



**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/](http://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.

