

# **APPENDIX A**

## **Silver Line Washington Street Survey Form**

# MBTA Silver Line Waterfront Survey

This survey will help the MBTA determine how the introduction of Silver Line Waterfront service has affected travel to South Boston and Logan Airport and how service can be improved. Please answer as many questions as you can. After completing the survey, you may hand it to a survey attendant, place it in a collection box at South Station, or drop it in the mail (no stamp is needed). **Your answers are confidential, and you will not be put on any mailing lists.** THANK YOU!

1. At which stop did you board the Silver Line Waterfront?

\_\_\_\_\_ 1  
(stop name or nearest street intersection or landmark)

2. At approximately what time did you board the Silver Line Waterfront?

2  : ☐ AM ☐ PM

3. How did you get to your boarding stop for the Silver Line Waterfront? (check all that apply)

- 3-1 ☐ Walked directly (from home, work, school, airport terminal, etc.)  
-2 ☐ Transferred from subway  
(entered the system at \_\_\_\_\_ Station) 4  
-3 ☐ Transferred from a bus  
(which route? \_\_\_\_\_) 5  
-4 ☐ Transferred from commuter rail  
(which line? \_\_\_\_\_) 6  
-5 ☐ Transferred from a shuttle van/bus  
(which one? \_\_\_\_\_) 7  
-6 ☐ Drove or rode in car and parked at or near station  
-7 ☐ Was dropped off in a private car  
-8 ☐ Other \_\_\_\_\_ 8

4a. Where were you before starting your entire trip?

- 9-1 ☐ At home -5 ☐ At the doctor or other personal business  
-2 ☐ At school -6 ☐ At a work-related errand or meeting  
-3 ☐ At work -7 ☐ At a restaurant, or social or recreational activity  
-4 ☐ At a store -8 ☐ At the airport  
-9 ☐ Other \_\_\_\_\_ 10

4b. Where is that (the place in question 4a) located?

11 \_\_\_\_\_  
(address or nearest street intersection or landmark)  
12 \_\_\_\_\_ 13 \_\_\_\_\_  
(city/town, and state) (zip code)

5. What type of fare did you pay?

- 14-1 ☐ Adult single-ride fare  
-2 ☐ Monthly pass (circle one): Local Bus; Subway; Combo;  
Combo+; Zone \_\_\_\_; Boat 15  
-3 ☐ Adult weekly pass (circle one): Combo; Combo+  
-4 ☐ Senior-citizen or person-with-disabilities reduced single-ride fare  
-5 ☐ Senior-citizen or person-with-disabilities pass  
-6 ☐ Child/student reduced single-ride fare  
-7 ☐ Student pass  
-8 ☐ Other \_\_\_\_\_ 16

6. At what stop will you get off the Silver Line Waterfront?

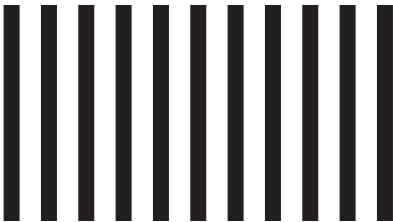
\_\_\_\_\_ 17  
(stop name or nearest street intersection or landmark)

CENTRAL TRANSPORTATION PLANNING STAFF  
10 PARK PZ STE 2150  
BOSTON MA 02116-9776

BUSINESS REPLY MAIL  
FIRST CLASS MAIL PERMIT NO. 2521 BOSTON, MA  
POSTAGE WILL BE PAID BY ADDRESSEE



NO POSTAGE  
NECESSARY IF  
MAILED IN THE  
UNITED STATES



7. How will you get to your destination from the Silver Line Waterfront?

- 18-1 ☐ Walk directly to destination (to home, work, school, airport, etc.)
- 2 ☐ Transfer to subway  
(will exit at \_\_\_\_\_ Station) 19
- 3 ☐ Transfer to a bus  
(which route? \_\_\_\_\_) 20
- 4 ☐ Transfer to commuter rail  
(which line? \_\_\_\_\_) 21
- 5 ☐ Transfer to a shuttle van/bus  
(which one? \_\_\_\_\_) 22
- 6 ☐ Drive or ride in car parked at or near station
- 7 ☐ Be picked up in a private car
- 8 ☐ Other \_\_\_\_\_ 23

8a. Where will you be at the end of this one-way trip (your destination)?

- 24-1 ☐ At home -5 ☐ At the doctor or other personal business
- 2 ☐ At school -6 ☐ At a work-related errand or meeting
- 3 ☐ At work -7 ☐ At a restaurant, or social or recreational activity
- 4 ☐ At a store -8 ☐ At the airport
- 9 ☐ Other \_\_\_\_\_ 25

8b. Where is that (the place in question 8a) located?

- 26 \_\_\_\_\_  
(address or nearest street intersection or landmark)
- 27 \_\_\_\_\_ 28 \_\_\_\_\_  
(city/town, and state) (zip code)

9. How many days per week do you usually use the Silver Line Waterfront?

- 29-1 ☐ Less than 1 day -4 ☐ 3 days -7 ☐ 6 days
- 2 ☐ 1 day -5 ☐ 4 days -8 ☐ 7 days
- 3 ☐ 2 days -6 ☐ 5 days -9 ☐ I'm only visiting Boston

10. Do you ride the Silver Line Waterfront on . . .

- Saturdays?** 30-1 ☐ Yes, regularly -2 ☐ Yes, occasionally -3 ☐ No, not at all
- Sundays?** 31-1 ☐ Yes, regularly -2 ☐ Yes, occasionally -3 ☐ No, not at all

11. How did you typically make this trip before you started using Silver Line Waterfront service? (check all that apply)

- 32 ☐ Drove alone 33 ☐ Carpool or vanpool 34 ☐ Walked
- 35 ☐ Private shuttle  
(which shuttle? \_\_\_\_\_) 36
- 37 ☐ MBTA subway  
(which line? \_\_\_\_\_) 38
- 39 ☐ MBTA bus  
(which route? \_\_\_\_\_) 40
- 41 ☐ Did not make the trip
- 42 ☐ Other \_\_\_\_\_ 43

11a. If you answered “Did not make the trip” in Question 11, then did the new Silver Line Waterfront influence your decision to now make this trip?

- 44 ☐ Yes, because of . . . \_\_\_\_\_ 45
- 46 ☐ No, not at all

12. Do you continue to use any other means to make this trip? (check all that apply)

- 47 ☐ Drive alone 48 ☐ Carpool or vanpool 49 ☐ Walk
- 50 ☐ Private shuttle  
(which shuttle? \_\_\_\_\_) 51

- 52 ☐ MBTA subway  
(which line? \_\_\_\_\_) 53
- 54 ☐ MBTA bus  
(which route? \_\_\_\_\_) 55
- 56 ☐ Other \_\_\_\_\_ 57

13. What is your age?

- 58-1 ☐ 17 or under -3 ☐ 25–34 -5 ☐ 45–64
- 2 ☐ 18–24 -4 ☐ 35–44 -6 ☐ 65 or over

14. Do you have a valid driver’s license?

- 59-1 ☐ Yes -2 ☐ No

15. Did you have an automobile available to use for this trip?

- 60-1 ☐ Yes -2 ☐ No

16. How many people are in your household, including yourself?

(the number of people living in your house or apartment) 61 \_\_\_\_\_

17. What is your annual combined household income?

- 62-1 ☐ Under \$20,000 -3 ☐ \$30,000–\$39,999 -5 ☐ \$60,000–\$79,999
- 2 ☐ \$20,000–\$29,999 -4 ☐ \$40,000–\$59,999 -6 ☐ \$80,000 or more

18. What is your gender? \_\_\_\_\_ (for example: male; female) 63

19. What are your main reasons for riding the Silver Line Waterfront? (check all that apply)

- 64 ☐ Convenience 68 ☐ Parking cost/availability
- 65 ☐ Speed/travel time 69 ☐ Environmentally responsible
- 66 ☐ Avoid driving/traffic 70 ☐ Only transportation available
- 67 ☐ Inexpensive way to travel 71 ☐ Other \_\_\_\_\_ 72

20. Several measures of service quality are listed below. Please circle a number after each measure to indicate how you feel about Silver Line Waterfront 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	73_____
Personal safety	1	2 3	4 5	74_____
Cleanliness/condition of vehicles	1	2 3	4 5	75_____
Courtesy of drivers	1	2 3	4 5	76_____
Announcement of stops	1	2 3	4 5	77_____
Availability of seating	1	2 3	4 5	78_____
Frequency of service	1	2 3	4 5	79_____
Travel time/directness of route	1	2 3	4 5	80_____
Parking availability	1	2 3	4 5	81_____
Shelter amenities (seating, service info)	1	2 3	4 5	82_____
New fare-collection system	1	2 3	4 5	83_____
Station features	1	2 3	4 5	84_____
Subway access	1	2 3	4 5	85_____

Comments/Suggestions:



## **APPENDIX B**

### **Silver Line Waterfront Survey Form**

MBTA Silver Line Waterfront Survey

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(stop name or nearest street intersection or landmark)

2. At approximately what time did you board the Silver Line Waterfront?

(time) AM PM

3. How did you get to your boarding stop for the Silver Line Waterfront? (check all that apply)

- 3-1 Walked directly (from home, work, school, airport terminal, etc.)
- 2 Transferred from subway (entered the system at Station)
- 3 Transferred from a bus (which route?)
- 4 Transferred from commuter rail (which line?)
- 5 Transferred from a shuttle van/bus (which one?)
- 6 Drove or rode in car and parked at or near station
- 7 Was dropped off in a private car
- 8 Other

4a. Where were you before starting your entire trip?

- 9-1 At home
- 2 At school
- 3 At work
- 4 At a store
- 5 At the doctor or other personal business
- 6 At a work-related errand or meeting
- 7 At a restaurant, or social or recreational activity
- 8 At the airport
- 9 Other

4b. Where is that (the place in question 4a) located?

(address or nearest street intersection or landmark)  
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5. What type of fare did you pay?

- 14-1 Adult single-ride fare
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6. At what stop will you get off the Silver Line Waterfront?

(stop name or nearest street intersection or landmark)

CENTRAL TRANSPORTATION PLANNING STAFF  
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BOSTON MA 02116-9776

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