100.0%							
Cambridge: North Cambridge	25	1.7%						100.0%			
Dedham	25	1.7%							100.0%		
Somerville: Spring Hill	25	1.7%		100.0%							
Somerville: Winter Hill	25	1.7%		100.0%							
Unspecified	25	1.7%		100.0%							
Boston: Financial/Retail	20	1.3%			100.0%						
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	1,487	100.0%		72.9%	5.9%	11.2%	1.7%	5.0%	1.7%		1.7%

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

Origin Locations and Activities

Route: 42

Expanded Results

Forest Hills - Ruggles via Dudley

Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Roxbury	1,000	51.1%		76.5%	6.0%	5.3%	5.3%	2.6%			4.3%
Boston: Jamaica Plain	348	17.8%		73.1%	9.7%	7.5%		4.8%			4.8%
Boston: Roslindale	135	6.9%		87.5%		12.5%					
Boston: Hyde Park	118	6.0%		71.4%				14.3%			14.3%
Boston: North Dorchester	105	5.4%		75.0%			25.0%				
Boston: Mattapan	77	3.9%		100.0%							
Boston: South End	53	2.7%						100.0%			
Boston: West Roxbury	34	1.7%		100.0%							
Boston: Back Bay	26	1.3%						100.0%			
Brookline: North Brookline	26	1.3%						100.0%			
Boston: Govt Center	17	0.9%									100.0%
Unspecified	17	0.9%							100.0%		
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	1,955	100.0%		72.2%	4.8%	4.9%	4.0%	8.4%	0.9%		4.8%

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

Origin Locations and Activities

Route: 48

Expanded Results

Centre/South St - Jackson Sq

Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Jamaica Plain	85	91.6%		45.4%		9.2%	27.0%		9.2%		9.2%
Boston: Govt Center	8	8.4%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	93	100.0%		41.6%		16.8%	24.7%		8.4%		8.4%

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

Origin Locations and Activities
Route: 50

Expanded Results

Cleary Sq - Forest Hills
Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Roslindale	359	48.9%		82.4%	2.6%		6.7%	4.1%		4.1%	
Boston: Hyde Park	189	25.7%		90.1%	5.0%				5.0%		
Boston: West Roxbury	44	6.0%			100.0%						
Boston: Jamaica Plain	30	4.0%				50.0%	50.0%				
Boston: Financial/Retail	15	2.0%				100.0%					
Boston: North End	15	2.0%							100.0%		
Boston: Park Square	15	2.0%						100.0%			
Boston: Roxbury	15	2.0%		100.0%							
Boston: Unspecified	15	2.0%	100.0%								
Cambridge: Kendall/MIT	15	2.0%				100.0%					
Saugus	15	2.0%		100.0%							
Milton	9	1.3%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	735	100.0%	2.0%	68.8%	8.6%	6.0%	5.3%	4.0%	3.3%	2.0%	

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

Origin Locations and Activities
Route: 51

Expanded Results

Reservoir Station - Forest Hills
Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES									
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other	
Brookline: Chestnut Hill	350	28.6%		95.6%		4.4%						
Boston: West Roxbury	214	17.5%		92.8%					7.2%			
Boston: Roslindale	197	16.1%		100.0%								
Boston: Brighton	178	14.6%		80.0%			10.0%			10.0%		
Boston: Fenway	53	4.4%		33.3%	33.3%	33.3%						
Brookline: North Brookline	53	4.4%		33.3%			33.3%	33.3%				
Brookline: South Brookline	33	2.7%		46.3%	53.7%							
Boston: South Dorchester	31	2.5%		100.0%								
Newton	18	1.5%									100.0%	
Newton: Chestnut Hill	18	1.5%			100.0%							
Boston: Back Bay	15	1.3%				100.0%						
Boston: Jamaica Plain	15	1.3%				100.0%						
Boston: North Dorchester	15	1.3%	100.0%									
Boston: Roxbury	15	1.3%								100.0%		
Boston: Waterfront	15	1.3%			100.0%							
Other (< 0.5 % of riders)	0	0.0%										
OVERALL TOTAL	1,223	100.0%		1.3%	78.1%	5.6%	5.2%	2.9%	1.5%	1.3%	2.7%	1.5%

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

Origin Locations and Activities

Route: 52

Expanded Results

Charles River Loop - Watertown

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
Newton	268	51.9%	2.6%	65.1%	21.2%	5.9%	2.6%	2.6%			
Boston: West Roxbury	78	15.2%		73.5%					8.8%		17.7%
Watertown	45	8.7%		80.0%		20.0%					
Boston: Brighton	36	7.0%		50.0%		25.0%	25.0%				
Dedham	21	4.0%		100.0%							
Brookline: North Brookline	18	3.5%		50.0%							50.0%
Boston: Financial/Retail	9	1.7%				100.0%					
Brookline: South Brookline	9	1.7%		100.0%							
Cambridge: Central Square	9	1.7%		100.0%							
Waltham	9	1.7%	100.0%								
Boston: Roslindale	7	1.3%		100.0%							
Wellesley	7	1.3%			100.0%						
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	517	100.0%	3.1%	66.0%	12.4%	8.3%	3.1%	1.3%	1.3%		4.4%

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



Access to the Bus

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

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

The tables (at the end of the chapter) present all of these data by route. The data for each bus route are based on the survey responses from passengers who rode some portion of that route. Chapter 2 addresses the same categories of data that are addressed in the present chapter, but at the level of the Arborway 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 Arborway Garage bus route. The highest walk access rates were on Routes 48 (92%), 14 (81%), and 51 (80%). Driving access trips were the second-largest private access mode. The highest driving access rates were on Routes 32, 36, and 40 (all 5%). Route 52 had the highest drop-off rate of the bus routes in Arborway Garage (8%).

The public access modes most used by riders on Arborway Garage routes were MBTA bus and rapid transit. The highest bus access rates were on Routes 42 (30%), 21 (21%), and 39 (18%). The highest rapid transit access rates were on Routes 38 (27%), 26 (24%), and 36 (23%). The only commuter rail access trips were reported on Route 39 (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 40 (4 minutes) and 29 and 38 (both 5 minutes). The highest walk access times were reported by riders on Routes 33 (9 minutes) and 21 and 42 (both 8 minutes). The highest reported drive/park access times were on Routes 39 (24 minutes), 42 (21 minutes), and 31 (20 minutes), and the highest reported drop-off access times were on Routes 32 (40 minutes), 51 (17 minutes), and 39 (10 minutes).

Walk access times to all Arborway 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 35 (38%), 38 (35%), and 26 (31%). The highest drive/park access and drop-off access rates were 5% and 7%, on Routes 39 and 31, respectively.

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 42 (30%), 21 (24%), and 35 (22%). 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 40 (23%), 38 (22%), and 26 (21%).

The most commonly listed connecting bus route from which bus riders on the surveyed routes transferred was Route 32, followed by Routes 16 and 39. The most commonly listed nonconnecting bus route from which bus riders on the surveyed routes transferred (with an intermediate transit link or links between the listed route and the surveyed route) was Route 101, followed by Routes 210 and 89.



MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 14

Roslindale Sq - Heath St

Both Directions

For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders	Percent of Riders	<i>Access Mode to the Transit System:</i>	Number of Riders	Percent of Riders
Walk Access	693	81.2%	Walk	115	13.5%
Drive/Park Access	0	0.0%	Drive/Park	0	0.0%
Drop-off Access	20	2.4%	Drop-off	0	0.0%
Taxi Access	0	0.0%	Other	0	0.0%
Shuttle/Van Access	0	0.0%	TOTAL	115	13.5%
Bicycle Access	0	0.0%	No Answer	25	
Other Access	0	0.0%			
Total Private Trans.	713	83.6%	<i>Initial Transit Mode Used on Trip:</i>		
MBTA Bus	115	13.5%	MBTA Bus	115	13.5%
Other Bus	0	0.0%	Other Bus	0	0.0%
Rapid Transit	25	2.9%	Rapid Transit	25	2.9%
Commuter Rail	0	0.0%	Commuter Rail	0	0.0%
Boat	0	0.0%	Boat	0	0.0%
Other	0	0.0%	Other	0	0.0%
Total Public Trans.	140	16.4%	TOTAL	140	16.4%
TOTAL	853	100.0%			
No Answer	0				

Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
8	25	21.7%
749	25	21.7%
15	25	21.7%
66	20	17.5%
34E	20	17.5%
TOTAL	115	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	452	69.8%							452	69.8%
6-10	85	13.2%							85	13.2%
11-15	70	10.8%							70	10.8%
16-20	40	6.2%	(No responses)		(No responses)		(No responses)		40	6.2%
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	648	100.0%							648	100.0%
No Answer	45				20				65	
Avg. Time (min)		6.0								6.0



MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 21

Ashmont Station - Forest Hills

Both Directions

For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders		Percent of Riders		<i>Access Mode to the Transit System:</i>	Number of Riders		Percent of Riders	
Walk Access	1,308		61.8%		Walk	587		27.7%	
Drive/Park Access	0		0.0%		Drive/Park	25		1.2%	
Drop-off Access	25		1.2%		Drop-off	61		2.9%	
Taxi Access	0		0.0%		Other	56		2.6%	
Shuttle/Van Access	0		0.0%		TOTAL	729		34.4%	
Bicycle Access	0		0.0%		No Answer	56			
Other Access	0		0.0%						
Total Private Trans.	1,334		62.9%		<i>Initial Transit Mode Used on Trip:</i>				
MBTA Bus	451		21.3%		MBTA Bus	507		23.9%	
Other Bus	0		0.0%		Other Bus	0		0.0%	
Rapid Transit	334		15.8%		Rapid Transit	278		13.1%	
Commuter Rail	0		0.0%		Commuter Rail	0		0.0%	
Boat	0		0.0%		Boat	0		0.0%	
Other	0		0.0%		Other	0		0.0%	
Total Public Trans.	785		37.1%		TOTAL	785		37.1%	
TOTAL	2,119		100.0%						
No Answer	50								

Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
32	122	27.1%
18	76	16.8%
26	50	11.2%
23	50	11.2%
42	31	6.8%
Other	122	27.1%
TOTAL	451	100.0%

Bus Transfers from Nonconnecting Routes:

	Number of Riders	Percent of Riders
108	31	54.8%
SL1	25	45.2%
TOTAL	56	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	440	38.2%			25	100.0%			465	39.5%
6-10	500	43.4%			0	0.0%			500	42.4%
11-15	162	14.0%			0	0.0%			162	13.7%
16-20	25	2.2%			0	0.0%			25	2.1%
21-30	25	2.2%			0	0.0%			25	2.1%
31-45	0	0.0%			0	0.0%			0	0.0%
Over 45	0	0.0%			0	0.0%			0	0.0%
TOTAL	1,152	100.0%			25	100.0%			1,177	100.0%
No Answer	156				0				156	
Avg. Time (min)		8.1				5.0				8.1

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 24

Wakefield Ave/Truman Pkwy - Mattapan/Ashmont

Both Directions

For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders		Percent of Riders		<i>Access Mode to the Transit System:</i>	Number of Riders		Percent of Riders	
Walk Access	613		71.2%		Walk	186		21.6%	
Drive/Park Access	0		0.0%		Drive/Park	0		0.0%	
Drop-off Access	0		0.0%		Drop-off	0		0.0%	
Taxi Access	0		0.0%		Other	31		3.6%	
Shuttle/Van Access	31		3.6%		TOTAL	216		25.2%	
Bicycle Access	0		0.0%		No Answer	0			
Other Access	0		0.0%						
Total Private Trans.	644		74.8%		<i>Initial Transit Mode Used on Trip:</i>				
MBTA Bus	31		3.6%		MBTA Bus	124		14.4%	
Other Bus	0		0.0%		Other Bus	0		0.0%	
Rapid Transit	186		21.6%		Rapid Transit	93		10.8%	
Commuter Rail	0		0.0%		Commuter Rail	0		0.0%	
Boat	0		0.0%		Boat	0		0.0%	
Other	0		0.0%		Other	0		0.0%	
Total Public Trans.	216		25.2%		TOTAL	216		25.2%	
TOTAL	860		100.0%						
No Answer	75								

Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
28	31	100.0%
TOTAL	31	100.0%

Bus Transfers from Nonconnecting Routes:

	Number of Riders	Percent of Riders
8	31	33.3%
41	31	33.3%
240	31	33.3%
TOTAL	93	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	340	65.7%							340	65.7%
6-10	113	21.9%							113	21.9%
11-15	39	7.5%							39	7.5%
16-20	13	2.5%	(No responses)		(No responses)		(No responses)		13	2.5%
21-30	0	0.0%							0	0.0%
31-45	13	2.5%							13	2.5%
Over 45	0	0.0%							0	0.0%
TOTAL	517	100.0%							517	100.0%
No Answer	95						31		126	
Avg. Time (min)		6.9								6.9

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 26

Ashmont Station - Norfolk/Morton

Both Directions

For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders		Percent of Riders		<i>Access Mode to the Transit System:</i>	Number of Riders		Percent of Riders	
Walk Access	467		63.5%		Walk	230		31.3%	
Drive/Park Access	0		0.0%		Drive/Park	0		0.0%	
Drop-off Access	0		0.0%		Drop-off	19		2.6%	
Taxi Access	0		0.0%		Other	0		0.0%	
Shuttle/Van Access	0		0.0%		TOTAL	250		33.9%	
Bicycle Access	0		0.0%		No Answer	19			
Other Access	0		0.0%						
Total Private Trans.	467		63.5%		<i>Initial Transit Mode Used on Trip:</i>				
MBTA Bus	96		13.0%		MBTA Bus	115		15.6%	
Other Bus	0		0.0%		Other Bus	0		0.0%	
Rapid Transit	173		23.5%		Rapid Transit	154		20.9%	
Commuter Rail	0		0.0%		Commuter Rail	0		0.0%	
Boat	0		0.0%		Boat	0		0.0%	
Other	0		0.0%		Other	0		0.0%	
Total Public Trans.	269		36.5%		TOTAL	269		36.5%	
TOTAL	736		100.0%						
No Answer	8								

Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
240	19	25.0%
23	19	25.0%
22	19	25.0%
215	19	25.0%
TOTAL	77	100.0%

Bus Transfers from Nonconnecting Routes:

	Number of Riders	Percent of Riders
39	19	50.0%
120	19	50.0%
TOTAL	38	100.0%

Trip time from trip origin to stop by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	328	72.6%							328	72.6%
6-10	54	12.0%							54	12.0%
11-15	62	13.7%							62	13.7%
16-20	8	1.7%	(No responses)		(No responses)		(No responses)		8	1.7%
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	452	100.0%							452	100.0%
No Answer	16								16	
Avg. Time (min)		5.6								5.6

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 27

Mattapan Station - Ashmont Station

Both Directions

For Passengers Transferring from Other Transit:

Access Mode to this Bus:	Number of Riders		Percent of Riders		Access Mode to the Transit System:	Number of Riders		Percent of Riders	
Walk Access	301		75.6%		Walk	67		16.9%	
Drive/Park Access	0		0.0%		Drive/Park	0		0.0%	
Drop-off Access	7		1.8%		Drop-off	0		0.0%	
Taxi Access	0		0.0%		Other	0		0.0%	
Shuttle/Van Access	0		0.0%		TOTAL	67		16.9%	
Bicycle Access	0		0.0%		No Answer	15			
Other Access	7		1.8%						
Total Private Trans.	316		79.3%		Initial Transit Mode Used on Trip:				
MBTA Bus	23		5.8%		MBTA Bus	23		5.8%	
Other Bus	0		0.0%		Other Bus	0		0.0%	
Rapid Transit	59		14.9%		Rapid Transit	59		14.9%	
Commuter Rail	0		0.0%		Commuter Rail	0		0.0%	
Boat	0		0.0%		Boat	0		0.0%	
Other	0		0.0%		Other	0		0.0%	
Total Public Trans.	82		20.7%		TOTAL	82		20.7%	
TOTAL	398		100.0%						
No Answer	0								

Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
716	8	33.3%
31	8	33.3%
22	8	33.3%
TOTAL	23	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	143	54.2%					0	0.0%	143	52.7%
6-10	82	31.3%					7	100.0%	90	33.2%
11-15	31	11.7%					0	0.0%	31	11.4%
16-20	0	0.0%	(No responses)		(No responses)		0	0.0%	0	0.0%
21-30	7	2.8%					0	0.0%	7	2.7%
31-45	0	0.0%					0	0.0%	0	0.0%
Over 45	0	0.0%					0	0.0%	0	0.0%
TOTAL	263	100.0%					7	100.0%	270	100.0%
No Answer	38				7		0		45	
Avg. Time (min)		6.8						9.0		6.8



MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 29

Mattapan Station - Ruggles via Jackson Sq

Both Directions

For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders		Percent of Riders		<i>Access Mode to the Transit System:</i>	Number of Riders		Percent of Riders	
Walk Access	591		72.3%		Walk	166		20.3%	
Drive/Park Access	0		0.0%		Drive/Park	0		0.0%	
Drop-off Access	39		4.7%		Drop-off	0		0.0%	
Taxi Access	0		0.0%		Other	0		0.0%	
Shuttle/Van Access	0		0.0%		TOTAL	166		20.3%	
Bicycle Access	0		0.0%		No Answer	0			
Other Access	22		2.7%						
Total Private Trans.	651		79.7%		<i>Initial Transit Mode Used on Trip:</i>				
MBTA Bus	88		10.8%		MBTA Bus	88		10.8%	
Other Bus	0		0.0%		Other Bus	0		0.0%	
Rapid Transit	78		9.5%		Rapid Transit	78		9.5%	
Commuter Rail	0		0.0%		Commuter Rail	0		0.0%	
Boat	0		0.0%		Boat	0		0.0%	
Other	0		0.0%		Other	0		0.0%	
Total Public Trans.	166		20.3%		TOTAL	166		20.3%	
TOTAL	817		100.0%						
No Answer	39								

Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
33	44	50.0%
24	44	50.0%
TOTAL	88	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	458	80.6%			39	100.0%			497	81.9%
6-10	66	11.6%			0	0.0%			66	10.9%
11-15	44	7.8%			0	0.0%			44	7.3%
16-20	0	0.0%	(No responses)		0	0.0%	(No 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	569	100.0%			39	100.0%			607	100.0%
No Answer	22				0		22		44	
Avg. Time (min)		4.8				2.0				4.6



MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 30

Mattapan Station - Forest Hills via Roslindale Sq

Both Directions

For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders	Percent of Riders	<i>Access Mode to the Transit System:</i>	Number of Riders	Percent of Riders
Walk Access	866	73.5%	Walk	228	19.4%
Drive/Park Access	23	1.9%	Drive/Park	0	0.0%
Drop-off Access	31	2.6%	Drop-off	0	0.0%
Taxi Access	23	1.9%	Other	31	2.6%
Shuttle/Van Access	0	0.0%	TOTAL	259	21.9%
Bicycle Access	0	0.0%	No Answer	0	
Other Access	0	0.0%			
Total Private Trans.	942	80.0%	<i>Initial Transit Mode Used on Trip:</i>		
MBTA Bus	46	3.9%	MBTA Bus	76	6.5%
Other Bus	0	0.0%	Other Bus	0	0.0%
Rapid Transit	190	16.2%	Rapid Transit	160	13.6%
Commuter Rail	0	0.0%	Commuter Rail	0	0.0%
Boat	0	0.0%	Boat	0	0.0%
Other	0	0.0%	Other	0	0.0%
Total Public Trans.	236	20.0%	TOTAL	236	20.0%
TOTAL	1,178	100.0%			
No Answer	0				

Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
28	23	50.0%
14	23	50.0%
TOTAL	46	100.0%

Bus Transfers from Nonconnecting Routes:

	Number of Riders	Percent of Riders
500	31	100.0%
TOTAL	31	100.0%

Trip time from trip origin to stop by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	502	61.1%	0	0.0%			0	0.0%	502	57.9%
6-10	167	20.4%	23	100.0%			0	0.0%	190	21.9%
11-15	129	15.8%	0	0.0%			0	0.0%	129	14.9%
16-20	23	2.8%	0	0.0%	(No responses)		0	0.0%	23	2.6%
21-30	0	0.0%	0	0.0%			23	100.0%	23	2.6%
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	821	100.0%	23	100.0%			23	100.0%	866	100.0%
No Answer	46		0		31		0		76	
Avg. Time (min)	6.6		10.0				25.0		7.2	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 31

Mattapan Station - Forest Hills via Morton St

Both Directions

For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders		Percent of Riders		<i>Access Mode to the Transit System:</i>	Number of Riders		Percent of Riders	
Walk Access	1,643		69.2%		Walk	399		16.8%	
Drive/Park Access	78		3.3%		Drive/Park	0		0.0%	
Drop-off Access	0		0.0%		Drop-off	155		6.5%	
Taxi Access	0		0.0%		Other	0		0.0%	
Shuttle/Van Access	78		3.3%		TOTAL	555		23.4%	
Bicycle Access	0		0.0%		No Answer	22			
Other Access	0		0.0%						
Total Private Trans.	1,799		75.7%		<i>Initial Transit Mode Used on Trip:</i>				
MBTA Bus	111		4.7%		MBTA Bus	111		4.7%	
Other Bus	0		0.0%		Other Bus	0		0.0%	
Rapid Transit	466		19.6%		Rapid Transit	388		16.3%	
Commuter Rail	0		0.0%		Commuter Rail	78		3.3%	
Boat	0		0.0%		Boat	0		0.0%	
Other	0		0.0%		Other	0		0.0%	
Total Public Trans.	577		24.3%		TOTAL	577		24.3%	
TOTAL	2,375		100.0%						
No Answer	78								

Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
24	44	40.0%
33	22	20.0%
28	22	20.0%
27	22	20.0%
TOTAL	111	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	888	60.6%	0	0.0%			0	0.0%	888	54.8%
6-10	378	25.8%	0	0.0%			78	100.0%	455	28.1%
11-15	133	9.1%	0	0.0%	(No responses)		0	0.0%	133	8.2%
16-20	44	3.0%	78	100.0%			0	0.0%	122	7.5%
21-30	22	1.5%	0	0.0%			0	0.0%	22	1.4%
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	1,466	100.0%	78	100.0%			78	100.0%	1,621	100.0%
No Answer	178		0				0		178	
Avg. Time (min)	6.7		20.0				7.0		7.3	



MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 32

Wolcott - Forest Hills

Both Directions

For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders	Percent of Riders	<i>Access Mode to the Transit System:</i>	Number of Riders	Percent of Riders
Walk Access	870	71.5%	Walk	181	14.9%
Drive/Park Access	61	5.0%	Drive/Park	0	0.0%
Drop-off Access	33	2.7%	Drop-off	19	1.6%
Taxi Access	14	1.1%	Other	0	0.0%
Shuttle/Van Access	0	0.0%	TOTAL	200	16.4%
Bicycle Access	0	0.0%	No Answer	38	
Other Access	0	0.0%			
Total Private Trans.	979	80.4%	<i>Initial Transit Mode Used on Trip:</i>		
MBTA Bus	143	11.7%	MBTA Bus	162	13.3%
Other Bus	0	0.0%	Other Bus	0	0.0%
Rapid Transit	96	7.9%	Rapid Transit	77	6.3%
Commuter Rail	0	0.0%	Commuter Rail	0	0.0%
Boat	0	0.0%	Boat	0	0.0%
Other	0	0.0%	Other	0	0.0%
Total Public Trans.	238	19.6%	TOTAL	238	19.6%
TOTAL	1,217	100.0%			
No Answer	0				

Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
42	38	26.8%
39	38	26.8%
37	19	13.4%
16	19	13.4%
33	14	9.8%
Other	14	9.8%
TOTAL	143	100.0%

Bus Transfers from Nonconnecting Routes:

	Number of Riders	Percent of Riders
70	19	100.0%
TOTAL	19	100.0%

Trip time from trip origin to stop by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	304	43.5%	28	45.8%	0	0.0%			332	42.6%
6-10	248	35.5%	33	54.2%	0	0.0%			281	36.1%
11-15	118	17.0%	0	0.0%	0	0.0%			118	15.2%
16-20	28	4.0%	0	0.0%	0	0.0%	(No responses)		28	3.6%
21-30	0	0.0%	0	0.0%	0	0.0%			0	0.0%
31-45	0	0.0%	0	0.0%	19	100.0%			19	2.5%
Over 45	0	0.0%	0	0.0%	0	0.0%			0	0.0%
TOTAL	698	100.0%	61	100.0%	19	100.0%			778	100.0%
No Answer	173		0		14		14		201	
Avg. Time (min)	7.6		6.8		40.0				8.4	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 33

Dedham Line - Mattapan Station via River St

Both Directions

For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders		Percent of Riders		<i>Access Mode to the Transit System:</i>	Number of Riders		Percent of Riders	
Walk Access	399		74.5%		Walk	75		13.9%	
Drive/Park Access	0		0.0%		Drive/Park	0		0.0%	
Drop-off Access	0		0.0%		Drop-off	31		5.8%	
Taxi Access	0		0.0%		Other	0		0.0%	
Shuttle/Van Access	0		0.0%		TOTAL	106		19.7%	
Bicycle Access	0		0.0%		No Answer	31			
Other Access	0		0.0%						
Total Private Trans.	399		74.5%		<i>Initial Transit Mode Used on Trip:</i>				
MBTA Bus	44		8.2%		MBTA Bus	31		5.8%	
Other Bus	0		0.0%		Other Bus	0		0.0%	
Rapid Transit	93		17.3%		Rapid Transit	106		19.7%	
Commuter Rail	0		0.0%		Commuter Rail	0		0.0%	
Boat	0		0.0%		Boat	0		0.0%	
Other	0		0.0%		Other	0		0.0%	
Total Public Trans.	137		25.5%		TOTAL	137		25.5%	
TOTAL	536		100.0%						
No Answer	26								

Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
29	31	70.6%
32	13	29.4%
TOTAL	44	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	134	36.4%							134	36.4%
6-10	152	41.3%							152	41.3%
11-15	39	10.5%							39	10.5%
16-20	44	11.9%	(No responses)		(No responses)		(No responses)		44	11.9%
21-30	0	0.0%							0	0.0%
31-45	0	0.0%							0	0.0%
Over 45	0	0.0%							0	0.0%
TOTAL	368	100.0%							368	100.0%
No Answer	31								31	
Avg. Time (min)		8.7								8.7

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 34

Dedham Line - Forest Hills

Both Directions

For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders		Percent of Riders		<i>Access Mode to the Transit System:</i>	Number of Riders		Percent of Riders	
Walk Access	2,417		70.7%		Walk	729		21.3%	
Drive/Park Access	63		1.8%		Drive/Park	0		0.0%	
Drop-off Access	63		1.8%		Drop-off	0		0.0%	
Taxi Access	0		0.0%		Other	0		0.0%	
Shuttle/Van Access	41		1.2%		TOTAL	729		21.3%	
Bicycle Access	0		0.0%		No Answer	81			
Other Access	22		0.7%						
Total Private Trans.	2,605		76.3%		<i>Initial Transit Mode Used on Trip:</i>				
MBTA Bus	203		5.9%		MBTA Bus	243		7.1%	
Other Bus	41		1.2%		Other Bus	41		1.2%	
Rapid Transit	567		16.6%		Rapid Transit	527		15.4%	
Commuter Rail	0		0.0%		Commuter Rail	0		0.0%	
Boat	0		0.0%		Boat	0		0.0%	
Other	0		0.0%		Other	0		0.0%	
Total Public Trans.	810		23.7%		TOTAL	810		23.7%	
TOTAL	3,416		100.0%						
No Answer	22								

Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
39	81	33.3%
SCH	41	16.7%
52	41	16.7%
42	41	16.7%
16	41	16.7%
TOTAL	243	100.0%

Bus Transfers from Nonconnecting Routes:

	Number of Riders	Percent of Riders
55	41	100.0%
TOTAL	41	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	1,186	58.1%	0	0.0%	22	100.0%	0	0.0%	1,208	56.3%
6-10	674	33.0%	0	0.0%	0	0.0%	0	0.0%	674	31.4%
11-15	67	3.3%	22	100.0%	0	0.0%	22	35.7%	112	5.2%
16-20	90	4.4%	0	0.0%	0	0.0%	0	0.0%	90	4.2%
21-30	22	1.1%	0	0.0%	0	0.0%	41	64.3%	63	2.9%
31-45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	2,039	100.0%	22	100.0%	22	100.0%	63	100.0%	2,147	100.0%
No Answer	377		41		41		0		458	
Avg. Time (min)	6.8		15.0		2.0		24.7		7.3	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 35

Dedham Mall/Stimson St - Forest Hills

Both Directions

For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders		Percent of Riders		<i>Access Mode to the Transit System:</i>	Number of Riders		Percent of Riders	
Walk Access	435		54.5%		Walk	302		37.9%	
Drive/Park Access	20		2.5%		Drive/Park	0		0.0%	
Drop-off Access	40		5.1%		Drop-off	0		0.0%	
Taxi Access	0		0.0%		Other	0		0.0%	
Shuttle/Van Access	0		0.0%		TOTAL	302		37.9%	
Bicycle Access	0		0.0%		No Answer	0			
Other Access	0		0.0%						
Total Private Trans.	495		62.1%		<i>Initial Transit Mode Used on Trip:</i>				
MBTA Bus	130		16.2%		MBTA Bus	173		21.7%	
Other Bus	0		0.0%		Other Bus	0		0.0%	
Rapid Transit	173		21.7%		Rapid Transit	130		16.2%	
Commuter Rail	0		0.0%		Commuter Rail	0		0.0%	
Boat	0		0.0%		Boat	0		0.0%	
Other	0		0.0%		Other	0		0.0%	
Total Public Trans.	302		37.9%		TOTAL	302		37.9%	
TOTAL	798		100.0%						
No Answer	63								

Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
16	86	66.7%
42	43	33.3%
TOTAL	130	100.0%

Bus Transfers from Nonconnecting Routes:

	Number of Riders	Percent of Riders
101	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	253	71.5%	0	0.0%	40	100.0%			294	70.8%
6-10	60	17.1%	20	100.0%	0	0.0%			81	19.4%
11-15	20	5.7%	0	0.0%	0	0.0%			20	4.9%
16-20	20	5.7%	0	0.0%	0	0.0%	(No responses)		20	4.9%
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	354	100.0%	20	100.0%	40	100.0%			415	100.0%
No Answer	81		0		0				81	
Avg. Time (min)		5.8		10.0		5.0				5.9

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 36

Charles River Loop - Forest Hills

Both Directions

For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders		Percent of Riders		<i>Access Mode to the Transit System:</i>	Number of Riders		Percent of Riders	
Walk Access	1,143		54.8%		Walk	648		31.1%	
Drive/Park Access	101		4.8%		Drive/Park	0		0.0%	
Drop-off Access	63		3.0%		Drop-off	0		0.0%	
Taxi Access	0		0.0%		Other	43		2.1%	
Shuttle/Van Access	0		0.0%		TOTAL	691		33.1%	
Bicycle Access	0		0.0%		No Answer	86			
Other Access	0		0.0%						
Total Private Trans.	1,307		62.7%		<i>Initial Transit Mode Used on Trip:</i>				
MBTA Bus	302		14.5%		MBTA Bus	346		16.6%	
Other Bus	0		0.0%		Other Bus	0		0.0%	
Rapid Transit	475		22.8%		Rapid Transit	432		20.7%	
Commuter Rail	0		0.0%		Commuter Rail	0		0.0%	
Boat	0		0.0%		Boat	0		0.0%	
Other	0		0.0%		Other	0		0.0%	
Total Public Trans.	777		37.3%		TOTAL	777		37.3%	
TOTAL	2,085		100.0%						
No Answer	0								

Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
32	86	28.6%
39	43	14.3%
38	43	14.3%
31	43	14.3%
21	43	14.3%
Other	43	14.3%
TOTAL	302	100.0%

Bus Transfers from Nonconnecting Routes:

	Number of Riders	Percent of Riders
210	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	613	66.8%	0	0.0%	63	100.0%			677	66.2%
6-10	265	28.8%	20	50.0%	0	0.0%			285	27.9%
11-15	40	4.4%	0	0.0%	0	0.0%			40	3.9%
16-20	0	0.0%	20	50.0%	0	0.0%	(No responses)		20	2.0%
21-30	0	0.0%	0	0.0%	0	0.0%			0	0.0%
31-45	0	0.0%	0	0.0%	0	0.0%			0	0.0%
Over 45	0	0.0%	0	0.0%	0	0.0%			0	0.0%
TOTAL	919	100.0%	40	100.0%	63	100.0%			1,022	100.0%
No Answer	225		60		0				285	
Avg. Time (min)	5.3		13.0		2.7				5.4	



MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 37

Baker/Vermont St - Forest Hills

Both Directions

For Passengers Transferring from Other Transit:

Access Mode to this Bus:

	Number of Riders	Percent of Riders
Walk Access	901	75.1%
Drive/Park Access	40	3.4%
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.	942	78.4%
MBTA Bus	130	10.8%
Other Bus	0	0.0%
Rapid Transit	130	10.8%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	259	21.6%
TOTAL	1,201	100.0%
No Answer	20	

Access Mode to the Transit System:

	Number of Riders	Percent of Riders
Walk	216	18.0%
Drive/Park	0	0.0%
Drop-off	0	0.0%
Other	0	0.0%
TOTAL	216	18.0%
No Answer	43	

Initial Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	130	10.8%
Other Bus	0	0.0%
Rapid Transit	130	10.8%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	259	21.6%

Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
42	43	33.3%
39	43	33.3%
38	43	33.3%
TOTAL	130	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	487	59.5%	0	0.0%					487	58.1%
6-10	204	25.0%	20	100.0%					225	26.8%
11-15	20	2.5%	0	0.0%					20	2.4%
16-20	107	13.0%	0	0.0%	(No responses)		(No responses)		107	12.7%
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	818	100.0%	20	100.0%					838	100.0%
No Answer	84		20						104	
Avg. Time (min)	7.2		7.0						7.2	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Route: 38

Expanded Results

Wren St - Forest Hills

Both Directions

<i>Access Mode to this Bus:</i>	Number of Riders		Percent of Riders		<i>Access Mode to the Transit System:</i>	Number of Riders		Percent of Riders	
Walk Access	437		64.8%		Walk	238		35.2%	
Drive/Park Access	0		0.0%		Drive/Park	0		0.0%	
Drop-off Access	0		0.0%		Drop-off	0		0.0%	
Taxi Access	0		0.0%		Other	0		0.0%	
Shuttle/Van Access	0		0.0%		TOTAL	238		35.2%	
Bicycle Access	0		0.0%		No Answer	0			
Other Access	0		0.0%						
Total Private Trans.	437		64.8%		<i>Initial Transit Mode Used on Trip:</i>				
MBTA Bus	55		8.1%		MBTA Bus	92		13.6%	
Other Bus	0		0.0%		Other Bus	0		0.0%	
Rapid Transit	183		27.1%		Rapid Transit	146		21.7%	
Commuter Rail	0		0.0%		Commuter Rail	0		0.0%	
Boat	0		0.0%		Boat	0		0.0%	
Other	0		0.0%		Other	0		0.0%	
Total Public Trans.	238		35.2%		TOTAL	238		35.2%	
TOTAL	675		100.0%						
No Answer	0								

<i>Bus Transfers from Connecting Routes:</i>	Number of Riders		Percent of Riders		<i>Bus Transfers from Nonconnecting Routes:</i>	Number of Riders		Percent of Riders	
32	37		66.7%		89	18		50.0%	
42	18		33.3%		23	18		50.0%	
TOTAL	55		100.0%		TOTAL	37		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	320	77.7%							320	77.7%
6-10	55	13.4%							55	13.4%
11-15	37	9.0%							37	9.0%
16-20	0	0.0%	(No responses)		(No responses)		(No responses)		0	0.0%
21-30	0	0.0%							0	0.0%
31-45	0	0.0%							0	0.0%
Over 45	0	0.0%							0	0.0%
TOTAL	413	100.0%							413	100.0%
No Answer	24								24	
Avg. Time (min)		5.0								5.0



MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Route: 39

Expanded Results

Forest Hills - Back Bay Station

Both Directions

For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders		Percent of Riders		<i>Access Mode to the Transit System:</i>	Number of Riders		Percent of Riders	
Walk Access	5,169		66.6%		Walk	1,567		20.2%	
Drive/Park Access	155		2.0%		Drive/Park	379		4.9%	
Drop-off Access	153		2.0%		Drop-off	61		0.8%	
Taxi Access	0		0.0%		Other	31		0.4%	
Shuttle/Van Access	31		0.4%		TOTAL	2,038		26.3%	
Bicycle Access	0		0.0%		No Answer	150			
Other Access	61		0.8%						
Total Private Trans.	5,569		71.8%		<i>Initial Transit Mode Used on Trip:</i>				
MBTA Bus	1,362		17.6%		MBTA Bus	1,362		17.6%	
Other Bus	58		0.8%		Other Bus	58		0.8%	
Rapid Transit	242		3.1%		Rapid Transit	242		3.1%	
Commuter Rail	525		6.8%		Commuter Rail	525		6.8%	
Boat	0		0.0%		Boat	0		0.0%	
Other	0		0.0%		Other	0		0.0%	
Total Public Trans.	2,188		28.2%		TOTAL	2,188		28.2%	
TOTAL	7,757		100.0%						
No Answer	92								

Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
32	220	15.5%
31	189	13.3%
36	126	8.8%
21	126	8.8%
66	119	8.4%
Other	642	45.2%
TOTAL	1,421	100.0%

Bus Transfers from Nonconnecting Routes:

	Number of Riders	Percent of Riders
TOTAL	0	0.0%

Trip time from trip origin to stop by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	1,625	61.7%	0	0.0%	0	0.0%	29	48.2%	1,654	57.4%
6-10	518	19.7%	31	25.0%	63	100.0%	0	0.0%	613	21.3%
11-15	150	5.7%	0	0.0%	0	0.0%	0	0.0%	150	5.2%
16-20	310	11.8%	63	50.0%	0	0.0%	0	0.0%	373	12.9%
21-30	29	1.1%	0	0.0%	0	0.0%	31	51.8%	61	2.1%
31-45	0	0.0%	31	25.0%	0	0.0%	0	0.0%	31	1.1%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	2,633	100.0%	126	100.0%	63	100.0%	61	100.0%	2,882	100.0%
No Answer	2,536		29		90		31		2,687	
Avg. Time (min)	7.3		23.8		10.0		16.5		8.3	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 40

Georgetown - Forest Hills

Both Directions

<i>Access Mode to this Bus:</i>	Number of Riders		Percent of Riders		<i>Access Mode to the Transit System:</i>	Number of Riders		Percent of Riders	
Walk Access	575	63.9%			Walk	284	31.5%		
Drive/Park Access	41	4.5%			Drive/Park	0	0.0%		
Drop-off Access	0	0.0%			Drop-off	0	0.0%		
Taxi Access	0	0.0%			Other	0	0.0%		
Shuttle/Van Access	0	0.0%			TOTAL	284	31.5%		
Bicycle Access	0	0.0%			No Answer	0			
Other Access	0	0.0%							
Total Private Trans.	615	68.5%			<i>Initial Transit Mode Used on Trip:</i>				
MBTA Bus	81	9.0%			MBTA Bus	81	9.0%		
Other Bus	0	0.0%			Other Bus	0	0.0%		
Rapid Transit	203	22.5%			Rapid Transit	203	22.5%		
Commuter Rail	0	0.0%			Commuter Rail	0	0.0%		
Boat	0	0.0%			Boat	0	0.0%		
Other	0	0.0%			Other	0	0.0%		
Total Public Trans.	284	31.5%			TOTAL	284	31.5%		
TOTAL	899	100.0%							
No Answer	0								

<i>Bus Transfers from Connecting Routes:</i>	Number of Riders		Percent of Riders		<i>Bus Transfers from Nonconnecting Routes:</i>	Number of Riders		Percent of Riders	
32	41	50.0%							
16	41	50.0%							
TOTAL	81	100.0%			TOTAL	0	0.0%		

Trip time from trip origin to stop by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	377	89.4%	0	0.0%					377	81.5%
6-10	22	5.3%	0	0.0%					22	4.9%
11-15	22	5.3%	41	100.0%	(No responses)		(No responses)		63	13.6%
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	422	100.0%	41	100.0%					463	100.0%
No Answer	153		0						153	
Avg. Time (min)	4.1		12.0						4.8	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 41

Centre/Eliot St - JFK/Umass

Both Directions

For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders		Percent of Riders		<i>Access Mode to the Transit System:</i>	Number of Riders		Percent of Riders	
Walk Access	1,118		76.5%		Walk	300		20.5%	
Drive/Park Access	0		0.0%		Drive/Park	0		0.0%	
Drop-off Access	0		0.0%		Drop-off	25		1.7%	
Taxi Access	20		1.3%		Other	0		0.0%	
Shuttle/Van Access	0		0.0%		TOTAL	325		22.2%	
Bicycle Access	0		0.0%		No Answer	0			
Other Access	0		0.0%						
Total Private Trans.	1,137		77.8%		<i>Initial Transit Mode Used on Trip:</i>				
MBTA Bus	127		8.7%		MBTA Bus	177		12.1%	
Other Bus	25		1.7%		Other Bus	25		1.7%	
Rapid Transit	173		11.8%		Rapid Transit	123		8.4%	
Commuter Rail	0		0.0%		Commuter Rail	0		0.0%	
Boat	0		0.0%		Boat	0		0.0%	
Other	0		0.0%		Other	0		0.0%	
Total Public Trans.	325		22.2%		TOTAL	325		22.2%	
TOTAL	1,462		100.0%						
No Answer	25								

Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
23	39	25.7%
UMB	25	16.2%
5	25	16.2%
47	25	16.2%
749	20	12.8%
Other	20	12.8%
TOTAL	152	100.0%

Bus Transfers from Nonconnecting Routes:

	Number of Riders	Percent of Riders
89	25	50.0%
34	25	50.0%
TOTAL	49	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	573	57.6%							573	57.6%
6-10	309	31.1%							309	31.1%
11-15	88	8.9%							88	8.9%
16-20	0	0.0%	(No responses)		(No responses)		(No responses)		0	0.0%
21-30	0	0.0%							0	0.0%
31-45	25	2.5%							25	2.5%
Over 45	0	0.0%							0	0.0%
TOTAL	996	100.0%							996	100.0%
No Answer	122						20		142	
Avg. Time (min)		7.3								7.3



MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 42

Forest Hills - Ruggles via Dudley

Both Directions

For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders	Percent of Riders	<i>Access Mode to the Transit System:</i>	Number of Riders	Percent of Riders
Walk Access	1,158	60.8%	Walk	523	27.5%
Drive/Park Access	51	2.7%	Drive/Park	0	0.0%
Drop-off Access	60	3.1%	Drop-off	26	1.4%
Taxi Access	0	0.0%	Other	0	0.0%
Shuttle/Van Access	17	0.9%	TOTAL	549	28.8%
Bicycle Access	0	0.0%	No Answer	43	
Other Access	26	1.4%			
Total Private Trans.	1,312	68.9%	<i>Initial Transit Mode Used on Trip:</i>		
MBTA Bus	576	30.2%	MBTA Bus	576	30.2%
Other Bus	0	0.0%	Other Bus	0	0.0%
Rapid Transit	17	0.9%	Rapid Transit	17	0.9%
Commuter Rail	0	0.0%	Commuter Rail	0	0.0%
Boat	0	0.0%	Boat	0	0.0%
Other	0	0.0%	Other	0	0.0%
Total Public Trans.	592	31.1%	TOTAL	592	31.1%
TOTAL	1,904	100.0%			
No Answer	51				

Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
32	118	20.5%
15	79	13.7%
1	53	9.1%
36	51	8.8%
34	51	8.8%
Other	225	39.1%
TOTAL	576	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	557	53.2%	17	33.3%	17	28.1%			590	51.0%
6-10	240	22.9%	0	0.0%	43	71.9%			283	24.5%
11-15	163	15.6%	0	0.0%	0	0.0%	(No responses)		163	14.1%
16-20	86	8.2%	17	33.3%	0	0.0%			103	8.9%
21-30	0	0.0%	0	0.0%	0	0.0%			0	0.0%
31-45	0	0.0%	17	33.3%	0	0.0%			17	1.5%
Over 45	0	0.0%	0	0.0%	0	0.0%			0	0.0%
TOTAL	1,046	100.0%	51	100.0%	60	100.0%			1,156	100.0%
No Answer	113		0		0		43		156	
Avg. Time (min)	7.7		21.3		6.8				8.2	



MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 48

Centre/South St - Jackson Sq

Both Directions

For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders	Percent of Riders	<i>Access Mode to the Transit System:</i>	Number of Riders	Percent of Riders
Walk Access	85	91.6%	Walk	8	8.4%
Drive/Park Access	0	0.0%	Drive/Park	0	0.0%
Drop-off Access	0	0.0%	Drop-off	0	0.0%
Taxi Access	0	0.0%	Other	0	0.0%
Shuttle/Van Access	0	0.0%	TOTAL	8	8.4%
Bicycle Access	0	0.0%	No Answer	0	
Other Access	0	0.0%			
Total Private Trans.	85	91.6%	<i>Initial Transit Mode Used on Trip:</i>	Number of Riders	Percent of Riders
MBTA Bus	0	0.0%	MBTA Bus	0	0.0%
Other Bus	0	0.0%	Other Bus	0	0.0%
Rapid Transit	8	8.4%	Rapid Transit	8	8.4%
Commuter Rail	0	0.0%	Commuter Rail	0	0.0%
Boat	0	0.0%	Boat	0	0.0%
Other	0	0.0%	Other	0	0.0%
Total Public Trans.	8	8.4%	TOTAL	8	8.4%
TOTAL	93	100.0%			
No Answer	0				

Bus Transfers from Connecting Routes:

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

Bus Transfers from Nonconnecting Routes:

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

TOTAL 0 0.0%

TOTAL 0 0.0%

Trip time from trip origin to stop by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	54	87.3%							54	87.3%
6-10	8	12.7%							8	12.7%
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	62	100.0%							62	100.0%
No Answer	23								23	
Avg. Time (min)		5.1								5.1



MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 50

Cleary Sq - Forest Hills

Both Directions

For Passengers Transferring from Other Transit:

Access Mode to this Bus:	Number of Riders	Percent of Riders	Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk Access	534	75.1%	Walk	74	10.4%
Drive/Park Access	0	0.0%	Drive/Park	15	2.1%
Drop-off Access	15	2.1%	Drop-off	0	0.0%
Taxi Access	0	0.0%	Other	0	0.0%
Shuttle/Van Access	30	4.2%	TOTAL	89	12.5%
Bicycle Access	0	0.0%	No Answer	44	
Other Access	0	0.0%			
Total Private Trans.	578	81.3%	Initial Transit Mode Used on Trip:		
MBTA Bus	15	2.1%	MBTA Bus	44	6.2%
Other Bus	15	2.1%	Other Bus	15	2.1%
Rapid Transit	103	14.6%	Rapid Transit	74	10.4%
Commuter Rail	0	0.0%	Commuter Rail	0	0.0%
Boat	0	0.0%	Boat	0	0.0%
Other	0	0.0%	Other	0	0.0%
Total Public Trans.	133	18.7%	TOTAL	133	18.7%
TOTAL	711	100.0%			
No Answer	24				

Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
SCH	15	50.0%
39	15	50.0%
TOTAL	30	100.0%

Bus Transfers from Nonconnecting Routes:

	Number of Riders	Percent of Riders
CT2	15	50.0%
430	15	50.0%
TOTAL	30	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	373	76.0%			15	100.0%	0	0.0%	387	74.5%
6-10	80	16.4%			0	0.0%	0	0.0%	80	15.5%
11-15	28	5.7%			0	0.0%	15	100.0%	43	8.3%
16-20	9	1.9%	(No responses)		0	0.0%	0	0.0%	9	1.8%
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	491	100.0%			15	100.0%	15	100.0%	520	100.0%
No Answer	43				0		15		58	
Avg. Time (min)		5.0				5.0		15.0		5.3

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 51

Reservoir Station - Forest Hills

Both Directions

For Passengers Transferring from Other Transit:

Access Mode to this Bus:	Number of Riders		Percent of Riders		Access Mode to the Transit System:	Number of Riders		Percent of Riders	
Walk Access	978		80.0%		Walk	110		9.0%	
Drive/Park Access	15		1.3%		Drive/Park	18		1.5%	
Drop-off Access	33		2.7%		Drop-off	0		0.0%	
Taxi Access	0		0.0%		Other	0		0.0%	
Shuttle/Van Access	18		1.5%		TOTAL	128		10.5%	
Bicycle Access	0		0.0%		No Answer	33			
Other Access	18		1.5%						
Total Private Trans.	1,062		86.8%		Initial Transit Mode Used on Trip:				
MBTA Bus	46		3.8%		MBTA Bus	61		5.0%	
Other Bus	0		0.0%		Other Bus	0		0.0%	
Rapid Transit	115		9.4%		Rapid Transit	100		8.1%	
Commuter Rail	0		0.0%		Commuter Rail	0		0.0%	
Boat	0		0.0%		Boat	0		0.0%	
Other	0		0.0%		Other	0		0.0%	
Total Public Trans.	161		13.2%		TOTAL	161		13.2%	
TOTAL	1,223		100.0%						
No Answer	0								

Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
16	31	66.7%
30	15	33.3%
TOTAL	46	100.0%

Bus Transfers from Nonconnecting Routes:

	Number of Riders	Percent of Riders
23	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	639	72.9%	0	0.0%	0	0.0%	18	100.0%	656	69.7%
6-10	153	17.5%	15	100.0%	0	0.0%	0	0.0%	168	17.9%
11-15	49	5.5%	0	0.0%	18	53.7%	0	0.0%	66	7.0%
16-20	18	2.0%	0	0.0%	15	46.3%	0	0.0%	33	3.5%
21-30	18	2.0%	0	0.0%	0	0.0%	0	0.0%	18	1.9%
31-45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	876	100.0%	15	100.0%	33	100.0%	18	100.0%	942	100.0%
No Answer	102		0		0		18		120	
Avg. Time (min)	6.1		10.0		17.3		5.0		6.6	



MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 52

Charles River Loop - Watertown

Both Directions

For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders		Percent of Riders		<i>Access Mode to the Transit System:</i>	Number of Riders		Percent of Riders	
Walk Access	321	62.1%			Walk	97	18.8%		
Drive/Park Access	16	3.1%			Drive/Park	0	0.0%		
Drop-off Access	44	8.4%			Drop-off	0	0.0%		
Taxi Access	9	1.7%			Other	7	1.3%		
Shuttle/Van Access	7	1.3%			TOTAL	104	20.2%		
Bicycle Access	7	1.3%			No Answer	9			
Other Access	0	0.0%							
Total Private Trans.	404	78.1%			<i>Initial Transit Mode Used on Trip:</i>				
MBTA Bus	70	13.6%			MBTA Bus	79	15.3%		
Other Bus	0	0.0%			Other Bus	0	0.0%		
Rapid Transit	43	8.3%			Rapid Transit	34	6.6%		
Commuter Rail	0	0.0%			Commuter Rail	0	0.0%		
Boat	0	0.0%			Boat	0	0.0%		
Other	0	0.0%			Other	0	0.0%		
Total Public Trans.	113	21.9%			TOTAL	113	21.9%		
TOTAL	517	100.0%							
No Answer	0								

Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
57	27	38.6%
70	18	25.8%
556	9	12.9%
504	9	12.9%
36	7	9.9%
TOTAL	70	100.0%

Bus Transfers from Nonconnecting Routes:

	Number of Riders	Percent of Riders
66	9	100.0%
TOTAL	9	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	198	66.7%	7	43.4%	21	47.6%	0	0.0%	225	59.5%
6-10	46	15.5%	0	0.0%	14	31.7%	16	69.7%	76	20.0%
11-15	28	9.4%	0	0.0%	0	0.0%	7	30.3%	35	9.1%
16-20	25	8.4%	9	56.6%	9	20.7%	0	0.0%	43	11.4%
21-30	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
31-45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	296	100.0%	16	100.0%	44	100.0%	23	100.0%	379	100.0%
No Answer	25		0		0		0		25	
Avg. Time (min)	6.2		13.1		8.9		11.5		7.1	

6

Egress from the Bus

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

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

The tables (at the end of the chapter) present all of these data by route. The data for each bus route are based on the survey responses from passengers who rode some portion of that route. Chapter 2 addresses the same categories of data that are addressed in the present chapter, but at the level of the Arborway 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 Arborway Garage bus route. The highest walk egress rates were on Routes 48 (82%), 39 (81%), and 24 (63%). Pick-up and driving egress trips were the second- and third-largest private egress modes. Route 33 had the highest pick-up rate of the Arborway Garage bus routes (11%). The highest driving egress rate was on Route 35 (6%). Several routes did not report any pick-up or driving egress trips.

The two public egress modes most used by riders on Arborway Garage routes were MBTA bus and rapid transit. The highest bus egress rates were on Routes 42 (36%), 14 (23%), and 52 (21%). The highest rapid transit egress rates were on Routes 37 (52%) and 30 and 51 (both 51%).

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 29 and 35 (both 5 minutes) and 27 (6 minutes). The highest walk egress times were reported by riders on Routes 24 and 21 (both 11 minutes) and 33 (10 minutes). The highest reported driving egress times were on Routes 35 (45 minutes) and 37 and 21 (both 15 minutes) and the highest reported pick-up egress times were on Routes 34 (35 minutes) and 36 and 40 (both 30 minutes).

Walking egress times from all Arborway Garage bus routes combined averaged 8 minutes. Slightly less than 30% 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 30 (56%), 50 (52%), and 51 (50%). The highest drive and pick-up rates respectively, were, 2% on Route 30 and 3% on Route 33.

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 42 (36%) and 14 and 21 (both 23%). 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 30 (49%) and 51 and 37 (both 47%).

The most commonly listed connecting bus route to which bus riders on the surveyed routes transferred was Route 39, followed by Routes 32 and 31. The most commonly listed nonconnecting bus route to which bus riders on the surveyed routes transferred (with an intermediate transit link or links between the surveyed route and the listed route) was Route 8, followed by Routes 10 and 1.



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 14

Expanded Results

Roslindale Sq - Heath St

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	533	65.9%
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.	533	65.9%
MBTA Bus	185	22.9%
Other Bus	0	0.0%
Rapid Transit	90	11.2%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	275	34.1%
TOTAL	808	100.0%
No Answer	45	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	230	28.5%
Drive	0	0.0%
Pick-up	0	0.0%
Other	0	0.0%
TOTAL	230	28.5%
No Answer	45	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	185	22.9%
Other Bus	0	0.0%
Rapid Transit	90	11.2%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	275	34.1%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
1	65	35.2%
47	50	26.9%
8	25	13.5%
41	25	13.5%
39	20	10.9%
TOTAL	185	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	256	63.7%							256	63.7%
6-10	85	21.2%							85	21.2%
11-15	0	0.0%	(No responses)		(No responses)		(No responses)		0	0.0%
16-20	60	15.0%							60	15.0%
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	402	100.0%							402	100.0%
No Answer	131								131	
Avg. Time (min)		6.9								6.9



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 21

Expanded Results

Ashmont Station - Forest Hills

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	638	32.5%
Drive/Park Egress	31	1.6%
Pick-up Egress	31	1.6%
Taxi Egress	0	0.0%
Shuttle/Van Egress	25	1.3%
Bicycle Egress	0	0.0%
Other Egress	156	8.0%
Total Private Trans.	880	44.9%
MBTA Bus	309	15.7%
Other Bus	31	1.6%
Rapid Transit	742	37.8%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	1,082	55.1%
TOTAL	1,962	100.0%
No Answer	207	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	935	47.6%
Drive	0	0.0%
Pick-up	0	0.0%
Other	61	3.1%
TOTAL	996	50.7%
No Answer	86	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	446	22.7%
Other Bus	61	3.1%
Rapid Transit	550	28.0%
Commuter Rail	25	1.3%
Boat	0	0.0%
Other	0	0.0%
TOTAL	1,082	55.1%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
23	61	18.0%
42	50	14.8%
39	50	14.8%
BAT	31	9.0%
26	31	9.0%
Other	117	34.4%
TOTAL	340	100.0%

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
SL2	31	18.3%
SCH	31	18.3%
10	31	18.3%
92	25	15.1%
134	25	15.1%
Other	25	15.1%
TOTAL	167	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	162	45.0%	0	0.0%			25	13.9%	187	32.7%
6-10	61	17.0%	0	0.0%			56	30.7%	117	20.4%
11-15	25	7.0%	31	100.0%			25	13.9%	81	14.2%
16-20	81	22.5%	0	0.0%	(No responses)		50	27.7%	131	23.0%
21-30	31	8.5%	0	0.0%			25	13.9%	56	9.7%
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	359	100.0%	31	100.0%			182	100.0%	571	100.0%
No Answer	278		0		31		0		309	
Avg. Time (min)	11.0		15.0				15.5		12.7	



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 24

Expanded Results

Wakefield Ave/Truman Pkwy - Mattapan/Ashmont

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	569	62.6%
Drive/Park Egress	0	0.0%
Pick-up Egress	13	1.4%
Taxi Egress	0	0.0%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	13	1.4%
Total Private Trans.	595	65.5%
MBTA Bus	160	17.6%
Other Bus	0	0.0%
Rapid Transit	142	15.6%
Commuter Rail	13	1.4%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	314	34.5%
TOTAL	909	100.0%
No Answer	26	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	219	24.1%
Drive	0	0.0%
Pick-up	0	0.0%
Other	26	2.8%
TOTAL	245	26.9%
No Answer	70	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	172	19.0%
Other Bus	0	0.0%
Rapid Transit	129	14.2%
Commuter Rail	0	0.0%
Boat	13	1.4%
Other	0	0.0%
TOTAL	314	34.5%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
32	44	36.2%
28	39	31.9%
29	26	21.3%
31	13	10.6%
TOTAL	121	100.0%

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
SL2	13	20.0%
36	13	20.0%
17	13	20.0%
15	13	20.0%
1	13	20.0%
TOTAL	64	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	57	18.5%							57	18.5%
6-10	175	57.1%							175	57.1%
11-15	0	0.0%	(No responses)		(No responses)		(No responses)		0	0.0%
16-20	75	24.4%							75	24.4%
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	306	100.0%							306	100.0%
No Answer	263				13		13		288	
Avg. Time (min)	11.1								11.1	



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 26

Expanded Results

Ashmont Station - Norfolk/Morton

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	354	52.1%
Drive/Park Egress	0	0.0%
Pick-up Egress	19	2.8%
Taxi Egress	0	0.0%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	8	1.1%
Total Private Trans.	381	56.1%
MBTA Bus	58	8.6%
Other Bus	0	0.0%
Rapid Transit	240	35.3%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	298	43.9%
TOTAL	679	100.0%
No Answer	65	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	248	36.5%
Drive	0	0.0%
Pick-up	0	0.0%
Other	42	6.3%
TOTAL	290	42.8%
No Answer	8	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	81	12.0%
Other Bus	0	0.0%
Rapid Transit	217	31.9%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	298	43.9%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
23	23	60.0%
27	8	20.0%
18	8	20.0%
TOTAL	39	100.0%

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
39	19	45.2%
558	8	18.3%
55	8	18.3%
210	8	18.3%
TOTAL	42	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	161	54.5%					0	0.0%	161	53.1%
6-10	54	18.2%					0	0.0%	54	17.7%
11-15	42	14.3%					0	0.0%	42	14.0%
16-20	38	13.0%	(No responses)		(No responses)		0	0.0%	38	12.6%
21-30	0	0.0%					8	100.0%	8	2.6%
31-45	0	0.0%					0	0.0%	0	0.0%
Over 45	0	0.0%					0	0.0%	0	0.0%
TOTAL	296	100.0%					8	100.0%	304	100.0%
No Answer	58				19		0		77	
Avg. Time (min)		8.8						30.0		9.3



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 27

Expanded Results

Mattapan Station - Ashmont Station

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	180	52.0%
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	8	2.2%
Total Private Trans.	187	54.2%
MBTA Bus	60	17.4%
Other Bus	0	0.0%
Rapid Transit	98	28.4%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	158	45.8%
TOTAL	346	100.0%
No Answer	52	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	143	41.5%
Drive	0	0.0%
Pick-up	0	0.0%
Other	15	4.3%
TOTAL	158	45.8%
No Answer	0	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	68	19.6%
Other Bus	0	0.0%
Rapid Transit	91	26.2%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	158	45.8%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
24	15	25.6%
28	15	25.0%
23	15	25.0%
30	7	12.2%
22	7	12.2%
TOTAL	60	100.0%

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
SL2	8	100.0%
TOTAL	8	100.0%

Trip time from stop to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	89	59.6%							89	59.6%
6-10	38	25.2%							38	25.2%
11-15	23	15.2%							23	15.2%
16-20	0	0.0%	(No responses)		(No responses)		(No responses)		0	0.0%
21-30	0	0.0%							0	0.0%
31-45	0	0.0%							0	0.0%
Over 45	0	0.0%							0	0.0%
TOTAL	150	100.0%							150	100.0%
No Answer	30						8		38	
Avg. Time (min)		5.9								5.9



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 29

Expanded Results

Mattapan Station - Ruggles via Jackson Sq

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	409	50.0%
Drive/Park Egress	0	0.0%
Pick-up Egress	22	2.7%
Taxi Egress	0	0.0%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	431	52.7%
MBTA Bus	78	9.5%
Other Bus	0	0.0%
Rapid Transit	309	37.8%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	386	47.3%
TOTAL	817	100.0%
No Answer	39	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	287	35.1%
Drive	0	0.0%
Pick-up	0	0.0%
Other	22	2.7%
TOTAL	309	37.8%
No Answer	78	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	122	14.9%
Other Bus	0	0.0%
Rapid Transit	265	32.4%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	386	47.3%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
30	39	50.0%
27	39	50.0%
TOTAL	78	100.0%

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
8	22	50.0%
43	22	50.0%
TOTAL	44	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	304	83.3%							304	83.3%
6-10	61	16.7%							61	16.7%
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	365	100.0%							365	100.0%
No Answer	44				22				66	
Avg. Time (min)		4.8								4.8



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 30

Expanded Results

Mattapan Station - Forest Hills via Roslindale Sq

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	342	30.6%
Drive/Park Egress	23	2.0%
Pick-up Egress	0	0.0%
Taxi Egress	0	0.0%
Shuttle/Van Egress	31	2.7%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	396	35.4%
MBTA Bus	107	9.5%
Other Bus	23	2.0%
Rapid Transit	570	51.0%
Commuter Rail	23	2.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	722	64.6%
TOTAL	1,117	100.0%
No Answer	84	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	631	56.4%
Drive	23	2.0%
Pick-up	23	2.0%
Other	23	2.0%
TOTAL	699	62.6%
No Answer	23	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	152	13.6%
Other Bus	23	2.0%
Rapid Transit	547	48.9%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	722	64.6%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
32	31	23.6%
245	31	23.6%
SCH	23	17.6%
51	23	17.6%
16	23	17.6%
TOTAL	129	100.0%

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
CT2	23	50.0%
59	23	50.0%
TOTAL	46	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	114	35.8%							114	35.8%
6-10	46	14.2%							46	14.2%
11-15	129	40.5%							129	40.5%
16-20	31	9.5%	(No responses)		(No responses)		(No responses)		31	9.5%
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	320	100.0%							320	100.0%
No Answer	23		23				31		76	
Avg. Time (min)		9.9								9.9



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 31

Expanded Results

Mattapan Station - Forest Hills via Morton St

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	843	39.0%
Drive/Park Egress	22	1.0%
Pick-up Egress	22	1.0%
Taxi Egress	0	0.0%
Shuttle/Van Egress	78	3.6%
Bicycle Egress	0	0.0%
Other Egress	22	1.0%
Total Private Trans.	987	45.6%
MBTA Bus	200	9.2%
Other Bus	0	0.0%
Rapid Transit	955	44.1%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	22	1.0%
Total Public Trans.	1,177	54.4%
TOTAL	2,164	100.0%
No Answer	289	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	1,066	49.2%
Drive	0	0.0%
Pick-up	0	0.0%
Other	44	2.1%
TOTAL	1,110	51.3%
No Answer	67	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	266	12.3%
Other Bus	0	0.0%
Rapid Transit	866	40.0%
Commuter Rail	22	1.0%
Boat	0	0.0%
Other	22	1.0%
TOTAL	1,177	54.4%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
39	67	33.3%
42	44	22.2%
32	44	22.2%
35	22	11.1%
16	22	11.1%
TOTAL	200	100.0%

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
505	44	66.7%
93	22	33.3%
TOTAL	67	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	255	53.5%			0	0.0%	0	0.0%	255	42.6%
6-10	100	20.9%			0	0.0%	78	77.8%	177	29.6%
11-15	78	16.3%			0	0.0%	22	22.2%	100	16.7%
16-20	22	4.7%			22	100.0%	0	0.0%	44	7.4%
21-30	22	4.7%			0	0.0%	0	0.0%	22	3.7%
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	477	100.0%			22	100.0%	100	100.0%	599	100.0%
No Answer	366		22		0		0		388	
Avg. Time (min)		8.5				20.0		11.1		9.3



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 32

Expanded Results

Wolcott - Forest Hills

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

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

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	503	42.5%
Drive	0	0.0%
Pick-up	0	0.0%
Other	70	5.9%
TOTAL	573	48.4%
No Answer	112	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	209	17.7%
Other Bus	0	0.0%
Rapid Transit	475	40.1%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	684	57.8%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
39	70	55.6%
16	28	22.2%
42	14	11.1%
21	14	11.1%
TOTAL	126	100.0%

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
8	28	28.6%
71	14	14.3%
70	14	14.3%
47	14	14.3%
109	14	14.3%
Other	14	14.3%
TOTAL	98	100.0%

Trip time from stop to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	77	28.7%			0	0.0%			77	25.1%
6-10	124	46.4%			19	50.0%			143	46.9%
11-15	47	17.7%			19	50.0%			66	21.7%
16-20	19	7.2%	(No responses)		0	0.0%	(No responses)		19	6.3%
21-30	0	0.0%			0	0.0%			0	0.0%
31-45	0	0.0%			0	0.0%			0	0.0%
Over 45	0	0.0%			0	0.0%			0	0.0%
TOTAL	266	100.0%			38	100.0%			305	100.0%
No Answer	181				0		14		195	
Avg. Time (min)		9.2				12.5				9.6



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 33

Expanded Results

Dedham Line - Mattapan Station via River St

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	337	66.2%
Drive/Park Egress	0	0.0%
Pick-up Egress	57	11.1%
Taxi Egress	0	0.0%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	394	77.3%
MBTA Bus	64	12.6%
Other Bus	13	2.5%
Rapid Transit	39	7.6%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	116	22.7%
TOTAL	510	100.0%
No Answer	51	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	103	20.2%
Drive	0	0.0%
Pick-up	13	2.5%
Other	0	0.0%
TOTAL	116	22.7%
No Answer	0	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	26	5.0%
Other Bus	13	2.5%
Rapid Transit	77	15.1%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	116	22.7%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
32	39	50.0%
school bus	13	16.7%
28	13	16.7%
245	13	16.7%
TOTAL	77	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	38.1%			0	0.0%			95	31.1%
6-10	31	12.4%			13	22.7%			44	14.3%
11-15	93	37.1%			13	22.7%			106	34.5%
16-20	31	12.4%	(No responses)		0	0.0%	(No responses)		31	10.1%
21-30	0	0.0%			31	54.6%			31	10.1%
31-45	0	0.0%			0	0.0%			0	0.0%
Over 45	0	0.0%			0	0.0%			0	0.0%
TOTAL	250	100.0%			57	100.0%			306	100.0%
No Answer	88				0				88	
Avg. Time (min)		10.2				22.0				12.4



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 34

Expanded Results

Dedham Line - Forest Hills

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	1,781	55.9%
Drive/Park Egress	22	0.7%
Pick-up Egress	108	3.4%
Taxi Egress	0	0.0%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	45	1.4%
Total Private Trans.	1,956	61.4%
MBTA Bus	247	7.7%
Other Bus	0	0.0%
Rapid Transit	920	28.9%
Commuter Rail	63	2.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	1,230	38.6%
TOTAL	3,186	100.0%
No Answer	252	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	1,140	35.8%
Drive	0	0.0%
Pick-up	0	0.0%
Other	0	0.0%
TOTAL	1,140	35.8%
No Answer	90	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	337	10.6%
Other Bus	0	0.0%
Rapid Transit	831	26.1%
Commuter Rail	63	2.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	1,230	38.6%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
39	135	54.5%
31	45	18.2%
16	45	18.2%
21	22	9.1%
TOTAL	247	100.0%

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
66	22	20.0%
47	22	20.0%
110	22	20.0%
10	22	20.0%
1	22	20.0%
TOTAL	112	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	643	47.2%			0	0.0%	0	0.0%	643	44.3%
6-10	342	25.1%			0	0.0%	0	0.0%	342	23.5%
11-15	252	18.5%			0	0.0%	0	0.0%	252	17.3%
16-20	126	9.2%			0	0.0%	22	50.0%	148	10.2%
21-30	0	0.0%			22	50.0%	22	50.0%	45	3.1%
31-45	0	0.0%			22	50.0%	0	0.0%	22	1.5%
Over 45	0	0.0%			0	0.0%	0	0.0%	0	0.0%
TOTAL	1,363	100.0%			45	100.0%	45	100.0%	1,452	100.0%
No Answer	418		22		63		0		504	
Avg. Time (min)		8.1				35.0		23.5		9.4



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 35

Expanded Results

Dedham Mall/Stimson St - Forest Hills

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	406	57.1%
Drive/Park Egress	43	6.1%
Pick-up Egress	20	2.8%
Taxi Egress	0	0.0%
Shuttle/Van Egress	20	2.8%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	490	68.8%
MBTA Bus	101	14.2%
Other Bus	0	0.0%
Rapid Transit	121	17.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	222	31.2%
TOTAL	711	100.0%
No Answer	150	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	161	22.7%
Drive	0	0.0%
Pick-up	0	0.0%
Other	0	0.0%
TOTAL	161	22.7%
No Answer	60	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	121	17.0%
Other Bus	0	0.0%
Rapid Transit	101	14.2%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	222	31.2%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
39	60	60.0%
34	20	20.0%
16	20	20.0%
TOTAL	101	100.0%

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
9	20	100.0%
TOTAL	20	100.0%

Trip time from stop to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	259	67.2%	0	0.0%			0	0.0%	259	57.7%
6-10	127	32.8%	0	0.0%			0	0.0%	127	28.2%
11-15	0	0.0%	0	0.0%			0	0.0%	0	0.0%
16-20	0	0.0%	0	0.0%	(No responses)		0	0.0%	0	0.0%
21-30	0	0.0%	0	0.0%			20	100.0%	20	4.5%
31-45	0	0.0%	43	100.0%			0	0.0%	43	9.6%
Over 45	0	0.0%	0	0.0%			0	0.0%	0	0.0%
TOTAL	386	100.0%	43	100.0%			20	100.0%	449	100.0%
No Answer	20		0		20		0		40	
Avg. Time (min)	5.1		45.0				30.0		10.0	



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 36

Expanded Results

Charles River Loop - Forest Hills

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	985	50.8%
Drive/Park Egress	0	0.0%
Pick-up Egress	63	3.3%
Taxi Egress	0	0.0%
Shuttle/Van Egress	40	2.1%
Bicycle Egress	0	0.0%
Other Egress	63	3.3%
Total Private Trans.	1,152	59.4%
MBTA Bus	101	5.2%
Other Bus	0	0.0%
Rapid Transit	685	35.4%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	786	40.6%
TOTAL	1,938	100.0%
No Answer	147	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	726	37.4%
Drive	0	0.0%
Pick-up	0	0.0%
Other	40	2.1%
TOTAL	766	39.5%
No Answer	20	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	202	10.4%
Other Bus	0	0.0%
Rapid Transit	585	30.2%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	786	40.6%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
39	81	80.0%
16	20	20.0%
TOTAL	101	100.0%

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
CT2	20	16.7%
93	20	16.7%
91	20	16.7%
8	20	16.7%
47	20	16.7%
Other	20	16.7%
TOTAL	121	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	366	45.0%			0	0.0%	0	0.0%	366	40.8%
6-10	210	25.9%			0	0.0%	0	0.0%	210	23.5%
11-15	107	13.1%			0	0.0%	0	0.0%	107	11.9%
16-20	130	16.0%			0	0.0%	20	31.8%	150	16.7%
21-30	0	0.0%			20	100.0%	43	68.2%	63	7.1%
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	812	100.0%			20	100.0%	63	100.0%	896	100.0%
No Answer	173				43		40		256	
Avg. Time (min)		9.2				30.0		23.4		10.7



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 37

Expanded Results

Baker/Vermont St - Forest Hills

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	490	42.3%
Drive/Park Egress	43	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.	533	46.0%
MBTA Bus	20	1.7%
Other Bus	0	0.0%
Rapid Transit	605	52.2%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	625	54.0%
TOTAL	1,158	100.0%
No Answer	63	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	524	45.3%
Drive	20	1.7%
Pick-up	0	0.0%
Other	40	3.5%
TOTAL	585	50.5%
No Answer	40	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	81	7.0%
Other Bus	0	0.0%
Rapid Transit	544	47.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	625	54.0%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
34E	20	100.0%
TOTAL	20	100.0%

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
95	20	33.3%
8	20	33.3%
1	20	33.3%
TOTAL	60	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	276	68.6%	0	0.0%					276	61.9%
6-10	107	26.4%	0	0.0%					107	23.9%
11-15	0	0.0%	43	100.0%					43	9.7%
16-20	20	5.0%	0	0.0%	(No responses)		(No responses)		20	4.5%
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	403	100.0%	43	100.0%					446	100.0%
No Answer	86		0						86	
Avg. Time (min)		6.2		15.0						7.1



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 38

Expanded Results

Wren St - Forest Hills

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	410	65.4%
Drive/Park Egress	0	0.0%
Pick-up Egress	0	0.0%
Taxi Egress	0	0.0%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	6	1.0%
Total Private Trans.	416	66.4%
MBTA Bus	12	2.0%
Other Bus	0	0.0%
Rapid Transit	198	31.6%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	210	33.6%
TOTAL	626	100.0%
No Answer	49	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	185	29.6%
Drive	0	0.0%
Pick-up	6	1.0%
Other	6	1.0%
TOTAL	198	31.6%
No Answer	12	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	19	3.0%
Other Bus	6	1.0%
Rapid Transit	185	29.6%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	210	33.6%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
39	12	100.0%
TOTAL	12	100.0%

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
MPA	6	33.3%
7	6	33.3%
51	6	33.3%
TOTAL	19	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	208	57.6%					6	100.0%	214	58.4%
6-10	122	33.9%					0	0.0%	122	33.3%
11-15	31	8.5%					0	0.0%	31	8.4%
16-20	0	0.0%	(No responses)		(No responses)		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	361	100.0%					6	100.0%	367	100.0%
No Answer	49						0		49	
Avg. Time (min)		6.4						3.0		6.3



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 39

Expanded Results

Forest Hills - Back Bay Station

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

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

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	1,093	15.3%
Drive	0	0.0%
Pick-up	0	0.0%
Other	0	0.0%
TOTAL	1,093	15.3%
No Answer	29	

Final Transit Mode Used on Trip:

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

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
32	117	23.1%
66	92	18.2%
34	58	11.6%
31	58	11.6%
65	31	6.2%
Other	148	29.3%
TOTAL	505	100.0%

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
TOTAL	0	0.0%

Trip time from stop to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	1,553	58.3%	31	35.0%			0	0.0%	1,585	56.9%
6-10	557	20.9%	0	0.0%			31	100.0%	588	21.1%
11-15	211	7.9%	29	32.5%	(No responses)		0	0.0%	240	8.6%
16-20	343	12.9%	29	32.5%			0	0.0%	373	13.4%
21-30	0	0.0%	0	0.0%			0	0.0%	0	0.0%
31-45	0	0.0%	0	0.0%			0	0.0%	0	0.0%
Over 45	0	0.0%	0	0.0%			0	0.0%	0	0.0%
TOTAL	2,664	100.0%	90	100.0%			31	100.0%	2,785	100.0%
No Answer	3,118		0				126		3,243	
Avg. Time (min)	7.3		13.1				10.0		7.5	



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 40

Expanded Results

Georgetown - Forest Hills

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	355	43.4%
Drive/Park Egress	22	2.7%
Pick-up Egress	63	7.7%
Taxi Egress	0	0.0%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	41	5.0%
Total Private Trans.	481	58.8%
MBTA Bus	22	2.7%
Other Bus	0	0.0%
Rapid Transit	314	38.4%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	337	41.2%
TOTAL	818	100.0%
No Answer	81	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	247	30.2%
Drive	0	0.0%
Pick-up	0	0.0%
Other	0	0.0%
TOTAL	247	30.2%
No Answer	90	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	22	2.7%
Other Bus	0	0.0%
Rapid Transit	314	38.4%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	337	41.2%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
39	22	100.0%
TOTAL	22	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	103	56.1%			0	0.0%			103	50.0%
6-10	81	43.9%			0	0.0%			81	39.2%
11-15	0	0.0%	(No responses)		0	0.0%	(No responses)		0	0.0%
16-20	0	0.0%			0	0.0%			0	0.0%
21-30	0	0.0%			22	100.0%			22	10.8%
31-45	0	0.0%			0	0.0%			0	0.0%
Over 45	0	0.0%			0	0.0%			0	0.0%
TOTAL	184	100.0%			22	100.0%			207	100.0%
No Answer	171		22		41		41		274	
Avg. Time (min)		6.5				30.0				9.1



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 41

Expanded Results

Centre/Eliot St - JFK/Umass

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	890	60.7%
Drive/Park Egress	0	0.0%
Pick-up Egress	25	1.7%
Taxi Egress	0	0.0%
Shuttle/Van Egress	78	5.3%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	993	67.7%
MBTA Bus	191	13.0%
Other Bus	64	4.3%
Rapid Transit	220	15.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	475	32.3%
TOTAL	1,467	100.0%
No Answer	20	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	367	25.0%
Drive	0	0.0%
Pick-up	0	0.0%
Other	20	1.3%
TOTAL	386	26.3%
No Answer	88	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	211	14.4%
Other Bus	64	4.3%
Rapid Transit	181	12.3%
Commuter Rail	20	1.3%
Boat	0	0.0%
Other	0	0.0%
TOTAL	475	32.3%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
749	44	17.3%
UMB	39	15.3%
UNK	25	9.7%
8	25	9.7%
39	25	9.7%
Other	98	38.3%
TOTAL	255	100.0%

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
SL2	20	100.0%
TOTAL	20	100.0%

Trip time from stop to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	359	51.7%			0	0.0%	20	25.0%	378	47.5%
6-10	118	17.0%			0	0.0%	59	75.0%	177	22.2%
11-15	123	17.8%			0	0.0%	0	0.0%	123	15.5%
16-20	94	13.5%			25	100.0%	0	0.0%	118	14.8%
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	694	100.0%			25	100.0%	78	100.0%	797	100.0%
No Answer	196				0		0		196	
Avg. Time (min)		8.5				20.0		8.8		8.9



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 42

Expanded Results

Forest Hills - Ruggles via Dudley

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	875	50.8%
Drive/Park Egress	0	0.0%
Pick-up Egress	103	6.0%
Taxi Egress	0	0.0%
Shuttle/Van Egress	43	2.5%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	1,022	59.2%
MBTA Bus	617	35.8%
Other Bus	0	0.0%
Rapid Transit	86	5.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	703	40.8%
TOTAL	1,725	100.0%
No Answer	230	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	504	29.2%
Drive	0	0.0%
Pick-up	0	0.0%
Other	26	1.5%
TOTAL	530	30.8%
No Answer	173	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	617	35.8%
Other Bus	0	0.0%
Rapid Transit	86	5.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	703	40.8%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
749	118	19.7%
8	84	14.0%
36	53	8.8%
32	53	8.8%
31	53	8.8%
Other	240	40.0%
TOTAL	600	100.0%

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
85	17	100.0%
TOTAL	17	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	300	41.1%			0	0.0%			300	39.3%
6-10	103	14.1%			34	100.0%			137	17.9%
11-15	249	34.2%			0	0.0%			249	32.7%
16-20	77	10.5%	(No responses)		0	0.0%	(No responses)		77	10.1%
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	729	100.0%			34	100.0%			763	100.0%
No Answer	146				69		43		259	
Avg. Time (min)		9.4				10.0				9.5



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 48

Expanded Results

Centre/South St - Jackson Sq

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	69	81.6%
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.	69	81.6%
MBTA Bus	16	18.4%
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.	16	18.4%
TOTAL	85	100.0%
No Answer	8	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	16	18.4%
Drive	0	0.0%
Pick-up	0	0.0%
Other	0	0.0%
TOTAL	16	18.4%
No Answer	0	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	16	18.4%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	16	18.4%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
39	8	50.0%
22	8	50.0%
TOTAL	16	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	31	57.3%							31	57.3%
6-10	0	0.0%							0	0.0%
11-15	0	0.0%							0	0.0%
16-20	23	42.7%	(No responses)		(No responses)		(No responses)		23	42.7%
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	54	100.0%							54	100.0%
No Answer	16								16	
Avg. Time (min)		9.7								9.7



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 50

Expanded Results

Cleary Sq - Forest Hills

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	262	38.4%
Drive/Park Egress	0	0.0%
Pick-up Egress	0	0.0%
Taxi Egress	0	0.0%
Shuttle/Van Egress	30	4.3%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	291	42.8%
MBTA Bus	71	10.4%
Other Bus	0	0.0%
Rapid Transit	319	46.8%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	390	57.2%
TOTAL	681	100.0%
No Answer	54	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	352	51.7%
Drive	0	0.0%
Pick-up	0	0.0%
Other	28	4.1%
TOTAL	381	55.9%
No Answer	9	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	71	10.4%
Other Bus	0	0.0%
Rapid Transit	319	46.8%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	390	57.2%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
39	38	52.8%
42	19	26.4%
32	15	20.8%
TOTAL	71	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	111	58.9%					0	0.0%	111	50.9%
6-10	54	28.4%					0	0.0%	54	24.5%
11-15	24	12.8%					15	50.0%	39	17.8%
16-20	0	0.0%	(No responses)		(No responses)		15	50.0%	15	6.8%
21-30	0	0.0%					0	0.0%	0	0.0%
31-45	0	0.0%					0	0.0%	0	0.0%
Over 45	0	0.0%					0	0.0%	0	0.0%
TOTAL	189	100.0%					30	100.0%	219	100.0%
No Answer	72						0		72	
Avg. Time (min)		5.9						17.5		7.5



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 51

Expanded Results

Reservoir Station - Forest Hills

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	416	35.9%
Drive/Park Egress	0	0.0%
Pick-up Egress	31	2.7%
Taxi Egress	15	1.3%
Shuttle/Van Egress	31	2.7%
Bicycle Egress	0	0.0%
Other Egress	18	1.5%
Total Private Trans.	510	44.0%
MBTA Bus	64	5.5%
Other Bus	0	0.0%
Rapid Transit	585	50.5%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	649	56.0%
TOTAL	1,159	100.0%
No Answer	64	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	583	50.3%
Drive	0	0.0%
Pick-up	0	0.0%
Other	36	3.1%
TOTAL	618	53.3%
No Answer	31	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	100	8.6%
Other Bus	0	0.0%
Rapid Transit	549	47.4%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	649	56.0%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
86	46	72.1%
1	18	27.9%
TOTAL	64	100.0%

Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
39	18	50.0%
1	18	50.0%
TOTAL	36	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	153	46.9%			0	0.0%	0	0.0%	153	39.5%
6-10	87	26.6%			0	0.0%	15	50.0%	102	26.3%
11-15	87	26.6%			15	50.0%	15	50.0%	117	30.3%
16-20	0	0.0%	(No responses)		15	50.0%	0	0.0%	15	4.0%
21-30	0	0.0%			0	0.0%	0	0.0%	0	0.0%
31-45	0	0.0%			0	0.0%	0	0.0%	0	0.0%
Over 45	0	0.0%			0	0.0%	0	0.0%	0	0.0%
TOTAL	326	100.0%			31	100.0%	31	100.0%	388	100.0%
No Answer	89				0		33		122	
Avg. Time (min)	8.2				17.5		11.0		9.2	



MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Route: 52

Expanded Results

Charles River Loop - Watertown

Both Directions

For Passengers Transferring to Other Transit:

Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	240	50.7%
Drive/Park Egress	18	3.8%
Pick-up Egress	7	1.5%
Taxi Egress	0	0.0%
Shuttle/Van Egress	18	3.8%
Bicycle Egress	7	1.5%
Other Egress	7	1.5%
Total Private Trans.	297	62.7%
MBTA Bus	99	20.9%
Other Bus	0	0.0%
Rapid Transit	78	16.4%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	177	37.3%
TOTAL	474	100.0%
No Answer	43	

Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	154	32.5%
Drive	0	0.0%
Pick-up	0	0.0%
Other	16	3.4%
TOTAL	170	35.9%
No Answer	7	

Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	92	19.5%
Other Bus	0	0.0%
Rapid Transit	85	17.9%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	177	37.3%

Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
57	28	28.0%
504	21	21.0%
502	21	21.0%
71	14	14.0%
37	9	9.1%
Other	7	7.0%
TOTAL	99	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	112	56.4%			7	100.0%	0	0.0%	119	50.1%
6-10	55	27.5%			0	0.0%	7	21.7%	62	25.9%
11-15	23	11.5%			0	0.0%	9	28.3%	32	13.4%
16-20	9	4.5%			0	0.0%	9	28.3%	18	7.6%
21-30	0	0.0%			0	0.0%	7	21.7%	7	2.9%
31-45	0	0.0%			0	0.0%	0	0.0%	0	0.0%
Over 45	0	0.0%			0	0.0%	0	0.0%	0	0.0%
TOTAL	199	100.0%			7	100.0%	32	100.0%	238	100.0%
No Answer	41		18		0		0		59	
Avg. Time (min)		6.7				2.0		18.6		8.2



Destination Locations and Activities

The data presented in this chapter show where riders on Arborway 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 Arborway 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. Arborway 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 35, the number for people boarding Route 34, while the lowest was 5, the number for Route 48. The destination locations with the highest percentages of riders were generally those that the specific bus route served.

7.2 DESTINATION ACTIVITIES

7.2.1 DESCRIPTION OF THE DESTINATION ACTIVITIES SECTION OF THE TABLE

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

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

7.2.2 OVERVIEW OF RESULTS

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

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

Most of the remainder of the destination activities of the surveyed riders were split between home, school, personal business, and store. Looking at the riders with the top 10 destination locations for all Arborway Garage bus routes, home was the destination activity for 20%, followed by personal business with 8%, school with 7%, and store with 3%.

The percentages of riders whose destination activity was work were the highest on Routes 51 (62%) and 39 and 38 (both 56%) and were the lowest on Routes 48 (8%), 40 (27%), and 35 (29%). Route 48 had the highest percentages of riders with home (42%), personal business (17%), and school (25%) destination activities, while Route 29 had the highest percentage of riders with store destination activities (12%).

Destination Locations and Activities

Route: 14

Roslindale Sq - Heath St

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		No Resp.	DESTINATION ACTIVITIES							
	Total Riders	Pct. of Riders		Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: Roxbury	281	33.0%		16.0%	8.9%	44.7%	8.9%	7.2%		7.2%	7.2%
Boston: Jamaica Plain	186	21.8%		21.7%		43.3%		35.0%			
Boston: Roslindale	75	8.8%			33.3%	66.7%					
Boston: South End	70	8.2%				100.0%					
Unspecified	40	4.7%				50.0%	50.0%				
Boston: Govt Center	25	2.9%				100.0%					
Boston: Longwood Med Area	25	2.9%				100.0%					
Boston: North End	25	2.9%				100.0%					
Boston: Unspecified	25	2.9%									100.0%
Boston: Fenway	20	2.4%			100.0%						
Boston: Financial/Retail	20	2.4%				100.0%					
Boston: Hyde Park	20	2.4%			100.0%						
Boston: North Dorchester	20	2.4%		100.0%							
Cambridge: Kendall/MIT	20	2.4%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	853	100.0%		12.4%	10.6%	54.1%	5.3%	10.0%		2.4%	5.3%

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

Destination Locations and Activities

Route: 21

Ashmont Station - Forest Hills

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: South Dorchester	548	25.3%		37.0%	5.6%	32.5%	9.2%				15.7%
Boston: Jamaica Plain	433	20.0%	17.4%		17.4%	30.3%					34.9%
Boston: Mattapan	223	10.3%		38.7%	11.3%	36.3%	13.7%				
Boston: Financial/Retail	126	5.8%	20.0%			80.0%					
Boston: Roxbury	111	5.1%				27.4%		22.6%		50.0%	
Quincy	92	4.2%		33.3%		66.7%					
Boston: Govt Center	76	3.5%			33.3%	66.7%					
Boston: Prudential/Hancock	76	3.5%				66.7%	33.3%				
Boston: So Bos Res	61	2.8%				50.0%					50.0%
Boston: Back Bay	50	2.3%				100.0%					
Boston: North End	50	2.3%				100.0%					
Boston: So Bos Indust	31	1.4%				100.0%					
Boston: South End	31	1.4%				100.0%					
Brockton	31	1.4%	100.0%								
Cambridge: Harvard Square	31	1.4%					100.0%				
Boston: East Boston	25	1.2%			100.0%						
Boston: Park Square	25	1.2%				100.0%					
Boston: Unspecified	25	1.2%	100.0%								
Boston: West Roxbury	25	1.2%			100.0%						
Lowell	25	1.2%							100.0%		
Medford	25	1.2%				100.0%					
Somerville: East Somerville	25	1.2%				100.0%					
Unspecified	25	1.2%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	2,169	100.0%	7.2%	14.7%	9.5%	45.0%	6.3%	1.2%	1.2%	2.6%	12.3%

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

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

Destination Locations and Activities

Route: 24

Wakefield Ave/Truman Pkwy - Mattapan/Ashmont

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: Hyde Park	379	40.5%	8.2%	52.4%		11.6%	8.2%	8.2%			11.6%
Boston: Mattapan	216	23.1%	6.0%	29.8%	6.0%	26.2%	6.0%	14.3%	6.0%		6.0%
Unspecified	64	6.9%	60.0%	20.0%	20.0%						
Boston: Roxbury	39	4.1%	33.3%			66.7%					
Boston: Jamaica Plain	31	3.3%				100.0%					
Boston: South Dorchester	26	2.8%				50.0%			50.0%		
Boston: South End	26	2.8%				50.0%		50.0%			
Boston: Waterfront	26	2.8%				100.0%					
Boston: Beacon Hill	13	1.4%				100.0%					
Boston: Charlestown	13	1.4%				100.0%					
Boston: Financial/Retail	13	1.4%				100.0%					
Boston: Govt Center	13	1.4%				100.0%					
Boston: North Dorchester	13	1.4%				100.0%					
Boston: So Bos Indust	13	1.4%				100.0%					
Boston: West Roxbury	13	1.4%				100.0%					
Cambridge: East Cambridge	13	1.4%						100.0%			
Cambridge: North Cambridge	13	1.4%				100.0%					
Quincy	13	1.4%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	935	100.0%	10.2%	29.5%	2.8%	34.7%	4.7%	9.4%	2.8%		6.1%

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

Destination Locations and Activities

Route: 26

Ashmont Station - Norfolk/Morton

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: South Dorchester	381	51.2%	2.0%	25.2%	12.1%	19.2%	5.0%	10.1%	5.0%		21.2%
Boston: Mattapan	38	5.2%		100.0%							
Quincy	35	4.7%			22.4%	77.6%					
Boston: Fenway	27	3.6%			28.8%	71.2%					
Unspecified	27	3.6%	100.0%								
Boston: Govt Center	23	3.1%				100.0%					
Boston: North Dorchester	23	3.1%			33.3%	33.3%		33.3%			
Boston: Longwood Med Area	19	2.6%						100.0%			
Boston: Prudential/Hancock	19	2.6%				100.0%					
Boston: So Bos Res	19	2.6%				100.0%					
Boston: Beacon Hill	16	2.1%				100.0%					
Boston: Financial/Retail	16	2.1%			50.0%	50.0%					
Boston: Roxbury	16	2.1%				100.0%					
Boston: Waterfront	16	2.1%				100.0%					
Boston: Charlestown	8	1.0%			100.0%						
Boston: Dwntwn Unspecified	8	1.0%						100.0%			
Boston: North End	8	1.0%				100.0%					
Boston: South End	8	1.0%				100.0%					
Cambridge: Central Square	8	1.0%	100.0%								
Cambridge: Harvard Square	8	1.0%				100.0%					
Melrose	8	1.0%		100.0%							
Newton	8	1.0%				100.0%					
Wellesley	8	1.0%			100.0%						
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	744	100.0%	5.7%	19.1%	12.5%	36.9%	2.6%	9.8%	2.6%		10.9%

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

Destination Locations and Activities

Route: 27

Mattapan Station - Ashmont Station

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: Mattapan	113	28.4%	20.4%	26.5%		13.0%	26.5%	6.8%			6.8%
Boston: South Dorchester	89	22.4%	8.2%		8.2%	16.5%	17.3%	8.2%			41.6%
Unspecified	37	9.4%	40.2%			39.2%					20.6%
Boston: Hyde Park	30	7.6%		24.1%	25.3%	50.6%					
Cambridge: Central Square	23	5.7%				100.0%					
Boston: Roxbury	22	5.6%				32.8%		34.4%			32.8%
Boston: Govt Center	15	3.9%				100.0%					
Boston: Park Square	15	3.9%				50.0%		50.0%			
Boston: Financial/Retail	8	1.9%	100.0%								
Boston: So Bos Indust	8	1.9%				100.0%					
Boston: Jamaica Plain	7	1.8%	100.0%								
Boston: Roslindale	7	1.8%				100.0%					
Boston: Waterfront	7	1.8%				100.0%					
Brookline: South Brookline	7	1.8%						100.0%			
Cambridge: Kendall/MIT	7	1.8%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	398	100.0%	15.2%	9.4%	3.8%	35.7%	11.4%	9.5%			15.0%

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

Destination Locations and Activities

Route: 29

Mattapan Station - Ruggles via Jackson Sq

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: Roxbury	188	21.9%	11.7%	53.0%		23.5%		11.7%			
Boston: Mattapan	177	20.7%		21.9%		56.2%	21.9%				
Boston: South Dorchester	100	11.6%				38.9%	61.1%				
Boston: Govt Center	66	7.7%				100.0%					
Boston: Charlestown	44	5.2%			100.0%						
Boston: Jamaica Plain	44	5.2%	50.0%			50.0%					
Boston: Park Square	44	5.2%				100.0%					
Boston: South End	44	5.2%				50.0%		50.0%			
Boston: Roslindale	39	4.5%	100.0%								
Boston: Beacon Hill	22	2.6%				100.0%					
Boston: Fenway	22	2.6%				100.0%					
Boston: North End	22	2.6%				100.0%					
Boston: Unspecified	22	2.6%				100.0%					
Cambridge: Unspecified	22	2.6%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	856	100.0%	9.7%	16.2%	5.2%	52.2%	11.6%	5.2%			

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

Destination Locations and Activities

Route: 30

Mattapan Station - Forest Hills via Roslindale Sq

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		No Resp.	DESTINATION ACTIVITIES							
	Total Riders	Pct. of Riders		Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: Roslindale	160	13.3%		38.2%		14.2%		28.5%			19.1%
Boston: Mattapan	122	10.2%		25.0%		25.0%	25.0%	25.0%			
Boston: Fenway	114	9.5%			60.0%	40.0%					
Boston: Hyde Park	107	8.9%		50.0%		28.6%			21.4%		
Boston: Financial/Retail	68	5.7%				100.0%					
Quincy	61	5.1%		50.0%	50.0%						
Boston: North Dorchester	53	4.4%				57.3%	42.7%				
Boston: Park Square	53	4.4%				100.0%					
Boston: Unspecified	53	4.4%				42.7%					57.3%
Boston: Back Bay	46	3.8%				100.0%					
Boston: Govt Center	46	3.8%				100.0%					
Boston: North End	46	3.8%				100.0%					
Boston: Roxbury	46	3.8%			50.0%			50.0%			
Unspecified	46	3.8%		50.0%		50.0%					
Boston: Brighton	23	1.9%			100.0%						
Boston: Charlestown	23	1.9%			100.0%						
Boston: Downtwn Unspecified	23	1.9%									100.0%
Boston: Jamaica Plain	23	1.9%	100.0%								
Cambridge: Central Square	23	1.9%				100.0%					
Cambridge: Harvard Square	23	1.9%				100.0%					
Medford	23	1.9%				100.0%					
Newton	23	1.9%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	1,201	100.0%	1.9%	16.5%	13.9%	46.2%	4.4%	8.2%	1.9%		7.0%

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

Destination Locations and Activities

Route: 31

Mattapan Station - Forest Hills via Morton St

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: Mattapan	765	31.2%	10.1%	23.2%		43.5%	2.9%				20.3%
Boston: Jamaica Plain	278	11.3%	40.0%		8.0%	44.0%		8.0%			
Boston: Financial/Retail	178	7.2%				62.5%		12.5%	25.0%		
Boston: Fenway	155	6.3%	14.3%		57.1%	14.3%			14.3%		
Boston: Govt Center	111	4.5%			40.0%	60.0%					
Boston: Roxbury	111	4.5%	20.0%		20.0%	20.0%		20.0%	20.0%		
Boston: South Dorchester	100	4.1%		100.0%							
Boston: Back Bay	89	3.6%			25.0%	75.0%					
Boston: Charlestown	89	3.6%			75.0%	25.0%					
Boston: Longwood Med Area	89	3.6%				100.0%					
Boston: Roslindale	89	3.6%	50.0%							25.0%	25.0%
Boston: Beacon Hill	67	2.7%				66.7%			33.3%		
Boston: Park Square	67	2.7%			33.3%	66.7%					
Boston: Waterfront	44	1.8%				100.0%					
Newton	44	1.8%				100.0%					
Boston: B U	22	0.9%				100.0%					
Boston: Hyde Park	22	0.9%		100.0%							
Boston: North Dorchester	22	0.9%					100.0%				
Boston: North End	22	0.9%				100.0%					
Boston: West Roxbury	22	0.9%									100.0%
Canton	22	0.9%				100.0%					
Malden	22	0.9%				100.0%					
Unspecified	22	0.9%	100.0%								
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	2,453	100.0%	12.2%	12.2%	11.8%	45.7%	1.8%	2.7%	4.5%	0.9%	8.1%

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

Destination Locations and Activities

Route: 32

Wolcott - Forest Hills

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: Hyde Park	339	27.9%	5.6%	15.4%	5.6%	28.2%	28.2%		11.3%	5.6%	
Boston: Longwood Med Area	126	10.3%	11.1%		11.1%	66.7%		11.1%			
Boston: Roslindale	118	9.7%	11.8%	44.1%		44.1%					
Boston: Financial/Retail	84	6.9%			16.7%	83.3%					
Boston: Unspecified	61	5.0%	31.4%		22.9%	45.8%					
Boston: Back Bay	56	4.6%				75.0%					25.0%
Boston: Jamaica Plain	56	4.6%	25.0%	25.0%				25.0%			25.0%
Boston: Govt Center	42	3.4%				100.0%					
Boston: Roxbury	42	3.4%	33.3%			66.7%					
Unspecified	42	3.4%	66.7%					33.3%			
Boston: Fenway	28	2.3%				100.0%					
Boston: North End	28	2.3%				100.0%					
Cambridge: Harvard Square	28	2.3%			50.0%	50.0%					
Everett	28	2.3%				100.0%					
Medford	28	2.3%	50.0%			50.0%					
Boston: North Dorchester	14	1.1%				100.0%					
Boston: Prudential/Hancock	14	1.1%				100.0%					
Boston: South Dorchester	14	1.1%	100.0%								
Boston: South End	14	1.1%			100.0%						
Cambridge: Fresh Pond	14	1.1%				100.0%					
Cambridge: Kendall/MIT	14	1.1%				100.0%					
Quincy	14	1.1%				100.0%					
Watertown	14	1.1%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	1,217	100.0%	12.3%	9.7%	7.3%	52.3%	7.9%	3.4%	3.1%	1.6%	2.3%

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

Destination Locations and Activities

Route: 33

Dedham Line - Mattapan Station via River St

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: Hyde Park	250	44.5%	12.4%	5.2%	12.4%	37.1%		17.5%	5.2%		10.3%
Dedham	93	16.5%				33.3%			66.7%		
Boston: Mattapan	77	13.8%				16.7%	50.0%	16.7%			16.7%
Boston: South Dorchester	26	4.6%				100.0%					
Unspecified	26	4.6%	100.0%								
Boston: Back Bay	13	2.3%				100.0%					
Boston: Financial/Retail	13	2.3%								100.0%	
Boston: North Dorchester	13	2.3%				100.0%					
Boston: Prudential/Hancock	13	2.3%				100.0%					
Boston: So Bos Indust	13	2.3%				100.0%					
Boston: Unspecified	13	2.3%			100.0%						
Quincy	13	2.3%							100.0%		
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	561	100.0%	10.1%	2.3%	7.8%	38.1%	6.9%	10.1%	15.6%	2.3%	6.9%

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

T *MBTA Surveys: 2008-09*
Bus Survey

Destination Locations and Activities

Route: 34

Dedham Line - Forest Hills

Both Directions

Expanded Results

City/Neighborhood Destinations	Total Riders	Pct. of Riders	No Resp.	DESTINATION ACTIVITIES							
				Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: Roslindale	499	14.5%	4.5%	62.2%		28.8%	4.5%				
Dedham	396	11.5%		5.7%		37.5%	26.1%				30.7%
Norwood	315	9.2%	7.1%	20.0%	12.9%	27.1%	7.1%	25.7%			
Walpole	288	8.4%		35.9%		21.9%	14.1%		14.1%		14.1%
Boston: Financial/Retail	269	7.8%				83.3%				8.3%	8.3%
Boston: Jamaica Plain	269	7.8%	41.7%			33.3%		8.3%			16.7%
Boston: Longwood Med Area	180	5.2%			12.5%	75.0%		12.5%			
Boston: West Roxbury	166	4.8%		48.7%		37.8%		13.5%			
Boston: Govt Center	135	3.9%			16.7%	83.3%					
Boston: Hyde Park	103	3.0%		39.2%			39.2%				21.7%
Boston: South End	90	2.6%		50.0%		50.0%					
Boston: Park Square	85	2.5%			26.3%	47.4%		26.3%			
Boston: Back Bay	45	1.3%				100.0%					
Boston: Charlestown	45	1.3%			50.0%	50.0%					
Boston: Mattapan	45	1.3%		50.0%							50.0%
Cambridge: Kendall/MIT	45	1.3%				100.0%					
Boston: Roxbury	41	1.2%						100.0%			
Franklin	41	1.2%				100.0%					
Boston: B U	22	0.7%				100.0%					
Boston: Beacon Hill	22	0.7%				100.0%					
Boston: East Boston	22	0.7%					100.0%				
Boston: Fenway	22	0.7%		100.0%							
Boston: North Dorchester	22	0.7%			100.0%						
Boston: Prudential/Hancock	22	0.7%				100.0%					
Boston: South Dorchester	22	0.7%						100.0%			
Boston: Unspecified	22	0.7%				100.0%					
Brookline: South Brookline	22	0.7%			100.0%						
Cambridge: Central Square	22	0.7%								100.0%	
Cambridge: East Cambridge	22	0.7%							100.0%		
Cambridge: Harvard Square	22	0.7%				100.0%					
Everett	22	0.7%				100.0%					
Quincy	22	0.7%				100.0%					
Unspecified	22	0.7%		100.0%							
Westwood	22	0.7%				100.0%					
Weymouth	22	0.7%		100.0%							

City/Neighborhood Destinations	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	3,438	100.0%	4.6%	22.0%	5.1%	43.1%	7.3%	6.8%	1.8%	1.3%	8.0%

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

Destination Locations and Activities

Route: 35

Dedham Mall/Stimson St - Forest Hills

Both Directions

Expanded Results

DESTINATION LOCATIONS			DESTINATION ACTIVITIES								
City/Neighborhood Destinations	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: West Roxbury	236	27.4%		8.5%		54.9%		18.3%		18.3%	
Boston: Roslindale	193	22.4%		44.8%			10.4%	22.4%			22.4%
Dedham	86	10.0%								50.0%	50.0%
Boston: Jamaica Plain	81	9.4%	50.0%	50.0%							
Boston: Longwood Med Area	81	9.4%				75.0%					25.0%
Boston: Financial/Retail	60	7.0%				66.7%				33.3%	
Middleborough	43	5.0%		100.0%							
Boston: Fenway	20	2.3%		100.0%							
Boston: North Dorchester	20	2.3%						100.0%			
Boston: So Bos Res	20	2.3%			100.0%						
Brookline: North Brookline	20	2.3%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	861	100.0%	4.7%	24.4%	2.3%	29.1%	2.3%	12.4%		12.4%	12.4%

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

Destination Locations and Activities

Route: 36

Charles River Loop - Forest Hills

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: West Roxbury	798	38.3%		5.4%	16.2%	35.0%	5.4%	10.8%		5.4%	21.7%
Boston: Roslindale	276	13.3%	7.3%	31.2%		31.2%		7.3%			22.9%
Boston: Park Square	161	7.7%			12.5%	75.0%			12.5%		
Boston: Jamaica Plain	121	5.8%		16.7%		50.0%					33.3%
Boston: Fenway	81	3.9%				100.0%					
Boston: Govt Center	81	3.9%			25.0%	75.0%					
Boston: Roxbury	81	3.9%		25.0%		75.0%					
Boston: Financial/Retail	60	2.9%				100.0%					
Boston: Longwood Med Area	60	2.9%			33.3%	33.3%		33.3%			
Boston: North End	60	2.9%				100.0%					
Boston: South End	60	2.9%				100.0%					
Boston: Mattapan	43	2.1%		100.0%							
Boston: Charlestown	40	1.9%				100.0%					
Unspecified	40	1.9%									100.0%
Boston: Unspecified	20	1.0%									100.0%
Boston: Waterfront	20	1.0%				100.0%					
Cambridge: Kendall/MIT	20	1.0%				100.0%					
Lowell	20	1.0%						100.0%			
Quincy	20	1.0%				100.0%					
Somerville: Spring Hill	20	1.0%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	2,085	100.0%	1.0%	10.2%	9.1%	51.4%	2.1%	7.0%	1.0%	2.1%	16.2%

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

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

Destination Locations and Activities

Route: 37

Baker/Vermont St - Forest Hills

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: West Roxbury	452	37.0%	9.6%	57.3%		9.6%		4.5%			19.1%
Boston: Govt Center	161	13.2%				75.0%	12.5%		12.5%		
Boston: Financial/Retail	121	9.9%				100.0%					
Boston: Roslindale	104	8.5%		80.6%					19.4%		
Boston: Longwood Med Area	60	5.0%			33.3%	66.7%					
Boston: North End	60	5.0%				66.7%				33.3%	
Boston: Jamaica Plain	40	3.3%	50.0%			50.0%					
Boston: Park Square	40	3.3%				100.0%					
Boston: Waterfront	40	3.3%				100.0%					
Cambridge: Kendall/MIT	40	3.3%			50.0%	50.0%					
Boston: Back Bay	20	1.7%				100.0%					
Boston: Roxbury	20	1.7%			100.0%						
Cambridge: East Cambridge	20	1.7%				100.0%					
Medford	20	1.7%				100.0%					
Norwood	20	1.7%								100.0%	
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	1,221	100.0%	5.2%	28.1%	5.0%	44.8%	1.7%	1.7%	3.3%	3.3%	7.1%

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

Destination Locations and Activities

Route: 38

Wren St - Forest Hills

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: Jamaica Plain	263	39.0%	9.3%	6.9%		41.9%	4.7%	23.2%	6.9%	2.3%	4.7%
Boston: West Roxbury	104	15.4%		23.6%		58.8%					17.6%
Boston: Financial/Retail	74	11.0%				100.0%					
Boston: Roslindale	73	10.8%				75.0%		25.0%			
Boston: North End	25	3.7%	50.0%			50.0%					
Brookline: Chestnut Hill	24	3.6%		25.2%		74.8%					
Boston: Fenway	19	2.7%	33.3%		33.3%			33.3%			
Boston: Govt Center	19	2.7%				66.7%			33.3%		
Boston: Back Bay	12	1.8%				100.0%					
Boston: Park Square	12	1.8%				100.0%					
Boston: Beacon Hill	6	0.9%				100.0%					
Boston: Charlestown	6	0.9%			100.0%						
Boston: Logan Airport	6	0.9%									100.0%
Boston: Longwood Med Area	6	0.9%						100.0%			
Boston: Prudential/Hancock	6	0.9%							100.0%		
Boston: Roxbury	6	0.9%			100.0%						
Boston: So Bos Indust	6	0.9%				100.0%					
Cambridge: Kendall/MIT	6	0.9%	100.0%								
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	675	100.0%	7.3%	7.3%	2.7%	56.4%	1.8%	13.6%	4.5%	0.9%	5.5%

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

Destination Locations and Activities

Route: 39

Forest Hills - Back Bay Station

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS			DESTINATION ACTIVITIES							
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: Longwood Med Area	2,707	34.5%	2.2%	3.2%	4.4%	75.6%		11.3%	1.1%		2.2%
Boston: Jamaica Plain	1,560	19.9%		43.9%		40.9%	1.9%	7.6%	2.0%	1.9%	1.9%
Boston: Fenway	860	11.0%	3.7%	3.7%	29.2%	53.0%		3.7%	3.4%	3.4%	
Boston: Back Bay	658	8.4%	4.8%			52.2%	14.3%	9.6%			19.1%
Boston: Prudential/Hancock	408	5.2%			7.7%	38.5%	15.4%	15.4%	7.7%		15.4%
Boston: Park Square	186	2.4%			16.9%	50.6%		16.9%			15.7%
Brookline: South Brookline	186	2.4%		49.4%	16.9%			16.9%	16.9%		
Boston: Hyde Park	146	1.9%		40.0%		60.0%					
Boston: Govt Center	94	1.2%				33.3%		66.7%			
Boston: South End	94	1.2%		66.7%						33.3%	
Brookline: North Brookline	94	1.2%				66.7%			33.3%		
Unspecified	94	1.2%			33.3%	66.7%					
Boston: Unspecified	92	1.2%				31.7%		68.3%			
Boston: Roslindale	88	1.1%				100.0%					
Boston: B U	63	0.8%			50.0%	50.0%					
Cambridge: Harvard Square	63	0.8%				100.0%					
Boston: Financial/Retail	61	0.8%				48.2%		51.8%			
Boston: Mattapan	58	0.7%				50.0%			50.0%		
Boston: West Roxbury	58	0.7%		100.0%							
Other (< 0.5 % of riders)	278	3.5%		11.3%		66.1%		11.3%			11.3%
OVERALL TOTAL	7,849	100.0%	1.5%	14.1%	6.7%	56.5%	2.4%	10.6%	2.7%	1.1%	4.3%

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

Destination Locations and Activities

Route: 40

Georgetown - Forest Hills

Both Directions

Expanded Results

DESTINATION LOCATIONS			DESTINATION ACTIVITIES								
City/Neighborhood Destinations	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: Hyde Park	365	40.6%		88.9%							11.1%
Boston: Roslindale	108	12.0%		37.6%		20.8%					41.6%
Boston: Jamaica Plain	90	10.0%			25.0%	25.0%			25.0%		25.0%
Boston: Financial/Retail	67	7.5%			33.3%	66.7%					
Boston: Govt Center	45	5.0%				100.0%					
Boston: Park Square	45	5.0%				100.0%					
Cambridge: East Cambridge	45	5.0%				50.0%		50.0%			
Unspecified	45	5.0%	50.0%					50.0%			
Boston: Charlestown	22	2.5%			100.0%						
Boston: Longwood Med Area	22	2.5%				100.0%					
Boston: North Dorchester	22	2.5%			100.0%						
Cambridge: Central Square	22	2.5%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	899	100.0%	2.5%	40.6%	10.0%	27.5%		5.0%	2.5%		12.0%

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

Destination Locations and Activities

Route: 41

Centre/Eliot St - JFK/Umass

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: Roxbury	570	38.4%	8.7%	8.7%	21.6%	46.5%			6.8%	3.4%	4.3%
Boston: North Dorchester	259	17.4%		22.6%	54.8%	22.6%					
Boston: Jamaica Plain	217	14.6%	11.4%	22.8%		9.0%	22.8%	11.4%		11.4%	11.4%
Boston: South End	64	4.3%	38.7%			61.3%					
Boston: South Dorchester	59	3.9%		33.3%		33.3%					33.3%
Boston: Longwood Med Area	49	3.3%						100.0%			
Boston: Financial/Retail	44	3.0%	55.8%			44.2%					
Boston: Brighton	25	1.7%			100.0%						
Unspecified	25	1.7%						100.0%			
Boston: Beacon Hill	20	1.3%				100.0%					
Boston: Fenway	20	1.3%				100.0%					
Boston: Govt Center	20	1.3%									100.0%
Boston: Prudential/Hancock	20	1.3%				100.0%					
Boston: So Bos Indust	20	1.3%				100.0%					
Boston: So Bos Res	20	1.3%	100.0%								
Bridgewater	20	1.3%									100.0%
Providence, RI	20	1.3%			100.0%						
Quincy	20	1.3%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	1,487	100.0%	9.6%	11.9%	20.8%	34.9%	3.3%	6.6%	2.6%	3.0%	7.3%

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

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

Destination Locations and Activities

Route: 42

Forest Hills - Ruggles via Dudley

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: Roxbury	751	38.4%	13.4%	25.5%	6.7%	21.4%	9.2%	4.5%	2.2%		16.9%
Boston: Jamaica Plain	366	18.7%	14.4%	14.4%	14.4%	26.2%		26.2%	4.6%		
Boston: South End	202	10.3%				66.7%		33.3%			
Unspecified	94	4.8%	18.0%		28.1%	36.0%					18.0%
Boston: Hyde Park	79	4.0%				66.7%	33.3%				
Boston: Longwood Med Area	77	3.9%				65.8%		34.2%			
Boston: Financial/Retail	67	3.4%				75.0%	25.0%				
Boston: Roslindale	53	2.7%	50.0%			50.0%					
Boston: South Dorchester	53	2.7%				100.0%					
Boston: North Dorchester	34	1.7%				100.0%					
Boston: Back Bay	26	1.3%						100.0%			
Boston: West Roxbury	26	1.3%	100.0%								
Dedham	26	1.3%				100.0%					
Boston: Allston	17	0.9%				100.0%					
Boston: Fenway	17	0.9%						100.0%			
Boston: Unspecified	17	0.9%	100.0%								
Cambridge: Central Square	17	0.9%				100.0%					
Cambridge: Unspecified	17	0.9%				100.0%					
Somerville: East Somerville	17	0.9%			100.0%						
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	1,955	100.0%	12.3%	12.5%	7.5%	39.3%	5.8%	13.6%	1.7%		7.4%

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



MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 48

Centre/South St - Jackson Sq

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		No Resp.	DESTINATION ACTIVITIES							
	Total Riders	Pct. of Riders		Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: Jamaica Plain	46	50.0%		33.7%	49.5%		16.8%				
Boston: Roxbury	23	24.7%		100.0%							
Boston: Longwood Med Area	8	8.4%						100.0%			
Boston: South Dorchester	8	8.4%				100.0%					
Boston: Unspecified	8	8.4%						100.0%			
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	93	100.0%		41.6%	24.7%	8.4%	8.4%	16.8%			

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

Destination Locations and Activities

Route: 50

Cleary Sq - Forest Hills

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: Roslindale	165	22.5%		59.4%		20.3%		11.4%		8.9%	
Boston: Hyde Park	148	20.1%	20.0%	50.0%	10.0%	10.0%					10.0%
Boston: Financial/Retail	103	14.0%				100.0%					
Boston: Jamaica Plain	66	8.9%	28.6%	14.3%		42.9%					14.3%
Boston: Govt Center	47	6.4%			20.0%	80.0%					
Boston: Longwood Med Area	47	6.4%				100.0%					
Boston: Park Square	38	5.1%				75.0%				25.0%	
Boston: Back Bay	28	3.8%				100.0%					
Boston: Fenway	19	2.6%				100.0%					
Boston: Roxbury	19	2.6%			50.0%	50.0%					
Unspecified	19	2.6%	50.0%			50.0%					
Boston: Charlestown	9	1.3%				100.0%					
Boston: South End	9	1.3%				100.0%					
Boston: Unspecified	9	1.3%				100.0%					
Quincy	9	1.3%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	735	100.0%	7.8%	24.7%	4.6%	53.8%		2.6%		3.3%	3.3%

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

Destination Locations and Activities

Route: 51

Reservoir Station - Forest Hills

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: Longwood Med Area	187	15.3%				100.0%					
Boston: Jamaica Plain	125	10.2%	14.3%	14.3%		71.4%					
Brookline: Chestnut Hill	122	10.0%		29.1%		41.7%			14.6%		14.6%
Boston: Brighton	108	8.8%	14.3%	28.6%	57.1%						
Boston: Roslindale	105	8.5%	17.1%	48.8%		34.1%					
Boston: Fenway	84	6.9%			39.4%	60.6%					
Boston: West Roxbury	82	6.7%		62.4%		37.6%					
Boston: Govt Center	66	5.4%				100.0%					
Brookline: South Brookline	49	4.0%	31.6%			36.7%					31.6%
Brookline: North Brookline	46	3.8%	33.3%			66.7%					
Boston: North End	33	2.7%				46.3%		53.7%			
Newton	31	2.5%				100.0%					
Boston: Back Bay	18	1.5%				100.0%					
Boston: Charlestown	18	1.5%				100.0%					
Boston: Park Square	18	1.5%									100.0%
Boston: Prudential/Hancock	18	1.5%				100.0%					
Boston: Roxbury	18	1.5%				100.0%					
Boston: So Bos Indust	18	1.5%				100.0%					
Cambridge: Kendall/MIT	18	1.5%				100.0%					
Boston: B U	15	1.3%				100.0%					
Boston: Financial/Retail	15	1.3%				100.0%					
Boston: Waterfront	15	1.3%				100.0%					
Unspecified	15	1.3%	100.0%								
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	1,223	100.0%	7.9%	15.2%	7.7%	62.0%		1.5%	1.5%		4.2%

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

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

Destination Locations and Activities

Route: 52

Charles River Loop - Watertown

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Newton	196	38.0%	8.1%	24.4%	4.6%	45.2%	7.1%			3.5%	7.1%
Watertown	55	10.7%		25.0%		37.5%	12.5%		12.5%	12.5%	
Boston: West Roxbury	45	8.7%		20.0%	20.0%	20.0%	20.0%			20.0%	
Dedham	45	8.7%	20.0%	20.0%			40.0%	20.0%			
Boston: Brighton	28	5.4%			100.0%						
Boston: Financial/Retail	28	5.4%				100.0%					
Boston: Chestnut Hill	16	3.1%				100.0%					
Boston: Prudential/Hancock	14	2.7%				50.0%					50.0%
Boston: Fenway	9	1.7%				100.0%					
Boston: Govt Center	9	1.7%				100.0%					
Boston: Longwood Med Area	9	1.7%				100.0%					
Boston: Back Bay	7	1.3%				100.0%					
Boston: North Dorchester	7	1.3%			100.0%						
Boston: North End	7	1.3%				100.0%					
Boston: Park Square	7	1.3%				100.0%					
Boston: South End	7	1.3%				100.0%					
Boston: Waterfront	7	1.3%				100.0%					
Cambridge: Harvard Square	7	1.3%									100.0%
Cambridge: North Cambridge	7	1.3%				100.0%					
Waltham	7	1.3%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	517	100.0%	4.8%	15.4%	10.2%	47.4%	9.3%	1.7%	1.3%	4.4%	5.4%

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

8

Origin-Destination Cross-tabulation

The data in Chapter 4 of this report show, for riders who made their bus trips on Arborway 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 Arborway 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 Arborway Garage bus routes as a whole was Jamaica Plain to the Longwood Medical Area, which was reported by 3% of all riders. This combination was one of the top five origin-destination pairs for two of the 23 Arborway Garage routes: Routes 39 (12% of the route’s riders) and 48 (8%). The highest percentages of riders, by route, in one origin-destination pair were on Routes 48 (42%, Jamaica Plain to Jamaica Plain, and 25%, Jamaica Plain to Roxbury) and 26 (19%, South Dorchester to South Dorchester).

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Route: 14
Roslindale Sq - Heath St

Both Directions

Expanded Results

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Roxbury	Boston: Jamaica Plain	Boston: Roslindale	Boston: South End	Unspecifie d	Boston: Unspecifie d	Boston: North End	Boston: Longwood Med Area	Boston: Govt Center	Cambridge : Kendall/MI	Other & % of Row	Row Total & % of Overall
Boston: Roxbury	60	40	25	25	20	0	0	0	25	0	40 17.1%	236 27.7%
Boston: Jamaica Plain	45	45	0	25	0	25	25	25	0	0	0 0.0%	190 22.3%
Boston: Roslindale	81	40	25	20	0	0	0	0	0	0	0 0.0%	166 19.5%
Boston: North Dorchester	0	40	25	0	20	0	0	0	0	0	0 0.0%	85 10.0%
Boston: South Dorchester	0	20	0	0	0	0	0	0	0	20	20 33.3%	60 7.1%
Boston: South End	25	0	0	0	0	0	0	0	0	0	0 0.0%	25 2.9%
Boston: Park Square	25	0	0	0	0	0	0	0	0	0	0 0.0%	25 2.9%
Boston: Financial/Retail	25	0	0	0	0	0	0	0	0	0	0 0.0%	25 2.9%
Norwood	0	0	0	0	0	0	0	0	0	0	0 0.0%	20 2.4%
Brookline: North Brookline	20	0	0	0	0	0	0	0	0	0	0 0.0%	20 2.4%
Column Total & % of Overall	281 33.0%	186 21.8%	75 8.8%	70 8.2%	40 4.7%	25 2.9%	25 2.9%	25 2.9%	25 2.9%	20 2.4%	60 7.1%	853



MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Route: 21

Ashmont Station - Forest Hills

Both Directions

Expanded Results

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: South Dorchester	Boston: Jamaica Plain	Boston: Mattapan	Boston: Financial/R etail	Boston: Roxbury	Quincy	Boston: Govt Center	Boston: Prudential/ Hancock	Boston: So Bos Res	Boston: Back Bay	Other & % of Row	Row Total & % of Overall
Boston: South Dorchester	56	302	76	50	31	61	25	76	31	25	212 21.9%	969 44.7%
Boston: Mattapan	25	101	31	76	81	0	50	0	31	25	81 15.4%	525 24.2%
Boston: Jamaica Plain	122	31	31	0	0	0	0	0	0	0	0 0.0%	183 8.4%
Boston: Hyde Park	122	0	0	0	0	0	0	0	0	0	0 0.0%	122 5.6%
Boston: Roslindale	0	0	31	0	0	31	0	0	0	0	31 33.3%	92 4.2%
Boston: Financial/Retail	56	0	0	0	0	0	0	0	0	0	0 0.0%	56 2.6%
Walpole	31	0	0	0	0	0	0	0	0	0	0 0.0%	31 1.4%
Malden	31	0	0	0	0	0	0	0	0	0	0 0.0%	31 1.4%
Boston: Longwood Med Area	31	0	0	0	0	0	0	0	0	0	0 0.0%	31 1.4%
Boston: Back Bay	0	0	31	0	0	0	0	0	0	0	0 0.0%	31 1.4%
Dracut	25	0	0	0	0	0	0	0	0	0	0 0.0%	25 1.2%
Cambridge: Central Square	25	0	0	0	0	0	0	0	0	0	0 0.0%	25 1.2%
Boston: Logan Airport	0	0	25	0	0	0	0	0	0	0	0 0.0%	25 1.2%
Boston: Beacon Hill	25	0	0	0	0	0	0	0	0	0	0 0.0%	25 1.2%
Column Total & % of Overall	548 25.3%	433 20.0%	223 10.3%	126 5.8%	111 5.1%	92 4.2%	76 3.5%	76 3.5%	61 2.8%	50 2.3%	323 14.9%	2169

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Route: 26

Ashmont Station - Norfolk/Morton

Both Directions

Expanded Results

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: South Dorchester	Boston: Mattapan	Quincy	Unspecif ied	Boston: Fenway	Boston: Govt Center	Boston: North Dorchester	Boston: So Bos Res	Boston: Longwood Med Area	Boston: Prudential/ Hancock	Other & % of Row	Row Total & % of Overall
Boston: South Dorchester	143	0	27	27	27	23	8	19	19	19	116 26.7%	436 58.7%
Boston: Roxbury	19	19	0	0	0	0	0	0	0	0	0 0.0%	38 5.2%
Boston: East Boston	38	0	0	0	0	0	0	0	0	0	0 0.0%	38 5.2%
Boston: Mattapan	8	0	8	0	0	0	8	0	0	0	0 0.0%	31 4.2%
Randolph	19	0	0	0	0	0	0	0	0	0	0 0.0%	19 2.6%
Quincy	19	0	0	0	0	0	0	0	0	0	0 0.0%	19 2.6%
Newton	19	0	0	0	0	0	0	0	0	0	0 0.0%	19 2.6%
Cambridge: Kendall/MIT	19	0	0	0	0	0	0	0	0	0	0 0.0%	19 2.6%
Boston: Waterfront	19	0	0	0	0	0	0	0	0	0	0 0.0%	19 2.6%
Boston: Jamaica Plain	19	0	0	0	0	0	0	0	0	0	0 0.0%	19 2.6%
Boston: Financial/Retail	19	0	0	0	0	0	0	0	0	0	0 0.0%	19 2.6%
Boston: Fenway	0	19	0	0	0	0	0	0	0	0	0 0.0%	19 2.6%
Boston: Beacon Hill	19	0	0	0	0	0	0	0	0	0	0 0.0%	19 2.6%
Boston: B U	19	0	0	0	0	0	0	0	0	0	0 0.0%	19 2.6%
Boston: North Dorchester	0	0	0	0	0	0	8	0	0	0	0 0.0%	8 1.0%
Column Total & % of Overall	381 51.2%	38 5.2%	35 4.7%	27 3.6%	27 3.6%	23 3.1%	23 3.1%	19 2.6%	19 2.6%	19 2.6%	116 15.7%	744

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Route: 27

Mattapan Station - Ashmont Station

Both Directions

Expanded Results

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Mattapan	Boston: South Dorchester	Unspecif ied	Boston: Hyde Park	Cambridge : Central Square	Boston: Roxbury	Boston: Park Square	Boston: Govt Center	Boston: So Bos Indust	Boston: Financial/R etail	Other & % of Row	Row Total & % of Overall
Boston: Mattapan	38	37	15	8	23	15	15	15	8	8	15 7.2%	203 51.0%
Boston: South Dorchester	52	15	8	15	0	0	0	0	0	0	15 13.9%	105 26.4%
Milton	0	15	0	0	0	8	0	0	0	0	0 0.0%	23 5.8%
Boston: North Dorchester	0	15	7	0	0	0	0	0	0	0	0 0.0%	22 5.5%
Unspecified	0	0	8	0	0	0	0	0	0	0	0 0.0%	8 1.9%
Boston: Waterfront	8	0	0	0	0	0	0	0	0	0	0 0.0%	8 1.9%
Boston: So Bos Indust	0	7	0	0	0	0	0	0	0	0	0 0.0%	7 1.8%
Boston: Govt Center	7	0	0	0	0	0	0	0	0	0	0 0.0%	7 1.8%
Boston: Beacon Hill	0	0	0	7	0	0	0	0	0	0	0 0.0%	7 1.8%
Boston: B U	7	0	0	0	0	0	0	0	0	0	0 0.0%	7 1.8%
Column Total & % of Overall	113 28.4%	89 22.4%	37 9.4%	30 7.6%	23 5.7%	22 5.6%	15 3.9%	15 3.9%	8 1.9%	8 1.9%	29 7.4%	398

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Route: 30

Expanded Results

Mattapan Station - Forest Hills via Roslindale Sq

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Roslindale	Boston: Mattapan	Boston: Fenway	Boston: Hyde Park	Boston: Financial/R etail	Quincy	Boston: North Dorchester	Boston: Park Square	Boston: Unspecif ied	Boston: Roxbury	Other & % of Row	Row Total & % of Overall
Boston: Roslindale	0	31	46	31	23	31	31	53	31	0	159	456 34.9%
Boston: Mattapan	23	31	46	23	23	31	0	0	23	23	137	380 36.0%
Boston: Hyde Park	0	0	23	0	23	0	23	0	0	0	23	91 25.0%
Boston: Charlestown	31	31	0	0	0	0	0	0	0	0	0	61 0.0%
Boston: South Dorchester	23	0	0	23	0	0	0	0	0	0	0	46 0.0%
Wellesley	31	0	0	0	0	0	0	0	0	0	0	31 0.0%
Boston: Roxbury	0	0	0	31	0	0	0	0	0	0	0	31 0.0%
Boston: Jamaica Plain	0	31	0	0	0	0	0	0	0	0	0	31 0.0%
Boston: Financial/Retail	31	0	0	0	0	0	0	0	0	0	0	31 0.0%
Braintree	23	0	0	0	0	0	0	0	0	0	0	23 0.0%
Boston: Park Square	0	0	0	0	0	0	0	0	0	23	0	23 0.0%
Column Total & % of Overall	160 13.3%	122 10.2%	114 9.5%	107 8.9%	68 5.7%	61 5.1%	53 4.4%	53 4.4%	53 4.4%	46 3.8%	319 26.5%	1201

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Route: 31

Mattapan Station - Forest Hills via Morton St

Both Directions

Expanded Results

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Mattapan	Boston: Jamaica Plain	Boston: Financial/R etail	Boston: Fenway	Boston: Roxbury	Boston: Govt Center	Boston: South Dorchester	Boston: Back Bay	Boston: Charlesto wn	Boston: Roslindale	Other & % of Row	Row Total & % of Overall
Boston: Mattapan	122	178	133	133	67	67	22	67	67	89	311 23.9%	1299 53.0%
Boston: Jamaica Plain	155	0	0	0	0	0	0	0	0	0	22 12.5%	177 7.2%
Milton	0	0	22	0	0	0	0	0	22	0	44 33.3%	133 5.4%
Boston: South Dorchester	0	0	22	0	22	44	0	22	0	0	22 16.7%	133 5.4%
Boston: Roxbury	78	22	0	0	0	0	0	0	0	0	0 0.0%	100 4.1%
Worcester	78	0	0	0	0	0	0	0	0	0	0 0.0%	78 3.2%
Unspecified	78	0	0	0	0	0	0	0	0	0	0 0.0%	78 3.2%
Malden	0	78	0	0	0	0	0	0	0	0	0 0.0%	78 3.2%
Everett	78	0	0	0	0	0	0	0	0	0	0 0.0%	78 3.2%
Chelsea	78	0	0	0	0	0	0	0	0	0	0 0.0%	78 3.2%
Boston: South End	78	0	0	0	0	0	0	0	0	0	0 0.0%	78 3.2%
Boston: Charlestown	0	0	0	0	0	0	78	0	0	0	0 0.0%	78 3.2%
Boston: Hyde Park	22	0	0	22	22	0	0	0	0	0	0 0.0%	78 3.2%
Column Total & % of Overall	765 31.2%	278 11.3%	178 7.2%	155 6.3%	111 4.5%	111 4.5%	100 4.1%	89 3.6%	89 3.6%	89 3.6%	400 16.3%	2453

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Route: 33

Dedham Line - Mattapan Station via River St

Both Directions

Expanded Results

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Hyde Park	Dedham	Boston: Mattapan	Unspecifie d	Boston: South Dorchester	Quincy	Boston: Unspecifie d	Boston: So Bos Indust	Boston: Prudential/ Hancock	Boston: North Dorchester	Other & % of Row	Row Total & % of Overall
Boston: Hyde Park	82	62	77	26	26	13	13	13	0	13	13 3.7%	350 62.4%
Unspecified	31	0	0	0	0	0	0	0	0	0	0 0.0%	31 5.5%
Milton	31	0	0	0	0	0	0	0	0	0	0 0.0%	31 5.5%
Boston: South Dorchester	31	0	0	0	0	0	0	0	0	0	0 0.0%	31 5.5%
Boston: Roxbury	31	0	0	0	0	0	0	0	0	0	0 0.0%	31 5.5%
Boston: North Dorchester	0	31	0	0	0	0	0	0	0	0	0 0.0%	31 5.5%
Boston: Mattapan	31	0	0	0	0	0	0	0	0	0	0 0.0%	31 5.5%
Dedham	0	0	0	0	0	0	0	0	13	0	0 0.0%	13 2.3%
Boston: Charlestown	13	0	0	0	0	0	0	0	0	0	0 0.0%	13 2.3%
Column Total & % of Overall	250 44.5%	93 16.5%	77 13.8%	26 4.6%	26 4.6%	13 2.3%	13 2.3%	13 2.3%	13 2.3%	13 2.3%	13 2.3%	561

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Route: 34

Dedham Line - Forest Hills

Both Directions

Expanded Results

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Roslindale	Dedham	Norwood	Walpole	Boston: Financial/R etail	Boston: Jamaica Plain	Boston: Longwood Med Area	Boston: West Roxbury	Boston: Govt Center	Boston: Hyde Park	Other & % of Row	Row Total & % of Overall
Boston: Roslindale	63	81	0	0	135	90	90	22	90	22	269 29.7%	907 26.4%
Norwood	45	22	144	0	22	67	0	0	0	0	112 24.5%	458 13.3%
Dedham	45	81	0	41	67	45	45	0	0	0	67 17.2%	391 11.4%
Boston: West Roxbury	41	0	0	0	45	45	45	22	45	0	112 31.6%	355 10.3%
Walpole	22	67	90	45	0	0	0	0	0	0	45 16.7%	269 7.8%
Boston: Roxbury	122	0	0	0	0	0	0	0	0	0	81 40.0%	203 5.9%
Boston: Jamaica Plain	41	81	41	0	0	0	0	0	0	0	0 0.0%	162 4.7%
Westwood	0	22	0	122	0	0	0	0	0	0	0 0.0%	144 4.2%
Boston: Fenway	81	0	0	0	0	0	0	0	0	0	0 0.0%	81 2.4%
Cambridge: Kendall/MIT	0	0	0	0	0	0	0	41	0	0	0 0.0%	41 1.2%
Somerville: Winter Hill	0	0	0	41	0	0	0	0	0	0	0 0.0%	41 1.2%
Boston: South End	0	0	0	0	0	0	0	41	0	0	0 0.0%	41 1.2%
Unspecified	0	0	0	0	0	0	0	0	0	41	0 0.0%	41 1.2%
Boston: Charlestown	0	0	41	0	0	0	0	0	0	0	0 0.0%	41 1.2%
Boston: North Dorchester	0	0	0	0	0	0	0	0	0	0	41 100.0%	41 1.2%
Boston: Mattapan	0	0	0	41	0	0	0	0	0	0	0 0.0%	41 1.2%
Boston: Longwood Med Area	41	0	0	0	0	0	0	0	0	0	0 0.0%	41 1.2%
Boston: Govt Center	0	0	0	0	0	0	0	41	0	0	0 0.0%	41 1.2%
Other & % of Column	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	22 8.3%	0 0.0%	0 0.0%	0 0.0%	41 39.2%	0 0.0%	63 1.8%
Column Total & % of Overall	499 14.5%	396 11.5%	315 9.2%	288 8.4%	269 7.8%	269 7.8%	180 5.2%	166 4.8%	135 3.9%	103 3.0%	728 21.2%	3438

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Route: 36

Charles River Loop - Forest Hills

Both Directions

Expanded Results

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: West Roxbury	Boston: Roslindale	Boston: Park Square	Boston: Jamaica Plain	Boston: Fenway	Boston: Govt Center	Boston: Roxbury	Boston: North End	Boston: Financial/R etail	Boston: South End	Other & % of Row	Row Total & % of Overall
Boston: West Roxbury	107	40	121	60	40	40	81	60	40	20	81 11.0%	732 35.1%
Boston: Roslindale	130	20	40	40	40	40	0	0	20	20	121 24.6%	492 23.6%
Boston: Fenway	173	43	0	0	0	0	0	0	0	0	0 0.0%	216 10.4%
Boston: Jamaica Plain	43	86	0	0	0	0	0	0	0	0	0 0.0%	130 6.2%
Boston: South Dorchester	86	0	0	0	0	0	0	0	0	0	0 0.0%	86 4.1%
Boston: Park Square	43	43	0	0	0	0	0	0	0	0	0 0.0%	86 4.1%
Boston: Hyde Park	86	0	0	0	0	0	0	0	0	0	0 0.0%	86 4.1%
Boston: Unspecified	43	0	0	0	0	0	0	0	0	0	0 0.0%	43 2.1%
Boston: Prudential/Hancock	43	0	0	0	0	0	0	0	0	0	0 0.0%	43 2.1%
Boston: North Dorchester	0	0	0	0	0	0	0	0	0	0	43 100.0%	43 2.1%
Boston: Mattapan	0	43	0	0	0	0	0	0	0	0	0 0.0%	43 2.1%
Boston: Longwood Med Area	43	0	0	0	0	0	0	0	0	0	0 0.0%	43 2.1%
Dedham	0	0	0	20	0	0	0	0	0	20	0 0.0%	43 2.1%
Column Total & % of Overall	798 38.3%	276 13.3%	161 7.7%	121 5.8%	81 3.9%	81 3.9%	81 3.9%	60 2.9%	60 2.9%	60 2.9%	245 11.7%	2085

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Route: 39

Forest Hills - Back Bay Station

Both Directions

Expanded Results

Destination Town/Neighborhood:

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

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Route: 40

Georgetown - Forest Hills

Both Directions

Expanded Results

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Hyde Park	Boston: Roslindale	Boston: Jamaica Plain	Boston: Financial/R etail	Unspecifie d	Cambridge : East Cambridge	Boston: Park Square	Boston: Govt Center	Cambridge : Central Square	Boston: North Dorchester	Other & % of Row	Row Total & % of Overall
Boston: Hyde Park	0	67	45	45	45	22	45	0	22	22	22 6.3%	359 40.0%
Boston: Roslindale	122	0	45	22	0	22	0	45	0	0	0 0.0%	256 28.5%
Boston: Park Square	81	0	0	0	0	0	0	0	0	0	0 0.0%	81 9.0%
Boston: Back Bay	41	41	0	0	0	0	0	0	0	0	0 0.0%	81 9.0%
Boston: So Bos Res	41	0	0	0	0	0	0	0	0	0	0 0.0%	41 4.5%
Boston: Roxbury	41	0	0	0	0	0	0	0	0	0	0 0.0%	41 4.5%
Boston: Financial/Retail	41	0	0	0	0	0	0	0	0	0	0 0.0%	41 4.5%
Column Total & % of Overall	365 40.6%	108 12.0%	90 10.0%	67 7.5%	45 5.0%	45 5.0%	45 5.0%	45 5.0%	22 2.5%	22 2.5%	22 2.5%	899

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Route: 41

Centre/Elliot St - JFK/Umass

Both Directions

Expanded Results

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Roxbury	Boston: North Dorchester	Boston: Jamaica Plain	Boston: South End	Boston: South Dorchester	Boston: Longwood Med Area	Boston: Financial/R etail	Boston: Brighton	Unspecifie d	Boston: Fenway	Other & % of Row	Row Total & % of Overall
Boston: North Dorchester	173	0	25	25	0	25	44	25	25	0	78 18.7%	418 28.1%
Boston: Jamaica Plain	137	59	44	39	39	25	0	0	0	20	0 0.0%	381 25.6%
Boston: Roxbury	39	117	99	0	20	0	0	0	0	0	59 17.6%	333 22.4%
Boston: So Bos Res	99	0	0	0	0	0	0	0	0	0	0 0.0%	99 6.6%
Boston: South Dorchester	0	39	0	0	0	0	0	0	0	0	0 0.0%	39 2.6%
Unspecified	25	0	0	0	0	0	0	0	0	0	0 0.0%	25 1.7%
Somerville: Winter Hill	25	0	0	0	0	0	0	0	0	0	0 0.0%	25 1.7%
Somerville: Spring Hill	25	0	0	0	0	0	0	0	0	0	0 0.0%	25 1.7%
Dedham	0	0	25	0	0	0	0	0	0	0	0 0.0%	25 1.7%
Cambridge: North Cambridge	0	25	0	0	0	0	0	0	0	0	0 0.0%	25 1.7%
Cambridge: Central Square	25	0	0	0	0	0	0	0	0	0	0 0.0%	25 1.7%
Boston: South End	0	0	25	0	0	0	0	0	0	0	0 0.0%	25 1.7%
Boston: Longwood Med Area	25	0	0	0	0	0	0	0	0	0	0 0.0%	25 1.7%
Boston: Financial/Retail	0	20	0	0	0	0	0	0	0	0	0 0.0%	20 1.3%
Column Total & % of Overall	570 38.4%	259 17.4%	217 14.6%	64 4.3%	59 3.9%	49 3.3%	44 3.0%	25 1.7%	25 1.7%	20 1.3%	137 9.2%	1487

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Route: 50

Expanded Results

Cleary Sq - Forest Hills

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Roslindale	Boston: Hyde Park	Boston: Financial/R etail	Boston: Jamaica Plain	Boston: Longwood Med Area	Boston: Govt Center	Boston: Park Square	Boston: Back Bay	Unspecif ied	Boston: Roxbury	Other & % of Row	Row Total & % of Overall
Boston: Roslindale	39	30	84	19	38	38	38	19	0	19	28 7.8%	359 48.9%
Boston: Hyde Park	28	30	19	47	9	9	0	9	19	0	9 5.0%	189 25.7%
Boston: West Roxbury	15	30	0	0	0	0	0	0	0	0	0 0.0%	44 6.0%
Boston: Jamaica Plain	15	15	0	0	0	0	0	0	0	0	0 0.0%	30 4.0%
Saugus	15	0	0	0	0	0	0	0	0	0	0 0.0%	15 2.0%
Cambridge: Kendall/MIT	0	15	0	0	0	0	0	0	0	0	0 0.0%	15 2.0%
Boston: Unspecified	0	15	0	0	0	0	0	0	0	0	0 0.0%	15 2.0%
Boston: Roxbury	0	15	0	0	0	0	0	0	0	0	0 0.0%	15 2.0%
Boston: Park Square	15	0	0	0	0	0	0	0	0	0	0 0.0%	15 2.0%
Boston: North End	15	0	0	0	0	0	0	0	0	0	0 0.0%	15 2.0%
Boston: Financial/Retail	15	0	0	0	0	0	0	0	0	0	0 0.0%	15 2.0%
Milton	9	0	0	0	0	0	0	0	0	0	0 0.0%	9 1.3%
Column Total & % of Overall	165 22.5%	148 20.1%	103 14.0%	66 8.9%	47 6.4%	47 6.4%	38 5.1%	28 3.8%	19 2.6%	19 2.6%	38 5.1%	735

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Route: 51

Reservoir Station - Forest Hills

Both Directions

Expanded Results

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Longwood Med Area	Boston: Jamaica Plain	Brookline: Chestnut Hill	Boston: Brighton	Boston: Roslindale	Boston: Fenway	Boston: West Roxbury	Boston: Govt Center	Brookline: South Brookline	Brookline: North Brookline	Other & % of Row	Row Total & % of Overall
Brookline: Chestnut Hill	108	18	0	15	0	49	0	31	15	15	100	350
											28.4%	28.6%
Boston: West Roxbury	61	0	0	31	0	18	0	36	0	0	51	214
											23.8%	17.5%
Boston: Roslindale	18	0	0	46	18	18	0	0	0	31	66	197
											33.8%	16.1%
Boston: Brighton	0	71	36	0	36	0	18	0	18	0	0	178
											0.0%	14.6%
Brookline: North Brookline	0	18	18	0	18	0	0	0	0	0	0	53
											0.0%	4.4%
Boston: Fenway	0	0	36	0	18	0	0	0	0	0	0	53
											0.0%	4.4%
Brookline: South Brookline	0	0	18	0	0	0	0	0	0	0	0	33
											0.0%	2.7%
Boston: South Dorchester	0	0	15	0	0	0	15	0	0	0	0	31
											0.0%	2.5%
Newton: Chestnut Hill	0	18	0	0	0	0	0	0	0	0	0	18
											0.0%	1.5%
Newton	0	0	0	0	0	0	18	0	0	0	0	18
											0.0%	1.5%
Boston: Waterfront	0	0	0	0	15	0	0	0	0	0	0	15
											0.0%	1.3%
Boston: Roxbury	0	0	0	0	0	0	15	0	0	0	0	15
											0.0%	1.3%
Boston: North Dorchester	0	0	0	0	0	0	0	0	15	0	0	15
											0.0%	1.3%
Boston: Jamaica Plain	0	0	0	15	0	0	0	0	0	0	0	15
											0.0%	1.3%
Boston: Back Bay	0	0	0	0	0	0	15	0	0	0	0	15
											0.0%	1.3%
Column Total & % of Overall	187	125	122	108	105	84	82	66	49	46	217	1223
	15.3%	10.2%	10.0%	8.8%	8.5%	6.9%	6.7%	5.4%	4.0%	3.8%	17.7%	



Socioeconomic Characteristics

This chapter presents data on the age, gender, income, and ethnicity of the riders on Arborway 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 Arborway 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 three bus routes, however, less than 60% of the responding population belonged to this age group: Routes 48 (50%) and 41 and 30 (both 56%). Members of the workforce are most likely to be somewhere in this age range, and, indeed, 60% of the riders on all bus routes reported work or work-related trip purposes (see Chapter 3 for a full discussion of trip purposes). In contrast, only 25% of the riders on Route 48 had work or work-related trip ends.

Overall, the 45-to-64 age bracket had the highest share of riders (35%); its highest shares by route were on Routes 35 (62%), 14 (54%), and 42 (52%). The 25-to-34 age bracket had the second-highest share of riders (20%); its highest shares by route were on Routes 29 and 31 (both 28%) and 39 (26%).

The percentages of responses in the 19-to-24 category varied widely among bus routes. The highest percentages were observed on Routes 30 (23%), 51 (22%), and 41 (21%). The lowest were observed on Routes 35 (0%) 37 and 33 (both 2%).

On the Arborway Garage routes overall, 7% of survey respondents were age 18 or under. The highest percentages were observed on Routes 40 (19%), 41 (14%), and 34 (12%). At the other end of the spectrum, 9% of the respondents on all surveyed routes were age 65 or older. The highest percentages were observed on Routes 48 (42%), 24 (23%), and 37 (19%).

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 each of the bus routes except Route 35, female riders outnumbered male riders. The highest percentage of male respondents was 59%, on Route 35. The highest percentage of female respondents was 87%, on Route 27.

No surveys were returned by transgender riders on any of the surveyed routes.

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. However, the three highest percentages of incomes were all in the under-

\$20,000 range: Routes 48 (55%), 33 (47%), and 29 (39%). The routes with the lowest percentages in this range were Routes 50 (10%) and 52 and 38 (12%).

The average household size varied across the bus routes from as high as 3.3 on Route 24 to as low as 2.1 on Route 38.

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 37 (84%). The route with the highest percentage of nonwhite riders was Route 29, where 91% of the riders self-identified as black or African-American. Most of the riders who checked “other” also checked that they were Hispanic/Latino. As in the table, each of the percentages given in this discussion for a race includes any respondents who checked not only that race but one or more others as well.

The bus routes with the highest percentages of riders who answered “yes” as to whether they were Hispanic/Latino were Routes 41 and 42 (both 21%) and 40 (20%). The routes with the lowest percentages of Hispanic/Latino riders were Routes 48 (0%), 33 (3%), and 21 (4%).



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 14

Expanded Results

Roslindale Sq - Heath St

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	0	0.0%	0.0%
19 - 24	40	4.7%	4.7%
25 - 34	165	19.3%	24.1%
35 - 44	151	17.7%	41.7%
45 - 64	457	53.5%	95.3%
65 and Older	40	4.7%	100.0%
TOTAL	853	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	191	22.4%
Female	662	77.6%
Transgender	0	0.0%
TOTAL	853	100.0%
No Answer	0	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	196	25.5%	25.5%
\$20,000 - \$29,999	85	11.1%	36.6%
\$30,000 - \$39,999	85	11.1%	47.8%
\$40,000 - \$49,999	131	17.0%	64.8%
\$50,000 - \$59,999	85	11.1%	75.9%
\$60,000 - \$74,999	20	2.6%	78.5%
\$75,000 - \$99,999	70	9.1%	87.6%
\$100,000 or more	95	12.4%	100.0%
TOTAL	768	100.0%	100.0%
No Answer	85		

Mean Household Size: 2.26



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 14

Roslindale Sq - Heath St

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	45	5.4%
Black or African-American	486	58.4%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	25	3.0%
White	191	22.9%
Other	126	15.1%
TOTAL	833	

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	65	8.1%
No	743	91.9%
TOTAL	808	100.0%
No Answer	45	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 21

Expanded Results

Ashmont Station - Forest Hills

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	207	9.9%	9.9%
19 - 24	390	18.6%	28.5%
25 - 34	248	11.8%	40.3%
35 - 44	298	14.2%	54.6%
45 - 64	845	40.3%	94.9%
65 and Older	106	5.1%	100.0%
TOTAL	2,093	100.0%	100.0%
No Answer	76		

Gender of Riders:	Number of Riders	Percent of Riders
Male	566	27.4%
Female	1,497	72.6%
Transgender	0	0.0%
TOTAL	2,063	100.0%
No Answer	106	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	420	24.2%	24.2%
\$20,000 - \$29,999	304	17.5%	41.6%
\$30,000 - \$39,999	257	14.8%	56.4%
\$40,000 - \$49,999	192	11.1%	67.5%
\$50,000 - \$59,999	81	4.6%	72.1%
\$60,000 - \$74,999	223	12.8%	84.9%
\$75,000 - \$99,999	237	13.6%	98.6%
\$100,000 or more	25	1.4%	100.0%
TOTAL	1,739	100.0%	100.0%
No Answer	430		

Mean Household Size: 3.32



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 21

Ashmont Station - Forest Hills

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	56	2.7%
Black or African-American	1,582	76.7%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	0	0.0%
White	259	12.5%
Other	223	10.8%
TOTAL	2,063	

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	81	4.2%
No	1,826	95.8%
TOTAL	1,907	100.0%
No Answer	262	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 24

Expanded Results

Wakefield Ave/Truman Pkwy - Mattapan/Ashmont

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	44	4.7%	4.7%
19 - 24	95	10.3%	15.1%
25 - 34	188	20.4%	35.5%
35 - 44	57	6.1%	41.6%
45 - 64	330	35.8%	77.4%
65 and Older	209	22.6%	100.0%
TOTAL	922	100.0%	100.0%
No Answer	13		

Gender of Riders:	Number of Riders	Percent of Riders
Male	196	23.3%
Female	644	76.7%
Transgender	0	0.0%
TOTAL	839	100.0%
No Answer	95	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	247	29.4%	29.4%
\$20,000 - \$29,999	206	24.5%	54.0%
\$30,000 - \$39,999	100	12.0%	66.0%
\$40,000 - \$49,999	51	6.1%	72.1%
\$50,000 - \$59,999	44	5.2%	77.3%
\$60,000 - \$74,999	51	6.1%	83.4%
\$75,000 - \$99,999	70	8.3%	91.7%
\$100,000 or more	70	8.3%	100.0%
TOTAL	839	100.0%	100.0%
No Answer	95		

Mean Household Size: 3.34



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 24

Wakefield Ave/Truman Pkwy - Mattapan/Ashmont

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	26	3.1%
Black or African-American	554	66.0%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	13	1.5%
White	183	21.8%
Other	64	7.7%
TOTAL	839	

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	8.1%
No	731	91.9%
TOTAL	796	100.0%
No Answer	139	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 26

Expanded Results

Ashmont Station - Norfolk/Morton

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	62	8.7%	8.7%
19 - 24	96	13.7%	22.4%
25 - 34	154	21.8%	44.2%
35 - 44	101	14.2%	58.5%
45 - 64	239	33.9%	92.4%
65 and Older	54	7.6%	100.0%
TOTAL	706	100.0%	100.0%
No Answer	38		

Gender of Riders:	Number of Riders	Percent of Riders
Male	193	29.1%
Female	470	70.9%
Transgender	0	0.0%
TOTAL	663	100.0%
No Answer	81	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	181	31.0%	31.0%
\$20,000 - \$29,999	93	15.9%	46.9%
\$30,000 - \$39,999	147	25.2%	72.1%
\$40,000 - \$49,999	42	7.3%	79.4%
\$50,000 - \$59,999	23	4.0%	83.4%
\$60,000 - \$74,999	42	7.3%	90.7%
\$75,000 - \$99,999	16	2.7%	93.4%
\$100,000 or more	38	6.6%	100.0%
TOTAL	582	100.0%	100.0%
No Answer	162		

Mean Household Size: 3.24



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 26

Ashmont Station - Norfolk/Morton

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	16	2.4%
Black or African-American	455	71.5%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	0	0.0%
White	108	17.0%
Other	89	13.9%
TOTAL	636	

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	100	15.1%
No	563	84.9%
TOTAL	663	100.0%
No Answer	81	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 27

Expanded Results

Mattapan Station - Ashmont Station

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	23	5.8%	5.8%
19 - 24	30	7.7%	13.5%
25 - 34	52	13.4%	26.9%
35 - 44	67	17.3%	44.2%
45 - 64	180	46.2%	90.3%
65 and Older	38	9.7%	100.0%
TOTAL	391	100.0%	100.0%
No Answer	7		

Gender of Riders:	Number of Riders	Percent of Riders
Male	45	12.8%
Female	308	87.2%
Transgender	0	0.0%
TOTAL	353	100.0%
No Answer	45	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	90	28.5%	28.5%
\$20,000 - \$29,999	15	4.8%	33.3%
\$30,000 - \$39,999	52	16.6%	49.9%
\$40,000 - \$49,999	22	7.1%	57.0%
\$50,000 - \$59,999	37	11.7%	68.7%
\$60,000 - \$74,999	38	12.0%	80.7%
\$75,000 - \$99,999	61	19.3%	100.0%
\$100,000 or more	0	0.0%	100.0%
TOTAL	315	100.0%	100.0%
No Answer	83		

Mean Household Size: 2.67



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 27

Mattapan Station - Ashmont Station

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	301	78.5%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	0	0.0%
White	60	15.8%
Other	52	13.7%
TOTAL	383	

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	61	16.5%
No	307	83.5%
TOTAL	368	100.0%
No Answer	30	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 29

Expanded Results

Mattapan Station - Ruggles via Jackson Sq

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	44	5.2%	5.2%
19 - 24	66	7.7%	12.9%
25 - 34	243	28.4%	41.3%
35 - 44	210	24.5%	65.8%
45 - 64	249	29.0%	94.8%
65 and Older	44	5.2%	100.0%
TOTAL	856	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	166	20.8%
Female	629	79.2%
Transgender	0	0.0%
TOTAL	795	100.0%
No Answer	61	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	271	39.2%	39.2%
\$20,000 - \$29,999	100	14.4%	53.6%
\$30,000 - \$39,999	122	17.6%	71.3%
\$40,000 - \$49,999	44	6.4%	77.6%
\$50,000 - \$59,999	44	6.4%	84.0%
\$60,000 - \$74,999	44	6.4%	90.4%
\$75,000 - \$99,999	66	9.6%	100.0%
\$100,000 or more	0	0.0%	100.0%
TOTAL	690	100.0%	100.0%
No Answer	166		

Mean Household Size: 2.83



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 29

Mattapan Station - Ruggles via Jackson Sq

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	22	2.9%
Black or African-American	690	91.3%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	0	0.0%
White	22	2.9%
Other	44	5.8%
TOTAL	756	

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	17.6%
No	674	82.4%
TOTAL	817	100.0%
No Answer	39	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 30

Expanded Results

Mattapan Station - Forest Hills via Roslindale Sq

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	122	10.3%	10.3%
19 - 24	266	22.6%	32.9%
25 - 34	182	15.5%	48.4%
35 - 44	76	6.5%	54.8%
45 - 64	403	34.2%	89.0%
65 and Older	129	11.0%	100.0%
TOTAL	1,178	100.0%	100.0%
No Answer	23		

Gender of Riders:	Number of Riders	Percent of Riders
Male	296	27.7%
Female	775	72.3%
Transgender	0	0.0%
TOTAL	1,072	100.0%
No Answer	129	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	228	26.8%	26.8%
\$20,000 - \$29,999	76	8.9%	35.7%
\$30,000 - \$39,999	152	17.9%	53.6%
\$40,000 - \$49,999	46	5.3%	58.9%
\$50,000 - \$59,999	31	3.6%	62.5%
\$60,000 - \$74,999	99	11.6%	74.1%
\$75,000 - \$99,999	122	14.3%	88.4%
\$100,000 or more	99	11.6%	100.0%
TOTAL	851	100.0%	100.0%
No Answer	350		

Mean Household Size: 3.21



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 30

Mattapan Station - Forest Hills via Roslindale Sq

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	76	7.9%
Black or African-American	570	59.1%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	23	2.4%
White	304	31.5%
Other	53	5.5%
TOTAL	965	

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	160	14.9%
No	912	85.1%
TOTAL	1,072	100.0%
No Answer	129	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 31

Expanded Results

Mattapan Station - Forest Hills via Morton St

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	278	11.4%	11.4%
19 - 24	366	15.1%	26.5%
25 - 34	677	27.8%	54.3%
35 - 44	244	10.0%	64.4%
45 - 64	777	32.0%	96.3%
65 and Older	89	3.7%	100.0%
TOTAL	2,431	100.0%	100.0%
No Answer	22		

Gender of Riders:	Number of Riders	Percent of Riders
Male	555	24.5%
Female	1,709	75.5%
Transgender	0	0.0%
TOTAL	2,264	100.0%
No Answer	189	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	544	27.1%	27.1%
\$20,000 - \$29,999	89	4.4%	31.5%
\$30,000 - \$39,999	366	18.2%	49.7%
\$40,000 - \$49,999	178	8.8%	58.6%
\$50,000 - \$59,999	400	19.9%	78.5%
\$60,000 - \$74,999	266	13.3%	91.7%
\$75,000 - \$99,999	22	1.1%	92.8%
\$100,000 or more	144	7.2%	100.0%
TOTAL	2,009	100.0%	100.0%
No Answer	444		

Mean Household Size: 3.23



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 31

Mattapan Station - Forest Hills via Morton St

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	44	1.9%
Black or African-American	1,776	75.8%
Native Hawaiian or Other Pacific Islander	89	3.8%
Asian	0	0.0%
White	355	15.2%
Other	266	11.4%
TOTAL	2,342	

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	189	8.1%
No	2,131	91.9%
TOTAL	2,320	100.0%
No Answer	133	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 32

Expanded Results

Wolcott - Forest Hills

Both Directions

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

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

Annual Household Income of Riders:

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

Mean Household Size: 2.94



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 32

Wolcott - Forest Hills

Both Directions

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

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

Are You Hispanic/Latino?:	Number of Responses	Percent of Responses
Yes	117	11.0%
No	945	89.0%
TOTAL	1,062	100.0%
No Answer	155	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 33

Expanded Results

Dedham Line - Mattapan Station via River St

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	39	6.9%	6.9%
19 - 24	13	2.3%	9.2%
25 - 34	57	10.1%	19.3%
35 - 44	106	18.8%	38.1%
45 - 64	258	45.9%	84.0%
65 and Older	90	16.0%	100.0%
TOTAL	561	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	88	16.3%
Female	448	83.7%
Transgender	0	0.0%
TOTAL	536	100.0%
No Answer	26	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	237	46.5%	46.5%
\$20,000 - \$29,999	57	11.1%	57.6%
\$30,000 - \$39,999	64	12.6%	70.2%
\$40,000 - \$49,999	39	7.6%	77.8%
\$50,000 - \$59,999	26	5.0%	82.8%
\$60,000 - \$74,999	57	11.1%	93.9%
\$75,000 - \$99,999	0	0.0%	93.9%
\$100,000 or more	31	6.1%	100.0%
TOTAL	510	100.0%	100.0%
No Answer	51		

Mean Household Size: 2.53



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 33

Dedham Line - Mattapan Station via River St

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	26	4.9%
Black or African-American	391	73.8%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	0	0.0%
White	100	18.9%
Other	26	4.9%
TOTAL	530	

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

Are You Hispanic/Latino?:	Number of Responses	Percent of Responses
Yes	13	2.7%
No	466	97.3%
TOTAL	479	100.0%
No Answer	82	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 34

Expanded Results

Dedham Line - Forest Hills

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	418	12.3%	12.3%
19 - 24	310	9.1%	21.4%
25 - 34	602	17.7%	39.2%
35 - 44	656	19.3%	58.5%
45 - 64	1,182	34.8%	93.2%
65 and Older	229	6.8%	100.0%
TOTAL	3,398	100.0%	100.0%
No Answer	41		

Gender of Riders:	Number of Riders	Percent of Riders
Male	1,569	47.2%
Female	1,757	52.8%
Transgender	0	0.0%
TOTAL	3,326	100.0%
No Answer	112	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	971	32.6%	32.6%
\$20,000 - \$29,999	234	7.8%	40.4%
\$30,000 - \$39,999	243	8.1%	48.6%
\$40,000 - \$49,999	297	10.0%	58.5%
\$50,000 - \$59,999	180	6.0%	64.6%
\$60,000 - \$74,999	332	11.2%	75.7%
\$75,000 - \$99,999	373	12.5%	88.2%
\$100,000 or more	350	11.8%	100.0%
TOTAL	2,979	100.0%	100.0%
No Answer	459		

Mean Household Size: 2.63



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 34

Dedham Line - Forest Hills

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	103	3.3%
Black or African-American	697	21.9%
Native Hawaiian or Other Pacific Islander	41	1.3%
Asian	279	8.8%
White	1,676	52.7%
Other	468	14.7%
TOTAL	3,182	

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	405	12.5%
No	2,840	87.5%
TOTAL	3,245	100.0%
No Answer	193	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 35

Expanded Results

Dedham Mall/Stimson St - Forest Hills

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	40	4.9%	4.9%
19 - 24	0	0.0%	4.9%
25 - 34	127	15.5%	20.4%
35 - 44	84	10.2%	30.6%
45 - 64	504	61.6%	92.3%
65 and Older	63	7.7%	100.0%
TOTAL	818	100.0%	100.0%
No Answer	43		

Gender of Riders:	Number of Riders	Percent of Riders
Male	446	58.9%
Female	311	41.1%
Transgender	0	0.0%
TOTAL	757	100.0%
No Answer	104	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	150	21.0%	21.0%
\$20,000 - \$29,999	63	8.9%	29.8%
\$30,000 - \$39,999	107	14.9%	44.8%
\$40,000 - \$49,999	40	5.6%	50.4%
\$50,000 - \$59,999	84	11.7%	62.1%
\$60,000 - \$74,999	84	11.7%	73.8%
\$75,000 - \$99,999	81	11.3%	85.1%
\$100,000 or more	107	14.9%	100.0%
TOTAL	714	100.0%	100.0%
No Answer	147		

Mean Household Size: 2.29



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 35

Dedham Mall/Stimson St - Forest Hills

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	147	19.5%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	40	5.3%
White	438	58.0%
Other	130	17.2%
TOTAL	754	

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	130	18.7%
No	562	81.3%
TOTAL	691	100.0%
No Answer	170	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 36

Expanded Results

Charles River Loop - Forest Hills

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	127	6.1%	6.1%
19 - 24	406	19.5%	25.6%
25 - 34	245	11.7%	37.3%
35 - 44	311	14.9%	52.2%
45 - 64	829	39.8%	92.0%
65 and Older	167	8.0%	100.0%
TOTAL	2,085	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	729	36.8%
Female	1,250	63.2%
Transgender	0	0.0%
TOTAL	1,978	100.0%
No Answer	107	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	383	19.8%	19.8%
\$20,000 - \$29,999	193	10.0%	29.7%
\$30,000 - \$39,999	167	8.6%	38.3%
\$40,000 - \$49,999	167	8.6%	47.0%
\$50,000 - \$59,999	121	6.2%	53.2%
\$60,000 - \$74,999	204	10.6%	63.7%
\$75,000 - \$99,999	245	12.6%	76.4%
\$100,000 or more	458	23.6%	100.0%
TOTAL	1,938	100.0%	100.0%
No Answer	147		

Mean Household Size: 2.89



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 36

Charles River Loop - Forest Hills

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	360	17.8%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	328	16.2%
White	1,186	58.7%
Other	167	8.3%
TOTAL	2,022	

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

Are You Hispanic/Latino?:	Number of Responses	Percent of Responses
Yes	184	9.6%
No	1,734	90.4%
TOTAL	1,918	100.0%
No Answer	167	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 37

Expanded Results

Baker/Vermont St - Forest Hills

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	127	10.4%	10.4%
19 - 24	20	1.7%	12.0%
25 - 34	265	21.7%	33.7%
35 - 44	225	18.4%	52.1%
45 - 64	357	29.2%	81.4%
65 and Older	228	18.6%	100.0%
TOTAL	1,221	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	490	42.2%
Female	671	57.8%
Transgender	0	0.0%
TOTAL	1,161	100.0%
No Answer	60	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	147	15.1%	15.1%
\$20,000 - \$29,999	63	6.5%	21.7%
\$30,000 - \$39,999	63	6.5%	28.2%
\$40,000 - \$49,999	60	6.2%	34.4%
\$50,000 - \$59,999	124	12.8%	47.2%
\$60,000 - \$74,999	207	21.4%	68.5%
\$75,000 - \$99,999	60	6.2%	74.8%
\$100,000 or more	245	25.2%	100.0%
TOTAL	971	100.0%	100.0%
No Answer	251		

Mean Household Size: 2.74



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 37

Baker/Vermont St - Forest Hills

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	20	1.7%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	107	9.2%
White	973	83.9%
Other	104	8.9%
TOTAL	1,161	

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	167	13.9%
No	1,034	86.1%
TOTAL	1,201	100.0%
No Answer	20	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 38

Expanded Results

Wren St - Forest Hills

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	6	0.9%	0.9%
19 - 24	98	14.5%	15.4%
25 - 34	116	17.2%	32.6%
35 - 44	98	14.5%	47.1%
45 - 64	240	35.6%	82.7%
65 and Older	116	17.3%	100.0%
TOTAL	675	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	233	35.6%
Female	423	64.4%
Transgender	0	0.0%
TOTAL	656	100.0%
No Answer	19	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	73	12.2%	12.2%
\$20,000 - \$29,999	128	21.3%	33.6%
\$30,000 - \$39,999	24	4.1%	37.6%
\$40,000 - \$49,999	6	1.0%	38.7%
\$50,000 - \$59,999	74	12.3%	50.9%
\$60,000 - \$74,999	43	7.2%	58.1%
\$75,000 - \$99,999	92	15.3%	73.4%
\$100,000 or more	160	26.6%	100.0%
TOTAL	601	100.0%	100.0%
No Answer	74		

Mean Household Size: 2.08



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 38

Wren St - Forest Hills

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	104	16.8%
Native Hawaiian or Other Pacific Islander	6	1.0%
Asian	49	7.9%
White	455	73.4%
Other	12	2.0%
TOTAL	620	

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	6.6%
No	608	93.4%
TOTAL	651	100.0%
No Answer	24	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 39

Expanded Results

Forest Hills - Back Bay Station

Both Directions

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

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

Annual Household Income of Riders:

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

Mean Household Size: 2.30



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 39

Forest Hills - Back Bay Station

Both Directions

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

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

Are You Hispanic/Latino?:	Number of Responses	Percent of Responses
Yes	680	9.3%
No	6,659	90.7%
TOTAL	7,339	100.0%
No Answer	510	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 40

Expanded Results

Georgetown - Forest Hills

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	166	18.5%	18.5%
19 - 24	90	10.0%	28.5%
25 - 34	211	23.5%	52.0%
35 - 44	216	24.0%	76.0%
45 - 64	153	17.0%	93.0%
65 and Older	63	7.0%	100.0%
TOTAL	899	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	319	37.2%
Female	539	62.8%
Transgender	0	0.0%
TOTAL	858	100.0%
No Answer	41	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	103	12.4%	12.4%
\$20,000 - \$29,999	216	25.8%	38.2%
\$30,000 - \$39,999	193	23.1%	61.3%
\$40,000 - \$49,999	103	12.4%	73.7%
\$50,000 - \$59,999	85	10.2%	83.9%
\$60,000 - \$74,999	22	2.7%	86.6%
\$75,000 - \$99,999	22	2.7%	89.3%
\$100,000 or more	90	10.7%	100.0%
TOTAL	836	100.0%	100.0%
No Answer	63		

Mean Household Size: 2.92



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 40

Georgetown - Forest Hills

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	63	7.4%
Black or African-American	571	66.9%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	22	2.6%
White	216	25.3%
Other	166	19.5%
TOTAL	854	

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	148	19.7%
No	607	80.3%
TOTAL	755	100.0%
No Answer	144	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 41

Expanded Results

Centre/Elliot St - JFK/Umass

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	212	14.2%	14.2%
19 - 24	304	20.5%	34.7%
25 - 34	226	15.2%	49.9%
35 - 44	211	14.2%	64.1%
45 - 64	391	26.3%	90.4%
65 and Older	143	9.6%	100.0%
TOTAL	1,487	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	461	35.2%
Female	849	64.8%
Transgender	0	0.0%
TOTAL	1,310	100.0%
No Answer	177	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	373	32.4%	32.4%
\$20,000 - \$29,999	138	11.9%	44.3%
\$30,000 - \$39,999	196	17.0%	61.3%
\$40,000 - \$49,999	103	8.9%	70.2%
\$50,000 - \$59,999	39	3.4%	73.6%
\$60,000 - \$74,999	177	15.3%	88.9%
\$75,000 - \$99,999	64	5.5%	94.5%
\$100,000 or more	64	5.5%	100.0%
TOTAL	1,153	100.0%	100.0%
No Answer	334		

Mean Household Size: 3.02



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 41

Centre/Eliot St - JFK/Umass

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	25	1.9%
Black or African-American	584	45.0%
Native Hawaiian or Other Pacific Islander	25	1.9%
Asian	20	1.5%
White	442	34.1%
Other	221	17.1%
TOTAL	1,296	

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	275	21.3%
No	1,020	78.7%
TOTAL	1,296	100.0%
No Answer	191	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 42

Expanded Results

Forest Hills - Ruggles via Dudley

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	189	10.0%	10.0%
19 - 24	197	10.4%	20.4%
25 - 34	163	8.6%	29.0%
35 - 44	154	8.1%	37.1%
45 - 64	986	52.0%	89.1%
65 and Older	206	10.9%	100.0%
TOTAL	1,895	100.0%	100.0%
No Answer	60		

Gender of Riders:	Number of Riders	Percent of Riders
Male	534	29.4%
Female	1,284	70.6%
Transgender	0	0.0%
TOTAL	1,818	100.0%
No Answer	137	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	640	38.8%	38.8%
\$20,000 - \$29,999	309	18.8%	57.6%
\$30,000 - \$39,999	94	5.7%	63.3%
\$40,000 - \$49,999	137	8.3%	71.6%
\$50,000 - \$59,999	120	7.3%	78.9%
\$60,000 - \$74,999	127	7.7%	86.6%
\$75,000 - \$99,999	120	7.3%	93.9%
\$100,000 or more	101	6.1%	100.0%
TOTAL	1,648	100.0%	100.0%
No Answer	307		

Mean Household Size: 2.77



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 42

Forest Hills - Ruggles via Dudley

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	79	4.6%
Black or African-American	1,053	60.8%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	17	1.0%
White	360	20.8%
Other	283	16.3%
TOTAL	1,732	

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	343	20.8%
No	1,303	79.2%
TOTAL	1,646	100.0%
No Answer	309	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 48

Expanded Results

Centre/South St - Jackson Sq

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	0	0.0%	0.0%
19 - 24	8	8.4%	8.4%
25 - 34	0	0.0%	8.4%
35 - 44	39	41.6%	50.0%
45 - 64	8	8.4%	58.4%
65 and Older	39	41.6%	100.0%
TOTAL	93	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	46	50.0%
Female	46	50.0%
Transgender	0	0.0%
TOTAL	93	100.0%
No Answer	0	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	46	54.6%	54.6%
\$20,000 - \$29,999	8	9.2%	63.8%
\$30,000 - \$39,999	0	0.0%	63.8%
\$40,000 - \$49,999	0	0.0%	63.8%
\$50,000 - \$59,999	0	0.0%	63.8%
\$60,000 - \$74,999	8	9.2%	73.0%
\$75,000 - \$99,999	0	0.0%	73.0%
\$100,000 or more	23	27.0%	100.0%
TOTAL	85	100.0%	100.0%
No Answer	8		

Mean Household Size: 2.59



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 48

Centre/South St - Jackson Sq

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	39	42.1%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	0	0.0%
White	54	57.9%
Other	8	8.4%
TOTAL	93	

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	93	100.0%
TOTAL	93	100.0%
No Answer	0	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 50

Expanded Results

Cleary Sq - Forest Hills

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	78	10.9%	10.9%
19 - 24	19	2.6%	13.5%
25 - 34	75	10.5%	24.0%
35 - 44	157	21.9%	45.9%
45 - 64	256	35.8%	81.6%
65 and Older	132	18.4%	100.0%
TOTAL	716	100.0%	100.0%
No Answer	19		

Gender of Riders:	Number of Riders	Percent of Riders
Male	233	33.0%
Female	474	67.0%
Transgender	0	0.0%
TOTAL	707	100.0%
No Answer	28	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	54	9.8%	9.8%
\$20,000 - \$29,999	24	4.4%	14.2%
\$30,000 - \$39,999	9	1.7%	15.9%
\$40,000 - \$49,999	76	13.9%	29.8%
\$50,000 - \$59,999	43	7.8%	37.7%
\$60,000 - \$74,999	43	7.8%	45.5%
\$75,000 - \$99,999	114	20.8%	66.3%
\$100,000 or more	185	33.7%	100.0%
TOTAL	549	100.0%	100.0%
No Answer	186		

Mean Household Size: 2.79



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 50

Cleary Sq - Forest Hills

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	95	15.2%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	34	5.4%
White	414	66.3%
Other	82	13.1%
TOTAL	625	

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	121	19.0%
No	514	81.0%
TOTAL	634	100.0%
No Answer	101	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 51

Expanded Results

Reservoir Station - Forest Hills

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	15	1.3%	1.3%
19 - 24	270	22.1%	23.4%
25 - 34	286	23.4%	46.7%
35 - 44	324	26.5%	73.3%
45 - 64	312	25.5%	98.7%
65 and Older	15	1.3%	100.0%
TOTAL	1,223	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	541	44.3%
Female	682	55.7%
Transgender	0	0.0%
TOTAL	1,223	100.0%
No Answer	0	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	171	15.9%	15.9%
\$20,000 - \$29,999	64	5.9%	21.8%
\$30,000 - \$39,999	31	2.9%	24.7%
\$40,000 - \$49,999	82	7.6%	32.3%
\$50,000 - \$59,999	151	14.0%	46.3%
\$60,000 - \$74,999	184	17.1%	63.4%
\$75,000 - \$99,999	82	7.6%	71.0%
\$100,000 or more	312	29.0%	100.0%
TOTAL	1,075	100.0%	100.0%
No Answer	148		

Mean Household Size: 3.01



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 51

Reservoir Station - Forest Hills

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	108	9.5%
Native Hawaiian or Other Pacific Islander	15	1.4%
Asian	192	17.0%
White	747	66.4%
Other	64	5.7%
TOTAL	1,126	

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	110	9.2%
No	1,080	90.8%
TOTAL	1,190	100.0%
No Answer	33	



MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 52

Expanded Results

Charles River Loop - Watertown

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	57	11.4%	11.4%
19 - 24	46	9.1%	20.5%
25 - 34	128	25.5%	46.0%
35 - 44	44	8.7%	54.7%
45 - 64	165	33.0%	87.7%
65 and Older	62	12.3%	100.0%
TOTAL	501	100.0%	100.0%
No Answer	16		

Gender of Riders:	Number of Riders	Percent of Riders
Male	239	48.5%
Female	253	51.5%
Transgender	0	0.0%
TOTAL	492	100.0%
No Answer	25	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	48	11.6%	11.6%
\$20,000 - \$29,999	21	5.1%	16.7%
\$30,000 - \$39,999	34	8.3%	25.0%
\$40,000 - \$49,999	25	6.1%	31.0%
\$50,000 - \$59,999	53	12.8%	43.9%
\$60,000 - \$74,999	16	3.9%	47.7%
\$75,000 - \$99,999	83	20.1%	67.8%
\$100,000 or more	133	32.2%	100.0%
TOTAL	412	100.0%	100.0%
No Answer	105		

Mean Household Size: 3.01



MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 52

Charles River Loop - Watertown

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	18	3.9%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	83	17.9%
White	341	73.7%
Other	39	8.4%
TOTAL	462	

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	21	4.4%
No	453	95.6%
TOTAL	473	100.0%
No Answer	44	



Usage Rates and Fare Types

The data presented in this chapter show how frequently the riders of each Arborway 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 Arborway 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 Arborway Garage bus routes was five days per week. However, many riders reporting occasional or regular weekend usage also rode the bus route throughout the week, as indicated by their reported usage rates of six or seven days. Therefore, in the following comparisons of reported usage by bus route, the category of five or more days is used instead of five days.

For the Arborway Garage overall, 70% 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 33 and 40 (88%) and 21 (84%). The highest percentages of six-or-seven-day usage were on Routes 40 (55%), 48 (50%), and 33 (45%). The highest percentages of less-than-one-day usage were on Routes 35 (15%), 50 (13%), and 30 (12%).

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 Arborway Garage overall, the most frequently reported combinations of Saturday and Sunday usage were no use on both days (33%), followed by occasional use on both days (28%) and regular use on both days (17%).

The bus routes with the highest reported regular usage on both Saturday and Sunday were Routes 24 (39%), 41 (27%), and 26 (26%). Route 40 had the highest reported percentage of regular or occasional usage on Saturday (85%) and Route 26 had the highest reported percentage of regular or occasional usage on Sunday (79%).

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 Arborway Garage overall, the most common method of fare payment was some form of monthly pass, reported by 60% of all riders. Pay-per-ride using a CharlieCard was second, at 24% overall. Monthly pass use was also most common on each surveyed bus route.

The LinkPass was the most commonly used pass. The bus routes with the highest reported usage of the LinkPass were Routes 51 (53%), 32 (47%), and 26 (41%). After the LinkPass, the next-most-common monthly pass category was the Local Bus Pass. The bus routes with the highest reported usage of the Local Bus Pass were Routes 29 (30%), 35 (22%), 52 (21%). The highest reported usage of Zone passes, used by passengers who also use MBTA commuter rail or Inner Harbor ferry services, was on Route 21 (8%). Senior monthly passes, used by riders over age 65, and Student and Disability monthly passes were each reported by just over 3% of Arborway Garage bus riders.

After monthly passes and pay-per-ride using CharlieCards, the two most common fare types overall (each at less than 3%) 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 15% on Route 38. The use of 7-Day LinkPass ranged from 0% on several bus routes to 17% on Route 24.

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 2.9 days per week on Route 35 to 6.0

days per week on Route 48; the overall Arborway Garage average was 4.2 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 1.0 days per week on Route 14 to 7.0 days per week on Route 48; the overall Arborway Garage average was 4.9 days.

Monthly Pass

Monthly passes, which allow unlimited use, typically show higher average usage rates than pay-per-ride options, because the most frequent riders have the most incentive to purchase such passes. The average usage rate by bus route for all monthly pass forms combined ranged from 3.9 days per week on Route 38 to 5.9 days per week on Route 40; the overall Arborway Garage average was 4.8 days.

Full Cash Fare On-Board

In addition to using the CharlieCard or CharlieTicket on a pay-per-ride basis, passengers may also use cash to pay their fare on-board the bus. The adult cash fare is set at the same level as the CharlieTicket pay-per-ride fare. The average usage rate by bus route of full cash fare on-board to pay-per-ride ranged from 0.5 days per week on Route 37 to 7.0 days per week on Route 38; the overall Arborway Garage average was 3.2 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 1.0 days per week on Route 48 to 6.2 days per week on Route 32; the overall Arborway Garage average was 3.9 days.

Child Under Age 12 Free Fare

Children under age 12 seldom fill out passenger surveys, so little information is available about riders in that group. The sample size of riders reporting “Child Under Age 12 Free Fare” was exceptionally low: only two in the entire Arborway Garage. These respondents rode an average of 5.0 days per week.

Blind Access Card

Only three surveys were returned by Arborway Garage bus riders using a Blind Access Card as the fare type. These respondents rode an average of 2.0 days per week.

1-Day LinkPass

Only two surveys were returned by Arborway Garage bus riders using a 1-Day LinkPass as the fare type. These respondents rode an average of 5.5 days per week.

7-Day LinkPass

The average usage rate by bus route for the 7-Day LinkPass ranged from 1.0 days per week on Route 48 to 7.0 days per week on Route 14; the overall Arborway Garage average was 5.4 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 Arborway Garage, only two returned surveys had the “other” fare type checked. These respondents rode an average of 3.9 days per week.



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Route: 14

Expanded Results

Roslindale Sq - Heath St

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	20	2.4%	2.4%
One Day	85	10.3%	12.7%
Two Days	81	9.7%	22.4%
Three Days	20	2.4%	24.8%
Four Days	40	4.8%	29.6%
Five Days	361	43.3%	72.9%
Six Days	155	18.7%	91.6%
Seven Days	70	8.4%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	832	100.0%	100.0%
No Answer	20		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	0 0.0%	0 0.0%	60 11.7%	165	60 11.7%
Occasionally	0 0.0%	131 25.2%	115 22.3%	131	246 47.5%
Not at all	0 0.0%	0 0.0%	211 40.8%	20	211 40.8%
No Answer	0	0	20	0	
Sunday Total	0 0.0%	131 25.2%	387 74.8%		517 *

* 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: 14

Expanded Results

Roslindale Sq - Heath 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)	311	36.4%	4.4
Pay-per-ride CharlieTicket (paper)	25	2.9%	1.0
Monthly pass	432	50.6%	4.5
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	40	4.7%	3.5
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	0	0.0%	0.0
<i>Disability</i>	40	4.7%	3.5
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	45	5.3%	7.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	853	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)	246	28.8%	5.1
Student	0	0.0%	0.0
Senior	40	4.7%	2.5
Disability	40	4.7%	3.5
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	20	2.4%	4.0
Boat	0	0.0%	0.0
Local Bus	85	10.0%	4.3
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	432	50.6%	4.5

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	20	2.4%	4.0
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	20	2.4%	4.0



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Route: 21

Expanded Results

Ashmont Station - Forest Hills

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	56	2.6%	2.6%
One Day	81	3.8%	6.5%
Two Days	61	2.9%	9.4%
Three Days	56	2.6%	12.0%
Four Days	56	2.6%	14.6%
Five Days	1,204	57.0%	71.6%
Six Days	262	12.4%	84.0%
Seven Days	313	14.8%	98.8%
Only Visiting	25	1.2%	100.0%
TOTAL	2,114	100.0%	100.0%
No Answer	56		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	435 24.8%	142 8.1%	0 0.0%	25	577 33.0%
Occasionally	0 0.0%	415 23.7%	212 12.1%	207	627 35.8%
Not at all	0 0.0%	0 0.0%	546 31.2%	76	546 31.2%
No Answer	31	0	0	81	
Sunday Total	435 24.8%	557 31.8%	758 43.3%		1,750 *

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

Fare Types and Pass Usage
Route: 21

Expanded Results

Ashmont Station - Forest Hills
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)	577	26.6%	5.1
Pay-per-ride CharlieTicket (paper)	81	3.7%	5.6
Monthly pass	1,258	58.0%	5.0
Full cash fare on-board bus	56	2.6%	5.0
Reduced fare	117	5.4%	3.0
<i>Student</i>	61	2.8%	3.5
<i>Senior</i>	31	1.4%	0.5
<i>Disability</i>	25	1.2%	5.0
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	81	3.7%	5.9
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	2,169	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)	663	30.6%	5.1
Student	101	4.6%	4.3
Senior	76	3.5%	6.0
Disability	56	2.6%	4.1
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	176	8.1%	4.4
Boat	0	0.0%	0.0
Local Bus	187	8.6%	5.7
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	1,258	58.0%	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	151	7.0%	4.2
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	25	1.2%	5.0
7	0	0.0%	0.0
8	0	0.0%	0.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	176	8.1%	4.4



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Route: 24

Expanded Results

Wakefield Ave/Truman Pkwy - Mattapan/Ashmont

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	70	8.1%	8.1%
One Day	75	8.7%	16.8%
Two Days	57	6.6%	23.4%
Three Days	51	6.0%	29.3%
Four Days	70	8.1%	37.4%
Five Days	191	22.2%	59.6%
Six Days	183	21.3%	80.8%
Seven Days	165	19.2%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	862	100.0%	100.0%
No Answer	75		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	263 38.5%	90 13.2%	0 0.0%	88	353 51.7%
Occasionally	31 4.5%	152 22.3%	39 5.7%	100	221 32.5%
Not at all	0 0.0%	0 0.0%	108 15.8%	13	108 15.8%
No Answer	0	13	13	26	
Sunday Total	294 43.0%	242 35.5%	147 21.5%		682 *

* 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: 24

Expanded Results

Wakefield Ave/Truman Pkwy - Mattapan/Ashmont

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)	288	31.9%	3.8
Pay-per-ride CharlieTicket (paper)	13	1.4%	3.0
Monthly pass	376	41.6%	5.0
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	70	7.7%	3.5
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	70	7.7%	3.5
<i>Disability</i>	0	0.0%	0.0
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	157	17.4%	5.9
Other	0	0.0%	0.0
No Fare Payment Type Selected	31		
All Payment Types	904	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)	142	15.7%	5.7
Student	31	3.4%	2.0
Senior	100	11.1%	4.9
Disability	13	1.4%	5.0
Inner Express Bus	13	1.4%	5.0
Outer Express Bus	0	0.0%	0.0
Zone	13	1.4%	3.0
Boat	0	0.0%	0.0
Local Bus	39	4.3%	5.0
No Pass Selected	26	2.8%	6.5
Total Riders Using Monthly Passes	376	41.6%	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	13	1.4%	3.0
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	13	1.4%	3.0



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Route: 26

Expanded Results

Ashmont Station - Norfolk/Morton

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	62	8.8%	8.8%
One Day	19	2.8%	11.6%
Two Days	27	3.9%	15.5%
Three Days	46	6.6%	22.1%
Four Days	23	3.3%	25.4%
Five Days	255	36.5%	61.9%
Six Days	42	6.1%	68.0%
Seven Days	204	29.2%	97.2%
Only Visiting	19	2.8%	100.0%
TOTAL	697	100.0%	100.0%
No Answer	46		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	154 26.1%	31 5.3%	0 0.0%	62	185 31.4%
Occasionally	0 0.0%	262 44.5%	35 5.9%	35	297 50.3%
Not at all	0 0.0%	19 3.3%	89 15.0%	38	108 18.3%
No Answer	0	0	0	19	
Sunday Total	154 26.1%	313 53.0%	123 20.9%		590 *

* 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: 26

Expanded Results

Ashmont Station - Norfolk/Morton

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)	185	25.5%	3.7
Pay-per-ride CharlieTicket (paper)	0	0.0%	0.0
Monthly pass	447	61.7%	5.3
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	35	4.8%	5.2
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	27	3.7%	5.6
<i>Disability</i>	8	1.1%	4.0
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	58	7.9%	5.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	19		
All Payment Types	725	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)	297	41.0%	5.4
Student	27	3.7%	6.4
Senior	8	1.1%	0.0
Disability	35	4.8%	6.1
Inner Express Bus	8	1.1%	5.0
Outer Express Bus	0	0.0%	0.0
Zone	19	2.6%	1.0
Boat	0	0.0%	0.0
Local Bus	46	6.4%	6.4
No Pass Selected	8	1.1%	5.0
Total Riders Using Monthly Passes	447	61.7%	5.3

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	19	2.6%	1.0
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	19	2.6%	1.0

Bus Usage Rates
Route: 27

Expanded Results

Mattapan Station - Ashmont Station
Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	45	11.6%	11.6%
One Day	45	11.5%	23.2%
Two Days	7	1.9%	25.1%
Three Days	0	0.0%	25.1%
Four Days	22	5.7%	30.8%
Five Days	159	40.7%	71.4%
Six Days	52	13.3%	84.8%
Seven Days	59	15.2%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	389	100.0%	100.0%
No Answer	8		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	75 21.6%	30 8.6%	0 0.0%	23	104 30.2%
Occasionally	0 0.0%	75 21.8%	60 17.4%	15	136 39.2%
Not at all	0 0.0%	7 2.1%	98 28.4%	0	106 30.5%
No Answer	0	7	0	7	
Sunday Total	75 21.6%	113 32.6%	158 45.8%		346 *

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

Fare Types and Pass Usage
Route: 27

Expanded Results

Mattapan Station - Ashmont 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)	90	22.6%	3.9
Pay-per-ride CharlieTicket (paper)	8	1.9%	5.0
Monthly pass	234	58.8%	4.6
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	37	9.2%	3.8
<i>Student</i>	7	1.8%	5.0
<i>Senior</i>	7	1.8%	7.0
<i>Disability</i>	22	5.5%	2.3
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	22	5.5%	5.3
Other	8	1.9%	0.5
No Fare Payment Type Selected	0		
All Payment Types	398	100.0%	4.3

Monthly Pass Users by Type of Pass:

Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
Link (Subway + Bus)	158	39.7%	5.1
Student	8	1.9%	7.0
Senior	23	5.8%	1.7
Disability	38	9.5%	3.5
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	0	0.0%	0.0
Boat	0	0.0%	0.0
Local Bus	8	1.9%	6.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	234	58.8%	4.6

Zones Reported by Users of Zone Passes:

(No zones reported)



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 29

Mattapan Station - Ruggles via Jackson Sq

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	22	2.6%	2.6%
One Day	22	2.6%	5.3%
Two Days	22	2.6%	7.9%
Three Days	22	2.6%	10.6%
Four Days	127	15.2%	25.8%
Five Days	414	49.7%	75.5%
Six Days	105	12.6%	88.1%
Seven Days	100	11.9%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	834	100.0%	100.0%
No Answer	22		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	22 3.2%	61 8.7%	0 0.0%	39	83 11.9%
Occasionally	0 0.0%	210 30.2%	44 6.3%	122	254 36.5%
Not at all	0 0.0%	0 0.0%	359 51.6%	0	359 51.6%
No Answer	0	0	0	0	
Sunday Total	22 3.2%	271 38.9%	403 57.9%		696 *

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

Fare Types and Pass Usage
Route: 29

Expanded Results

Mattapan Station - Ruggles via Jackson Sq
Both Directions
Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	166	19.9%	4.3
Pay-per-ride CharlieTicket (paper)	0	0.0%	0.0
Monthly pass	569	68.2%	4.9
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	0	0.0%	0.0
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	0	0.0%	0.0
<i>Disability</i>	0	0.0%	0.0
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	100	11.9%	5.8
Other	0	0.0%	0.0
No Fare Payment Type Selected	22		
All Payment Types	834	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)	276	33.1%	4.5
Student	44	5.3%	5.0
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	249	29.8%	5.3
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	569	68.2%	4.9

Zones Reported by Users of Zone Passes:

(No zones reported)



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Route: 30

Expanded Results

Mattapan Station - Forest Hills via Roslindale Sq

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	144	12.3%	12.3%
One Day	0	0.0%	12.3%
Two Days	53	4.6%	16.9%
Three Days	61	5.2%	22.1%
Four Days	129	11.0%	33.1%
Five Days	471	40.3%	73.4%
Six Days	122	10.4%	83.8%
Seven Days	190	16.2%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	1,170	100.0%	100.0%
No Answer	30		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	114 11.6%	114 11.6%	23 2.3%	31	250 25.5%
Occasionally	0 0.0%	296 30.2%	68 7.0%	137	365 37.2%
Not at all	0 0.0%	0 0.0%	365 37.2%	0	365 37.2%
No Answer	23	31	0	0	
Sunday Total	114 11.6%	410 41.8%	456 46.5%		980 *

* 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: 30

Expanded Results

Mattapan Station - Forest Hills via Roslindale Sq

Both Directions

Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	396	32.9%	4.0
Pay-per-ride CharlieTicket (paper)	0	0.0%	0.0
Monthly pass	631	52.5%	4.6
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	53	4.4%	3.3
<i>Student</i>	23	1.9%	5.0
<i>Senior</i>	31	2.5%	2.0
<i>Disability</i>	0	0.0%	0.0
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	122	10.1%	6.1
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	1,201	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)	380	31.6%	5.1
Student	23	1.9%	5.0
Senior	23	1.9%	0.5
Disability	61	5.1%	4.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	76	6.3%	3.3
Boat	0	0.0%	0.0
Local Bus	68	5.7%	5.3
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	631	52.5%	4.6

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	31	2.5%	4.0
1	46	3.8%	2.8
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	76	6.3%	3.3



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Route: 31

Expanded Results

Mattapan Station - Forest Hills via Morton St

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	122	5.0%	5.0%
One Day	0	0.0%	5.0%
Two Days	177	7.2%	12.2%
Three Days	233	9.5%	21.7%
Four Days	22	0.9%	22.6%
Five Days	1,032	42.1%	64.7%
Six Days	311	12.7%	77.4%
Seven Days	555	22.6%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	2,452	100.0%	100.0%
No Answer	0		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	311 15.9%	122 6.2%	78 4.0%	189	511 26.1%
Occasionally	177 9.1%	477 24.4%	244 12.5%	244	899 46.0%
Not at all	0 0.0%	0 0.0%	544 27.8%	0	544 27.8%
No Answer	0	22	0	44	
Sunday Total	488 25.0%	599 30.7%	866 44.3%		1,954 *

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



MBTA Surveys: 2008-09

Bus Survey

Fare Types and Pass Usage

Route: 31

Expanded Results

Mattapan Station - Forest Hills via Morton 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)	488	20.6%	4.4
Pay-per-ride CharlieTicket (paper)	67	2.8%	5.3
Monthly pass	1,632	68.7%	5.1
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	67	2.8%	2.8
<i>Student</i>	22	0.9%	5.0
<i>Senior</i>	0	0.0%	0.0
<i>Disability</i>	44	1.9%	1.8
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	122	5.1%	6.6
Other	0	0.0%	0.0
No Fare Payment Type Selected	78		
All Payment Types	2,375	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)	888	37.4%	4.5
Student	133	5.6%	5.5
Senior	44	1.9%	6.0
Disability	144	6.1%	4.6
Inner Express Bus	22	0.9%	6.0
Outer Express Bus	22	0.9%	6.0
Zone	22	0.9%	6.0
Boat	0	0.0%	0.0
Local Bus	111	4.7%	5.8
No Pass Selected	244	10.3%	6.6
Total Riders Using Monthly Passes	1,632	68.7%	5.1

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	22	0.9%	6.0
1	0	0.0%	0.0
2	0	0.0%	0.0
3	0	0.0%	0.0
4	0	0.0%	0.0
5	0	0.0%	0.0
6	0	0.0%	0.0
7	0	0.0%	0.0
8	0	0.0%	0.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	22	0.9%	6.0



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Route: 32

Expanded Results

Wolcott - Forest Hills

Both Directions

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

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

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



MBTA Surveys: 2008-09

Bus Survey

Fare Types and Pass Usage

Route: 32

Wolcott - Forest Hills

Both Directions

Expanded Results

Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	211	17.8%	4.1
Pay-per-ride CharlieTicket (paper)	19	1.6%	5.0
Monthly pass	802	67.8%	5.1
Full cash fare on-board bus	66	5.6%	4.1
Reduced fare	33	2.8%	6.2
<i>Student</i>	14	1.2%	5.0
<i>Senior</i>	0	0.0%	0.0
<i>Disability</i>	19	1.6%	7.0
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	52	4.4%	6.1
Other	0	0.0%	0.0
No Fare Payment Type Selected	33		
All Payment Types	1,184	100.0%	4.9

Monthly Pass Users by Type of Pass:

Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
Link (Subway + Bus)	562	47.4%	4.9
Student	71	6.0%	5.4
Senior	0	0.0%	0.0
Disability	14	1.2%	7.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	28	2.4%	4.0
Boat	0	0.0%	0.0
Local Bus	127	10.7%	5.6
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	802	67.8%	5.1

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	0	0.0%	0.0
1	28	2.4%	4.0
2	0	0.0%	0.0
3	0	0.0%	0.0
4	0	0.0%	0.0
5	0	0.0%	0.0
6	0	0.0%	0.0
7	0	0.0%	0.0
8	0	0.0%	0.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	28	2.4%	4.0



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Route: 33

Expanded Results

Dedham Line - Mattapan Station via River St

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	13	2.5%	2.5%
One Day	13	2.5%	5.0%
Two Days	0	0.0%	5.0%
Three Days	26	5.0%	9.9%
Four Days	13	2.5%	12.4%
Five Days	221	42.8%	55.2%
Six Days	126	24.4%	79.6%
Seven Days	106	20.4%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	518	100.0%	100.0%
No Answer	44		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	44 13.1%	13 3.8%	26 7.7%	82	82 24.6%
Occasionally	0 0.0%	57 16.9%	113 33.8%	113	170 50.8%
Not at all	0 0.0%	0 0.0%	82 24.6%	0	82 24.6%
No Answer	0	0	0	31	
Sunday Total	44 13.1%	70 20.8%	221 66.2%		335 *

* 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: 33

Expanded Results

Dedham Line - Mattapan Station via River 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)	118	21.1%	4.9
Pay-per-ride CharlieTicket (paper)	0	0.0%	0.0
Monthly pass	348	61.9%	5.4
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	39	6.9%	5.0
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	26	4.6%	5.0
<i>Disability</i>	13	2.3%	0.0
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	57	10.1%	5.5
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	561	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)	108	19.3%	5.4
Student	13	2.3%	5.0
Senior	51	9.2%	4.0
Disability	31	5.5%	7.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	13	2.3%	5.0
Boat	0	0.0%	0.0
Local Bus	75	13.3%	6.2
No Pass Selected	57	10.1%	5.0
Total Riders Using Monthly Passes	348	61.9%	5.4

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	13	2.3%	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	13	2.3%	5.0



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Route: 34

Expanded Results

Dedham Line - Forest Hills

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	67	2.0%	2.0%
One Day	126	3.8%	5.8%
Two Days	274	8.2%	13.9%
Three Days	337	10.1%	24.0%
Four Days	175	5.2%	29.2%
Five Days	1,483	44.2%	73.5%
Six Days	350	10.5%	83.9%
Seven Days	539	16.1%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	3,351	100.0%	100.0%
No Answer	85		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	728 24.3%	45 1.5%	175 5.8%	108	948 31.6%
Occasionally	45 1.5%	620 20.6%	360 12.0%	261	1,024 34.1%
Not at all	0 0.0%	85 2.8%	944 31.5%	0	1,030 34.3%
No Answer	22	22	0	22	
Sunday Total	773 25.7%	750 25.0%	1,479 49.3%		3,002 *

* 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: 34

Expanded Results

Dedham Line - Forest Hills

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)	832	24.5%	4.2
Pay-per-ride CharlieTicket (paper)	90	2.6%	5.5
Monthly pass	1,878	55.3%	5.1
Full cash fare on-board bus	175	5.2%	1.6
Reduced fare	211	6.2%	4.5
<i>Student</i>	81	2.4%	3.5
<i>Senior</i>	0	0.0%	0.0
<i>Disability</i>	130	3.8%	5.2
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	41	1.2%	3.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	148	4.4%	6.0
Other	22	0.7%	5.0
No Fare Payment Type Selected	41		
All Payment Types	3,398	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)	1,006	29.6%	5.0
Student	22	0.7%	5.0
Senior	103	3.0%	3.5
Disability	103	3.0%	5.4
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	130	3.8%	3.4
Boat	0	0.0%	0.0
Local Bus	512	15.1%	5.8
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	1,878	55.3%	5.1

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	22	0.7%	5.0
1	45	1.3%	2.0
2	0	0.0%	0.0
3	41	1.2%	5.0
4	0	0.0%	0.0
5	0	0.0%	0.0
6	22	0.7%	0.5
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	130	3.8%	3.4



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Route: 35

Expanded Results

Dedham Mall/Stimson St - Forest Hills

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	127	15.1%	15.1%
One Day	0	0.0%	15.1%
Two Days	63	7.5%	22.6%
Three Days	127	15.1%	37.7%
Four Days	86	10.3%	47.9%
Five Days	314	37.3%	85.3%
Six Days	63	7.5%	92.8%
Seven Days	60	7.2%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	840	100.0%	100.0%
No Answer	20		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	124 15.9%	20 2.6%	20 2.6%	0	164 21.1%
Occasionally	0 0.0%	167 21.5%	107 13.7%	84	274 35.2%
Not at all	0 0.0%	0 0.0%	340 43.7%	0	340 43.7%
No Answer	0	0	0	0	
Sunday Total	124 15.9%	187 24.1%	466 60.0%		778 *

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

Fare Types and Pass Usage
Route: 35

Expanded Results

Dedham Mall/Stimson St - Forest Hills
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)	190	22.1%	2.9
Pay-per-ride CharlieTicket (paper)	0	0.0%	0.0
Monthly pass	524	60.9%	4.4
Full cash fare on-board bus	63	7.4%	2.2
Reduced fare	63	7.4%	5.0
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	63	7.4%	5.0
<i>Disability</i>	0	0.0%	0.0
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	20	2.3%	2.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	861	100.0%	3.9

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)	334	38.8%	3.9
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	190	22.1%	5.5
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	524	60.9%	4.4

Zones Reported by Users of Zone Passes:

(No zones reported)



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Route: 36

Expanded Results

Charles River Loop - Forest Hills

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	210	10.6%	10.6%
One Day	130	6.5%	17.2%
Two Days	170	8.6%	25.8%
Three Days	124	6.3%	32.0%
Four Days	127	6.4%	38.4%
Five Days	821	41.5%	79.9%
Six Days	228	11.5%	91.4%
Seven Days	170	8.6%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	1,980	100.0%	100.0%
No Answer	107		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	190 9.9%	127 6.6%	0 0.0%	40	317 16.5%
Occasionally	0 0.0%	766 39.8%	63 3.3%	40	829 43.1%
Not at all	0 0.0%	0 0.0%	778 40.4%	40	778 40.4%
No Answer	20	0	0	20	
Sunday Total	190 9.9%	893 46.4%	841 43.7%		1,924 *

* 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: 36

Charles River Loop - Forest Hills

Both Directions

Expanded Results

Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	677	32.5%	3.9
Pay-per-ride CharlieTicket (paper)	43	2.1%	6.0
Monthly pass	1,071	51.4%	4.5
Full cash fare on-board bus	86	4.1%	2.3
Reduced fare	104	5.0%	2.5
<i>Student</i>	20	1.0%	5.0
<i>Senior</i>	63	3.0%	1.0
<i>Disability</i>	20	1.0%	5.0
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	104	5.0%	3.6
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	2,085	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)	616	29.6%	4.9
Student	86	4.1%	4.5
Senior	0	0.0%	0.0
Disability	63	3.0%	4.9
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	141	6.8%	3.0
Boat	0	0.0%	0.0
Local Bus	164	7.9%	4.1
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	1,071	51.4%	4.5

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	40	1.9%	5.0
1	101	4.8%	2.2
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	141	6.8%	3.0



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Route: 37

Expanded Results

Baker/Vermont St - Forest Hills

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	84	7.0%	7.0%
One Day	40	3.4%	10.3%
Two Days	107	8.9%	19.2%
Three Days	84	7.0%	26.1%
Four Days	20	1.7%	27.8%
Five Days	636	53.0%	80.8%
Six Days	187	15.6%	96.4%
Seven Days	43	3.6%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	1,201	100.0%	100.0%
No Answer	20		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	124 12.8%	20 2.1%	0 0.0%	63	144 14.8%
Occasionally	63 6.5%	331 34.1%	84 8.6%	147	478 49.3%
Not at all	0 0.0%	20 2.1%	328 33.8%	0	348 35.9%
No Answer	0	40	0	0	
Sunday Total	187 19.3%	371 38.3%	412 42.4%		971 *

* 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: 37

Expanded Results

Baker/Vermont St - Forest Hills

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)	251	20.5%	4.2
Pay-per-ride CharlieTicket (paper)	0	0.0%	0.0
Monthly pass	867	71.0%	4.5
Full cash fare on-board bus	20	1.7%	0.5
Reduced fare	84	6.8%	4.3
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	63	5.2%	4.0
<i>Disability</i>	20	1.7%	5.0
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	0	0.0%	0.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	1,221	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)	426	34.9%	4.9
Student	127	10.4%	5.2
Senior	124	10.1%	5.2
Disability	0	0.0%	0.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	84	6.8%	2.5
Boat	0	0.0%	0.0
Local Bus	107	8.7%	3.2
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	867	71.0%	4.5

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	0	0.0%	0.0
1	84	6.8%	2.5
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	84	6.8%	2.5



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Route: 38

Expanded Results

Wren St - Forest Hills

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	80	11.9%	11.9%
One Day	18	2.7%	14.6%
Two Days	92	13.8%	28.4%
Three Days	104	15.5%	43.9%
Four Days	43	6.4%	50.4%
Five Days	209	31.3%	81.7%
Six Days	43	6.4%	88.1%
Seven Days	61	9.2%	97.3%
Only Visiting	18	2.7%	100.0%
TOTAL	668	100.0%	100.0%
No Answer	6		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	49 8.4%	6 1.0%	0 0.0%	6	55 9.4%
Occasionally	18 3.1%	209 35.5%	49 8.4%	31	277 47.0%
Not at all	0 0.0%	0 0.0%	257 43.6%	24	257 43.6%
No Answer	0	0	0	24	
Sunday Total	68 11.5%	215 36.5%	306 52.0%		589 *

* 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: 38

Expanded Results

Wren St - Forest Hills

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)	215	31.8%	3.9
Pay-per-ride CharlieTicket (paper)	18	2.7%	2.0
Monthly pass	332	49.1%	3.9
Full cash fare on-board bus	12	1.8%	7.0
Reduced fare	98	14.5%	3.4
<i>Student</i>	18	2.7%	7.0
<i>Senior</i>	80	11.8%	2.6
<i>Disability</i>	0	0.0%	0.0
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	0	0.0%	0.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	675	100.0%	3.8

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)	233	34.6%	4.4
Student	24	3.6%	1.6
Senior	19	2.7%	6.3
Disability	0	0.0%	0.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	37	5.5%	1.2
Boat	0	0.0%	0.0
Local Bus	18	2.7%	3.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	332	49.1%	3.9

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	6	0.9%	0.5
1	12	1.8%	2.5
2	0	0.0%	0.0
3	0	0.0%	0.0
4	18	2.7%	0.5
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	37	5.5%	1.2



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Route: 39

Expanded Results

Forest Hills - Back Bay Station

Both Directions

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

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

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



MBTA Surveys: 2008-09

Bus Survey

Fare Types and Pass Usage

Route: 39

Expanded Results

Forest Hills - Back Bay 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)	1,775	22.6%	3.9
Pay-per-ride CharlieTicket (paper)	186	2.4%	3.5
Monthly pass	4,936	62.9%	4.8
Full cash fare on-board bus	121	1.5%	2.3
Reduced fare	521	6.6%	3.0
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	368	4.7%	2.6
<i>Disability</i>	153	1.9%	3.7
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	31	0.4%	5.0
Blind Access Card	29	0.4%	0.5
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	249	3.2%	6.7
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	7,849	100.0%	4.5

Monthly Pass Users by Type of Pass:

Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
Link (Subway + Bus)	2,810	35.8%	4.8
Student	61	0.8%	6.0
Senior	215	2.7%	2.8
Disability	305	3.9%	5.8
Inner Express Bus	242	3.1%	5.2
Outer Express Bus	58	0.7%	0.0
Zone	442	5.6%	4.4
Boat	0	0.0%	0.0
Local Bus	801	10.2%	5.1
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	4,936	62.9%	4.8

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	61	0.8%	5.0
1	29	0.4%	0.0
2	31	0.4%	0.5
3	204	2.6%	4.6
4	29	0.4%	5.0
5	0	0.0%	0.0
6	88	1.1%	4.7
7	0	0.0%	0.0
8	0	0.0%	0.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	442	5.6%	4.4



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Route: 40

Expanded Results

Georgetown - Forest Hills

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	22	2.5%	2.5%
Two Days	22	2.5%	5.0%
Three Days	22	2.5%	7.5%
Four Days	45	5.0%	12.5%
Five Days	287	32.0%	44.5%
Six Days	252	28.0%	72.5%
Seven Days	247	27.5%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	897	100.0%	100.0%
No Answer	0		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	162 22.1%	171 23.3%	0 0.0%	103	333 45.4%
Occasionally	0 0.0%	202 27.6%	85 11.7%	0	287 39.2%
Not at all	0 0.0%	0 0.0%	112 15.3%	0	112 15.3%
No Answer	0	63	0	0	
Sunday Total	162 22.1%	373 50.9%	198 27.0%		733 *

* 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: 40

Expanded Results

Georgetown - Forest Hills

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)	112	12.5%	3.6
Pay-per-ride CharlieTicket (paper)	45	5.0%	5.5
Monthly pass	449	50.0%	5.9
Full cash fare on-board bus	85	9.5%	6.5
Reduced fare	85	9.5%	5.4
<i>Student</i>	22	2.5%	5.0
<i>Senior</i>	63	7.0%	5.6
<i>Disability</i>	0	0.0%	0.0
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	81	9.0%	5.5
7-Day LinkPass	41	4.5%	6.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	899	100.0%	5.6

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)	261	29.0%	5.6
Student	63	7.0%	7.0
Senior	0	0.0%	0.0
Disability	22	2.5%	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	103	11.5%	6.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	449	50.0%	5.9

Zones Reported by Users of Zone Passes:

(No zones reported)



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Route: 41

Expanded Results

Centre/Elliott St - JFK/Umass

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	103	7.0%	7.0%
One Day	0	0.0%	7.0%
Two Days	138	9.4%	16.4%
Three Days	157	10.8%	27.2%
Four Days	147	10.0%	37.2%
Five Days	476	32.5%	69.8%
Six Days	88	6.0%	75.8%
Seven Days	354	24.2%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	1,463	100.0%	100.0%
No Answer	25		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	348 27.2%	69 5.4%	25 1.9%	64	442 34.5%
Occasionally	0 0.0%	270 21.1%	187 14.6%	103	457 35.7%
Not at all	20 1.5%	0 0.0%	363 28.3%	20	382 29.8%
No Answer	20	0	0	0	
Sunday Total	368 28.7%	339 26.5%	574 44.8%		1,282 *

* 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: 41

Expanded Results

Centre/Elliott St - JFK/Umass

Both Directions

Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	378	25.4%	4.5
Pay-per-ride CharlieTicket (paper)	64	4.3%	6.2
Monthly pass	834	56.1%	4.6
Full cash fare on-board bus	20	1.3%	5.0
Reduced fare	113	7.6%	5.0
<i>Student</i>	69	4.6%	5.0
<i>Senior</i>	25	1.7%	6.0
<i>Disability</i>	20	1.3%	4.0
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	20	1.3%	5.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	59	3.9%	4.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	1,487	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)	402	27.0%	4.6
Student	99	6.6%	4.8
Senior	94	6.3%	4.7
Disability	64	4.3%	3.3
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	44	3.0%	5.3
Boat	0	0.0%	0.0
Local Bus	133	8.9%	4.6
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	834	56.1%	4.6

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	44	3.0%	5.3
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	44	3.0%	5.3

Bus Usage Rates
Route: 42

Expanded Results

Forest Hills - Ruggles via Dudley
Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	103	5.5%	5.5%
One Day	86	4.6%	10.1%
Two Days	156	8.3%	18.5%
Three Days	187	10.0%	28.5%
Four Days	51	2.7%	31.2%
Five Days	684	36.6%	67.8%
Six Days	197	10.5%	78.3%
Seven Days	405	21.7%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	1,869	100.0%	100.0%
No Answer	86		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	326 20.8%	251 16.0%	17 1.1%	113	594 37.9%
Occasionally	17 1.1%	465 29.6%	161 10.3%	180	643 41.0%
Not at all	0 0.0%	0 0.0%	332 21.1%	17	332 21.1%
No Answer	26	34	0	17	
Sunday Total	343 21.9%	716 45.7%	509 32.5%		1,569 *

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

Fare Types and Pass Usage
Route: 42

Expanded Results

Forest Hills - Ruggles via Dudley
Both Directions
Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	456	23.5%	5.0
Pay-per-ride CharlieTicket (paper)	17	0.9%	1.0
Monthly pass	1,158	59.8%	4.6
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	189	9.8%	4.3
<i>Student</i>	34	1.7%	5.5
<i>Senior</i>	53	2.7%	4.5
<i>Disability</i>	103	5.3%	3.8
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	118	6.1%	4.1
Other	0	0.0%	0.0
No Fare Payment Type Selected	17		
All Payment Types	1,938	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)	324	16.7%	4.4
Student	77	4.0%	3.5
Senior	137	7.1%	5.5
Disability	182	9.4%	4.5
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	0	0.0%	0.0
Boat	0	0.0%	0.0
Local Bus	388	20.0%	5.0
No Pass Selected	51	2.6%	2.8
Total Riders Using Monthly Passes	1,158	59.8%	4.6

Zones Reported by Users of Zone Passes:

(No zones reported)



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Route: 48

Expanded Results

Centre/South St - Jackson 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	16	16.8%	16.8%
Two Days	0	0.0%	16.8%
Three Days	0	0.0%	16.8%
Four Days	0	0.0%	16.8%
Five Days	31	33.2%	50.0%
Six Days	31	33.2%	83.2%
Seven Days	16	16.8%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	94	100.0%	100.0%
No Answer	0		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	0 0.0%	0 0.0%	31 44.4%	23	31 44.4%
Occasionally	0 0.0%	8 11.3%	8 11.3%	0	16 22.5%
Not at all	0 0.0%	0 0.0%	23 33.1%	0	23 33.1%
No Answer	0	0	0	0	
Sunday Total	0 0.0%	8 11.3%	62 88.7%		69 *

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

Fare Types and Pass Usage
Route: 48

Expanded Results

Centre/South St - Jackson Sq
Both Directions
Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	23	24.7%	6.0
Pay-per-ride CharlieTicket (paper)	8	8.4%	7.0
Monthly pass	46	50.0%	5.5
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	8	8.4%	1.0
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	0	0.0%	0.0
<i>Disability</i>	8	8.4%	1.0
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	8	8.4%	1.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	93	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)	23	24.7%	5.0
Student	0	0.0%	0.0
Senior	8	8.4%	6.0
Disability	16	16.8%	6.0
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	46	50.0%	5.5

Zones Reported by Users of Zone Passes:

(No zones reported)



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Route: 50

Expanded Results

Cleary Sq - Forest Hills

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	91	12.6%	12.6%
One Day	24	3.3%	15.9%
Two Days	19	2.6%	18.5%
Three Days	78	10.7%	29.2%
Four Days	43	5.9%	35.1%
Five Days	341	46.9%	82.1%
Six Days	97	13.3%	95.4%
Seven Days	34	4.6%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	727	100.0%	100.0%
No Answer	9		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	43 6.7%	9 1.5%	9 1.5%	0	62 9.6%
Occasionally	15 2.3%	213 33.1%	158 24.6%	43	386 60.0%
Not at all	0 0.0%	0 0.0%	196 30.4%	9	196 30.4%
No Answer	0	24	0	15	
Sunday Total	58 9.0%	223 34.6%	364 56.5%		644 *

* 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: 50

Cleary Sq - Forest Hills

Both Directions

Expanded Results

Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	151	21.0%	3.5
Pay-per-ride CharlieTicket (paper)	19	2.6%	6.0
Monthly pass	443	61.4%	4.5
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	83	11.6%	3.2
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	83	11.6%	3.2
<i>Disability</i>	0	0.0%	0.0
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	24	3.4%	4.6
Other	0	0.0%	0.0
No Fare Payment Type Selected	15		
All Payment Types	720	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)	241	33.5%	5.0
Student	15	2.1%	5.0
Senior	19	2.6%	0.5
Disability	9	1.3%	0.5
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	52	7.3%	3.4
Boat	0	0.0%	0.0
Local Bus	106	14.7%	4.6
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	443	61.4%	4.5

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	0	0.0%	0.0
1	43	6.0%	3.1
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	9	1.3%	5.0
Total Riders Using Zone Passes	52	7.3%	3.4



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Route: 51

Expanded Results

Reservoir Station - Forest Hills

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	46	3.8%	3.8%
One Day	69	5.6%	9.4%
Two Days	64	5.2%	14.6%
Three Days	117	9.6%	24.2%
Four Days	133	10.9%	35.1%
Five Days	677	55.3%	90.4%
Six Days	82	6.7%	97.1%
Seven Days	36	2.9%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	1,224	100.0%	100.0%
No Answer	0		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	33 3.1%	0 0.0%	36 3.4%	84	69 6.5%
Occasionally	0 0.0%	102 9.6%	250 23.6%	31	352 33.2%
Not at all	0 0.0%	0 0.0%	639 60.3%	15	639 60.3%
No Answer	0	0	15	18	
Sunday Total	33 3.1%	102 9.6%	924 87.2%		1,060 *

* 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: 51

Expanded Results

Reservoir Station - Forest Hills

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)	294	24.0%	3.5
Pay-per-ride CharlieTicket (paper)	0	0.0%	0.0
Monthly pass	827	67.6%	4.5
Full cash fare on-board bus	15	1.3%	5.0
Reduced fare	0	0.0%	0.0
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	0	0.0%	0.0
<i>Disability</i>	0	0.0%	0.0
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	87	7.1%	4.2
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	1,223	100.0%	4.3

Monthly Pass Users by Type of Pass:

Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
Link (Subway + Bus)	643	52.6%	4.6
Student	18	1.5%	5.0
Senior	0	0.0%	0.0
Disability	18	1.5%	5.0
Inner Express Bus	18	1.5%	5.0
Outer Express Bus	0	0.0%	0.0
Zone	18	1.5%	3.0
Boat	0	0.0%	0.0
Local Bus	112	9.2%	4.4
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	827	67.6%	4.5

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	0	0.0%	0.0
1	18	1.5%	3.0
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	18	1.5%	3.0



MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Route: 52

Expanded Results

Charles River Loop - Watertown

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	16	3.3%	3.3%
One Day	7	1.4%	4.7%
Two Days	23	4.7%	9.4%
Three Days	42	8.6%	18.0%
Four Days	35	7.1%	25.2%
Five Days	292	60.3%	85.4%
Six Days	53	10.9%	96.3%
Seven Days	18	3.7%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	486	100.0%	100.0%
No Answer	32		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	18 4.4%	0 0.0%	42 10.2%	74	60 14.7%
Occasionally	0 0.0%	41 10.1%	53 13.0%	30	94 23.0%
Not at all	0 0.0%	0 0.0%	253 62.3%	7	253 62.3%
No Answer	0	0	0	0	
Sunday Total	18 4.4%	41 10.1%	348 85.5%		407 *

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

Fare Types and Pass Usage
Route: 52

Expanded Results

Charles River Loop - Watertown
Both Directions
Usage Rates by Fare Type:

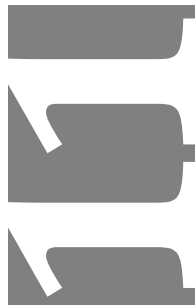
Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	99	19.1%	4.6
Pay-per-ride CharlieTicket (paper)	16	3.1%	4.1
Monthly pass	318	61.5%	4.9
Full cash fare on-board bus	23	4.4%	4.7
Reduced fare	48	9.3%	2.8
<i>Student</i>	16	3.1%	5.0
<i>Senior</i>	25	4.8%	0.5
<i>Disability</i>	7	1.3%	3.0
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	7	1.3%	3.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	7	1.3%	6.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	517	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)	158	30.5%	4.8
Student	0	0.0%	0.0
Senior	14	2.7%	3.5
Disability	0	0.0%	0.0
Inner Express Bus	37	7.1%	5.2
Outer Express Bus	0	0.0%	0.0
Zone	0	0.0%	0.0
Boat	0	0.0%	0.0
Local Bus	110	21.2%	5.1
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	318	61.5%	4.9

Zones Reported by Users of Zone Passes:

(No zones reported)



Vehicle Availability

The four types of data presented in this chapter describe the potential for riders on Arborway 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 Arborway 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 Arborway Garage bus routes combined, 84% of survey respondents were licensed to drive. The lowest percentages of riders with licenses were on Routes 26 (39%) and 48 and 27 (42%). The highest percentages were on Routes 39 (84%), 38 (79%), and 51 (75%).

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 37 (37%), 30 (34%), and 50 (33%). The bus routes with the highest percentages of riders with no household vehicle were Routes 48 (75%), 26 (59%), and 27 (54%).

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 38 (45%), 35 (43%), and 50 (40%). These riders most likely used the surveyed bus route by choice, since they did not use their available vehicles instead. The bus routes with the lowest percentages of vehicle availability were Routes 48 (0%), 27 (8%), and 26 (10%).

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 35 (27%), 50 (26%), and 37 (25%). The highest percentages of riders from households with no vehicles were Routes 48 (70%), 26 (58%), and 33 (55%).

Although households with no vehicles would also have no vehicles per capita, the latter value in this table differs slightly from the value for the former (in a preceding table), because some riders who reported that their household had no vehicles did not answer the household size question (and therefore are not included in the present table, as has been explained).

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

Vehicle Availability

Route: 14

Expanded Results

Roslindale Sq - Heath St

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	437	52.7%
Not Licensed	392	47.3%
TOTAL	828	100.0%
No Answer	25	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	421	50.9%
1 vehicle	326	39.4%
2 vehicles	81	9.7%
3 or more vehicles	0	0.0%
TOTAL	828	100.0%
No Answer	25	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	180	21.1%
No	673	78.9%
TOTAL	853	100.0%
No Answer	0	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	421	52.1%	52.1%
0.01 to 0.49 vehicles	155	19.2%	71.4%
0.50 to 0.99 vehicles	151	18.6%	90.0%
1.00 to 1.49 vehicles	81	10.0%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	808		

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

Vehicle Availability

Route: 21

Expanded Results

Ashmont Station - Forest Hills

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	1,015	47.9%
Not Licensed	1,103	52.1%
TOTAL	2,119	100.0%
No Answer	50	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	823	40.0%
1 vehicle	729	35.4%
2 vehicles	282	13.7%
3 or more vehicles	223	10.8%
TOTAL	2,058	100.0%
No Answer	111	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	460	22.0%
No	1,633	78.0%
TOTAL	2,093	100.0%
No Answer	76	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	768	39.3%	39.3%
0.01 to 0.49 vehicles	526	27.0%	66.3%
0.50 to 0.99 vehicles	491	25.1%	91.4%
1.00 to 1.49 vehicles	167	8.6%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	1,952		

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

Vehicle Availability

Route: 24

Expanded Results

Wakefield Ave/Truman Pkwy - Mattapan/Ashmont

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	399	46.1%
Not Licensed	466	53.9%
TOTAL	865	100.0%
No Answer	70	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	422	47.1%
1 vehicle	353	39.4%
2 vehicles	64	7.2%
3 or more vehicles	57	6.3%
TOTAL	896	100.0%
No Answer	39	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	165	19.2%
No	695	80.8%
TOTAL	860	100.0%
No Answer	75	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	422	47.8%	47.8%
0.01 to 0.49 vehicles	296	33.5%	81.3%
0.50 to 0.99 vehicles	108	12.2%	93.6%
1.00 to 1.49 vehicles	44	5.0%	98.5%
1.50 to 1.99 vehicles	13	1.5%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	883		

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

Vehicle Availability

Route: 26

Expanded Results

Ashmont Station - Norfolk/Morton

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	282	38.8%
Not Licensed	443	61.2%
TOTAL	725	100.0%
No Answer	19	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	428	59.0%
1 vehicle	193	26.6%
2 vehicles	96	13.3%
3 or more vehicles	8	1.1%
TOTAL	725	100.0%
No Answer	19	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	74	10.4%
No	632	89.6%
TOTAL	706	100.0%
No Answer	38	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	401	58.1%	58.1%
0.01 to 0.49 vehicles	185	26.8%	84.9%
0.50 to 0.99 vehicles	77	11.2%	96.1%
1.00 to 1.49 vehicles	19	2.8%	98.9%
1.50 to 1.99 vehicles	8	1.1%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	690		

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

Vehicle Availability

Route: 27

Expanded Results

Mattapan Station - Ashmont Station

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	165	42.2%
Not Licensed	226	57.8%
TOTAL	391	100.0%
No Answer	7	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	203	54.1%
1 vehicle	127	33.9%
2 vehicles	30	8.0%
3 or more vehicles	15	4.0%
TOTAL	376	100.0%
No Answer	22	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	30	8.0%
No	346	92.0%
TOTAL	376	100.0%
No Answer	22	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	196	54.4%	54.4%
0.01 to 0.49 vehicles	52	14.5%	68.9%
0.50 to 0.99 vehicles	82	22.9%	91.8%
1.00 to 1.49 vehicles	22	6.2%	98.0%
1.50 to 1.99 vehicles	0	0.0%	98.0%
2 or more vehicles	7	2.0%	100.0%
TOTAL RESPONSES	361		

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

Vehicle Availability

Route: 29

Expanded Results

Mattapan Station - Ruggles via Jackson Sq

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	574	68.8%
Not Licensed	260	31.2%
TOTAL	834	100.0%
No Answer	22	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	365	49.3%
1 vehicle	220	29.8%
2 vehicles	88	11.9%
3 or more vehicles	66	8.9%
TOTAL	740	100.0%
No Answer	116	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	193	23.6%
No	624	76.4%
TOTAL	817	100.0%
No Answer	39	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	365	50.9%	50.9%
0.01 to 0.49 vehicles	88	12.3%	63.1%
0.50 to 0.99 vehicles	154	21.5%	84.6%
1.00 to 1.49 vehicles	88	12.3%	96.9%
1.50 to 1.99 vehicles	22	3.1%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	718		

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

Vehicle Availability

Route: 30

Expanded Results

Mattapan Station - Forest Hills via Roslindale Sq

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	821	69.7%
Not Licensed	357	30.3%
TOTAL	1,178	100.0%
No Answer	23	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	456	39.0%
1 vehicle	319	27.3%
2 vehicles	289	24.7%
3 or more vehicles	107	9.1%
TOTAL	1,170	100.0%
No Answer	31	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	357	29.7%
No	844	70.3%
TOTAL	1,201	100.0%
No Answer	0	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	403	39.9%	39.9%
0.01 to 0.49 vehicles	183	18.1%	57.9%
0.50 to 0.99 vehicles	281	27.8%	85.7%
1.00 to 1.49 vehicles	144	14.3%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	1,011		

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

Vehicle Availability

Route: 31

Expanded Results

Mattapan Station - Forest Hills via Morton St

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	1,077	46.0%
Not Licensed	1,265	54.0%
TOTAL	2,342	100.0%
No Answer	111	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	966	41.6%
1 vehicle	910	39.2%
2 vehicles	377	16.3%
3 or more vehicles	67	2.9%
TOTAL	2,320	100.0%
No Answer	133	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	577	24.6%
No	1,765	75.4%
TOTAL	2,342	100.0%
No Answer	111	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	943	41.9%	41.9%
0.01 to 0.49 vehicles	677	30.1%	71.9%
0.50 to 0.99 vehicles	588	26.1%	98.0%
1.00 to 1.49 vehicles	44	2.0%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	2,253		

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

Vehicle Availability

Route: 32

Expanded Results

Wolcott - Forest Hills

Both Directions

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

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

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

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

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

Vehicle Availability

Route: 33

Expanded Results

Dedham Line - Mattapan Station via River St

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	239	43.7%
Not Licensed	309	56.3%
TOTAL	548	100.0%
No Answer	13	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	276	53.2%
1 vehicle	203	39.3%
2 vehicles	39	7.5%
3 or more vehicles	0	0.0%
TOTAL	518	100.0%
No Answer	44	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	139	26.2%
No	391	73.8%
TOTAL	530	100.0%
No Answer	31	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	276	54.6%	54.6%
0.01 to 0.49 vehicles	108	21.4%	76.0%
0.50 to 0.99 vehicles	95	18.9%	94.9%
1.00 to 1.49 vehicles	26	5.1%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	505		

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

Vehicle Availability

Route: 34

Expanded Results

Dedham Line - Forest Hills

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	1,941	59.4%
Not Licensed	1,326	40.6%
TOTAL	3,267	100.0%
No Answer	171	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	1,340	40.0%
1 vehicle	1,110	33.1%
2 vehicles	755	22.5%
3 or more vehicles	148	4.4%
TOTAL	3,353	100.0%
No Answer	85	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	997	29.6%
No	2,373	70.4%
TOTAL	3,371	100.0%
No Answer	67	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	1,277	39.8%	39.8%
0.01 to 0.49 vehicles	791	24.7%	64.5%
0.50 to 0.99 vehicles	867	27.1%	91.6%
1.00 to 1.49 vehicles	269	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	3,204		

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

Vehicle Availability

Route: 35

Expanded Results

Dedham Mall/Stimson St - Forest Hills

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	547	66.7%
Not Licensed	274	33.3%
TOTAL	821	100.0%
No Answer	40	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	294	34.9%
1 vehicle	311	37.0%
2 vehicles	150	17.8%
3 or more vehicles	86	10.3%
TOTAL	841	100.0%
No Answer	20	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	340	42.6%
No	458	57.4%
TOTAL	798	100.0%
No Answer	63	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	294	36.8%	36.8%
0.01 to 0.49 vehicles	60	7.6%	44.4%
0.50 to 0.99 vehicles	230	28.9%	73.3%
1.00 to 1.49 vehicles	170	21.3%	94.6%
1.50 to 1.99 vehicles	43	5.4%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	798		

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

Vehicle Availability

Route: 36

Expanded Results

Charles River Loop - Forest Hills

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	1,371	68.5%
Not Licensed	631	31.5%
TOTAL	2,001	100.0%
No Answer	84	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	677	32.5%
1 vehicle	783	37.6%
2 vehicles	541	26.0%
3 or more vehicles	84	4.0%
TOTAL	2,085	100.0%
No Answer	0	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	576	27.9%
No	1,489	72.1%
TOTAL	2,065	100.0%
No Answer	20	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	634	31.7%	31.7%
0.01 to 0.49 vehicles	521	26.1%	57.8%
0.50 to 0.99 vehicles	515	25.8%	83.6%
1.00 to 1.49 vehicles	245	12.2%	95.8%
1.50 to 1.99 vehicles	20	1.0%	96.8%
2 or more vehicles	63	3.2%	100.0%
TOTAL RESPONSES	1,999		

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

Vehicle Availability

Route: 37

Expanded Results

Baker/Vermont St - Forest Hills

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	821	67.2%
Not Licensed	400	32.8%
TOTAL	1,221	100.0%
No Answer	0	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	256	21.0%
1 vehicle	510	41.7%
2 vehicles	392	32.1%
3 or more vehicles	63	5.2%
TOTAL	1,221	100.0%
No Answer	0	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	406	33.3%
No	815	66.7%
TOTAL	1,221	100.0%
No Answer	0	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	256	22.1%	22.1%
0.01 to 0.49 vehicles	248	21.3%	43.4%
0.50 to 0.99 vehicles	371	32.0%	75.4%
1.00 to 1.49 vehicles	285	24.6%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	1,161		

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

Vehicle Availability

Route: 38

Expanded Results

Wren St - Forest Hills

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	503	78.9%
Not Licensed	135	21.1%
TOTAL	638	100.0%
No Answer	37	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	257	38.1%
1 vehicle	288	42.7%
2 vehicles	117	17.4%
3 or more vehicles	12	1.8%
TOTAL	675	100.0%
No Answer	0	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	301	44.6%
No	374	55.4%
TOTAL	675	100.0%
No Answer	0	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	251	38.2%	38.2%
0.01 to 0.49 vehicles	79	12.1%	50.3%
0.50 to 0.99 vehicles	203	31.0%	81.3%
1.00 to 1.49 vehicles	111	16.8%	98.1%
1.50 to 1.99 vehicles	0	0.0%	98.1%
2 or more vehicles	12	1.9%	100.0%
TOTAL RESPONSES	656		

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

Vehicle Availability

Route: 39

Expanded Results

Forest Hills - Back Bay Station

Both Directions

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

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

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

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

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

Vehicle Availability

Route: 40

Expanded Results

Georgetown - Forest Hills

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	481	59.1%
Not Licensed	333	40.9%
TOTAL	814	100.0%
No Answer	85	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	301	33.5%
1 vehicle	342	38.0%
2 vehicles	256	28.5%
3 or more vehicles	0	0.0%
TOTAL	899	100.0%
No Answer	0	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	279	31.0%
No	620	69.0%
TOTAL	899	100.0%
No Answer	0	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	301	34.4%	34.4%
0.01 to 0.49 vehicles	234	26.7%	61.0%
0.50 to 0.99 vehicles	319	36.4%	97.4%
1.00 to 1.49 vehicles	22	2.6%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	876		

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

Vehicle Availability

Route: 41

Expanded Results

Centre/Eliot St - JFK/Umass

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	809	55.1%
Not Licensed	659	44.9%
TOTAL	1,467	100.0%
No Answer	20	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	727	50.4%
1 vehicle	481	33.3%
2 vehicles	211	14.6%
3 or more vehicles	25	1.7%
TOTAL	1,443	100.0%
No Answer	44	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	359	24.4%
No	1,109	75.6%
TOTAL	1,467	100.0%
No Answer	20	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	688	51.3%	51.3%
0.01 to 0.49 vehicles	315	23.5%	74.8%
0.50 to 0.99 vehicles	235	17.6%	92.3%
1.00 to 1.49 vehicles	103	7.7%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	1,340		

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

Vehicle Availability

Route: 42

Expanded Results

Forest Hills - Ruggles via Dudley

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	976	52.5%
Not Licensed	885	47.5%
TOTAL	1,861	100.0%
No Answer	94	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	870	46.5%
1 vehicle	718	38.4%
2 vehicles	111	5.9%
3 or more vehicles	173	9.2%
TOTAL	1,871	100.0%
No Answer	84	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	478	25.7%
No	1,384	74.3%
TOTAL	1,861	100.0%
No Answer	94	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	784	45.3%	45.3%
0.01 to 0.49 vehicles	394	22.7%	68.0%
0.50 to 0.99 vehicles	307	17.7%	85.7%
1.00 to 1.49 vehicles	195	11.2%	97.0%
1.50 to 1.99 vehicles	53	3.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	1,732		

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

Vehicle Availability

Route: 48

Expanded Results

Centre/South St - Jackson Sq

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	39	41.6%
Not Licensed	54	58.4%
TOTAL	93	100.0%
No Answer	0	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	70	75.3%
1 vehicle	23	24.7%
2 vehicles	0	0.0%
3 or more vehicles	0	0.0%
TOTAL	93	100.0%
No Answer	0	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	0	0.0%
No	93	100.0%
TOTAL	93	100.0%
No Answer	0	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	54	70.3%	70.3%
0.01 to 0.49 vehicles	23	29.7%	100.0%
0.50 to 0.99 vehicles	0	0.0%	100.0%
1.00 to 1.49 vehicles	0	0.0%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	77		

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

Vehicle Availability

Expanded Results

Route: 50

Cleary Sq - Forest Hills

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	534	75.1%
Not Licensed	177	24.9%
TOTAL	711	100.0%
No Answer	24	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	134	18.7%
1 vehicle	343	47.9%
2 vehicles	190	26.6%
3 or more vehicles	48	6.7%
TOTAL	716	100.0%
No Answer	19	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	287	40.1%
No	429	59.9%
TOTAL	716	100.0%
No Answer	19	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	110	16.2%	16.2%
0.01 to 0.49 vehicles	211	31.1%	47.3%
0.50 to 0.99 vehicles	181	26.7%	74.1%
1.00 to 1.49 vehicles	176	25.9%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	677		

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

Vehicle Availability

Route: 51

Expanded Results

Reservoir Station - Forest Hills

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	922	75.4%
Not Licensed	301	24.6%
TOTAL	1,223	100.0%
No Answer	0	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	304	24.8%
1 vehicle	669	54.7%
2 vehicles	217	17.7%
3 or more vehicles	33	2.7%
TOTAL	1,223	100.0%
No Answer	0	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	424	34.7%
No	799	65.3%
TOTAL	1,223	100.0%
No Answer	0	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	304	25.6%	25.6%
0.01 to 0.49 vehicles	373	31.4%	57.0%
0.50 to 0.99 vehicles	363	30.5%	87.5%
1.00 to 1.49 vehicles	148	12.5%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	1,187		

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

Vehicle Availability

Route: 52

Expanded Results

Charles River Loop - Watertown

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	343	71.8%
Not Licensed	135	28.2%
TOTAL	478	100.0%
No Answer	39	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	187	37.6%
1 vehicle	167	33.5%
2 vehicles	108	21.6%
3 or more vehicles	37	7.4%
TOTAL	499	100.0%
No Answer	18	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	128	25.5%
No	373	74.5%
TOTAL	501	100.0%
No Answer	16	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	187	38.8%	38.8%
0.01 to 0.49 vehicles	114	23.6%	62.4%
0.50 to 0.99 vehicles	140	29.0%	91.4%
1.00 to 1.49 vehicles	42	8.6%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	483		



Service Quality

The data presented in this chapter summarize the ratings that riders on each Arborway 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 Arborway 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 24 (3.6) and 52 and 37 (both 3.4). The lowest average ratings were given by the riders of Routes 29 (2.6) and 39 and 26 (both 2.9). The average rating for reliability across all Arborway Garage bus routes was 3.1.

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

Safety and Security *Relative Importance: High*

The bus routes on which riders gave the highest average ratings for “safety and security” to MBTA bus service were Routes 48 (4.6), 52 (4.1), and 51 (3.9). The lowest average ratings were given by the riders of Routes 21 (3.1) and 31 and 26 (both 3.2). The average rating for safety/security across all Arborway Garage bus routes was 3.5.

Safety/security ranked as the third-most-important service quality, based on the overall response of all riders on Arborway Garage bus routes, and as high as the second-most-important, based on the responses of riders by route (Routes 21, 24, 26, 27, 33, 34, 37, and 42).

Cleanliness/Condition of Vehicles *Relative Importance: Medium*

The bus routes on which riders gave the highest average ratings for “cleanliness/condition of vehicles” to MBTA bus service were Routes 48 (3.5) and 52 and 38 (both 3.3). The lowest average ratings were given by the riders of Routes 33 (2.5) and 40 and 29 (both 2.7). The average rating for cleanliness/condition of vehicles across all Arborway Garage bus routes was 2.9.

Cleanliness/condition of vehicles ranked as the sixth-most-important service quality, based on the overall response of all riders on Arborway Garage bus routes, and as high as the third-most-important, based on the responses of riders by route (Routes 40 and 42).

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 48 (4.4), 52 (4.0), and 38 (3.8). The lowest average ratings were given by the riders of Routes 31 (2.7) and 32 and 21 (3.0). The average rating for courtesy across all Arborway Garage bus routes was 3.3.

Courtesy ranked as the fourth-most-important service quality, based on the overall response of all riders on Arborway Garage bus routes, and as high as tied for the most important, based on the responses of riders by route (Route 48).

Announcement of Stops *Relative Importance: Low*

The bus routes on which riders gave the highest average ratings for “announcement of stops” to MBTA bus service were Routes 48 (4.5), 35 (4.1), and 33 (4.0). The lowest average ratings were given by the riders of Routes 31 and 29 (both 3.4) and 21 (3.5). The average rating for stop announcements across all Arborway Garage bus routes was 3.7.

Stop announcements ranked as the eighth-most-important service quality, based on the overall response of all riders on Arborway Garage bus routes, and as high as the fifth-most-important, based on the responses of riders by route (Routes 29 and 40).

Availability of Seating on Buses *Relative Importance: Low*

The bus routes on which riders gave the highest average ratings for “availability of seating on buses” to MBTA bus service were Routes 48 (4.8), 52 (3.9), and 38 (3.8). The lowest average ratings were given by the riders of Routes 31 (2.9) and 21 and 26 (both 3.0). The average rating for seating availability across all Arborway Garage bus routes was 3.3.

Seating availability on buses ranked as the seventh-most-important service quality, based on the overall response of all riders on Arborway Garage bus routes, and as high as the fourth-most-important, based on the responses of riders by route (Route 30).

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 48 (3.8) and 41 and 35 (both 3.2). The lowest average ratings were given by the riders of Routes 14 (2.5) and 51 and 31 (both 2.7). The average rating for frequency of service across all Arborway Garage bus routes was 2.9.

Frequency ranked as the second-most-important service quality, based on the overall response of all riders on Arborway Garage bus routes, and as high as tied for the most important, based on the responses of riders by route (Route 48).

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 48 and 52 (both 3.7) and 38 (3.6). The lowest average ratings were given by the riders of Routes 31, 29, and 26 (all 3.1). The average rating for travel time/speed across all Arborway Garage bus routes was 3.3.

Travel time/speed ranked as the fifth-most-important service quality, based on the overall response of all riders on Arborway Garage bus routes, and as high as the third-most-important, based on the responses of riders by route (Routes 24, 30, 38, and 51).

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 48 (4.3), 50 (3.3), and 52 (3.2). The lowest average ratings were given by the riders of Routes 14, 51, and 33 (all 2.8). The average rating for parking availability across all Arborway Garage bus routes was 3.0.

Parking availability ranked as the twelfth-most-important service quality, based on the overall response of all riders on Arborway Garage bus routes, and as high as the sixth-most-important, based on the responses of riders by route (Route 48).

Stop Amenities *Relative Importance: Very Low*

The bus routes on which riders gave the highest average ratings for “stop amenities” to MBTA bus service were Routes 48 (3.6), 52 (3.0), and 42 (2.9). The lowest average ratings were given by the riders of Routes 31, 33, and 27 (all 2.3). The average rating for stop amenities across all Arborway Garage bus routes was 2.7.

Stop amenities ranked as the seventh-most-important service quality, based on the overall response of all riders on Arborway Garage bus routes, and as high as the fourth-most-important, based on the responses of riders by route (Route 33).

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 48 (4.6), 38 (4.0), and 52 (3.8). The lowest average ratings were given by the riders of Routes 29, 31, and 21 (all 3.1). The average rating for the fare collection system across all Arborway 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 Arborway Garage bus routes, and

as high as the fourth-most-important, based on the responses of riders by route (Route 48).

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 48 (4.2), 38 (3.9), and 51 (3.8). The lowest average ratings were given by the riders of Routes 27 and 40 (both 3.3) and 26 (3.4). The average rating for signage across all Arborway Garage bus routes was 3.6.

Signage ranked as the eleventh-most-important service quality, based on the overall response of all riders on Arborway Garage bus routes, and as high as the sixth-most-important, based on the responses of riders by route (Route 48).



MBTA Surveys: 2008-09

Bus Survey

Service Quality

Expanded Results

Route: 14

Roslindale Sq - Heath St

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.0	20.6%	5.8%	38.8%	27.1%	7.6%	853	0	205
Safety and security	3.6	2.6%	17.2%	28.6%	24.8%	26.8%	788	65	75
Cleanliness/condition of vehicles	3.2	5.4%	16.8%	41.6%	26.5%	9.7%	833	20	110
Courtesy of drivers	3.3	15.9%	5.8%	30.6%	25.9%	21.8%	853	0	131
Announcement of stops	3.9	3.0%	5.4%	31.3%	23.5%	36.8%	833	20	20
Availability of seating on buses	3.2	10.5%	9.2%	47.6%	11.1%	21.6%	813	40	45
Frequency of service	2.5	16.7%	28.8%	38.5%	16.1%	0.0%	783	70	145
Travel time/speed	3.4	0.0%	19.6%	34.6%	34.0%	11.7%	768	85	40
Parking availability	2.8	24.0%	5.1%	48.2%	16.5%	6.3%	396	457	0
Stop amenities	2.8	6.5%	35.9%	39.6%	2.9%	15.1%	698	155	0
Fare collection system	3.5	2.5%	18.3%	23.5%	37.3%	18.4%	793	60	0
Signage on vehicles	3.7	0.0%	9.6%	33.1%	32.5%	24.8%	727	126	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: 21

Ashmont Station - Forest Hills

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	2.9	13.3%	17.3%	40.4%	19.4%	9.6%	2,013	156	390
Safety and security	3.1	4.0%	20.4%	45.9%	19.1%	10.7%	2,038	131	304
Cleanliness/condition of vehicles	2.8	10.8%	23.8%	43.5%	15.8%	6.1%	2,013	156	86
Courtesy of drivers	3.0	14.2%	15.9%	36.3%	23.9%	9.7%	2,032	137	76
Announcement of stops	3.5	12.3%	5.4%	28.4%	28.9%	25.1%	1,977	192	0
Availability of seating on buses	3.0	12.0%	19.1%	35.5%	23.3%	10.1%	2,063	106	76
Frequency of service	2.8	23.8%	7.8%	40.2%	18.1%	10.1%	2,013	156	198
Travel time/speed	3.3	5.4%	8.0%	47.6%	26.1%	12.9%	1,957	212	31
Parking availability	2.9	15.7%	18.2%	42.8%	9.3%	14.0%	1,193	976	0
Stop amenities	2.5	27.6%	23.2%	29.6%	11.1%	8.5%	1,739	430	31
Fare collection system	3.1	15.3%	16.3%	28.8%	19.1%	20.4%	1,982	187	86
Signage on vehicles	3.5	6.7%	7.5%	35.7%	25.5%	24.5%	1,739	430	81

* 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: 24

Wakefield Ave/Truman Pkwy - Mattapan/Ashmont

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.6	4.5%	16.7%	21.7%	25.0%	32.1%	865	70	203
Safety and security	3.6	5.4%	10.8%	23.6%	39.2%	21.0%	809	126	126
Cleanliness/condition of vehicles	3.1	12.2%	15.3%	35.2%	27.4%	10.0%	827	108	51
Courtesy of drivers	3.4	8.2%	6.6%	39.3%	32.6%	13.3%	852	82	70
Announcement of stops	3.7	10.5%	5.6%	19.9%	35.9%	28.1%	788	147	0
Availability of seating on buses	3.4	6.6%	8.2%	36.9%	36.5%	11.8%	852	82	44
Frequency of service	3.0	10.1%	27.5%	25.6%	28.2%	8.5%	814	121	82
Travel time/speed	3.6	5.3%	10.6%	27.4%	34.6%	22.1%	827	108	100
Parking availability	3.2	21.8%	2.8%	27.4%	33.0%	15.1%	461	474	0
Stop amenities	2.6	27.7%	16.8%	26.0%	21.9%	7.5%	752	183	0
Fare collection system	3.6	8.7%	7.1%	25.1%	34.1%	25.1%	801	134	0
Signage on vehicles	3.7	7.7%	6.0%	20.7%	43.2%	22.5%	734	201	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: 26

Ashmont Station - Norfolk/Morton

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	2.9	16.5%	18.8%	27.1%	29.4%	8.2%	655	89	185
Safety and security	3.2	13.2%	10.4%	36.3%	23.6%	16.5%	702	42	100
Cleanliness/condition of vehicles	3.1	8.5%	15.2%	48.5%	15.2%	12.7%	636	108	69
Courtesy of drivers	3.2	10.7%	11.9%	40.6%	17.0%	19.8%	682	62	65
Announcement of stops	3.7	10.1%	5.4%	22.0%	30.3%	32.2%	648	96	0
Availability of seating on buses	3.0	12.1%	18.6%	37.4%	19.2%	12.6%	702	42	8
Frequency of service	2.8	17.6%	18.2%	35.9%	25.9%	2.4%	655	89	81
Travel time/speed	3.1	10.1%	19.1%	30.9%	28.1%	11.8%	686	58	58
Parking availability	3.0	18.9%	10.8%	39.6%	13.6%	17.1%	428	316	0
Stop amenities	2.3	36.3%	16.7%	32.1%	7.8%	7.1%	648	96	19
Fare collection system	3.4	7.9%	11.4%	34.3%	21.1%	25.4%	640	104	0
Signage on vehicles	3.4	6.3%	7.5%	44.0%	27.1%	15.1%	613	131	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: 27

Expanded Results

Mattapan Station - Ashmont 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	7.7%	10.0%	37.3%	31.1%	13.9%	383	15	98
Safety and security	3.5	6.1%	12.4%	28.5%	34.7%	18.3%	368	30	67
Cleanliness/condition of vehicles	3.0	15.0%	12.7%	38.0%	29.9%	4.2%	354	44	15
Courtesy of drivers	3.1	12.0%	22.0%	28.1%	23.8%	14.0%	376	22	30
Announcement of stops	3.7	4.1%	12.5%	20.3%	34.5%	28.6%	368	30	0
Availability of seating on buses	3.4	6.3%	14.1%	30.7%	32.6%	16.3%	368	30	7
Frequency of service	2.8	12.8%	23.5%	44.6%	12.8%	6.4%	353	45	45
Travel time/speed	3.4	2.2%	13.3%	34.8%	38.8%	10.9%	345	53	23
Parking availability	2.9	17.3%	24.0%	20.8%	30.9%	6.9%	218	180	0
Stop amenities	2.3	31.3%	31.3%	20.9%	12.3%	4.2%	360	38	0
Fare collection system	3.3	10.7%	17.5%	19.8%	30.2%	21.8%	345	53	7
Signage on vehicles	3.3	8.6%	13.0%	30.6%	34.6%	13.1%	346	52	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

Route: 29

Expanded Results

Mattapan Station - Ruggles via Jackson Sq

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	2.6	19.3%	21.4%	45.0%	8.6%	5.7%	773	83	210
Safety and security	3.5	2.7%	2.7%	50.0%	27.0%	17.6%	817	39	83
Cleanliness/condition of vehicles	2.7	15.3%	21.5%	41.7%	21.5%	0.0%	795	61	61
Courtesy of drivers	3.1	9.0%	16.6%	42.1%	21.0%	11.3%	734	122	83
Announcement of stops	3.4	13.6%	12.0%	19.6%	31.6%	23.3%	734	122	78
Availability of seating on buses	3.0	13.2%	10.4%	47.9%	15.3%	13.2%	795	61	22
Frequency of service	2.8	13.9%	20.8%	38.9%	26.4%	0.0%	795	61	110
Travel time/speed	3.1	5.5%	13.2%	49.3%	29.2%	2.8%	795	61	22
Parking availability	3.1	14.4%	22.9%	18.1%	31.3%	13.3%	458	398	0
Stop amenities	2.6	25.2%	24.4%	26.8%	15.0%	8.7%	701	155	39
Fare collection system	3.1	23.3%	3.1%	30.2%	31.8%	11.6%	712	144	44
Signage on vehicles	3.4	3.6%	10.8%	37.8%	34.2%	13.5%	613	243	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: 30

Mattapan Station - Forest Hills via Roslindale Sq

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.0	21.6%	2.0%	37.2%	37.2%	2.0%	1,125	76	395
Safety and security	3.6	4.2%	5.7%	34.7%	36.9%	18.4%	1,072	129	68
Cleanliness/condition of vehicles	2.8	13.5%	23.6%	35.8%	21.0%	6.1%	1,125	76	31
Courtesy of drivers	3.3	9.0%	9.0%	35.4%	34.1%	12.5%	1,094	107	46
Announcement of stops	3.6	10.3%	6.9%	24.7%	30.8%	27.4%	1,109	92	31
Availability of seating on buses	3.2	10.0%	10.7%	34.0%	39.4%	6.0%	1,140	61	122
Frequency of service	2.8	21.9%	15.3%	35.0%	19.7%	8.0%	1,041	160	274
Travel time/speed	3.4	6.2%	8.3%	35.9%	37.3%	12.4%	1,102	99	167
Parking availability	3.1	16.5%	8.9%	36.7%	29.1%	8.9%	600	600	0
Stop amenities	2.8	14.3%	18.3%	46.0%	18.3%	3.2%	957	244	0
Fare collection system	3.6	8.3%	9.0%	20.1%	43.8%	18.8%	1,094	107	0
Signage on vehicles	3.6	4.4%	4.4%	35.8%	38.0%	17.5%	1,041	160	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: 31

Mattapan Station - Forest Hills via Morton St

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.1	11.2%	15.1%	35.4%	31.1%	7.3%	2,287	166	555
Safety and security	3.2	5.3%	18.0%	34.5%	37.4%	4.9%	2,287	166	344
Cleanliness/condition of vehicles	2.7	16.5%	22.3%	38.8%	19.4%	2.9%	2,287	166	233
Courtesy of drivers	2.7	17.8%	21.6%	39.4%	16.4%	4.7%	2,364	89	522
Announcement of stops	3.4	16.2%	8.9%	27.2%	18.3%	29.3%	2,120	333	78
Availability of seating on buses	2.9	8.7%	21.3%	44.0%	23.2%	2.9%	2,298	155	22
Frequency of service	2.7	17.8%	22.0%	37.2%	19.9%	3.1%	2,120	333	278
Travel time/speed	3.1	10.9%	16.6%	37.9%	25.6%	9.0%	2,342	111	44
Parking availability	3.0	9.2%	14.3%	48.7%	26.1%	1.7%	1,321	1,132	0
Stop amenities	2.3	37.8%	23.8%	20.4%	11.0%	7.0%	1,909	544	22
Fare collection system	3.1	19.7%	9.8%	36.3%	13.5%	20.7%	2,142	311	44
Signage on vehicles	3.4	6.4%	5.1%	44.6%	26.8%	17.2%	1,743	710	22

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



MBTA Surveys: 2008-09

Bus Survey

Service Quality

Expanded Results

Route: 32

Wolcott - Forest Hills

Both Directions

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

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



MBTA Surveys: 2008-09

Bus Survey

Service Quality

Expanded Results

Route: 33

Dedham Line - Mattapan Station via River St

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.3	8.4%	7.4%	51.2%	14.8%	18.2%	523	39	51
Safety and security	3.4	11.8%	2.5%	37.4%	30.1%	18.2%	523	39	39
Cleanliness/condition of vehicles	2.5	26.8%	12.6%	45.5%	10.1%	5.0%	510	51	13
Courtesy of drivers	3.2	6.3%	14.1%	44.5%	20.9%	14.1%	492	70	26
Announcement of stops	4.0	6.1%	5.0%	14.7%	32.3%	41.9%	510	51	0
Availability of seating on buses	3.6	9.1%	9.1%	18.3%	39.8%	23.7%	479	82	0
Frequency of service	2.9	16.3%	15.4%	43.3%	12.0%	13.0%	536	26	13
Travel time/speed	3.2	8.6%	8.6%	45.5%	27.3%	10.1%	510	51	13
Parking availability	2.8	29.1%	4.3%	35.1%	18.8%	12.8%	301	260	0
Stop amenities	2.3	29.9%	37.2%	16.5%	10.4%	6.1%	422	139	13
Fare collection system	3.4	13.8%	5.7%	26.4%	32.7%	21.3%	448	113	0
Signage on vehicles	3.5	8.2%	8.2%	25.2%	44.9%	13.6%	379	183	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: 34

Dedham Line - Forest Hills

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.2	6.3%	11.3%	44.0%	34.3%	4.0%	3,330	108	1,007
Safety and security	3.7	1.9%	3.4%	35.1%	44.5%	15.1%	3,330	108	454
Cleanliness/condition of vehicles	2.9	10.8%	23.8%	36.5%	22.4%	6.6%	3,290	148	292
Courtesy of drivers	3.5	2.5%	12.3%	35.1%	32.8%	17.3%	3,375	63	198
Announcement of stops	3.7	4.7%	7.6%	22.0%	41.3%	24.4%	3,186	252	126
Availability of seating on buses	3.3	7.5%	14.2%	34.7%	30.3%	13.3%	3,353	85	112
Frequency of service	3.2	9.6%	14.4%	32.7%	33.3%	9.9%	3,267	171	449
Travel time/speed	3.4	6.5%	9.8%	33.3%	39.3%	11.1%	3,267	171	279
Parking availability	3.1	13.3%	11.7%	40.0%	23.8%	11.2%	1,888	1,550	22
Stop amenities	2.6	18.9%	30.2%	29.2%	17.6%	4.0%	3,110	328	63
Fare collection system	3.4	6.0%	9.5%	36.1%	32.1%	16.2%	3,159	279	85
Signage on vehicles	3.4	5.9%	8.7%	37.5%	35.5%	12.4%	2,962	476	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: 35

Dedham Mall/Stimson St - Forest Hills

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.2	5.6%	8.1%	48.9%	32.2%	5.2%	778	84	210
Safety and security	3.7	2.6%	2.6%	30.0%	54.1%	10.7%	778	84	147
Cleanliness/condition of vehicles	3.2	2.7%	5.5%	63.1%	28.6%	0.0%	734	127	84
Courtesy of drivers	3.6	0.0%	10.5%	31.8%	42.6%	15.2%	798	63	150
Announcement of stops	4.1	0.0%	0.0%	21.1%	51.9%	27.0%	778	84	0
Availability of seating on buses	3.6	0.0%	7.8%	34.8%	46.7%	10.7%	778	84	0
Frequency of service	3.2	0.0%	19.4%	42.2%	33.1%	5.3%	757	104	63
Travel time/speed	3.4	2.6%	10.7%	40.7%	40.7%	5.2%	778	84	20
Parking availability	3.1	5.7%	5.7%	64.2%	24.4%	0.0%	354	507	0
Stop amenities	2.9	5.8%	15.0%	70.0%	6.2%	2.9%	691	170	0
Fare collection system	3.7	2.8%	8.5%	23.8%	47.2%	17.7%	714	147	43
Signage on vehicles	3.6	2.8%	5.6%	32.7%	47.2%	11.7%	714	147	43

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



MBTA Surveys: 2008-09

Bus Survey

Service Quality

Expanded Results

Route: 36

Charles River Loop - Forest Hills

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.3	7.0%	9.9%	43.5%	28.2%	11.4%	2,065	20	714
Safety and security	3.7	4.1%	2.0%	34.0%	44.1%	15.8%	2,024	60	360
Cleanliness/condition of vehicles	3.0	10.5%	17.9%	40.8%	21.1%	9.7%	1,981	104	104
Courtesy of drivers	3.6	2.0%	8.4%	33.9%	42.3%	13.4%	2,022	63	104
Announcement of stops	3.8	4.1%	5.3%	20.3%	43.6%	26.7%	1,961	124	0
Availability of seating on buses	3.5	3.1%	9.1%	38.2%	37.9%	11.7%	2,022	63	107
Frequency of service	3.2	5.1%	17.4%	41.5%	26.6%	9.4%	2,022	63	521
Travel time/speed	3.4	7.1%	5.1%	38.0%	37.2%	12.5%	2,022	63	274
Parking availability	3.0	15.5%	19.9%	31.1%	15.2%	18.3%	927	1,158	0
Stop amenities	2.8	13.1%	28.2%	34.5%	12.9%	11.3%	1,918	167	20
Fare collection system	3.7	8.5%	6.5%	24.8%	29.1%	31.2%	1,941	144	40
Signage on vehicles	3.8	3.4%	4.5%	23.3%	48.3%	20.5%	1,855	230	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: 37

Baker/Vermont St - Forest Hills

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.4	0.0%	17.0%	47.6%	14.9%	20.5%	1,221	0	323
Safety and security	3.6	0.0%	14.2%	33.5%	34.7%	17.6%	1,178	43	181
Cleanliness/condition of vehicles	3.1	8.7%	12.0%	42.0%	30.4%	6.8%	1,221	0	40
Courtesy of drivers	3.7	3.3%	3.3%	37.5%	30.7%	25.2%	1,221	0	121
Announcement of stops	3.8	3.6%	8.4%	20.6%	34.5%	32.9%	1,201	20	0
Availability of seating on buses	3.5	1.7%	15.6%	32.6%	32.9%	17.3%	1,201	20	60
Frequency of service	3.2	8.9%	12.0%	46.5%	17.3%	15.3%	1,201	20	161
Travel time/speed	3.5	5.2%	5.2%	37.7%	41.7%	10.1%	1,221	0	101
Parking availability	3.0	9.8%	14.5%	51.5%	9.8%	14.5%	855	366	0
Stop amenities	2.7	12.9%	31.4%	35.1%	14.9%	5.7%	1,117	104	0
Fare collection system	3.7	0.0%	7.3%	31.3%	41.7%	19.7%	1,140	81	0
Signage on vehicles	3.6	5.5%	3.5%	39.2%	34.0%	17.9%	1,161	60	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: 38

Expanded Results

Wren St - Forest Hills

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.3	13.7%	10.1%	22.1%	40.4%	13.8%	669	6	246
Safety and security	3.9	2.7%	9.2%	19.3%	36.7%	32.1%	669	6	92
Cleanliness/condition of vehicles	3.3	4.8%	10.5%	45.7%	30.4%	8.6%	644	31	43
Courtesy of drivers	3.8	3.7%	4.6%	27.5%	34.0%	30.2%	669	6	49
Announcement of stops	3.8	4.7%	4.7%	25.5%	32.1%	33.0%	651	24	0
Availability of seating on buses	3.8	0.9%	8.2%	29.3%	31.2%	30.3%	669	6	49
Frequency of service	3.0	11.5%	22.1%	26.9%	34.6%	4.8%	638	37	178
Travel time/speed	3.6	3.8%	8.6%	31.4%	37.2%	19.0%	644	31	98
Parking availability	2.9	6.7%	15.0%	68.3%	6.7%	3.4%	368	307	0
Stop amenities	2.9	17.2%	16.2%	42.4%	10.1%	14.1%	607	68	0
Fare collection system	4.0	1.0%	6.9%	21.7%	33.8%	36.6%	620	55	12
Signage on vehicles	3.9	2.9%	4.8%	26.6%	31.5%	34.2%	644	31	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: 39

Forest Hills - Back Bay Station

Both Directions

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

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



MBTA Surveys: 2008-09

Bus Survey

Service Quality

Expanded Results

Route: 40

Georgetown - Forest Hills

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.1	12.6%	15.2%	34.6%	27.7%	9.9%	858	41	216
Safety and security	3.5	5.5%	7.7%	29.1%	42.3%	15.4%	818	81	85
Cleanliness/condition of vehicles	2.7	20.3%	26.4%	32.4%	5.5%	15.4%	818	81	130
Courtesy of drivers	3.3	7.7%	13.2%	36.3%	24.2%	18.7%	818	81	22
Announcement of stops	3.9	5.0%	13.2%	13.2%	26.9%	41.8%	818	81	45
Availability of seating on buses	3.2	5.2%	22.0%	40.8%	9.9%	22.0%	858	41	0
Frequency of service	2.9	19.8%	14.0%	30.2%	27.9%	8.1%	773	126	171
Travel time/speed	3.1	2.7%	22.6%	44.1%	20.4%	10.2%	836	63	0
Parking availability	2.8	21.9%	14.8%	34.3%	14.8%	14.1%	575	324	0
Stop amenities	2.7	16.9%	25.0%	33.7%	16.3%	8.1%	773	126	0
Fare collection system	3.6	7.5%	10.2%	30.6%	15.6%	36.0%	836	63	0
Signage on vehicles	3.3	10.8%	5.4%	43.7%	19.8%	20.4%	751	148	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: 41

Centre/Eliot St - JFK/Umass

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	2.9	15.8%	12.6%	39.6%	25.3%	6.7%	1,399	88	359
Safety and security	3.6	4.3%	3.3%	36.3%	40.6%	15.6%	1,354	133	147
Cleanliness/condition of vehicles	3.0	9.4%	20.6%	36.9%	28.3%	4.7%	1,354	133	108
Courtesy of drivers	3.3	9.2%	16.0%	31.3%	24.2%	19.2%	1,379	108	147
Announcement of stops	3.8	6.0%	6.3%	23.3%	34.4%	29.9%	1,393	94	0
Availability of seating on buses	3.5	4.2%	11.6%	36.5%	28.4%	19.3%	1,399	88	44
Frequency of service	3.2	8.2%	15.6%	33.1%	29.1%	13.9%	1,379	108	168
Travel time/speed	3.5	4.2%	6.8%	40.6%	32.0%	16.4%	1,379	108	94
Parking availability	3.1	14.0%	10.3%	42.1%	18.9%	14.7%	806	681	0
Stop amenities	2.7	17.4%	28.8%	31.3%	12.6%	9.8%	1,208	279	64
Fare collection system	3.5	5.0%	14.9%	27.9%	29.7%	22.5%	1,286	201	39
Signage on vehicles	3.7	1.8%	7.5%	35.2%	32.1%	23.4%	1,114	373	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: 42

Forest Hills - Ruggles via Dudley

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.0	7.3%	27.7%	29.5%	24.6%	10.9%	1,739	216	523
Safety and security	3.5	5.3%	11.7%	34.9%	28.5%	19.5%	1,766	189	319
Cleanliness/condition of vehicles	2.9	15.5%	17.4%	31.8%	28.4%	7.0%	1,722	233	204
Courtesy of drivers	3.1	11.6%	24.1%	21.5%	24.0%	18.8%	1,782	173	103
Announcement of stops	3.5	11.8%	8.6%	21.4%	32.0%	26.2%	1,670	285	113
Availability of seating on buses	3.3	6.8%	15.0%	36.2%	24.3%	17.6%	1,756	199	53
Frequency of service	2.8	15.5%	23.0%	30.4%	24.6%	6.5%	1,713	242	170
Travel time/speed	3.4	6.9%	10.3%	39.2%	27.7%	15.9%	1,732	223	120
Parking availability	3.1	15.2%	10.7%	34.9%	28.3%	10.9%	789	1,166	0
Stop amenities	2.9	14.7%	25.4%	25.9%	22.1%	11.9%	1,518	437	26
Fare collection system	3.5	6.7%	8.2%	30.8%	33.9%	20.4%	1,646	309	60
Signage on vehicles	3.7	2.1%	4.9%	36.0%	38.4%	18.6%	1,569	386	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: 48

Centre/South St - Jackson Sq

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.2	10.1%	10.1%	39.9%	29.7%	10.1%	77	16	31
Safety and security	4.6	0.0%	0.0%	10.1%	20.3%	69.6%	77	16	8
Cleanliness/condition of vehicles	3.5	0.0%	0.0%	54.6%	36.2%	9.2%	85	8	0
Courtesy of drivers	4.4	0.0%	0.0%	27.6%	9.2%	63.2%	85	8	31
Announcement of stops	4.5	0.0%	0.0%	0.0%	45.4%	54.6%	85	8	0
Availability of seating on buses	4.8	0.0%	0.0%	9.2%	0.0%	90.8%	85	8	0
Frequency of service	3.8	9.2%	0.0%	27.6%	27.0%	36.2%	85	8	31
Travel time/speed	3.7	0.0%	0.0%	36.2%	54.6%	9.2%	85	8	0
Parking availability	4.3	0.0%	0.0%	0.0%	66.7%	33.3%	23	69	0
Stop amenities	3.6	0.0%	0.0%	55.6%	33.1%	11.3%	69	23	0
Fare collection system	4.6	10.1%	0.0%	0.0%	0.0%	89.9%	77	16	8
Signage on vehicles	4.2	0.0%	0.0%	29.7%	20.3%	50.0%	77	16	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: 50
Cleary Sq - Forest Hills

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	2.9	13.4%	16.9%	38.5%	24.4%	6.9%	683	52	295
Safety and security	3.4	1.4%	8.5%	50.1%	25.9%	14.1%	677	58	105
Cleanliness/condition of vehicles	2.7	11.4%	28.6%	41.5%	16.4%	2.2%	672	63	28
Courtesy of drivers	3.0	7.7%	17.8%	47.9%	20.2%	6.3%	677	58	82
Announcement of stops	3.7	2.9%	4.3%	35.4%	38.9%	18.4%	648	87	28
Availability of seating on buses	3.1	6.3%	20.2%	42.0%	20.8%	10.6%	683	52	56
Frequency of service	2.9	15.3%	16.5%	37.2%	22.1%	8.9%	692	43	131
Travel time/speed	3.1	8.3%	11.9%	46.0%	25.0%	8.7%	644	91	56
Parking availability	3.3	3.3%	13.4%	44.5%	32.0%	6.7%	280	455	0
Stop amenities	2.4	27.4%	18.7%	40.1%	12.2%	1.6%	582	153	0
Fare collection system	3.4	6.7%	15.8%	26.9%	31.9%	18.7%	638	97	24
Signage on vehicles	3.4	1.4%	14.7%	37.8%	33.7%	12.4%	649	86	9

* 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: 51

Reservoir Station - Forest Hills

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.1	6.9%	25.3%	30.2%	27.7%	10.0%	1,152	71	533
Safety and security	3.9	1.3%	2.8%	27.7%	43.0%	25.2%	1,187	36	135
Cleanliness/condition of vehicles	3.0	7.4%	17.3%	45.5%	28.3%	1.6%	1,139	84	82
Courtesy of drivers	3.5	4.1%	12.5%	31.8%	37.4%	14.2%	1,187	36	117
Announcement of stops	3.9	1.3%	4.1%	31.0%	32.9%	30.7%	1,187	36	33
Availability of seating on buses	3.6	0.0%	12.1%	35.0%	37.0%	15.9%	1,187	36	82
Frequency of service	2.7	17.9%	25.7%	34.5%	14.8%	7.1%	1,154	69	352
Travel time/speed	3.4	3.0%	9.5%	42.6%	29.5%	15.5%	1,187	36	217
Parking availability	2.8	21.0%	10.9%	39.0%	23.6%	5.5%	608	615	33
Stop amenities	2.7	19.1%	20.5%	38.4%	16.1%	5.8%	1,108	115	61
Fare collection system	3.8	1.3%	6.7%	25.8%	47.1%	19.1%	1,139	84	18
Signage on vehicles	3.8	0.0%	1.4%	33.4%	44.8%	20.5%	1,123	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: 52

Charles River Loop - Watertown

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.4	3.6%	14.2%	30.7%	37.1%	14.3%	499	18	165
Safety and security	4.1	0.0%	3.4%	15.8%	48.4%	32.4%	474	43	80
Cleanliness/condition of vehicles	3.3	6.5%	12.8%	31.2%	43.1%	6.5%	462	55	16
Courtesy of drivers	4.0	0.0%	6.5%	21.9%	37.7%	34.0%	492	25	39
Announcement of stops	3.9	0.0%	11.5%	17.7%	38.3%	32.5%	478	39	7
Availability of seating on buses	3.9	1.9%	7.0%	29.2%	23.2%	38.8%	485	32	23
Frequency of service	2.9	11.9%	25.9%	30.2%	19.7%	12.3%	501	16	124
Travel time/speed	3.7	1.8%	4.7%	33.1%	39.8%	20.6%	492	25	58
Parking availability	3.2	5.8%	20.1%	37.6%	16.3%	20.1%	238	279	0
Stop amenities	3.0	10.2%	20.2%	42.2%	12.2%	15.3%	450	67	16
Fare collection system	3.8	1.5%	4.9%	27.6%	41.8%	24.3%	471	46	14
Signage on vehicles	3.7	1.4%	4.8%	33.4%	38.3%	22.1%	478	39	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

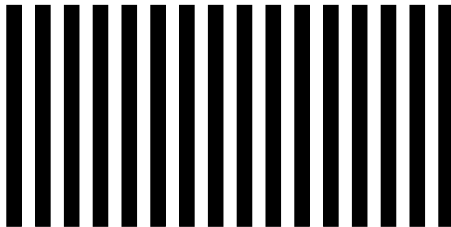
Because the surveys were expanded only to boarding counts, the summaries of data for exit stations for the rapid transit and commuter rail lines and exit docks for the boat lines, may not be well calibrated to the actual number of exits at each location. To the extent that there was bias in the response 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: