MBTA Systemwide Passenger Survey

Albany Garage 2008–09

BUS SYSTEM

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

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BUS SYSTEM 2008–09

Albany Garage

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ABSTRACT

This Albany 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 Albany 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 Albany Garage, while each subsequent chapter covers one or more types of data on a route-by-route basis.

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

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KEYWORDS

systemwide survey
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1 Introduction

1.1 THE SYSTEMWIDE SURVEY

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

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

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

1.2 ALBANY GARAGE SURVEY METHOD

This volume presents the survey results for passengers riding the bus routes that are based at Albany Garage (57, 59, 60, 65, 170, 500, 501, 502, 503, 504, 505, 553, 554, 556, 558, CT1, CT2, CT3); 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 Albany Garage bus routes between 6:00 AM and 3:30 PM on a typical weekday in 2008 or 2009. This distribution strategy was designed to provide approximately 85% of the weekday riders on the bus routes with an opportunity to receive a survey form during what would be considered typical travel conditions.[1] Completed survey forms could be returned to the survey distributors or Customer Service Agents in the stations, or could be mailed in postage-free. Also, the riders were informed that they could use an online survey form instead of the paper form.

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

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

1.3 ORGANIZATION OF DATA IN THIS REPORT

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

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

Chapter

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

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

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

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

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

- Riders' perceptions regarding several aspects of MBTA service quality

2 Results for the Albany Garage Bus Routes as a Whole

The tables and text in this chapter provide an overview of the survey results for the Albany 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 Albany 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 more than 90% of the trips made on Albany 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). Most of these (76% 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 (8%), followed by "home-based personal" (4%).

"Work-based" trips (those with one end at work and the other end not at home) accounted for 6% of all bus trips. Combining those trips with home-based work trips and home-based work-related trips shows that 82% 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 Albany Garage bus route was convenience (58%). The next-most-common responses were automobile-related: "parking cost/availability" (48%) and "avoid driving/traffic" (47%). The least common reason was "speed/travel time" (22%).

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, 64% of the respondents answered "yes." Of those riders, the largest number (55% of all surveyed bus riders) indicated that they would use another MBTA service. The

next-most-commonly selected travel mode options were “drive alone” (32%) and “other” (17%). (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 Albany Garage have a large geographic service area that covers portions of the towns of Waltham, Needham, Newton, Watertown, Brookline, Somerville, Cambridge, and Boston. The greatest number of riders on Albany Garage bus routes reported their trip origins as being in the Brighton neighborhood of Boston (21%), followed by Newton (14%), Watertown (9%), the Allston neighborhood of Boston (6%), and Waltham (5%). Because most of the people were heading to work during the time the survey was handed out, the more western towns are more prominently represented in the origin data, owing to the typical commute pattern.

The most common “activity” before boarding an Albany Garage bus route was “home” (81%), followed by “work” (7%) and “school” (4%). These proportions of reported activities reflect a traditional morning commute pattern.

2.3 ACCESS TO THE BUS

The most common mode of access to Albany Garage bus routes was walking, which accounted for 68% of the trips. The next-most-common access modes were transferring from rapid transit (12%), transferring from another MBTA bus (11%), and driving (5%). Private transportation modes (that is, any means other than using a fixed-route transit service) accounted for 76% of all access trips.

Public transportation modes accounted for the remaining 24% 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 20% 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 (13% of the preliminary access trips) followed by rapid transit (10%).

The greatest number of riders directly transferring to the surveyed bus route from a connecting bus route transferred from Route 66 (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 101 (25%).

Overall, people who walked to the place where they boarded the bus made the shortest access trips (6 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 (11 minutes). Slightly less than 65% of the respondents made access trips of less than or equal to 5 minutes, and 88% made access trips of less than or equal to 10 minutes.

2.4 EGRESS FROM THE BUS

The most common mode of egress from Albany Garage bus routes was walking, which accounted for 78% of the trips. The next-most-common egress modes were transferring to rapid transit and transferring to another MBTA bus (both 10%). Private transportation modes (that is, any means other than using a fixed-route transit service) accounted for 80% of all egress trips.

Public transportation modes accounted for the remaining 20% of all egress trips from the bus; as for how riders left these modes themselves, the most common method was walking, which accounted for 18% 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 (slightly more than 10% of the preliminary egress trips) followed by another MBTA bus (slightly less than 10%).

The greatest number of riders directly transferring from the surveyed bus route to a connecting bus route transferred to Route 70 (14%). While the greatest number of riders on the surveyed bus route who transferred to a nonconnecting bus route (that is, via an intermediate transit mode) transferred to the Boston Express service to southern New Hampshire (23%), the number of responses to this survey question was small, and thus the results are unlikely to be highly accurate.

Overall, people whose egress mode was walking made the shortest egress trips (6 minutes on average). People who drove themselves had the second-lowest average egress time (14 minutes), and riders who were picked up had the longest (16 minutes). Slightly more than 60% of the respondents made egress trips of less than or equal to 5 minutes, and 90% 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 Albany Garage have a large geographic service area that covers portions of Waltham, Needham, Newton, Watertown, Brookline, Somerville, Cambridge, and Boston. The greatest number of riders on Albany Garage bus routes reported being destined for various Boston neighborhoods; the most common Boston destinations were Longwood Medical Area (13%), Brighton (10%), Financial/Retail District (10%), and Boston University (7%). The only major destination location not in the city of Boston was the city of Newton (9%), which is served by several routes from the Albany Garage. Because most of the riders were heading to work during the time the survey was handed out, Boston neighborhoods' being prominently represented in the destination data was to be expected, owing to the typical commute pattern.

The most common "activity" after leaving an Albany Garage bus route was "work" (72%), followed by "home" (10%) and "school" (6%). These proportions of reported activities reflect a traditional morning commute pattern.

2.6 ORIGIN-DESTINATION CROSS-TABULATION

The most common origin-destination pair was Newton to the Financial/Retail District (4% of all trips). The next-most-common pairs were Brighton to the Prudential/Hancock District (3%) and Brighton to the Longwood Medical Area (3%). In the top 25 origin-destination pairs, which make up 40% of all trips, Boston neighborhoods represent 84% of the destinations.

2.7 SOCIOECONOMIC CHARACTERISTICS

Nearly 75% of the riders were between the ages of 25 and 64, and 20% were college age (19–24). Very few respondents to the survey were over the age of 65 (4%), and only 3% were under the age of 19. This may be due to under-sampling and/or a low response rate among these two age groups.

Women made up nearly two-thirds of Albany Garage ridership (63%), while men accounted for the remaining 37%, as no riders identified themselves as transgender.

Nearly 60% of the riders reported household incomes greater than $60,000. The single most common income bracket selected was "$100,000 or more." Possible explanations for this are that the question's answer choices may not have been calibrated properly for 2008 incomes[1] or people may have (intentionally or unintentionally) inflated their incomes in their answers. This question was left blank by many people. The average household size across all Albany Garage bus routes was 2.54.

Slightly more than 75% of the riders self-identified themselves as white. The next-most-common races were Asian (13%) and black or African-American (7%). Five 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," 8% of the respondents answered "yes."

2.8 USAGE RATES AND FARE TYPES

Slightly more than 60% of those surveyed indicated that they used the surveyed bus route five days per week, and another 10% 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 (26%), and another 6% of the weekend users used it "regularly" on both Saturday and Sunday. Slightly more than 55% of all Albany Garage bus riders responded "not at all" to both the Saturday and Sunday usage questions.

Slightly more than 70% of the Albany Garage bus riders paid their fares using

[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.

a monthly pass, which they used 4.7 days per week on average. The largest percentage of monthly pass riders (32% of all riders) used the LinkPass, followed by the Inner Express Bus Pass (17%) and the Local Bus Pass (12%). Slightly more than 25% of riders paid by the ride, with 23% using CharlieCards and 1% 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

Most Albany Garage bus riders (84%) are licensed to drive, and 72% live in households with at least one vehicle. However, less than half (44%) of the respondents had a household vehicle available to use for the surveyed trip instead of riding the bus, and, on a per capita basis, 48% of the riders owned fewer than 0.5 vehicles.

2.10 SERVICE QUALITY

Survey respondents were asked to rate Albany 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" (25%) and "fare collection system" (23%), while the measure with the highest percentage of "2" ratings was "frequency of service" (26%).

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

Respondents were also asked to indicate which three of the twelve service quality measures were most important to them. The top three were reliability, frequency, and "travel time/speed."

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 "Increase Route CT2 frequency to every 10 minutes, or at least every 15 minutes during rush hour." Many riders used the Comments/Suggestions field to complain about a specific issue; others used the space to suggest ideas about how the MBTA could improve their transit experience. The most common comments were complaints about unreliable service, discourtesy of MBTA personnel, overcrowded vehicles during peak hours, uncleanliness, and jerky stops and starts. Other common comments included requests for:

- More service (peak hour, early morning, late night, and weekend)

- More bus shelters, benches, and other station amenities
- Better communication about delays
- Real-time information available online and at bus stops
- Better coordination of schedules between different modes

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

MBTA Surveys: 2008-09

Bus Survey

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

Albany Garage

Expanded Results

All Routes

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	12,765	75.5%	75.5%
Home-based School	1,279	7.6%	83.0%
Home-based Shopping	323	1.9%	84.9%
Home-based Social Activity	50	0.3%	85.2%
Home-based Personal Business	694	4.1%	89.3%
Home-based Work-related	152	0.9%	90.2%
Home-based Other	263	1.6%	91.8%
Work-based	994	5.9%	97.7%
Non-Home or Work-based	395	2.3%	100.0%
TOTAL	16,915		
No Answer	646		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	10,122	58.3%
Speed/travel time	3,790	21.8%
Avoid driving/traffic	8,205	47.3%
Avoid parking at destination	8,341	48.1%
Environmentally responsible	7,990	46.0%
Less expensive	7,536	43.4%
Can read/do work	5,512	31.8%
Only transportation available	5,233	30.1%
Other	394	2.3%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	17,358	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	10,880	63.5%
No	6,255	36.5%
TOTAL	17,135	100.0%
No answer	426	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	3,343	31.9%
Non-MBTA bus	209	2.0%
Carpool/vanpool	1,082	10.3%
Bicycle	1,191	11.4%
Other MBTA service	5,738	54.8%
Other	1,765	16.9%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	10,464	
(No alternatives reported)	416	

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Expanded Results

Albany 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: Brighton	3,675	20.9%	0.7%	83.7%	2.7%	6.2%	0.2%	2.2%	4.1%		0.2%
Newton	2,450	14.0%	0.4%	95.6%	0.3%	1.0%	0.3%	0.6%	0.3%	0.5%	1.1%
Watertown	1,655	9.4%		98.1%	0.5%	0.5%			0.5%		0.5%
Boston: Allston	966	5.5%		92.6%				7.4%			
Waltham	944	5.4%	1.9%	89.8%	1.7%	3.3%				0.8%	2.5%
Brookline: North Brookline	809	4.6%	1.4%	88.7%	1.1%	8.8%					
Boston: Longwood Med Area	699	4.0%		9.7%	40.5%	31.6%		14.4%	1.6%		2.3%
Boston: Fenway	549	3.1%	3.7%	76.3%	5.8%	6.6%	3.5%	1.9%			2.1%
Cambridge: Central Square	535	3.0%		87.0%	2.5%	3.3%		4.0%		1.2%	2.0%
Boston: South End	409	2.3%		52.1%	3.2%	24.4%		17.6%			2.6%
Somerville: Spring Hill	381	2.2%		100.0%							
Boston: B U	335	1.9%		24.2%	49.2%	24.6%			2.0%		
Boston: Back Bay	284	1.6%		62.9%	2.2%	28.8%	2.3%				3.8%
Brookline: South Brookline	269	1.5%		92.9%		2.7%		4.4%			
Boston: Jamaica Plain	216	1.2%		81.9%			3.0%	9.8%	5.3%		
Boston: South Dorchester	216	1.2%		93.1%					6.9%		
Somerville: East Somerville	208	1.2%		100.0%							
Needham	207	1.2%		79.0%		12.6%		8.4%			
Cambridge: Kendall/MIT	190	1.1%		33.6%	11.4%	49.4%			5.7%		
Boston: Financial/Retail	175	1.0%		20.7%		21.4%	40.7%	8.6%	8.6%		
Unspecified	171	1.0%		92.3%				3.9%			3.9%
Boston: So Bos Res	156	0.9%		91.9%		8.1%					
Boston: Roxbury	154	0.9%		56.4%		36.2%					7.4%
Quincy	140	0.8%		100.0%							
Boston: North Dorchester	131	0.7%		72.8%	4.7%	4.3%			9.7%		8.5%
Brookline: Chestnut Hill	123	0.7%		88.2%	5.9%			5.9%			
Boston: Govt Center	105	0.6%	24.8%			75.2%					
Other (< 0.5 % of riders)	1,409	8.0%	1.7%	81.8%	3.3%	4.4%	2.1%	4.0%	0.4%		2.3%
OVERALL TOTAL	17,561	100.0%	0.8%	81.4%	4.2%	7.3%	0.8%	2.9%	1.4%	0.1%	1.1%

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

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Albany Garage
All Routes

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	11,843	67.8%
Drive/Park Access	811	4.6%
Drop-off Access	560	3.2%
Taxi Access	23	0.1%
Shuttle/Van Access	28	0.2%
Bicycle Access	3	0.0%
Other Access	11	0.1%
Total Private Trans.	13,280	76.0%
MBTA Bus	1,947	11.1%
Other Bus	11	0.1%
Rapid Transit	2,026	11.6%
Commuter Rail	210	1.2%
Boat	6	0.0%
Other	0	0.0%
Total Public Trans.	4,200	24.0%
TOTAL	17,480	100.0%
No Answer	75	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	3,489	20.0%
Drive/Park	210	1.2%
Drop-off	178	1.0%
Other	69	0.4%
TOTAL	3,946	22.6%
No Answer	260	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	2,212	12.7%
Other Bus	0	0.0%
Rapid Transit	1,705	9.8%
Commuter Rail	276	1.6%
Boat	6	0.0%
Other	0	0.0%
TOTAL	4,200	24.0%

Bus Transfers from Connecting Routes:	Number of Riders	Percent of Riders
66	291	14.9%
556	282	14.4%
553	160	8.2%
60	142	7.3%
70A	123	6.3%
Other	959	49.0%
TOTAL	1,957	100.0%

Bus Transfers from Nonconnecting Routes:	Number of Riders	Percent of Riders
101	71	24.6%
32	26	9.0%
240	26	9.0%
39	23	7.9%
31	16	5.7%
Other	127	43.8%
TOTAL	289	100.0%

Trip time from trip origin to stop by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	6,902	65.5%	154	23.3%	317	67.4%	23	36.6%	7,397	63.0%
6-10	2,527	24.0%	304	45.8%	70	14.9%	22	35.0%	2,922	24.9%
11-15	891	8.5%	78	11.8%	52	11.1%	0	0.0%	1,021	8.7%
16-20	182	1.7%	77	11.6%	21	4.6%	7	10.4%	287	2.4%
21-30	10	0.1%	30	4.5%	8	1.7%	11	18.0%	59	0.5%
31-45	24	0.2%	18	2.7%	2	0.4%	0	0.0%	44	0.4%
Over 45	0	0.0%	2	0.3%	0	0.0%	0	0.0%	2	0.0%
TOTAL	10,536	100.0%	663	100.0%	471	100.0%	63	100.0%	11,732	100.0%
No Answer	1,307		149		89		3		1,548	
Avg. Time (min)	5.8		11.5		7.7		12.5		6.2	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Albany Garage

All Routes

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	13,112	77.7%
Drive/Park Egress	160	1.0%
Pick-up Egress	51	0.3%
Taxi Egress	6	0.0%
Shuttle/Van Egress	80	0.5%
Bicycle Egress	0	0.0%
Other Egress	19	0.1%
Total Private Trans.	13,429	79.6%
MBTA Bus	1,668	9.9%
Other Bus	0	0.0%
Rapid Transit	1,743	10.3%
Commuter Rail	41	0.2%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	3,451	20.4%
TOTAL	16,880	100.0%
No Answer	681	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	3,016	17.9%
Drive	14	0.1%
Pick-up	19	0.1%
Other	27	0.2%
TOTAL	3,076	18.2%
No Answer	375	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	1,664	9.9%
Other Bus	17	0.1%
Rapid Transit	1,715	10.2%
Commuter Rail	56	0.3%
Boat	0	0.0%
Other	0	0.0%
TOTAL	3,451	20.4%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
70	241	14.4%
8	220	13.2%
71	212	12.7%
66	150	9.0%
60	141	8.4%
Other	704	42.2%
TOTAL	1,668	100.0%

Bus Transfers to Nonconnecting Routes:	Number of Riders	Percent of Riders
BEX	9	23.0%
MPA	8	20.6%
SL2	7	19.2%
202	7	18.6%
201	7	18.6%
TOTAL	38	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	7,436	63.4%	11	14.9%	0	0.0%	11	13.6%	7,458	62.6%
6-10	3,184	27.1%	34	44.2%	0	0.0%	40	48.2%	3,258	27.3%
11-15	752	6.4%	14	18.9%	26	78.3%	7	8.1%	799	6.7%
16-20	322	2.7%	2	2.6%	7	21.7%	5	6.0%	336	2.8%
21-30	37	0.3%	15	19.5%	0	0.0%	20	24.1%	72	0.6%
31-45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	11,730	100.0%	77	100.0%	33	100.0%	84	100.0%	11,924	100.0%
No Answer	1,382		84		17		22		1,505	
Avg. Time (min)	6.0		13.5		16.1		15.1		6.1	

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Albany Garage

Expanded Results — All Routes

DESTINATION LOCATIONS			DESTINATION ACTIVITIES								
City/Neighborhood Destinations	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Boston: Longwood Med Area	2,223	12.7%	0.4%		3.9%	84.9%		7.4%	2.8%		0.6%
Boston: Brighton	1,821	10.4%		31.3%	12.7%	43.5%		3.9%	4.3%	0.5%	3.9%
Boston: Financial/Retail	1,820	10.4%	0.7%		0.6%	96.3%		0.9%	0.9%		0.6%
Newton	1,610	9.2%	2.3%	17.3%	1.0%	63.0%	3.5%	7.4%	1.7%		3.7%
Boston: B U	1,177	6.7%		6.0%	24.1%	62.3%	6.0%		1.6%		
Boston: Fenway	1,075	6.1%	7.2%	16.2%	3.9%	71.0%		1.7%			
Boston: South End	901	5.1%	0.7%		13.8%	80.3%		2.9%	0.7%	0.7%	0.7%
Boston: Prudential/Hancock	865	4.9%	0.8%		1.5%	96.1%			0.8%		0.9%
Watertown	799	4.5%	0.8%	12.6%	1.9%	65.5%	19.2%				
Cambridge: Kendall/MIT	703	4.0%		1.6%	7.3%	87.6%		1.8%		1.6%	
Boston: Back Bay	615	3.5%	3.8%	1.7%	1.9%	87.5%		1.4%	1.3%	1.1%	1.3%
Waltham	502	2.9%	20.7%	6.5%	6.8%	51.2%		5.6%	4.4%		4.9%
Boston: Park Square	462	2.6%	15.2%	2.9%	9.6%	70.9%		1.4%			
Boston: Waterfront	356	2.0%	5.3%			91.9%					2.8%
Boston: Govt Center	281	1.6%			1.1%	89.9%		3.1%			5.9%
Brookline: North Brookline	255	1.5%	27.6%	7.6%		60.6%		4.2%			
Cambridge: Central Square	228	1.3%	9.4%	23.8%		33.9%	9.4%	4.7%	4.7%	4.7%	9.4%
Brookline: South Brookline	188	1.1%		25.3%		50.1%		12.7%		11.9%	
Cambridge: Harvard Square	183	1.0%	4.3%	3.8%	4.8%	75.4%		5.8%		5.8%	
Boston: So Bos Indust	181	1.0%	6.0%			94.0%					
Boston: Allston	176	1.0%		4.9%		55.2%			39.9%		
Needham	127	0.7%		18.5%	12.3%	63.0%	6.2%				
Boston: North End	125	0.7%				100.0%					
Unspecified	98	0.6%	38.6%	21.5%		29.7%		6.7%			3.5%
Boston: North Dorchester	96	0.5%		80.5%		12.2%	7.3%				
Boston: Roxbury	96	0.5%		11.3%		81.8%			6.9%		
Brookline: Chestnut Hill	95	0.5%				75.0%	25.0%				
Other (< 0.5 % of riders)	503	2.9%	1.5%	29.2%		50.0%	2.3%	5.2%		2.1%	9.6%
OVERALL TOTAL	17,561	100.0%	3.0%	9.6%	5.7%	72.4%	2.0%	3.2%	1.9%	0.5%	1.7%

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

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Albany Garage

All Routes

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Longwood Med Area	Boston: Brighton	Boston: Financial/ Retail	Newton	Boston: B U	Boston: Fenway	Boston: South End	Boston: Prudential /Hancock	Watertown	Cambridge: Kendall/MI	Other & % of Row	Row Total & % of Overall
Boston: Brighton	452	189	250	113	211	378	37	527	213	32	887	3675
											24.1%	*20.9%*
Newton	408	16	644	156	211	20	0	97	103	38	714	2450
											29.1%	*14.0%*
Watertown	70	211	376	133	211	211	30	42	0	18	331	1655
											20.0%	*9.4%*
Boston: Allston	172	0	78	3	70	211	7	70	71	0	282	966
											29.2%	*5.5%*
Waltham	16	149	244	85	81	3	11	11	0	7	311	944
											32.9%	*5.4%*
Brookline: North Brookline	87	0	0	364	11	9	40	0	142	99	57	809
											7.1%	*4.6%*
Boston: Longwood Med Area	0	330	0	14	9	11	28	0	80	91	135	699
											19.4%	*4.0%*
Boston: Fenway	79	71	0	83	0	0	53	0	71	88	105	549
											19.1%	*3.1%*
Cambridge: Central Square	65	0	11	16	50	41	132	90	0	7	71	535
											13.3%	*3.0%*
Boston: South End	37	26	0	6	0	13	0	0	11	32	263	409
											64.3%	*2.3%*
Somerville: Spring Hill	87	0	22	0	32	56	26	22	0	54	58	381
											15.1%	*2.2%*
Boston: B U	0	71	0	0	224	0	7	0	0	11	23	335
											6.8%	*1.9%*
Boston: Back Bay	22	142	0	6	0	0	26	0	0	22	65	335
											22.8%	*1.9%*
Brookline: South Brookline	103	22	7	0	15	16	48	0	0	0	57	269
											21.3%	*1.5%*
Boston: Jamaica Plain	36	22	0	21	0	0	33	0	6	22	76	216
											35.2%	*1.2%*
Boston: South Dorchester	11	52	0	63	0	35	51	0	0	0	3	216
											1.3%	*1.2%*
Somerville: East Somerville	43	11	0	0	11	11	7	0	0	54	71	208
											34.3%	*1.2%*
Needham	35	0	17	52	0	0	0	0	26	9	50	207
											24.4%	*1.2%*
Other & % of Column	423	507	171	484	29	37	341	7	75	107	359	2565
	19.0%	*27.8%*	*9.4%*	*30.0%*	*2.5%*	*3.5%*	*37.9%*	*0.8%*	*9.4%*	*15.2%*	*14.0%*	*14.6%*
Column Total & % of Overall	2223	1821	1820	1610	1177	1075	901	865	799	703	3953	**17561**
	12.7%	*10.4%*	*10.4%*	*9.2%*	*6.7%*	*6.1%*	*5.1%*	*4.9%*	*4.5%*	*4.0%*	*22.5%*	

Socioeconomic Characteristics

Expanded Results

Albany Garage
All Routes

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	439	2.5%	2.5%
19 - 24	3,405	19.8%	22.3%
25 - 34	5,312	30.8%	53.1%
35 - 44	2,690	15.6%	68.7%
45 - 64	4,781	27.7%	96.5%
65 and Older	611	3.5%	100.0%
TOTAL	17,239	100.0%	100.0%
No Answer	322		

Gender of Riders:	Number of Riders	Percent of Riders
Male	6,274	37.1%
Female	10,616	62.9%
Transgender	0	0.0%
TOTAL	16,891	100.0%
No Answer	670	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	1,359	8.7%	8.7%
$20,000 - $29,999	702	4.5%	13.3%
$30,000 - $39,999	1,485	9.6%	22.8%
$40,000 - $49,999	1,254	8.1%	30.9%
$50,000 - $59,999	1,579	10.2%	41.0%
$60,000 - $74,999	1,846	11.9%	52.9%
$75,000 - $99,999	2,684	17.3%	70.2%
$100,000 or more	4,633	29.8%	100.0%
TOTAL	15,542	100.0%	100.0%
No Answer	2,019		

Mean Household Size: 2.54

Ethnicity of Riders

Expanded Results

Albany Garage
All Routes

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	252	1.5%
Black or African-American	1,227	7.2%
Native Hawaiian or Other Pacific Islander	78	0.5%
Asian	2,252	13.3%
White	12,766	75.3%
Other	828	4.9%
TOTAL	16,946	

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

Are You Hispanic/Latino?:	Number of Responses	Percent of Responses
Yes	1,376	8.3%
No	15,252	91.7%
TOTAL	16,628	100.0%
No Answer	933	

Bus Usage Rates

Albany 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	1,026	6.0%	6.0%
One Day	374	2.2%	8.1%
Two Days	854	5.0%	13.1%
Three Days	1,460	8.5%	21.5%
Four Days	1,399	8.1%	29.7%
Five Days	10,426	60.5%	90.1%
Six Days	903	5.2%	95.4%
Seven Days	755	4.4%	99.8%
Only Visiting	43	0.2%	100.0%
TOTAL	17,240	100.0%	100.0%
No Answer	320		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	927 5.9%	340 2.2%	92 0.6%	372	1,359 8.6%
Occasionally	13 0.1%	4,160 26.4%	1,334 8.5%	877	5,507 35.0%
Not at all	14 0.1%	16 0.1%	8,858 56.2%	324	8,888 56.4%
No Answer	0	0	8	226	
Sunday Total	954 6.1%	4,517 28.7%	10,284 65.3%		15,754 *

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

Fare Types and Pass Usage

Albany 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)	4,021	23.1%	3.8
Pay-per-ride CharlieTicket (paper)	158	0.9%	3.2
Monthly pass	12,293	70.5%	4.7
Full cash fare on-board bus	179	1.0%	2.5
Reduced fare	378	2.2%	2.1
Student	*104*	*0.6%*	*1.9*
Senior	*161*	*0.9%*	*1.8*
Disability	*107*	*0.6%*	*2.7*
No Reduced Fare Selected	*7*	*0.0%*	*5.0*
Child under age 12 free fare	6	0.0%	5.0
Blind Access Card	9	0.1%	6.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	373	2.1%	4.9
Other	24	0.1%	3.5
No Fare Payment Type Selected	120		
All Payment Types	17,441	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)	5,632	32.3%	4.6
Student	247	1.4%	4.9
Senior	204	1.2%	3.2
Disability	174	1.0%	5.3
Inner Express Bus	2,999	17.2%	4.7
Outer Express Bus	276	1.6%	4.8
Zone	567	3.2%	4.1
Boat	14	0.1%	5.6
Local Bus	2,115	12.1%	4.8
No Pass Selected	65	0.4%	4.9
Total Riders Using Monthly Passes	12,293	70.5%	4.7

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	0	0.0%	0.0
1	88	0.5%	3.1
2	250	1.4%	4.2
3	54	0.3%	3.7
4	23	0.1%	3.6
5	23	0.1%	5.0
6	57	0.3%	5.0
7	45	0.3%	4.8
8	17	0.1%	4.5
Interzone	0	0.0%	0.0
No Zone Selected	11	0.1%	4.0
Total Riders Using Zone Passes	567	3.2%	4.1

Vehicle Availability

Expanded Results

Albany Garage
All Routes

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	14,462	84.1%
Not Licensed	2,725	15.9%
TOTAL	17,187	100.0%
No Answer	374	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	4,887	28.4%
1 vehicle	7,954	46.3%
2 vehicles	3,302	19.2%
3 or more vehicles	1,052	6.1%
TOTAL	17,195	100.0%
No Answer	366	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	7,454	43.6%
No	9,655	56.4%
TOTAL	17,109	100.0%
No Answer	452	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	4,771	28.1%	28.1%
0.01 to 0.49 vehicles	3,388	20.0%	48.1%
0.50 to 0.99 vehicles	5,372	31.7%	79.7%
1.00 to 1.49 vehicles	3,145	18.5%	98.3%
1.50 to 1.99 vehicles	191	1.1%	99.4%
2 or more vehicles	102	0.6%	100.0%
TOTAL RESPONSES	16,969		

MBTA Surveys: 2008-09

Bus Survey

Service Quality

Albany Garage

Expanded Results

All Routes

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	2.8	14.0%	20.0%	39.1%	21.9%	5.1%	17,071	490	8,306
Safety and security	3.9	1.2%	2.6%	25.9%	48.3%	21.9%	16,989	572	2,548
Cleanliness/condition of vehicles	3.3	3.5%	11.7%	43.8%	33.8%	7.2%	17,029	532	1,121
Courtesy of drivers	3.5	2.7%	8.7%	39.3%	35.7%	13.7%	17,088	473	1,206
Announcement of stops	3.7	3.3%	9.7%	26.9%	34.9%	25.2%	16,853	708	248
Availability of seating on buses	3.3	4.4%	14.3%	38.9%	30.7%	11.7%	16,715	846	1,297
Frequency of service	2.7	15.2%	26.2%	33.9%	18.8%	5.9%	16,716	845	6,090
Travel time/speed	3.4	6.4%	10.6%	35.7%	36.0%	11.3%	16,813	748	3,520
Parking availability	3.0	13.4%	13.9%	42.1%	23.1%	7.6%	7,102	10,459	106
Stop amenities	2.9	11.1%	22.4%	42.0%	18.9%	5.6%	15,729	1,832	662
Fare collection system	3.7	4.0%	9.1%	26.0%	38.4%	22.5%	16,508	1,053	327
Signage on vehicles	3.6	3.6%	7.9%	33.0%	39.5%	16.0%	15,648	1,913	131

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

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

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

The tables (at the end of the chapter) present these data by bus route. For each route, three tables presenting the three respective types of data are grouped on a single page. The data for each route are based on the survey responses from passengers who rode some portion of that route. Chapter 2 addresses the same categories of data that are addressed in the present chapter, but at the level of the Albany 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 Albany Garage, the percentage of home-based trips exceeded that of non-home-based trips, and the most common trip purpose category was home-based work. The bus routes with the highest percentages of home-based work trips were Routes 502 (100%), 500 (98%), and 503 (97%).

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. Between 0% and 17% of all trips were work-based across all Albany Garage bus routes. Work-based trips were the second-most-common trip purpose for Routes 170, 500, 502, 558, CT2, and CT3. The percentage of riders taking work-based trips was highest on Route CT3 (17%).

Home-based shopping trips accounted for 6% or less of trips on all Albany Garage bus routes with the exception of Route 554 (28%). Home-based school trips ranged between 0% and 13% on all routes, with the exception of Route 501 (29%). 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 5% 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. Across all routes, however, the most frequently selected reason for using bus transit was "convenience." The percentages of riders choosing "convenience" were highest on Route 500 (75%), followed by Routes 503 (74%) and 501 (72%).

The second- and third-most frequently selected reasons reflected people's desire to "avoid parking at destination" or "avoid driving/traffic." The percentage of riders choosing "avoid parking at destination" was highest on Route 503 (73%), and the percentage of riders choosing "avoid driving/traffic" was highest on Route 502 (100%).

The fourth- and fifth-most frequently selected reasons were "environmentally responsible" followed by "less expensive." The percentage of riders choosing "environmentally responsible" was highest on Route 500 (63%), and the percentage of riders choosing "less expensive" was highest on Route 554 (55%).

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 52% and 75% 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 60. 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 554 (100%).

“Drive alone” was the second-most-commonly selected alternative mode on most routes. The percentage of riders choosing “drive alone” was highest on Route 502 (100%). 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 CT3 (34%). After “other,” “bicycle” and “carpool/vanpool” were the next-most-frequently selected transportation alternatives. The percentage of riders choosing “bicycle” was highest on Route 170 (33%), and the percentage of riders choosing “carpool/vanpool” was highest on Routes 170 and 554 (both 33%).

MBTA Surveys: 2008-09

Bus Survey

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

Expanded Results

Route: 57

Watertown Sq - Kenmore Sq

Both Directions

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

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

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

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

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

MBTA Surveys: 2008-09

Bus Survey

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

Expanded Results

Route: 59

Needham Jct - Watertown Sq

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	501	63.0%	63.0%
Home-based School	65	8.2%	71.1%
Home-based Shopping	50	6.2%	77.4%
Home-based Social Activity	0	0.0%	77.4%
Home-based Personal Business	66	8.3%	85.7%
Home-based Work-related	57	7.2%	92.9%
Home-based Other	23	2.9%	95.8%
Work-based	25	3.2%	99.0%
Non-Home or Work-based	8	1.0%	100.0%
TOTAL	796		
No Answer	17		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	329	42.5%
Speed/travel time	80	10.3%
Avoid driving/traffic	331	42.9%
Avoid parking at destination	290	37.6%
Environmentally responsible	343	44.4%
Less expensive	225	29.1%
Can read/do work	247	31.9%
Only transportation available	307	39.7%
Other	33	4.3%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	773	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	443	58.0%
No	321	42.0%
TOTAL	764	100.0%
No answer	49	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	150	34.4%
Non-MBTA bus	8	1.8%
Carpool/vanpool	112	25.8%
Bicycle	41	9.4%
Other MBTA service	157	36.0%
Other	65	15.0%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	435	
(No alternatives reported)	9	

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

MBTA Surveys: 2008-09

Bus Survey

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

Expanded Results

Route: 60

Chestnut Hill - Kenmore Sq

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	404	69.3%	69.3%
Home-based School	7	1.2%	70.5%
Home-based Shopping	24	4.1%	74.6%
Home-based Social Activity	0	0.0%	74.6%
Home-based Personal Business	79	13.5%	88.1%
Home-based Work-related	0	0.0%	88.1%
Home-based Other	0	0.0%	88.1%
Work-based	46	7.8%	95.9%
Non-Home or Work-based	24	4.1%	100.0%
TOTAL	584		
No Answer	7		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	387	65.4%
Speed/travel time	51	8.6%
Avoid driving/traffic	233	39.5%
Avoid parking at destination	306	51.8%
Environmentally responsible	350	59.3%
Less expensive	295	50.0%
Can read/do work	243	41.1%
Only transportation available	139	23.5%
Other	55	9.3%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	591	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	414	74.9%
No	139	25.1%
TOTAL	553	100.0%
No answer	38	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	132	33.0%
Non-MBTA bus	53	13.2%
Carpool/vanpool	22	5.5%
Bicycle	15	3.6%
Other MBTA service	186	46.5%
Other	22	5.5%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	399	
(No alternatives reported)	15	

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

MBTA Surveys: 2008-09

Bus Survey

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

Expanded Results

Route: 65

Brighton Ctr - Kenmore Sq

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	677	66.3%	66.3%
Home-based School	128	12.6%	78.9%
Home-based Shopping	0	0.0%	78.9%
Home-based Social Activity	22	2.2%	81.1%
Home-based Personal Business	106	10.4%	91.5%
Home-based Work-related	17	1.7%	93.2%
Home-based Other	17	1.7%	94.9%
Work-based	52	5.1%	100.0%
Non-Home or Work-based	0	0.0%	100.0%
TOTAL	1,021		
No Answer	26		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	620	63.8%
Speed/travel time	144	14.9%
Avoid driving/traffic	303	31.2%
Avoid parking at destination	456	46.9%
Environmentally responsible	320	33.0%
Less expensive	377	38.9%
Can read/do work	206	21.2%
Only transportation available	358	36.9%
Other	44	4.5%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	971	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	624	63.7%
No	356	36.3%
TOTAL	980	100.0%
No answer	67	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	141	23.5%
Non-MBTA bus	0	0.0%
Carpool/vanpool	70	11.7%
Bicycle	83	14.0%
Other MBTA service	346	57.9%
Other	181	30.2%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	598	
(No alternatives reported)	26	

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

MBTA Surveys: 2008-09

Bus Survey

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

Expanded Results

Route: 170

Waltham - Dudley

Outbound

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	13	77.8%	77.8%
Home-based School	0	0.0%	77.8%
Home-based Shopping	0	0.0%	77.8%
Home-based Social Activity	0	0.0%	77.8%
Home-based Personal Business	0	0.0%	77.8%
Home-based Work-related	0	0.0%	77.8%
Home-based Other	0	0.0%	77.8%
Work-based	2	11.1%	88.9%
Non-Home or Work-based	2	11.1%	100.0%
TOTAL	17		
No Answer	0		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	6	33.3%
Speed/travel time	6	33.3%
Avoid driving/traffic	6	33.3%
Avoid parking at destination	4	22.2%
Environmentally responsible	6	33.3%
Less expensive	8	44.4%
Can read/do work	4	22.2%
Only transportation available	8	44.4%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	17	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	9	55.6%
No	8	44.4%
TOTAL	17	100.0%
No answer	0	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	0	0.0%
Non-MBTA bus	0	0.0%
Carpool/vanpool	2	33.3%
Bicycle	2	33.3%
Other MBTA service	4	66.7%
Other	2	33.3%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	6	
(No alternatives reported)	4	

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

MBTA Surveys: 2008-09

Bus Survey

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

Expanded Results

Route: 500

Riverside - Federal/Franklin

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	89	97.8%	97.8%
Home-based School	0	0.0%	97.8%
Home-based Shopping	0	0.0%	97.8%
Home-based Social Activity	0	0.0%	97.8%
Home-based Personal Business	0	0.0%	97.8%
Home-based Work-related	0	0.0%	97.8%
Home-based Other	0	0.0%	97.8%
Work-based	2	2.2%	100.0%
Non-Home or Work-based	0	0.0%	100.0%
TOTAL	91		
No Answer	2		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	70	75.3%
Speed/travel time	50	53.8%
Avoid driving/traffic	76	81.7%
Avoid parking at destination	67	72.0%
Environmentally responsible	59	63.4%
Less expensive	38	40.9%
Can read/do work	56	60.2%
Only transportation available	1	1.1%
Other	1	1.1%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	93	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	48	51.6%
No	45	48.4%
TOTAL	93	100.0%
No answer	0	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	26	56.5%
Non-MBTA bus	0	0.0%
Carpool/vanpool	0	0.0%
Bicycle	0	0.0%
Other MBTA service	26	56.5%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	46	
(No alternatives reported)	2	

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

MBTA Surveys: 2008-09

Bus Survey

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

Expanded Results

Route: 501

Brighton Ctr - Federal/Franklin

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	426	64.7%	64.7%
Home-based School	191	29.0%	93.7%
Home-based Shopping	0	0.0%	93.7%
Home-based Social Activity	0	0.0%	93.7%
Home-based Personal Business	0	0.0%	93.7%
Home-based Work-related	0	0.0%	93.7%
Home-based Other	8	1.2%	94.8%
Work-based	8	1.2%	96.0%
Non-Home or Work-based	26	4.0%	100.0%
TOTAL	659		
No Answer	34		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	500	72.2%
Speed/travel time	208	30.0%
Avoid driving/traffic	320	46.2%
Avoid parking at destination	367	52.9%
Environmentally responsible	239	34.5%
Less expensive	255	36.8%
Can read/do work	185	26.7%
Only transportation available	175	25.2%
Other	8	1.1%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	693	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	430	62.0%
No	263	38.0%
TOTAL	693	100.0%
No answer	0	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	156	37.0%
Non-MBTA bus	8	1.8%
Carpool/vanpool	31	7.4%
Bicycle	8	1.8%
Other MBTA service	297	70.4%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	422	
(No alternatives reported)	8	

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

MBTA Surveys: 2008-09

Bus Survey

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

Expanded Results

Route: 502

Watertown Sq - Copley Sq

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	65	100.0%	100.0%
Home-based School	0	0.0%	100.0%
Home-based Shopping	0	0.0%	100.0%
Home-based Social Activity	0	0.0%	100.0%
Home-based Personal Business	0	0.0%	100.0%
Home-based Work-related	0	0.0%	100.0%
Home-based Other	0	0.0%	100.0%
Work-based	0	0.0%	100.0%
Non-Home or Work-based	0	0.0%	100.0%
TOTAL	65		
No Answer	0		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	30	45.7%
Speed/travel time	23	36.2%
Avoid driving/traffic	65	100.0%
Avoid parking at destination	41	63.8%
Environmentally responsible	35	54.3%
Less expensive	18	27.6%
Can read/do work	6	9.6%
Only transportation available	0	0.0%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	65	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	41	63.8%
No	23	36.2%
TOTAL	65	100.0%
No answer	0	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	41	100.0%
Non-MBTA bus	0	0.0%
Carpool/vanpool	0	0.0%
Bicycle	0	0.0%
Other MBTA service	0	0.0%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	41	
(No alternatives reported)	0	

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

MBTA Surveys: 2008-09

Bus Survey

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

Expanded Results

Route: 503

Brighton Ctr - Copley Sq

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	814	97.2%	97.2%
Home-based School	0	0.0%	97.2%
Home-based Shopping	0	0.0%	97.2%
Home-based Social Activity	0	0.0%	97.2%
Home-based Personal Business	0	0.0%	97.2%
Home-based Work-related	8	0.9%	98.1%
Home-based Other	16	1.9%	100.0%
Work-based	0	0.0%	100.0%
Non-Home or Work-based	0	0.0%	100.0%
TOTAL	837		
No Answer	23		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	632	74.1%
Speed/travel time	338	39.6%
Avoid driving/traffic	491	57.6%
Avoid parking at destination	621	72.8%
Environmentally responsible	411	48.2%
Less expensive	265	31.1%
Can read/do work	314	36.9%
Only transportation available	117	13.7%
Other	8	0.9%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	853	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	455	54.3%
No	382	45.7%
TOTAL	837	100.0%
No answer	23	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	132	33.1%
Non-MBTA bus	8	1.9%
Carpool/vanpool	39	9.7%
Bicycle	0	0.0%
Other MBTA service	307	76.6%
Other	16	3.9%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	400	
(No alternatives reported)	55	

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

MBTA Surveys: 2008-09

Bus Survey

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

Expanded Results

Route: 504

Watertown Sq - Federal/Franklin

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	1,283	87.7%	87.7%
Home-based School	72	4.9%	92.7%
Home-based Shopping	12	0.8%	93.5%
Home-based Social Activity	0	0.0%	93.5%
Home-based Personal Business	0	0.0%	93.5%
Home-based Work-related	6	0.4%	93.9%
Home-based Other	18	1.2%	95.1%
Work-based	65	4.5%	99.6%
Non-Home or Work-based	6	0.4%	100.0%
TOTAL	1,463		
No Answer	25		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	950	64.2%
Speed/travel time	500	33.8%
Avoid driving/traffic	927	62.6%
Avoid parking at destination	1,070	72.3%
Environmentally responsible	797	53.8%
Less expensive	713	48.2%
Can read/do work	616	41.6%
Only transportation available	190	12.8%
Other	12	0.8%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	1,481	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	804	56.0%
No	630	44.0%
TOTAL	1,434	100.0%
No answer	54	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	366	47.3%
Non-MBTA bus	0	0.0%
Carpool/vanpool	23	3.0%
Bicycle	35	4.5%
Other MBTA service	450	58.2%
Other	35	4.5%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	774	
(No alternatives reported)	30	

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

MBTA Surveys: 2008-09

Bus Survey

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

Expanded Results

Route: 505

Waltham Ctr - Federal/Franklin

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	496	94.1%	94.1%
Home-based School	3	0.7%	94.8%
Home-based Shopping	0	0.0%	94.8%
Home-based Social Activity	0	0.0%	94.8%
Home-based Personal Business	0	0.0%	94.8%
Home-based Work-related	3	0.7%	95.5%
Home-based Other	19	3.6%	99.1%
Work-based	5	0.9%	100.0%
Non-Home or Work-based	0	0.0%	100.0%
TOTAL	527		
No Answer	7		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	340	63.7%
Speed/travel time	139	26.0%
Avoid driving/traffic	304	56.9%
Avoid parking at destination	351	65.7%
Environmentally responsible	229	43.0%
Less expensive	243	45.6%
Can read/do work	236	44.3%
Only transportation available	76	14.2%
Other	10	2.0%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	534	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	334	63.9%
No	189	36.1%
TOTAL	524	100.0%
No answer	10	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	143	45.2%
Non-MBTA bus	10	3.2%
Carpool/vanpool	21	6.6%
Bicycle	0	0.0%
Other MBTA service	198	62.7%
Other	3	1.1%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	315	
(No alternatives reported)	19	

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

MBTA Surveys: 2008-09

Bus Survey

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

Expanded Results

Route: 553

Roberts - Federal/Franklin via Waltham

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	544	70.4%	70.4%
Home-based School	31	3.9%	74.4%
Home-based Shopping	8	1.0%	75.4%
Home-based Social Activity	0	0.0%	75.4%
Home-based Personal Business	83	10.8%	86.1%
Home-based Work-related	8	1.0%	87.1%
Home-based Other	23	2.9%	90.1%
Work-based	38	5.0%	95.0%
Non-Home or Work-based	38	5.0%	100.0%
TOTAL	772		
No Answer	92		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	483	56.4%
Speed/travel time	260	30.4%
Avoid driving/traffic	406	47.5%
Avoid parking at destination	345	40.3%
Environmentally responsible	322	37.6%
Less expensive	382	44.7%
Can read/do work	283	33.1%
Only transportation available	317	37.0%
Other	8	0.9%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	856	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	582	68.0%
No	274	32.0%
TOTAL	856	100.0%
No answer	8	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	122	21.5%
Non-MBTA bus	0	0.0%
Carpool/vanpool	69	12.2%
Bicycle	23	4.0%
Other MBTA service	391	69.0%
Other	31	5.4%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	567	
(No alternatives reported)	15	

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

MBTA Surveys: 2008-09

Bus Survey

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

Expanded Results

Route: 554

Waverly Sq - Federal/Franklin

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	23	43.2%	43.2%
Home-based School	0	0.0%	43.2%
Home-based Shopping	15	28.4%	71.6%
Home-based Social Activity	0	0.0%	71.6%
Home-based Personal Business	0	0.0%	71.6%
Home-based Work-related	15	28.4%	100.0%
Home-based Other	0	0.0%	100.0%
Work-based	0	0.0%	100.0%
Non-Home or Work-based	0	0.0%	100.0%
TOTAL	53		
No Answer	31		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	31	44.8%
Speed/travel time	8	11.4%
Avoid driving/traffic	38	55.2%
Avoid parking at destination	38	55.2%
Environmentally responsible	15	21.9%
Less expensive	38	55.2%
Can read/do work	8	11.4%
Only transportation available	31	44.8%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	68	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	45	53.9%
No	38	46.1%
TOTAL	83	100.0%
No answer	0	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	15	33.3%
Non-MBTA bus	0	0.0%
Carpool/vanpool	15	33.3%
Bicycle	0	0.0%
Other MBTA service	45	100.0%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	45	
(No alternatives reported)	0	

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

MBTA Surveys: 2008-09

Bus Survey

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

Expanded Results

Route: 556

Waltham Highlands - Federal/Franklin

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	199	87.0%	87.0%
Home-based School	6	2.8%	89.8%
Home-based Shopping	0	0.0%	89.8%
Home-based Social Activity	0	0.0%	89.8%
Home-based Personal Business	0	0.0%	89.8%
Home-based Work-related	6	2.5%	92.3%
Home-based Other	9	3.9%	96.1%
Work-based	3	1.4%	97.5%
Non-Home or Work-based	6	2.5%	100.0%
TOTAL	229		
No Answer	30		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	155	60.0%
Speed/travel time	34	13.2%
Avoid driving/traffic	151	58.2%
Avoid parking at destination	131	50.4%
Environmentally responsible	120	46.5%
Less expensive	127	49.2%
Can read/do work	93	36.0%
Only transportation available	55	21.3%
Other	3	1.2%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	259	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	175	70.1%
No	75	29.9%
TOTAL	250	100.0%
No answer	9	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	72	41.6%
Non-MBTA bus	0	0.0%
Carpool/vanpool	13	7.4%
Bicycle	3	1.8%
Other MBTA service	105	61.1%
Other	11	6.5%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	172	
(No alternatives reported)	3	

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

MBTA Surveys: 2008-09

Bus Survey

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

Expanded Results

Route: 558

Riverside - Federal/Franklin

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	137	74.8%	74.8%
Home-based School	11	6.0%	80.7%
Home-based Shopping	3	1.4%	82.1%
Home-based Social Activity	0	0.0%	82.1%
Home-based Personal Business	3	1.6%	83.7%
Home-based Work-related	3	1.4%	85.1%
Home-based Other	8	4.5%	89.7%
Work-based	16	8.9%	98.6%
Non-Home or Work-based	3	1.4%	100.0%
TOTAL	184		
No Answer	5		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	105	56.2%
Speed/travel time	46	24.6%
Avoid driving/traffic	72	38.8%
Avoid parking at destination	84	45.3%
Environmentally responsible	58	31.4%
Less expensive	78	41.9%
Can read/do work	61	33.0%
Only transportation available	53	28.3%
Other	3	1.5%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	186	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	121	63.9%
No	68	36.1%
TOTAL	189	100.0%
No answer	0	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	28	27.3%
Non-MBTA bus	0	0.0%
Carpool/vanpool	22	20.7%
Bicycle	5	5.2%
Other MBTA service	62	59.0%
Other	12	11.0%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	105	
(No alternatives reported)	16	

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

MBTA Surveys: 2008-09

Bus Survey

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

Expanded Results

Route: CT1

Central Sq Cambridge - BU Med Ctr

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	912	72.2%	72.2%
Home-based School	94	7.4%	79.6%
Home-based Shopping	0	0.0%	79.6%
Home-based Social Activity	28	2.2%	81.8%
Home-based Personal Business	69	5.5%	87.3%
Home-based Work-related	17	1.4%	88.7%
Home-based Other	17	1.4%	90.0%
Work-based	72	5.7%	95.7%
Non-Home or Work-based	54	4.3%	100.0%
TOTAL	1,263		
No Answer	41		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	770	60.2%
Speed/travel time	318	24.8%
Avoid driving/traffic	488	38.1%
Avoid parking at destination	499	39.0%
Environmentally responsible	618	48.3%
Less expensive	591	46.1%
Can read/do work	360	28.1%
Only transportation available	320	25.0%
Other	44	3.4%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	1,280	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	813	63.0%
No	478	37.0%
TOTAL	1,291	100.0%
No answer	13	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	158	20.4%
Non-MBTA bus	24	3.1%
Carpool/vanpool	57	7.3%
Bicycle	130	16.8%
Other MBTA service	448	57.8%
Other	225	29.1%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	776	
(No alternatives reported)	37	

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

MBTA Surveys: 2008-09

Bus Survey

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

Expanded Results

Route: CT2

Sullivan Station - Ruggles via Kendall/MIT

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	936	67.8%	67.8%
Home-based School	154	11.1%	78.9%
Home-based Shopping	0	0.0%	78.9%
Home-based Social Activity	0	0.0%	78.9%
Home-based Personal Business	11	0.8%	79.7%
Home-based Work-related	11	0.8%	80.6%
Home-based Other	34	2.5%	83.0%
Work-based	168	12.1%	95.2%
Non-Home or Work-based	67	4.8%	100.0%
TOTAL	1,381		
No Answer	23		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	984	70.7%
Speed/travel time	440	31.6%
Avoid driving/traffic	604	43.4%
Avoid parking at destination	648	46.5%
Environmentally responsible	694	49.8%
Less expensive	693	49.8%
Can read/do work	407	29.2%
Only transportation available	245	17.6%
Other	11	0.8%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	1,393	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	906	64.5%
No	498	35.5%
TOTAL	1,404	100.0%
No answer	0	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	154	17.2%
Non-MBTA bus	66	7.4%
Carpool/vanpool	33	3.7%
Bicycle	121	13.5%
Other MBTA service	542	60.5%
Other	165	18.5%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	894	
(No alternatives reported)	11	

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

MBTA Surveys: 2008-09

Bus Survey

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

Expanded Results

Route: CT3

BID Medical Center - Andrew Station via BU Med Ctr **Both Directions**

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	513	62.1%	62.1%
Home-based School	92	11.1%	73.2%
Home-based Shopping	0	0.0%	73.2%
Home-based Social Activity	0	0.0%	73.2%
Home-based Personal Business	65	7.9%	81.0%
Home-based Work-related	0	0.0%	81.0%
Home-based Other	0	0.0%	81.0%
Work-based	137	16.6%	97.6%
Non-Home or Work-based	20	2.4%	100.0%
TOTAL	826		
No Answer	0		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	476	58.5%
Speed/travel time	157	19.3%
Avoid driving/traffic	352	43.2%
Avoid parking at destination	409	50.3%
Environmentally responsible	332	40.8%
Less expensive	288	35.4%
Can read/do work	209	25.7%
Only transportation available	229	28.1%
Other	13	1.6%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	813	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	466	57.3%
No	347	42.7%
TOTAL	813	100.0%
No answer	13	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	96	21.8%
Non-MBTA bus	32	7.4%
Carpool/vanpool	58	13.1%
Bicycle	20	4.5%
Other MBTA service	196	44.5%
Other	148	33.7%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	441	
(No alternatives reported)	25	

**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 Albany 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 Albany 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. Albany 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 28, the number for people boarding Route 504, while the lowest was 4, the number for Routes 502 and 503. 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 85%. This is partly a reflection of the hours when the survey was handed out (6:00 AM to 3:30 PM). Had the survey been handed out later, more people would likely have been starting from an activity

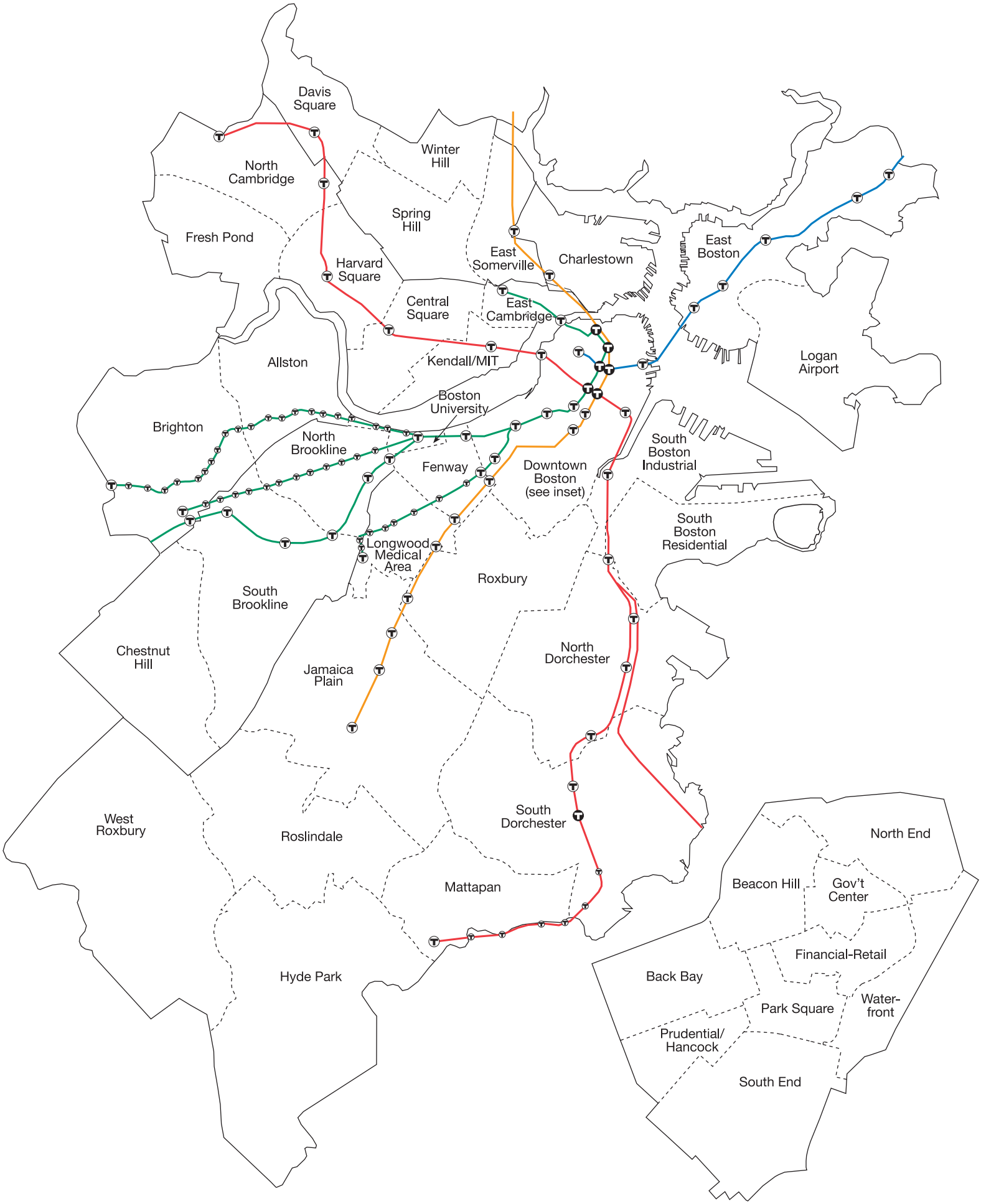
other than home. The survey result regarding the predominant origin activity is in accord with the result regarding the predominant trip purpose category, which was home-based work (see Chapters 3 and 7).

Most of the remainder of the origin activities of the surveyed riders were split between work, school, and personal business. Looking at the riders with the top 10 origin locations for all Albany Garage bus routes, work was the origin activity for 5%, followed by school with 4% and personal business with 2%.

The percentages of riders whose origin activity was home were the highest on Routes 502 (100%), 503 (99%), and 505 (98%) and were the lowest on Routes 554 (18%) and CT3 and 65 (both 72%). The percentages of riders with work, school, and personal business origin activities, respectively, were the highest for Routes 554 (37%), 65 (7%), and 60 (13%).

Figure 4-1

Neighborhood Boundaries



MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 57

Expanded Results

Watertown Sq - Kenmore Sq

Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Boston: Brighton	1,977	30.7%		75.0%	3.6%	10.7%		3.6%	7.2%		
Boston: Allston	917	14.3%		92.2%				7.8%			
Watertown	845	13.1%		100.0%							
Newton	775	12.1%		100.0%							
Brookline: North Brookline	498	7.7%		85.7%		14.3%					
Boston: B U	284	4.4%		24.8%	50.1%	25.1%					
Boston: Fenway	213	3.3%		100.0%							
Boston: Longwood Med Area	213	3.3%			100.0%						
Waltham	211	3.3%		100.0%							
Boston: Back Bay	142	2.2%		50.0%		50.0%					
Boston: Financial/Retail	71	1.1%					100.0%				
Boston: Govt Center	71	1.1%				100.0%					
Lynn	71	1.1%		100.0%							
Somerville: East Somerville	71	1.1%		100.0%							
Unspecified	71	1.1%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	6,432	100.0%		80.1%	6.6%	7.7%	1.1%	2.2%	2.2%		

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 59

Expanded Results

Needham Jct - Watertown 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
Newton	338	41.6%		90.8%	2.3%		2.3%		2.3%		2.3%
Needham	190	23.3%		77.1%		13.8%		9.2%			
Watertown	78	9.6%		60.0%	10.0%	10.0%			10.0%		10.0%
Boston: Brighton	55	6.7%		71.4%	14.3%				14.3%		
Cambridge: Central Square	23	2.9%		100.0%							
Boston: Roslindale	17	2.1%		50.0%		50.0%					
Malden	17	2.0%		100.0%							
Waltham	16	1.9%		100.0%							
Hopkinton	9	1.1%		100.0%							
Arlington	8	1.0%		100.0%							
Boston: Jamaica Plain	8	1.0%		100.0%							
Boston: Longwood Med Area	8	1.0%		100.0%							
Boston: So Bos Indust	8	1.0%		100.0%							
Brookline: North Brookline	8	1.0%		100.0%							
Cambridge: East Cambridge	8	1.0%		100.0%							
Lynn	8	1.0%		100.0%							
Marlborough	8	1.0%		100.0%							
Somerville: Davis Square	8	1.0%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	813	100.0%		84.0%	2.9%	5.2%	1.0%	2.1%	2.9%		1.9%

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 60

Expanded Results

Chestnut Hill - Kenmore Sq

Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Brookline: South Brookline	125	21.2%		94.2%		5.8%					
Brookline: Chestnut Hill	123	20.9%		88.2%	5.9%			5.9%			
Boston: Fenway	71	12.1%		66.7%		33.3%					
Boston: North Dorchester	48	8.1%		100.0%							
Boston: Longwood Med Area	31	5.3%				23.4%		76.6%			
Boston: Jamaica Plain	24	4.0%		100.0%							
Boston: North End	24	4.0%						100.0%			
Boston: South Dorchester	24	4.0%		100.0%							
Boston: South End	24	4.0%						100.0%			
Brookline: North Brookline	24	4.0%		100.0%							
Natick	15	2.5%		100.0%							
Newton: Chestnut Hill	15	2.5%		100.0%							
Ashland	7	1.2%		100.0%							
Boston: Charlestown	7	1.2%		100.0%							
Boston: Roxbury	7	1.2%		100.0%							
Framingham	7	1.2%		100.0%							
Newton	7	1.2%		100.0%							
Randolph	7	1.2%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	591	100.0%		79.0%	1.2%	6.5%		13.3%			

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 65

Expanded Results

Brighton Ctr - Kenmore Sq

Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Boston: Brighton	485	46.3%	1.8%	87.4%	3.6%	3.6%		1.8%			1.8%
Boston: Longwood Med Area	223	21.3%		3.9%	20.1%	58.1%		14.0%			3.9%
Brookline: North Brookline	105	10.0%		91.7%	8.3%						
Brookline: South Brookline	83	8.0%		100.0%							
Boston: Jamaica Plain	45	4.3%		100.0%							
Boston: Allston	31	3.0%		100.0%							
Boston: Fenway	31	3.0%	28.0%	72.0%							
Boston: Back Bay	22	2.1%		100.0%							
Medway	22	2.1%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	1,047	100.0%	1.7%	72.1%	6.8%	14.0%		3.8%			1.7%

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 170

Expanded Results

Waltham - Dudley

Outbound

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
Waltham	8	44.4%		100.0%							
Boston: South End	4	22.2%		100.0%							
Boston: North Dorchester	2	11.1%		100.0%							
Framingham	2	11.1%									100.0%
Malden	2	11.1%									100.0%
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	17	100.0%		77.8%							22.2%

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 500

Expanded Results

Riverside - Federal/Franklin

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	26	28.0%		92.3%				7.7%			
Wellesley	16	17.2%		100.0%							
Weston	10	10.8%		100.0%							
Wayland	8	8.6%		100.0%							
Framingham	6	6.5%		100.0%							
Unspecified	4	4.3%		100.0%							
Auburn	2	2.2%		100.0%							
Bedford	2	2.2%		100.0%							
Boston: Financial/Retail	2	2.2%		50.0%		50.0%					
Boston: Govt Center	2	2.2%				100.0%					
Holliston	2	2.2%		100.0%							
Marlborough	2	2.2%		100.0%							
Maynard	2	2.2%		100.0%							
Natick	2	2.2%		100.0%							
Needham	2	2.2%		100.0%							
Sturbridge	2	2.2%		100.0%							
Waltham	2	2.2%		100.0%							
Boston: Park Square	1	1.1%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	93	100.0%		94.6%		3.2%		2.2%			

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 501

Expanded Results

Brighton Ctr - Federal/Franklin

Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Boston: Brighton	351	50.6%	2.2%	95.6%			2.2%				
Boston: Hyde Park	52	7.5%		100.0%							
Boston: So Bos Res	52	7.5%		100.0%							
Boston: South Dorchester	52	7.5%		100.0%							
Newton	47	6.7%		100.0%							
Boston: East Boston	26	3.8%		100.0%							
Boston: Financial/Retail	26	3.8%		100.0%							
Boston: Govt Center	26	3.8%	100.0%								
Boston: So Bos Indust	26	3.8%			100.0%						
Randolph	26	3.8%		100.0%							
Boston: Allston	8	1.1%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	693	100.0%	4.9%	90.2%	3.8%		1.1%				

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 502

Expanded Results

Watertown Sq - Copley Sq

Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Watertown	35	54.3%		100.0%							
Boston: Brighton	12	18.1%		100.0%							
Waltham	12	18.1%		100.0%							
Franklin	6	9.6%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	65	100.0%		100.0%							

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 503

Expanded Results

Brighton Ctr - Copley Sq

Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Boston: Brighton	717	83.3%	1.1%	98.9%							
Boston: South End	52	6.1%		100.0%							
Unspecified	52	6.1%		100.0%							
Newton	39	4.5%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	860	100.0%	0.9%	99.1%							

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 504

Expanded Results

Watertown Sq - Federal/Franklin

Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Watertown	632	42.5%		100.0%							
Newton	515	34.6%		95.5%				2.3%		2.3%	
Waltham	35	2.4%		100.0%							
Boston: Financial/Retail	25	1.7%		25.0%		75.0%					
Belmont	23	1.6%		50.0%				50.0%			
Unspecified	23	1.6%		100.0%							
Boston: Beacon Hill	19	1.2%		100.0%							
Boston: Charlestown	19	1.2%		33.3%	66.7%						
Boston: North Dorchester	19	1.2%		33.3%	33.3%						33.3%
Boston: Park Square	19	1.2%				66.7%		33.3%			
Boston: South Dorchester	19	1.2%		100.0%							
Boston: Jamaica Plain	12	0.8%		50.0%				50.0%			
Boston: North End	12	0.8%		100.0%							
Boston: Prudential/Hancock	12	0.8%							50.0%		50.0%
Brookline: South Brookline	12	0.8%						100.0%			
Needham	12	0.8%		100.0%							
Newton: Chestnut Hill	12	0.8%		100.0%							
Other (< 0.5 % of riders)	68	4.6%	18.2%	45.5%	27.3%	9.1%					
OVERALL TOTAL	1,487	100.0%	0.8%	88.9%	2.5%	2.5%		3.2%	0.4%	0.8%	0.8%

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Expanded Results

Route: 505

Waltham Ctr - Federal/Franklin

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	216	40.4%	1.6%	98.4%							
Waltham	207	38.7%	1.7%	98.3%							
Wellesley	21	3.9%		100.0%							
Weston	21	3.9%		100.0%							
Wayland	17	3.3%		100.0%							
Boston: East Boston	5	0.9%		100.0%							
Boston: Mattapan	5	0.9%		100.0%							
Boston: North Dorchester	5	0.9%									100.0%
Milton	5	0.9%		100.0%							
Somerville: Davis Square	5	0.9%		100.0%							
Belmont	3	0.7%		100.0%							
Berlin	3	0.7%		100.0%							
Boston: Allston	3	0.7%		100.0%							
Holliston	3	0.7%		100.0%							
Marlborough	3	0.7%		100.0%							
Needham	3	0.7%		100.0%							
Sudbury	3	0.7%		100.0%							
Worcester	3	0.7%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	534	100.0%	1.3%	97.8%							0.9%

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 553

Expanded Results

Roberts - Federal/Franklin via Waltham

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	293	34.0%		89.6%		5.3%					5.1%
Waltham	287	33.2%		78.3%	5.4%	8.1%				2.7%	5.4%
Boston: South Dorchester	45	5.2%		66.7%					33.3%		
Boston: Waterfront	45	5.2%		33.3%		33.3%	33.3%				
Boston: Park Square	30	3.5%				50.0%		50.0%			
Boston: Brighton	15	1.7%		100.0%							
Boston: Financial/Retail	15	1.7%						100.0%			
Boston: Jamaica Plain	15	1.7%						100.0%			
Boston: North End	15	1.7%		100.0%							
Boston: Roxbury	15	1.7%		100.0%							
Boston: So Bos Res	15	1.7%		100.0%							
Malden	15	1.7%		100.0%							
Melrose	15	1.7%		100.0%							
Raynham	15	1.7%		100.0%							
Watertown	15	1.7%		100.0%							
Worcester	15	1.7%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	864	100.0%		77.2%	1.8%	8.0%	1.7%	5.2%	1.7%	0.9%	3.5%

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 554

Expanded Results

Waverly Sq - Federal/Franklin

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: Financial/Retail	30	35.9%				50.0%			50.0%		
Waltham	16	18.7%	50.0%			50.0%					
Boston: Waterfront	15	18.0%					100.0%				
Newton	15	18.0%		100.0%							
Boston: So Bos Indust	8	9.4%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	83	100.0%	9.4%	18.0%		36.7%	18.0%		18.0%		

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 556

Expanded Results

Waltham Highlands - Federal/Franklin

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	110	42.7%	5.8%	91.4%							2.9%
Waltham	103	39.9%	6.1%	88.4%							5.5%
Boston: Beacon Hill	6	2.2%		100.0%							
Boston: Fenway	6	2.2%				100.0%					
Boston: North Dorchester	6	2.2%				100.0%					
Boston: Park Square	6	2.2%			100.0%						
Boston: Prudential/Hancock	6	2.2%		100.0%							
Boston: Roxbury	6	2.2%		100.0%							
Brockton	6	2.2%	100.0%								
Framingham	6	2.2%	100.0%								
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	259	100.0%	9.3%	80.8%	2.2%	4.4%					3.4%

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: 558

Expanded Results

Riverside - Federal/Franklin

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	58	30.6%		86.6%		13.4%					
Waltham	48	25.5%		94.6%							5.4%
Watertown	24	12.5%		100.0%							
Boston: Fenway	6	3.1%			100.0%						
Boston: Financial/Retail	6	3.1%		50.0%		50.0%					
Boston: Park Square	6	3.1%		50.0%		50.0%					
Boston: Roslindale	6	3.1%		100.0%							
Boston: Waterfront	6	3.1%		100.0%							
Boston: Brighton	5	2.9%		47.3%	52.7%						
Boston: Beacon Hill	3	1.5%		100.0%							
Boston: Dwntwn Unspecified	3	1.5%		100.0%							
Boston: North Dorchester	3	1.5%		100.0%							
Boston: South Dorchester	3	1.5%		100.0%							
Brookline: North Brookline	3	1.4%		100.0%							
Framingham	3	1.5%		100.0%							
Somerville: Davis Square	3	1.5%		100.0%							
Wayland	3	1.4%		100.0%							
Wellesley	3	1.4%			100.0%						
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	189	100.0%		85.5%	5.9%	7.2%					1.4%

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: CT1

Expanded Results

Central Sq Cambridge - BU Med Ctr

Both Directions

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Cambridge: Central Square	327	25.0%		88.7%	4.0%	2.0%		3.3%		2.0%	
Boston: South End	199	15.3%		57.0%		26.9%		10.7%			5.4%
Boston: Fenway	125	9.6%		80.9%	5.3%		5.3%	8.6%			
Brookline: North Brookline	97	7.4%		100.0%							
Boston: Back Bay	91	6.9%		69.1%		11.8%	7.3%				11.8%
Boston: Brighton	58	4.5%		100.0%							
Boston: Jamaica Plain	54	4.2%		87.9%			12.1%				
Cambridge: Kendall/MIT	48	3.7%		41.4%	22.4%	36.2%					
Boston: Roxbury	39	3.0%		72.3%		27.7%					
Somerville: Spring Hill	39	3.0%		100.0%							
Somerville: Davis Square	33	2.5%		100.0%							
Watertown	26	2.0%		100.0%							
Brookline: South Brookline	20	1.5%		100.0%							
Cambridge: North Cambridge	20	1.5%		100.0%							
Unspecified	20	1.5%		33.3%				33.3%			33.3%
Belmont	13	1.0%		100.0%							
Boston: Mattapan	11	0.8%		100.0%							
Boston: Prudential/Hancock	11	0.8%		100.0%							
Hopkinton	11	0.8%		100.0%							
Newton	11	0.8%		100.0%							
Arlington	7	0.5%		100.0%							
Boston: Allston	7	0.5%		100.0%							
Boston: B U	7	0.5%							100.0%		
Boston: West Roxbury	7	0.5%		100.0%							
Cambridge: Harvard Square	7	0.5%		100.0%							
Malden	7	0.5%		100.0%							
Somerville: East Somerville	7	0.5%		100.0%							
Whitman	7	0.5%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	1,304	100.0%		81.6%	2.3%	7.6%	1.5%	3.8%	0.5%	0.5%	2.1%

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: CT2

Expanded Results

Sullivan Station - Ruggles via Kendall/MIT

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
Somerville: Spring Hill	328	23.4%		100.0%							
Cambridge: Central Square	185	13.2%		82.4%		5.9%		5.9%			5.9%
Boston: Longwood Med Area	147	10.5%		15.5%	7.8%	38.0%		31.0%	7.8%		
Cambridge: Kendall/MIT	142	10.1%		30.9%	7.6%	53.8%			7.6%		
Somerville: East Somerville	130	9.3%		100.0%							
Brookline: North Brookline	68	4.9%	16.7%	83.3%							
Boston: Fenway	57	4.1%	20.0%	60.0%							20.0%
Somerville: Winter Hill	54	3.9%		80.0%							20.0%
Boston: Jamaica Plain	46	3.2%		75.0%					25.0%		
Boston: B U	45	3.2%		24.1%	50.6%	25.3%					
Boston: Back Bay	23	1.6%		100.0%							
Boston: Roxbury	23	1.6%		50.0%							50.0%
Boston: South Dorchester	23	1.6%		100.0%							
Everett	22	1.5%		100.0%							
Attleboro	11	0.8%		100.0%							
Boston: Mattapan	11	0.8%		100.0%							
Boston: North Dorchester	11	0.8%		100.0%							
Boston: Roslindale	11	0.8%		100.0%							
Boston: South End	11	0.8%		100.0%							
Cambridge: East Cambridge	11	0.8%									100.0%
Littleton	11	0.8%		100.0%							
Rockport	11	0.8%		100.0%							
Stoneham	11	0.8%		100.0%							
Wakefield	11	0.8%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	1,404	100.0%	1.6%	73.8%	3.2%	11.0%		4.0%	2.4%		4.0%

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

MBTA Surveys: 2008-09

Bus Survey

Origin Locations and Activities

Route: CT3

Expanded Results

BID Medical Center - Andrew Station via BU Med Ctr

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
Quincy	140	16.9%		100.0%							
Boston: South End	113	13.7%		28.8%	6.2%	41.2%		23.7%			
Boston: So Bos Res	89	10.8%		85.7%		14.3%					
Boston: Longwood Med Area	70	8.5%		40.0%	10.0%	40.0%					10.0%
Boston: Roxbury	65	7.9%		30.4%		69.6%					
Boston: South Dorchester	51	6.2%		100.0%							
Boston: Fenway	40	4.8%			50.0%	17.8%	32.2%				
Boston: North Dorchester	38	4.6%		66.7%					33.3%		
Brookline: South Brookline	28	3.4%		100.0%							
Milton	25	3.1%		100.0%							
Walpole	20	2.4%		100.0%							
Bedford	13	1.5%		100.0%							
Boston: Jamaica Plain	13	1.5%		100.0%							
Boston: Roslindale	13	1.5%		100.0%							
Braintree	13	1.5%		100.0%							
Bridgewater	13	1.5%		100.0%							
Cambridge: North Cambridge	13	1.5%		100.0%							
Malden	13	1.5%		100.0%							
New Bedford	13	1.5%		100.0%							
Somerville: Davis Square	13	1.5%		100.0%							
Somerville: Spring Hill	13	1.5%		100.0%							
Whitman	13	1.5%		100.0%							
Brookline: North Brookline	7	0.9%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	826	100.0%		71.8%	4.1%	16.9%	1.5%	3.2%	1.5%		0.9%

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

5 Access to the Bus

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

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

The tables (at the end of the chapter) present all of these data by route. The data for each bus route are based on the survey responses from passengers who rode some portion of that route. Chapter 2 addresses the same categories of data that are addressed in the present chapter, but at the level of the Albany 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 Albany Garage bus route except Routes 500 and 502. The highest walk access rates were on Routes 503 (89%), 65 (85%), and 556 (83%). Driving access trips were the second-largest private access mode. The highest driving access rates were on Routes 500 (75%), 502 (54%), and 505 (34%). Only Routes 170, 57, and CT3 did not report any driving access trips. Route 170 had the highest drop-off rate of the bus routes in Albany Garage (11%).

The three public access modes most used by riders on Albany Garage routes were MBTA bus, rapid transit, and commuter rail. The highest bus access rates were on Routes 57 (19%), 59 (15%), and 60 (13%). The highest rapid transit access rates were on Routes CT3 (45%), 501 (23%), and 553 (12%). Finally, the highest commuter rail access rates were on Routes 170 (11%), 502 (10%), and 503 (6%).

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 503 (4 minutes) and 554 and 57 (both 5 minutes). The highest walk access times were reported by riders on Routes 502 (10 minutes) and 500 and 504 (both 8 minutes). The highest reported drive/park access times were on Routes 60 (26 minutes), CT1 (20 minutes), and 500 (16 minutes), and the highest reported

drop-off access times were on Routes 500 (45 minutes), CT1 (20 minutes), and 59 (16 minutes).

Walk access times to all Albany Garage bus routes combined averaged 6 minutes. Only 12% 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 CT3 (42%), CT1 (34%), and 501 (31%). The highest drive/park access and drop-off access rates were 10% and 4%, on Routes CT3 and 60, 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 57 (20%), 501 (16%), and 60 (13%). 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 CT3 (37%), CT1 (28%), and 501 (15%).

The most commonly listed connecting bus route from which bus riders on the surveyed routes transferred was Route 66, followed by Routes 556 and 553. 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 240 and 32.

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 57

Watertown Sq - Kenmore Sq **Both Directions**

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

For Passengers Transferring from Other Transit:

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

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

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

Bus Transfers from Nonconnecting Routes:	Number of Riders	Percent of Riders
101	71	100.0%
TOTAL	71	100.0%

Trip time from trip origin to stop by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	2,824	71.4%			141	100.0%			2,964	72.4%
6-10	708	17.9%			0	0.0%			708	17.3%
11-15	424	10.7%	(No responses)		0	0.0%	(No responses)		424	10.3%
16-20	0	0.0%			0	0.0%			0	0.0%
21-30	0	0.0%			0	0.0%			0	0.0%
31-45	0	0.0%			0	0.0%			0	0.0%
Over 45	0	0.0%			0	0.0%			0	0.0%
TOTAL	3,956	100.0%			141	100.0%			4,097	100.0%
No Answer	494				70				564	
Avg. Time (min)	5.1				5.0				5.1	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 59

Needham Jct - Watertown Sq

Both Directions

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	566	71.0%
Drive/Park Access	9	1.1%
Drop-off Access	40	5.0%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	615	77.1%
MBTA Bus	117	14.7%
Other Bus	0	0.0%
Rapid Transit	48	6.0%
Commuter Rail	17	2.2%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	182	22.9%
TOTAL	797	100.0%
No Answer	16	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	143	17.9%
Drive/Park	0	0.0%
Drop-off	9	1.1%
Other	16	2.0%
TOTAL	167	20.9%
No Answer	16	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	102	12.7%
Other Bus	0	0.0%
Rapid Transit	56	7.0%
Commuter Rail	25	3.2%
Boat	0	0.0%
Other	0	0.0%
TOTAL	182	22.9%

Bus Transfers from Connecting Routes:	Number of Riders	Percent of Riders
57	55	46.7%
71	16	13.3%
70	16	13.3%
504	16	13.3%
558	8	6.7%
Other	8	6.7%
TOTAL	117	100.0%

Bus Transfers from Nonconnecting Routes:	Number of Riders	Percent of Riders
39	8	100.0%
TOTAL	8	100.0%

Trip time from trip origin to stop by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	324	66.0%			8	25.0%			331	63.5%
6-10	108	22.0%			0	0.0%			108	20.7%
11-15	34	6.9%	(No responses)		16	50.0%	(No responses)		50	9.5%
16-20	25	5.1%			0	0.0%			25	4.8%
21-30	0	0.0%			8	25.0%			8	1.5%
31-45	0	0.0%			0	0.0%			0	0.0%
Over 45	0	0.0%			0	0.0%			0	0.0%
TOTAL	491	100.0%			31	100.0%			522	100.0%
No Answer	76		9		9				93	
Avg. Time (min)	6.0				16.0				6.6	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 60

Chestnut Hill - Kenmore Sq

Both Directions

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	366	61.9%
Drive/Park Access	51	8.6%
Drop-off Access	24	4.0%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	441	74.6%
MBTA Bus	79	13.3%
Other Bus	0	0.0%
Rapid Transit	71	12.1%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	150	25.4%
TOTAL	591	100.0%
No Answer	0	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	126	21.4%
Drive/Park	0	0.0%
Drop-off	24	4.0%
Other	0	0.0%
TOTAL	150	25.4%
No Answer	0	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	79	13.3%
Other Bus	0	0.0%
Rapid Transit	71	12.1%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	150	25.4%

Bus Transfers from Connecting Routes:	Number of Riders	Percent of Riders
8	48	60.5%
47	24	30.3%
66	7	9.2%
TOTAL	79	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	193	66.7%	0	0.0%	24	100.0%			217	62.0%
6-10	51	17.6%	0	0.0%	0	0.0%			51	14.5%
11-15	15	5.0%	7	20.0%	0	0.0%	(No		22	6.2%
16-20	0	0.0%	7	20.0%	0	0.0%	responses)		7	2.1%
21-30	7	2.5%	15	40.0%	0	0.0%			22	6.2%
31-45	24	8.2%	7	20.0%	0	0.0%			31	8.9%
Over 45	0	0.0%	0	0.0%	0	0.0%			0	0.0%
TOTAL	289	100.0%	36	100.0%	24	100.0%			349	100.0%
No Answer	77		15		0				91	
Avg. Time (min)	7.9		26.0		1.0				9.3	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 65

Brighton Ctr - Kenmore Sq

Both Directions

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	874	85.3%
Drive/Park Access	17	1.7%
Drop-off Access	40	3.9%
Taxi Access	9	0.9%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	940	91.7%
MBTA Bus	40	3.9%
Other Bus	0	0.0%
Rapid Transit	45	4.4%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	85	8.3%
TOTAL	1,025	100.0%
No Answer	22	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	62	6.1%
Drive/Park	22	2.2%
Drop-off	0	0.0%
Other	0	0.0%
TOTAL	85	8.3%
No Answer	0	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	40	3.9%
Other Bus	0	0.0%
Rapid Transit	45	4.4%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	85	8.3%

Bus Transfers from Connecting Routes:	Number of Riders	Percent of Riders
39	22	56.2%
57	17	43.8%
TOTAL	40	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	413	56.4%	9	50.0%	31	78.1%	9	100.0%	462	57.8%
6-10	219	29.9%	9	50.0%	9	21.9%	0	0.0%	237	29.6%
11-15	83	11.4%	0	0.0%	0	0.0%	0	0.0%	83	10.4%
16-20	17	2.4%	0	0.0%	0	0.0%	0	0.0%	17	2.2%
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	733	100.0%	17	100.0%	40	100.0%	9	100.0%	799	100.0%
No Answer	141		0		0		0		141	
Avg. Time (min)	6.5		4.5		5.4		5.0		6.4	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 170

Waltham - Dudley **Outbound**

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	11	66.7%
Drive/Park Access	0	0.0%
Drop-off Access	2	11.1%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	13	77.8%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	2	11.1%
Commuter Rail	2	11.1%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	4	22.2%
TOTAL	17	100.0%
No Answer	0	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	4	22.2%
Drive/Park	0	0.0%
Drop-off	0	0.0%
Other	0	0.0%
TOTAL	4	22.2%
No Answer	0	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	2	11.1%
Commuter Rail	2	11.1%
Boat	0	0.0%
Other	0	0.0%
TOTAL	4	22.2%

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

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

Trip time from trip origin to stop by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	6	50.0%			0	0.0%			6	42.9%
6-10	6	50.0%			0	0.0%			6	42.9%
11-15	0	0.0%	(No		2	100.0%	(No		2	14.3%
16-20	0	0.0%	responses)		0	0.0%	responses)		0	0.0%
21-30	0	0.0%			0	0.0%			0	0.0%
31-45	0	0.0%			0	0.0%			0	0.0%
Over 45	0	0.0%			0	0.0%			0	0.0%
TOTAL	11	100.0%			2	100.0%			13	100.0%
No Answer	0				0				0	
Avg. Time (min)	5.5				15.0				6.9	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 500

Riverside - Federal/Franklin **Both Directions**

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	21	22.6%
Drive/Park Access	70	75.3%
Drop-off Access	2	2.2%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	93	100.0%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	0	0.0%
TOTAL	93	100.0%
No Answer	0	

For Passengers Transferring from Other Transit:

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

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

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

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

Trip time from trip origin to stop by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	7	33.3%	8	12.9%	0	0.0%			15	17.6%
6-10	12	57.1%	18	29.0%	0	0.0%			30	35.3%
11-15	2	9.5%	14	22.6%	0	0.0%	(No responses)		16	18.8%
16-20	0	0.0%	8	12.9%	0	0.0%			8	9.4%
21-30	0	0.0%	12	19.4%	0	0.0%			12	14.1%
31-45	0	0.0%	0	0.0%	2	100.0%			2	2.4%
Over 45	0	0.0%	2	3.2%	0	0.0%			2	2.4%
TOTAL	21	100.0%	62	100.0%	2	100.0%			85	100.0%
No Answer	0		8		0				8	
Avg. Time (min)	8.0		15.7		45.0				14.5	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 501

Brighton Ctr - Federal/Franklin

Both Directions

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	434	62.7%
Drive/Park Access	16	2.2%
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.	450	64.9%
MBTA Bus	60	8.7%
Other Bus	0	0.0%
Rapid Transit	157	22.6%
Commuter Rail	26	3.8%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	243	35.1%
TOTAL	693	100.0%
No Answer	0	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	217	31.3%
Drive/Park	0	0.0%
Drop-off	0	0.0%
Other	0	0.0%
TOTAL	217	31.3%
No Answer	26	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	112	16.2%
Other Bus	0	0.0%
Rapid Transit	105	15.1%
Commuter Rail	26	3.8%
Boat	0	0.0%
Other	0	0.0%
TOTAL	243	35.1%

Bus Transfers from Connecting Routes:	Number of Riders	Percent of Riders
7	52	87.0%
57	8	13.0%
TOTAL	60	100.0%

Bus Transfers from Nonconnecting Routes:	Number of Riders	Percent of Riders
32	26	50.0%
240	26	50.0%
TOTAL	52	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	296	73.5%	8	100.0%					304	74.0%
6-10	65	16.2%	0	0.0%					65	15.8%
11-15	16	3.9%	0	0.0%	(No		(No		16	3.8%
16-20	26	6.5%	0	0.0%	responses)		responses)		26	6.4%
21-30	0	0.0%	0	0.0%					0	0.0%
31-45	0	0.0%	0	0.0%					0	0.0%
Over 45	0	0.0%	0	0.0%					0	0.0%
TOTAL	403	100.0%	8	100.0%					411	100.0%
No Answer	31		8						39	
Avg. Time (min)	5.2		5.0						5.2	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 502

Watertown Sq - Copley Sq

Both Directions

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	23	36.2%
Drive/Park Access	35	54.3%
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.	59	90.4%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	6	9.6%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	6	9.6%
TOTAL	65	100.0%
No Answer	0	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	6	9.6%
Drive/Park	0	0.0%
Drop-off	0	0.0%
Other	0	0.0%
TOTAL	6	9.6%
No Answer	0	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	6	9.6%
Boat	0	0.0%
Other	0	0.0%
TOTAL	6	9.6%

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

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

Trip time from trip origin to stop by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	0	0.0%	12	33.3%					12	25.0%
6-10	12	100.0%	23	66.7%					35	75.0%
11-15	0	0.0%	0	0.0%	(No		(No		0	0.0%
16-20	0	0.0%	0	0.0%	responses)		responses)		0	0.0%
21-30	0	0.0%	0	0.0%					0	0.0%
31-45	0	0.0%	0	0.0%					0	0.0%
Over 45	0	0.0%	0	0.0%					0	0.0%
TOTAL	12	100.0%	35	100.0%					47	100.0%
No Answer	12		0						12	
Avg. Time (min)	10.0		7.7						8.3	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 503

Brighton Ctr - Copley Sq

Both Directions

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	761	89.3%
Drive/Park Access	31	3.7%
Drop-off Access	0	0.0%
Taxi Access	8	0.9%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	800	93.9%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	52	6.1%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	52	6.1%
TOTAL	853	100.0%
No Answer	8	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	0	0.0%
Drive/Park	26	3.1%
Drop-off	0	0.0%
Other	26	3.1%
TOTAL	52	6.1%
No Answer	0	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	52	6.1%
Boat	0	0.0%
Other	0	0.0%
TOTAL	52	6.1%

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

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

Trip time from trip origin to stop by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	470	75.7%	23	100.0%			8	100.0%	501	76.9%
6-10	135	21.8%	0	0.0%			0	0.0%	135	20.7%
11-15	16	2.5%	0	0.0%	(No		0	0.0%	16	2.4%
16-20	0	0.0%	0	0.0%	responses)		0	0.0%	0	0.0%
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	621	100.0%	23	100.0%			8	100.0%	652	100.0%
No Answer	140		8				0		148	
Avg. Time (min)	4.2		4.0				5.0		4.2	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 504

Watertown Sq - Federal/Franklin

Both Directions

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	801	54.1%
Drive/Park Access	304	20.6%
Drop-off Access	152	10.3%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	1,257	84.9%
MBTA Bus	106	7.2%
Other Bus	0	0.0%
Rapid Transit	93	6.3%
Commuter Rail	19	1.3%
Boat	6	0.4%
Other	0	0.0%
Total Public Trans.	224	15.1%
TOTAL	1,481	100.0%
No Answer	6	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	181	12.2%
Drive/Park	0	0.0%
Drop-off	6	0.4%
Other	6	0.4%
TOTAL	193	13.1%
No Answer	30	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	118	8.0%
Other Bus	0	0.0%
Rapid Transit	80	5.4%
Commuter Rail	19	1.3%
Boat	6	0.4%
Other	0	0.0%
TOTAL	224	15.1%

Bus Transfers from Connecting Routes:	Number of Riders	Percent of Riders
70	47	44.2%
70A	23	22.1%
553	12	11.0%
52	12	11.0%
749	6	5.8%
Other	6	5.8%
TOTAL	106	100.0%

Bus Transfers from Nonconnecting Routes:	Number of Riders	Percent of Riders
16	6	50.0%
134	6	50.0%
TOTAL	12	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	294	40.0%	47	19.0%	82	53.8%			423	37.3%
6-10	306	41.6%	152	61.9%	35	23.1%			493	43.5%
11-15	106	14.4%	12	4.8%	23	15.4%	(No		141	12.5%
16-20	30	4.0%	35	14.3%	12	7.7%	responses)		76	6.7%
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	735	100.0%	246	100.0%	152	100.0%			1,134	100.0%
No Answer	65		59		0				124	
Avg. Time (min)	7.9		10.1		8.5				8.5	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 505

Waltham Ctr - Federal/Franklin

Both Directions

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	290	54.3%
Drive/Park Access	181	33.8%
Drop-off Access	28	5.2%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	3	0.7%
Other Access	0	0.0%
Total Private Trans.	502	94.0%
MBTA Bus	7	1.3%
Other Bus	0	0.0%
Rapid Transit	25	4.7%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	32	6.0%
TOTAL	534	100.0%
No Answer	0	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	27	5.0%
Drive/Park	0	0.0%
Drop-off	5	0.9%
Other	0	0.0%
TOTAL	32	6.0%
No Answer	0	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	17	3.2%
Other Bus	0	0.0%
Rapid Transit	15	2.8%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	32	6.0%

Bus Transfers from Connecting Routes:	Number of Riders	Percent of Riders
70	3	50.0%
554	3	50.0%
TOTAL	7	100.0%

Bus Transfers from Nonconnecting Routes:	Number of Riders	Percent of Riders
31	5	50.0%
16	5	50.0%
TOTAL	10	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	172	61.5%	45	28.3%	21	85.7%	0	0.0%	238	50.9%
6-10	87	31.1%	38	23.9%	3	14.3%	3	100.0%	132	28.3%
11-15	14	5.0%	45	28.3%	0	0.0%	0	0.0%	59	12.6%
16-20	7	2.5%	17	10.9%	0	0.0%	0	0.0%	24	5.2%
21-30	0	0.0%	3	2.2%	0	0.0%	0	0.0%	3	0.7%
31-45	0	0.0%	10	6.5%	0	0.0%	0	0.0%	10	2.2%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	280	100.0%	160	100.0%	24	100.0%	3	100.0%	467	100.0%
No Answer	10		21		3		0		35	
Avg. Time (min)	5.8		12.3		4.7		10.0		8.0	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 553

Roberts - Federal/Franklin via Waltham **Both Directions**

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	600	71.3%
Drive/Park Access	31	3.7%
Drop-off Access	23	2.8%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	654	77.8%
MBTA Bus	53	6.3%
Other Bus	0	0.0%
Rapid Transit	105	12.4%
Commuter Rail	30	3.5%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	187	22.2%
TOTAL	841	100.0%
No Answer	23	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	127	15.1%
Drive/Park	15	1.8%
Drop-off	0	0.0%
Other	15	1.8%
TOTAL	157	18.7%
No Answer	30	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	82	9.8%
Other Bus	0	0.0%
Rapid Transit	75	8.9%
Commuter Rail	30	3.5%
Boat	0	0.0%
Other	0	0.0%
TOTAL	187	22.2%

Bus Transfers from Connecting Routes:	Number of Riders	Percent of Riders
70A	23	43.2%
7	15	28.4%
57	15	28.4%
TOTAL	53	100.0%

Bus Transfers from Nonconnecting Routes:	Number of Riders	Percent of Riders
39	15	50.0%
136	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	385	70.5%	0	0.0%	8	33.3%			393	66.3%
6-10	100	18.3%	23	100.0%	16	66.7%			139	23.4%
11-15	46	8.4%	0	0.0%	0	0.0%	(No		46	7.8%
16-20	15	2.7%	0	0.0%	0	0.0%	responses)		15	2.5%
21-30	0	0.0%	0	0.0%	0	0.0%			0	0.0%
31-45	0	0.0%	0	0.0%	0	0.0%			0	0.0%
Over 45	0	0.0%	0	0.0%	0	0.0%			0	0.0%
TOTAL	546	100.0%	23	100.0%	23	100.0%			593	100.0%
No Answer	54		8		0				62	
Avg. Time (min)	5.9		9.0		8.0				6.1	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 554

Waverly Sq - Federal/Franklin

Both Directions

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	60	72.7%
Drive/Park Access	15	18.0%
Drop-off Access	0	0.0%
Taxi Access	0	0.0%
Shuttle/Van Access	8	9.4%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	83	100.0%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	0	0.0%
TOTAL	83	100.0%
No Answer	0	

For Passengers Transferring from Other Transit:

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

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

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

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

Trip time from trip origin to stop by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	23	74.5%	0	0.0%			0	0.0%	23	42.7%
6-10	8	25.5%	15	100.0%			8	100.0%	31	57.3%
11-15	0	0.0%	0	0.0%	(No		0	0.0%	0	0.0%
16-20	0	0.0%	0	0.0%	responses)		0	0.0%	0	0.0%
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	31	100.0%	15	100.0%			8	100.0%	53	100.0%
No Answer	30		0				0		30	
Avg. Time (min)	4.8		10.0				10.0		7.0	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 556

Waltham Highlands - Federal/Franklin **Both Directions**

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	215	83.0%
Drive/Park Access	6	2.5%
Drop-off Access	6	2.5%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	228	87.9%
MBTA Bus	14	5.6%
Other Bus	0	0.0%
Rapid Transit	6	2.2%
Commuter Rail	11	4.4%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	31	12.1%
TOTAL	259	100.0%
No Answer	0	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	26	9.9%
Drive/Park	0	0.0%
Drop-off	0	0.0%
Other	0	0.0%
TOTAL	26	9.9%
No Answer	6	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	14	5.6%
Other Bus	0	0.0%
Rapid Transit	6	2.2%
Commuter Rail	11	4.4%
Boat	0	0.0%
Other	0	0.0%
TOTAL	31	12.1%

Bus Transfers from Connecting Routes:	Number of Riders	Percent of Riders
57	6	39.0%
502	6	39.0%
554	3	22.0%
TOTAL	14	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	133	68.6%	0	0.0%	3	50.0%			136	67.0%
6-10	46	23.9%	3	100.0%	0	0.0%			49	24.3%
11-15	6	2.9%	0	0.0%	0	0.0%	(No		6	2.8%
16-20	9	4.6%	0	0.0%	3	50.0%	responses)		12	5.9%
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	193	100.0%	3	100.0%	6	100.0%			203	100.0%
No Answer	22		3		0				25	
Avg. Time (min)	6.1		8.0		12.5				6.3	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: 558

Riverside - Federal/Franklin

Both Directions

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	139	73.5%
Drive/Park Access	5	2.7%
Drop-off Access	0	0.0%
Taxi Access	0	0.0%
Shuttle/Van Access	3	1.4%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	147	77.6%
MBTA Bus	17	9.0%
Other Bus	0	0.0%
Rapid Transit	22	11.9%
Commuter Rail	3	1.5%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	42	22.4%
TOTAL	189	100.0%
No Answer	0	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	42	22.4%
Drive/Park	0	0.0%
Drop-off	0	0.0%
Other	0	0.0%
TOTAL	42	22.4%
No Answer	0	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	23	12.1%
Other Bus	0	0.0%
Rapid Transit	17	8.8%
Commuter Rail	3	1.5%
Boat	0	0.0%
Other	0	0.0%
TOTAL	42	22.4%

Bus Transfers from Connecting Routes:	Number of Riders	Percent of Riders
504	6	33.9%
70	3	17.0%
57	3	17.0%
35	3	17.0%
554	3	15.2%
TOTAL	17	100.0%

Bus Transfers from Nonconnecting Routes:	Number of Riders	Percent of Riders
89	3	50.0%
35	3	50.0%
TOTAL	6	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	90	75.2%	3	50.0%					92	74.1%
6-10	13	11.1%	0	0.0%					13	10.6%
11-15	11	9.2%	0	0.0%	(No		(No		11	8.8%
16-20	3	2.2%	3	50.0%	responses)		responses)		5	4.2%
21-30	3	2.4%	0	0.0%					3	2.3%
31-45	0	0.0%	0	0.0%					0	0.0%
Over 45	0	0.0%	0	0.0%					0	0.0%
TOTAL	120	100.0%	5	100.0%					125	100.0%
No Answer	19		0				3		22	
Avg. Time (min)	6.0		11.0						6.2	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: CT1

Central Sq Cambridge - BU Med Ctr **Both Directions**

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	772	59.5%
Drive/Park Access	7	0.5%
Drop-off Access	13	1.0%
Taxi Access	7	0.5%
Shuttle/Van Access	7	0.5%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	805	62.0%
MBTA Bus	81	6.2%
Other Bus	0	0.0%
Rapid Transit	412	31.8%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	493	38.0%
TOTAL	1,297	100.0%
No Answer	0	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	434	33.5%
Drive/Park	30	2.3%
Drop-off	17	1.3%
Other	7	0.5%
TOTAL	489	37.7%
No Answer	11	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	107	8.2%
Other Bus	0	0.0%
Rapid Transit	362	27.9%
Commuter Rail	24	1.8%
Boat	0	0.0%
Other	0	0.0%
TOTAL	493	38.0%

Bus Transfers from Connecting Routes:	Number of Riders	Percent of Riders
91	26	32.6%
39	17	21.4%
64	13	16.3%
1	11	13.3%
83	7	8.2%
Other	7	8.2%
TOTAL	81	100.0%

Bus Transfers from Nonconnecting Routes:	Number of Riders	Percent of Riders
73	7	25.0%
72	7	25.0%
69	7	25.0%
35	7	25.0%
TOTAL	26	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	427	59.5%	0	0.0%	0	0.0%	7	50.0%	434	58.3%
6-10	220	30.7%	0	0.0%	0	0.0%	0	0.0%	220	29.6%
11-15	50	7.0%	0	0.0%	0	0.0%	0	0.0%	50	6.7%
16-20	20	2.8%	7	100.0%	7	100.0%	7	50.0%	39	5.3%
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	717	100.0%	7	100.0%	7	100.0%	13	100.0%	744	100.0%
No Answer	54		0		7		0		61	
Avg. Time (min)	6.1		20.0		20.0		12.5		6.4	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: CT2

Sullivan Station - Ruggles via Kendall/MIT **Both Directions**

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	1,081	77.0%
Drive/Park Access	33	2.4%
Drop-off Access	11	0.8%
Taxi Access	0	0.0%
Shuttle/Van Access	11	0.8%
Bicycle Access	0	0.0%
Other Access	11	0.8%
Total Private Trans.	1,148	81.8%
MBTA Bus	133	9.5%
Other Bus	11	0.8%
Rapid Transit	101	7.2%
Commuter Rail	11	0.8%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	256	18.2%
TOTAL	1,404	100.0%
No Answer	0	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	190	13.5%
Drive/Park	33	2.4%
Drop-off	33	2.4%
Other	0	0.0%
TOTAL	256	18.2%
No Answer	0	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	156	11.1%
Other Bus	0	0.0%
Rapid Transit	67	4.8%
Commuter Rail	33	2.4%
Boat	0	0.0%
Other	0	0.0%
TOTAL	256	18.2%

Bus Transfers from Connecting Routes:	Number of Riders	Percent of Riders
28	34	23.8%
85	22	15.1%
39	11	7.9%
1	11	7.9%
EZ	11	7.5%
Other	54	37.7%
TOTAL	144	100.0%

Bus Transfers from Nonconnecting Routes:	Number of Riders	Percent of Riders
36	11	50.0%
31	11	50.0%
TOTAL	23	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	631	60.8%	0	0.0%	0	0.0%	0	0.0%	631	57.7%
6-10	363	34.9%	22	100.0%	0	0.0%	11	48.7%	395	36.1%
11-15	34	3.2%	0	0.0%	11	100.0%	0	0.0%	45	4.1%
16-20	11	1.0%	0	0.0%	0	0.0%	0	0.0%	11	1.0%
21-30	0	0.0%	0	0.0%	0	0.0%	11	51.3%	11	1.0%
31-45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	1,038	100.0%	22	100.0%	11	100.0%	22	100.0%	1,093	100.0%
No Answer	43		11		0		0		55	
Avg. Time (min)	6.0		8.5		15.0		19.3		6.4	

MBTA Surveys: 2008-09

Bus Survey

Access to the Bus

Expanded Results

Route: CT3

BID Medical Center - Andrew Station via BU Med Ctr **Both Directions**

Access Mode to this Bus:	Number of Riders	Percent of Riders
Walk Access	378	45.8%
Drive/Park Access	0	0.0%
Drop-off Access	7	0.9%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	385	46.6%
MBTA Bus	38	4.6%
Other Bus	0	0.0%
Rapid Transit	370	44.8%
Commuter Rail	32	3.9%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	441	53.4%
TOTAL	826	100.0%
No Answer	0	

For Passengers Transferring from Other Transit:

Access Mode to the Transit System:	Number of Riders	Percent of Riders
Walk	345	41.7%
Drive/Park	83	10.1%
Drop-off	13	1.5%
Other	0	0.0%
TOTAL	441	53.4%
No Answer	0	

Initial Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	89	10.8%
Other Bus	0	0.0%
Rapid Transit	307	37.1%
Commuter Rail	45	5.5%
Boat	0	0.0%
Other	0	0.0%
TOTAL	441	53.4%

Bus Transfers from Connecting Routes:	Number of Riders	Percent of Riders
23	13	33.3%
22	13	33.3%
18	13	33.3%
TOTAL	38	100.0%

Bus Transfers from Nonconnecting Routes:	Number of Riders	Percent of Riders
88	13	25.0%
62	13	25.0%
212	13	25.0%
202	13	25.0%
TOTAL	51	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	216	63.8%			0	0.0%			216	62.5%
6-10	68	20.0%			7	100.0%			75	21.6%
11-15	35	10.4%	(No		0	0.0%	(No		35	10.2%
16-20	20	5.8%	responses)		0	0.0%	responses)		20	5.7%
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	339	100.0%			7	100.0%			346	100.0%
No Answer	40				0				40	
Avg. Time (min)	6.8				10.0				6.8	

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 Albany 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 egress mode from every Albany Garage bus route. The highest walk egress rates were on Routes 170 and 502 (both 100%) and 500 (96%). Driving egress trips were the second-largest private egress mode. The highest driving egress rates were on Routes 554 (18%) and 501 and 504 (both 4%). Several routes did not report any driving egress trips. Route 503 had the highest pick-up rate of the bus routes in Albany Garage (3%).

The two public egress modes most used by riders on Albany Garage routes were MBTA bus and rapid transit. The highest bus egress rates were on Routes 558 (22%) and 57 and 554 (both 19%). The highest rapid transit egress rates were on Routes 59 (23%), 57 (15%), and CT1 (11%).

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 502 (4 minutes) and CT3 and 501 (both 5 minutes). The highest walk egress times were reported by riders on Routes 553 (8 minutes) and 59 and 558 (both 7 minutes). The highest reported driving egress times were on Routes 554 (30 minutes), 500 (18 minutes), and 60 (15 minutes) and the highest reported pick-up egress times were on Routes 60 (20 minutes) and 503 (15 minutes).

Walking egress times from all Albany Garage bus routes combined averaged 6 minutes. Only 10% 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 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 59 (34%), 57 (29%), and 558 (25%). The highest drive and pick-up rates were both 2% on Route CT3.

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 558 (22%) and 57 and 554 (both 19%). 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 59 (25%), 57 (15%), and CT1 (11%).

The most commonly listed connecting bus route to which bus riders on the surveyed routes transferred was Route 70, followed by Routes 8 and 71. 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 BEX, followed by Routes MPA and SL2.

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 57

Watertown Sq - Kenmore Sq

Both Directions

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

For Passengers Transferring to Other Transit:

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

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

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
70	213	18.9%
8	211	18.7%
71	142	12.6%
66	141	12.4%
65	141	12.4%
Other	283	25.0%
TOTAL	1,132	100.0%

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

Trip time from stop to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	2,053	59.2%							2,053	59.2%
6-10	989	28.5%							989	28.5%
11-15	283	8.2%	(No responses)		(No responses)		(No responses)		283	8.2%
16-20	142	4.1%							142	4.1%
21-30	0	0.0%							0	0.0%
31-45	0	0.0%							0	0.0%
Over 45	0	0.0%							0	0.0%
TOTAL	3,467	100.0%							3,467	100.0%
No Answer	566								566	
Avg. Time (min)	6.3								6.3	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 59

Needham Jct - Watertown Sq **Both Directions**

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	469	58.8%
Drive/Park Egress	9	1.1%
Pick-up Egress	9	1.1%
Taxi Egress	0	0.0%
Shuttle/Van Egress	24	3.1%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	510	64.1%
MBTA Bus	104	13.1%
Other Bus	0	0.0%
Rapid Transit	182	22.8%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	286	35.9%
TOTAL	796	100.0%
No Answer	17	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	269	33.7%
Drive	0	0.0%
Pick-up	0	0.0%
Other	0	0.0%
TOTAL	269	33.7%
No Answer	17	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	87	10.9%
Other Bus	0	0.0%
Rapid Transit	199	25.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	286	35.9%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
71	70	66.7%
70A	17	16.7%
57	17	16.7%
TOTAL	104	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	282	66.9%					0	0.0%	282	63.3%
6-10	90	21.5%					16	64.2%	106	23.8%
11-15	25	6.0%	(No responses)		(No responses)		0	0.0%	25	5.7%
16-20	16	3.7%					0	0.0%	16	3.5%
21-30	8	1.9%					9	35.8%	17	3.7%
31-45	0	0.0%					0	0.0%	0	0.0%
Over 45	0	0.0%					0	0.0%	0	0.0%
TOTAL	421	100.0%					24	100.0%	445	100.0%
No Answer	48		9		9		0		65	
Avg. Time (min)	6.8						17.2		7.3	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 60

Chestnut Hill - Kenmore Sq

Both Directions

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	485	89.3%
Drive/Park Egress	7	1.3%
Pick-up Egress	7	1.3%
Taxi Egress	0	0.0%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	500	92.0%
MBTA Bus	7	1.3%
Other Bus	0	0.0%
Rapid Transit	36	6.7%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	44	8.0%
TOTAL	543	100.0%
No Answer	48	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	44	8.0%
Drive	0	0.0%
Pick-up	0	0.0%
Other	0	0.0%
TOTAL	44	8.0%
No Answer	0	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	15	2.7%
Other Bus	0	0.0%
Rapid Transit	29	5.3%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	44	8.0%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
57	7	100.0%
TOTAL	7	100.0%

Bus Transfers to Nonconnecting Routes:	Number of Riders	Percent of Riders
SL2	7	100.0%
TOTAL	7	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	281	70.0%	0	0.0%	0	0.0%			281	67.6%
6-10	75	18.6%	0	0.0%	0	0.0%			75	18.0%
11-15	15	3.6%	7	100.0%	0	0.0%	(No responses)		22	5.2%
16-20	31	7.7%	0	0.0%	7	100.0%			38	9.2%
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	401	100.0%	7	100.0%	7	100.0%			416	100.0%
No Answer	84		0		0				84	
Avg. Time (min)	5.7		15.0		20.0				6.1	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 65

Brighton Ctr - Kenmore Sq **Both Directions**

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	920	90.6%
Drive/Park Egress	0	0.0%
Pick-up Egress	9	0.9%
Taxi Egress	0	0.0%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	929	91.4%
MBTA Bus	44	4.3%
Other Bus	0	0.0%
Rapid Transit	44	4.3%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	87	8.6%
TOTAL	1,016	100.0%
No Answer	31	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	70	6.9%
Drive	0	0.0%
Pick-up	0	0.0%
Other	0	0.0%
TOTAL	70	6.9%
No Answer	17	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	44	4.3%
Other Bus	9	0.9%
Rapid Transit	35	3.4%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	87	8.6%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
57	17	40.0%
8	9	20.0%
66	9	20.0%
47	9	20.0%
TOTAL	44	100.0%

Bus Transfers to Nonconnecting Routes:	Number of Riders	Percent of Riders
BEX	9	100.0%
TOTAL	9	100.0%

Trip time from stop to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	537	63.2%							537	63.2%
6-10	193	22.7%							193	22.7%
11-15	80	9.4%	(No responses)		(No responses)		(No responses)		80	9.4%
16-20	17	2.1%							17	2.1%
21-30	22	2.6%							22	2.6%
31-45	0	0.0%							0	0.0%
Over 45	0	0.0%							0	0.0%
TOTAL	849	100.0%							849	100.0%
No Answer	71				9				80	
Avg. Time (min)	6.7								6.7	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 170

Waltham - Dudley **Outbound**

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

For Passengers Transferring to Other Transit:

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

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

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

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

Trip time from stop to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	8	66.7%							8	66.7%
6-10	4	33.3%							4	33.3%
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	11	100.0%							11	100.0%
No Answer	6								6	
Avg. Time (min)	5.7								5.7	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 500

Riverside - Federal/Franklin

Both Directions

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	85	95.5%
Drive/Park Egress	3	3.4%
Pick-up Egress	0	0.0%
Taxi Egress	0	0.0%
Shuttle/Van Egress	1	1.1%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	89	100.0%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	0	0.0%
TOTAL	89	100.0%
No Answer	4	

For Passengers Transferring to Other Transit:

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

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

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

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

Trip time from stop to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	56	69.1%	0	0.0%			0	0.0%	56	65.9%
6-10	25	30.9%	0	0.0%			0	0.0%	25	29.4%
11-15	0	0.0%	1	33.3%	(No		1	100.0%	2	2.4%
16-20	0	0.0%	2	66.7%	responses)		0	0.0%	2	2.4%
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	81	100.0%	3	100.0%			1	100.0%	85	100.0%
No Answer	4		0				0		4	
Avg. Time (min)	5.0		18.3				15.0		5.6	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 501

Brighton Ctr - Federal/Franklin

Both Directions

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	575	89.8%
Drive/Park Egress	26	4.1%
Pick-up Egress	0	0.0%
Taxi Egress	0	0.0%
Shuttle/Van Egress	8	1.2%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	609	95.1%
MBTA Bus	16	2.4%
Other Bus	0	0.0%
Rapid Transit	16	2.4%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	31	4.9%
TOTAL	640	100.0%
No Answer	52	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	31	4.9%
Drive	0	0.0%
Pick-up	0	0.0%
Other	0	0.0%
TOTAL	31	4.9%
No Answer	0	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	16	2.4%
Other Bus	0	0.0%
Rapid Transit	16	2.4%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	31	4.9%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
SL2	16	100.0%
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	341	73.2%					0	0.0%	341	72.0%
6-10	101	21.8%					8	100.0%	109	23.0%
11-15	23	5.0%	(No responses)		(No responses)		0	0.0%	23	4.9%
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	466	100.0%					8	100.0%	474	100.0%
No Answer	110		26				0		136	
Avg. Time (min)	4.8						10.0		4.9	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 502

Watertown Sq - Copley Sq **Both Directions**

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	65	100.0%
Drive/Park Egress	0	0.0%
Pick-up Egress	0	0.0%
Taxi Egress	0	0.0%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	65	100.0%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	0	0.0%
TOTAL	65	100.0%
No Answer	0	

For Passengers Transferring to Other Transit:

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

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

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

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

Trip time from stop to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	53	81.9%							53	81.9%
6-10	12	18.1%							12	18.1%
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	65	100.0%							65	100.0%
No Answer	0								0	
Avg. Time (min)	3.9								3.9	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 503

Brighton Ctr - Copley Sq

Both Directions

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	707	87.2%
Drive/Park Egress	8	1.0%
Pick-up Egress	26	3.2%
Taxi Egress	0	0.0%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	741	91.4%
MBTA Bus	23	2.9%
Other Bus	0	0.0%
Rapid Transit	47	5.8%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	70	8.6%
TOTAL	811	100.0%
No Answer	50	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	62	7.7%
Drive	0	0.0%
Pick-up	0	0.0%
Other	0	0.0%
TOTAL	62	7.7%
No Answer	8	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	23	2.9%
Other Bus	0	0.0%
Rapid Transit	47	5.8%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	70	8.6%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
39	16	66.7%
10	8	33.3%
TOTAL	23	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	478	70.8%			0	0.0%			478	68.1%
6-10	166	24.6%			0	0.0%			166	23.7%
11-15	16	2.3%	(No		26	100.0%	(No		42	5.9%
16-20	16	2.3%	responses)		0	0.0%	responses)		16	2.2%
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	676	100.0%			26	100.0%			702	100.0%
No Answer	31		8		0				39	
Avg. Time (min)	5.1				15.0				5.5	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 504

Watertown Sq - Federal/Franklin **Both Directions**

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	1,308	89.0%
Drive/Park Egress	61	4.1%
Pick-up Egress	0	0.0%
Taxi Egress	6	0.4%
Shuttle/Van Egress	12	0.8%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	1,387	94.4%
MBTA Bus	24	1.6%
Other Bus	0	0.0%
Rapid Transit	59	4.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	83	5.6%
TOTAL	1,469	100.0%
No Answer	18	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	71	4.8%
Drive	0	0.0%
Pick-up	0	0.0%
Other	12	0.8%
TOTAL	83	5.6%
No Answer	0	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	24	1.6%
Other Bus	0	0.0%
Rapid Transit	59	4.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	83	5.6%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
SL2	12	48.6%
57	6	25.7%
558	6	25.7%
TOTAL	24	100.0%

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

Trip time from stop to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	736	59.5%	0	0.0%			0	0.0%	736	57.5%
6-10	406	32.8%	31	83.3%			6	100.0%	443	34.6%
11-15	95	7.7%	6	16.7%	(No		0	0.0%	101	7.9%
16-20	0	0.0%	0	0.0%	responses)		0	0.0%	0	0.0%
21-30	0	0.0%	0	0.0%			0	0.0%	0	0.0%
31-45	0	0.0%	0	0.0%			0	0.0%	0	0.0%
Over 45	0	0.0%	0	0.0%			0	0.0%	0	0.0%
TOTAL	1,237	100.0%	37	100.0%			6	100.0%	1,281	100.0%
No Answer	71		23				12		106	
Avg. Time (min)	6.3		10.0				10.0		6.5	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 505

Waltham Ctr - Federal/Franklin **Both Directions**

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	465	88.5%
Drive/Park Egress	7	1.3%
Pick-up Egress	0	0.0%
Taxi Egress	0	0.0%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	5	1.0%
Total Private Trans.	477	90.7%
MBTA Bus	10	2.0%
Other Bus	0	0.0%
Rapid Transit	28	5.3%
Commuter Rail	10	2.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	49	9.3%
TOTAL	526	100.0%
No Answer	8	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	45	8.6%
Drive	0	0.0%
Pick-up	3	0.7%
Other	0	0.0%
TOTAL	49	9.3%
No Answer	0	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	10	2.0%
Other Bus	0	0.0%
Rapid Transit	24	4.6%
Commuter Rail	14	2.6%
Boat	0	0.0%
Other	0	0.0%
TOTAL	49	9.3%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
SL2	7	66.7%
354	3	33.3%
TOTAL	10	100.0%

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

Trip time from stop to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	260	56.8%					0	0.0%	260	56.2%
6-10	161	35.2%					0	0.0%	161	34.9%
11-15	29	6.4%	(No responses)		(No responses)		0	0.0%	29	6.3%
16-20	7	1.5%					5	100.0%	12	2.6%
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	458	100.0%					5	100.0%	463	100.0%
No Answer	7		7				0		14	
Avg. Time (min)	6.6						20.0		6.7	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 553

Roberts - Federal/Franklin via Waltham **Both Directions**

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	694	83.3%
Drive/Park Egress	0	0.0%
Pick-up Egress	0	0.0%
Taxi Egress	0	0.0%
Shuttle/Van Egress	8	0.9%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	702	84.2%
MBTA Bus	85	10.2%
Other Bus	0	0.0%
Rapid Transit	39	4.7%
Commuter Rail	8	0.9%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	132	15.8%
TOTAL	833	100.0%
No Answer	31	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	101	12.1%
Drive	0	0.0%
Pick-up	0	0.0%
Other	8	0.9%
TOTAL	108	13.0%
No Answer	23	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	77	9.3%
Other Bus	8	0.9%
Rapid Transit	39	4.7%
Commuter Rail	8	0.9%
Boat	0	0.0%
Other	0	0.0%
TOTAL	132	15.8%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
57	23	27.5%
502	23	27.5%
52	16	18.3%
558	15	17.6%
SL2	8	9.2%
TOTAL	85	100.0%

Bus Transfers to Nonconnecting Routes:	Number of Riders	Percent of Riders
MPA	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	267	49.2%							267	49.2%
6-10	191	35.3%							191	35.3%
11-15	38	7.1%	(No responses)		(No responses)		(No responses)		38	7.1%
16-20	45	8.4%							45	8.4%
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	542	100.0%							542	100.0%
No Answer	152						8		160	
Avg. Time (min)	7.5								7.5	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 554

Waverly Sq - Federal/Franklin **Both Directions**

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	45	53.9%
Drive/Park Egress	15	18.0%
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.	60	71.9%
MBTA Bus	16	18.7%
Other Bus	0	0.0%
Rapid Transit	8	9.4%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	23	28.1%
TOTAL	83	100.0%
No Answer	0	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	16	18.7%
Drive	0	0.0%
Pick-up	0	0.0%
Other	8	9.4%
TOTAL	23	28.1%
No Answer	0	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	16	18.7%
Other Bus	0	0.0%
Rapid Transit	8	9.4%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	23	28.1%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
52	16	100.0%
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	30	66.7%	0	0.0%					30	50.0%
6-10	15	33.3%	0	0.0%					15	25.0%
11-15	0	0.0%	0	0.0%	(No		(No		0	0.0%
16-20	0	0.0%	0	0.0%	responses)		responses)		0	0.0%
21-30	0	0.0%	15	100.0%					15	25.0%
31-45	0	0.0%	0	0.0%					0	0.0%
Over 45	0	0.0%	0	0.0%					0	0.0%
TOTAL	45	100.0%	15	100.0%					60	100.0%
No Answer	0		0						0	
Avg. Time (min)	5.7		30.0						11.8	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 556

Waltham Highlands - Federal/Franklin **Both Directions**

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	203	78.5%
Drive/Park Egress	0	0.0%
Pick-up Egress	0	0.0%
Taxi Egress	0	0.0%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	203	78.5%
MBTA Bus	40	15.4%
Other Bus	0	0.0%
Rapid Transit	13	4.9%
Commuter Rail	3	1.2%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	56	21.5%
TOTAL	259	100.0%
No Answer	0	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	53	20.3%
Drive	0	0.0%
Pick-up	0	0.0%
Other	0	0.0%
TOTAL	53	20.3%
No Answer	3	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	40	15.4%
Other Bus	0	0.0%
Rapid Transit	13	4.9%
Commuter Rail	3	1.2%
Boat	0	0.0%
Other	0	0.0%
TOTAL	56	21.5%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
57	10	23.9%
502	10	23.9%
504	6	15.9%
70A	6	14.1%
59	6	14.1%
Other	3	8.0%
TOTAL	40	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	108	56.1%							108	56.1%
6-10	78	40.6%							78	40.6%
11-15	6	3.3%	(No responses)		(No responses)		(No responses)		6	3.3%
16-20	0	0.0%							0	0.0%
21-30	0	0.0%							0	0.0%
31-45	0	0.0%							0	0.0%
Over 45	0	0.0%							0	0.0%
TOTAL	192	100.0%							192	100.0%
No Answer	11								11	
Avg. Time (min)	6.2								6.2	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: 558

Riverside - Federal/Franklin

Both Directions

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	126	67.8%
Drive/Park Egress	3	1.5%
Pick-up Egress	0	0.0%
Taxi Egress	0	0.0%
Shuttle/Van Egress	6	3.1%
Bicycle Egress	0	0.0%
Other Egress	3	1.4%
Total Private Trans.	138	73.9%
MBTA Bus	40	21.6%
Other Bus	0	0.0%
Rapid Transit	8	4.5%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	49	26.1%
TOTAL	186	100.0%
No Answer	3	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	46	24.6%
Drive	0	0.0%
Pick-up	3	1.5%
Other	0	0.0%
TOTAL	49	26.1%
No Answer	0	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	40	21.6%
Other Bus	0	0.0%
Rapid Transit	8	4.5%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	49	26.1%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
502	16	38.5%
504	5	12.8%
70A	3	7.2%
70	3	7.2%
59	3	7.2%
Other	11	27.2%
TOTAL	40	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	54	50.1%	0	0.0%			0	0.0%	54	46.4%
6-10	48	44.5%	3	100.0%			0	0.0%	51	43.7%
11-15	6	5.4%	0	0.0%	(No		6	100.0%	12	9.9%
16-20	0	0.0%	0	0.0%	responses)		0	0.0%	0	0.0%
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	107	100.0%	3	100.0%			6	100.0%	116	100.0%
No Answer	19		0				3		22	
Avg. Time (min)	6.7		10.0				15.0		7.2	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: CT1

Central Sq Cambridge - BU Med Ctr **Both Directions**

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	1,097	84.6%
Drive/Park Egress	0	0.0%
Pick-up Egress	0	0.0%
Taxi Egress	0	0.0%
Shuttle/Van Egress	11	0.8%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	1,108	85.4%
MBTA Bus	49	3.8%
Other Bus	0	0.0%
Rapid Transit	140	10.8%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	189	14.6%
TOTAL	1,297	100.0%
No Answer	7	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	179	13.8%
Drive	0	0.0%
Pick-up	0	0.0%
Other	0	0.0%
TOTAL	179	13.8%
No Answer	11	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	49	3.8%
Other Bus	0	0.0%
Rapid Transit	140	10.8%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	189	14.6%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
70	21	43.3%
83	11	21.7%
47	11	21.7%
749	7	13.3%
TOTAL	49	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	705	69.6%					0	0.0%	705	68.9%
6-10	210	20.7%					11	100.0%	221	21.5%
11-15	78	7.7%	(No responses)		(No responses)		0	0.0%	78	7.6%
16-20	13	1.3%					0	0.0%	13	1.3%
21-30	7	0.6%					0	0.0%	7	0.6%
31-45	0	0.0%					0	0.0%	0	0.0%
Over 45	0	0.0%					0	0.0%	0	0.0%
TOTAL	1,013	100.0%					11	100.0%	1,023	100.0%
No Answer	85						0		85	
Avg. Time (min)	5.4						10.0		5.4	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: CT2

Sullivan Station - Ruggles via Kendall/MIT **Both Directions**

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	1,159	83.9%
Drive/Park Egress	22	1.6%
Pick-up Egress	0	0.0%
Taxi Egress	0	0.0%
Shuttle/Van Egress	11	0.8%
Bicycle Egress	0	0.0%
Other Egress	11	0.8%
Total Private Trans.	1,204	87.1%
MBTA Bus	44	3.2%
Other Bus	0	0.0%
Rapid Transit	133	9.7%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	178	12.9%
TOTAL	1,382	100.0%
No Answer	22	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	178	12.9%
Drive	0	0.0%
Pick-up	0	0.0%
Other	0	0.0%
TOTAL	178	12.9%
No Answer	0	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	44	3.2%
Other Bus	0	0.0%
Rapid Transit	122	8.8%
Commuter Rail	11	0.8%
Boat	0	0.0%
Other	0	0.0%
TOTAL	178	12.9%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
101	23	51.3%
64	11	24.4%
1	11	24.4%
TOTAL	44	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	749	68.6%	11	100.0%			11	50.0%	772	68.5%
6-10	276	25.3%	0	0.0%			0	0.0%	276	24.5%
11-15	45	4.1%	0	0.0%	(No		0	0.0%	45	4.0%
16-20	22	2.0%	0	0.0%	responses)		0	0.0%	22	2.0%
21-30	0	0.0%	0	0.0%			11	50.0%	11	1.0%
31-45	0	0.0%	0	0.0%			0	0.0%	0	0.0%
Over 45	0	0.0%	0	0.0%			0	0.0%	0	0.0%
TOTAL	1,092	100.0%	11	100.0%			23	100.0%	1,126	100.0%
No Answer	67		11				0		78	
Avg. Time (min)	5.4		2.0				17.5		5.6	

MBTA Surveys: 2008-09

Bus Survey

Egress from the Bus

Expanded Results

Route: CT3

BID Medical Center - Andrew Station via BU Med Ctr **Both Directions**

Egress Mode from this Bus:	Number of Riders	Percent of Riders
Walk Egress	658	83.7%
Drive/Park Egress	0	0.0%
Pick-up Egress	0	0.0%
Taxi Egress	0	0.0%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	658	83.7%
MBTA Bus	32	4.1%
Other Bus	0	0.0%
Rapid Transit	76	9.7%
Commuter Rail	20	2.5%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	128	16.3%
TOTAL	786	100.0%
No Answer	40	

For Passengers Transferring to Other Transit:

Egress Mode from the Transit System:	Number of Riders	Percent of Riders
Walk	89	11.3%
Drive	14	1.8%
Pick-up	13	1.6%
Other	0	0.0%
TOTAL	116	14.7%
No Answer	13	

Final Transit Mode Used on Trip:	Number of Riders	Percent of Riders
MBTA Bus	47	5.9%
Other Bus	0	0.0%
Rapid Transit	62	7.9%
Commuter Rail	20	2.5%
Boat	0	0.0%
Other	0	0.0%
TOTAL	128	16.3%

Bus Transfers to Connecting Routes:	Number of Riders	Percent of Riders
CT2	13	39.2%
22	13	39.2%
10	7	21.7%
TOTAL	32	100.0%

Bus Transfers to Nonconnecting Routes:	Number of Riders	Percent of Riders
202	7	50.0%
201	7	50.0%
TOTAL	14	100.0%

Trip time from stop to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	439	72.3%							439	72.3%
6-10	143	23.5%							143	23.5%
11-15	13	2.1%	(No responses)		(No responses)		(No responses)		13	2.1%
16-20	13	2.1%							13	2.1%
21-30	0	0.0%							0	0.0%
31-45	0	0.0%							0	0.0%
Over 45	0	0.0%							0	0.0%
TOTAL	607	100.0%							607	100.0%
No Answer	51								51	
Avg. Time (min)	4.8								4.8	

7 Destination Locations and Activities

The data presented in this chapter show where riders on Albany 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 Albany 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. Albany 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 22, the number for people boarding Route CT2, while the lowest was 1, the number for Route 170. 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 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 73%. This is partly a reflection of the hours when the survey was handed out (6:00 AM to 3:30 PM). Had the survey been handed out later, more people would likely have been 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 Albany Garage bus routes, home was the destination activity for 10%, followed by school with 7%, personal business with 3%, and store with 2%.

The percentages of riders whose destination activity was work were the highest on Routes 502 (100%) and 500 and 505 (both 95%) and were the lowest on Routes 554 (18%), 65 (57%), and 553 (61%). The percentages of riders with home, school, personal business, and store destination activities, respectively, were the highest for Routes 554 (45%), 501 (31%), 65 (9%), and 60 (8%).

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 57

Expanded Results

Watertown Sq - Kenmore Sq

Both Directions

DESTINATION LOCATIONS			DESTINATION ACTIVITIES								
City/Neighborhood Destinations	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Boston: Brighton	1,134	17.6%		31.4%		49.9%		6.2%	6.3%		6.2%
Boston: B U	987	15.3%		7.2%	21.5%	64.2%	7.1%				
Boston: Fenway	774	12.0%	9.1%	18.2%		72.7%					
Newton	640	9.9%		11.1%		77.8%		11.1%			
Watertown	640	10.0%		11.1%		66.7%	22.2%				
Boston: Longwood Med Area	634	9.9%				100.0%					
Boston: Prudential/Hancock	282	4.4%				100.0%					
Waltham	213	3.3%	33.3%			66.7%					
Brookline: North Brookline	211	3.3%	33.3%			66.7%					
Boston: Allston	142	2.2%				50.3%			49.7%		
Boston: Back Bay	141	2.2%				100.0%					
Boston: Financial/Retail	141	2.2%				100.0%					
Boston: Park Square	141	2.2%	50.0%			50.0%					
Cambridge: Harvard Square	71	1.1%				100.0%					
Boston: Govt Center	70	1.1%				100.0%					
Boston: North Dorchester	70	1.1%		100.0%							
Boston: North End	70	1.1%				100.0%					
Brookline: South Brookline	70	1.1%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	6,432	100.0%	4.4%	12.1%	3.3%	71.4%	3.3%	2.2%	2.2%		1.1%

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 59

Expanded Results

Needham Jct - Watertown Sq

Both Directions

DESTINATION LOCATIONS			DESTINATION ACTIVITIES								
City/Neighborhood Destinations	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Newton	339	41.7%	2.6%	16.7%	4.9%	49.5%	7.4%	6.9%	7.4%		4.6%
Needham	127	15.6%		18.5%	12.3%	63.0%	6.2%				
Boston: Longwood Med Area	91	11.2%				90.5%		9.5%			
Watertown	61	7.5%			14.3%	71.4%	14.3%				
Cambridge: Harvard Square	44	5.4%			20.0%	80.0%					
Boston: Back Bay	17	2.1%				100.0%					
Boston: Fenway	17	2.0%				100.0%					
Boston: Govt Center	17	2.0%				47.3%		52.7%			
Cambridge: Kendall/MIT	17	2.1%				100.0%					
Unspecified	17	2.1%	50.0%			50.0%					
Wellesley	16	1.9%				50.0%		50.0%			
Boston: Allston	9	1.1%		100.0%							
Boston: Brighton	9	1.1%				100.0%					
Boston: Waterfront	9	1.1%				100.0%					
Waltham	9	1.1%							100.0%		
Boston: Financial/Retail	8	1.0%			100.0%						
Brookline: South Brookline	8	1.0%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	813	100.0%	2.1%	10.9%	7.1%	62.7%	5.1%	6.0%	4.2%		1.9%

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 60

Expanded Results

Chestnut Hill - Kenmore Sq

Both Directions

DESTINATION LOCATIONS			DESTINATION ACTIVITIES								
City/Neighborhood Destinations	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Boston: Longwood Med Area	227	38.4%				100.0%					
Brookline: Chestnut Hill	95	16.1%				75.0%	25.0%				
Brookline: South Brookline	79	13.3%		60.5%		9.2%		30.3%			
Newton: Chestnut Hill	48	8.1%				100.0%					
Boston: Fenway	46	7.7%	15.9%			68.2%		15.9%			
Newton	24	4.0%					100.0%				
Boston: B U	22	3.7%			33.3%	66.7%					
Boston: Beacon Hill	15	2.5%		50.0%		50.0%					
Boston: Back Bay	7	1.2%				100.0%					
Boston: Financial/Retail	7	1.2%				100.0%					
Boston: So Bos Indust	7	1.2%				100.0%					
Brookline: North Brookline	7	1.2%				100.0%					
Cambridge: Kendall/MIT	7	1.2%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	591	100.0%	1.2%	9.3%	1.2%	74.9%	8.1%	5.3%			

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 65

Expanded Results

Brighton Ctr - Kenmore Sq

Both Directions

DESTINATION LOCATIONS			DESTINATION ACTIVITIES								
City/Neighborhood Destinations	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Boston: Longwood Med Area	613	58.5%	1.4%		8.5%	73.6%		13.6%	2.8%		
Boston: Brighton	272	26.0%		68.9%	8.2%	19.6%				3.2%	
Boston: Fenway	44	4.2%			20.0%	80.0%					
Brookline: South Brookline	31	3.0%				28.0%				72.0%	
Boston: Back Bay	26	2.5%				66.7%		33.3%			
Boston: Roxbury	17	1.7%				100.0%					
Boston: B U	9	0.8%				100.0%					
Boston: Govt Center	9	0.8%									100.0%
Brookline: North Brookline	9	0.8%		100.0%							
Londonderry, NH	9	0.8%		100.0%							
Watertown	9	0.8%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	1,047	100.0%	0.8%	20.4%	8.0%	56.5%		8.8%	1.7%	3.0%	0.8%

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 170

Expanded Results

Waltham - Dudley

Outbound

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
Waltham	17	100.0%				88.9%					11.1%
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	17	100.0%				88.9%					11.1%

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 500

Expanded Results

Riverside - Federal/Franklin

Both Directions

DESTINATION LOCATIONS			DESTINATION ACTIVITIES								
City/Neighborhood Destinations	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Boston: Financial/Retail	70	75.3%	2.9%			97.1%					
Boston: Waterfront	8	8.6%				100.0%					
Boston: Govt Center	6	6.5%				100.0%					
Boston: North End	2	2.2%				100.0%					
Boston: So Bos Indust	2	2.2%				100.0%					
Wellesley	2	2.2%		50.0%		50.0%					
Framingham	1	1.1%		100.0%							
Newton	1	1.1%				100.0%					
Wayland	1	1.1%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	93	100.0%	2.2%	3.2%		94.6%					

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 501

Expanded Results

Brighton Ctr - Federal/Franklin

Both Directions

DESTINATION LOCATIONS			DESTINATION ACTIVITIES								
City/Neighborhood Destinations	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Boston: Brighton	287	41.5%		9.1%	72.7%	18.2%					
Boston: Financial/Retail	210	30.4%				100.0%					
Boston: Waterfront	62	9.0%				100.0%					
Boston: So Bos Indust	55	7.9%				100.0%					
Boston: Govt Center	47	6.7%				83.3%					16.7%
Boston: Park Square	16	2.2%			50.0%	50.0%					
Boston: Beacon Hill	8	1.1%				100.0%					
Everett	8	1.1%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	693	100.0%		3.8%	31.3%	63.8%					1.1%

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 502

Expanded Results

Watertown Sq - Copley Sq

Both Directions

DESTINATION LOCATIONS			DESTINATION ACTIVITIES								
City/Neighborhood Destinations	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Boston: Prudential/Hancock	35	54.3%				100.0%					
Boston: Back Bay	12	18.1%				100.0%					
Boston: South End	12	18.1%				100.0%					
Newton	6	9.6%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	65	100.0%				100.0%					

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 503

Expanded Results

Brighton Ctr - Copley Sq

Both Directions

DESTINATION LOCATIONS			DESTINATION ACTIVITIES								
City/Neighborhood Destinations	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Boston: Prudential/Hancock	390	45.3%				98.0%					2.0%
Boston: Back Bay	234	27.2%	10.0%			83.3%			3.3%		3.3%
Boston: Brighton	86	10.0%				100.0%					
Boston: Park Square	47	5.4%				100.0%					
Boston: Allston	26	3.0%				100.0%					
Boston: North End	23	2.7%				100.0%					
Boston: South End	23	2.7%				100.0%					
Boston: Longwood Med Area	16	1.8%				100.0%					
Boston: Charlestown	8	0.9%				100.0%					
Boston: Govt Center	8	0.9%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	860	100.0%	2.7%			94.6%			0.9%		1.8%

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 504

Expanded Results

Watertown Sq - Federal/Franklin

Both Directions

DESTINATION LOCATIONS			DESTINATION ACTIVITIES								
City/Neighborhood Destinations	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Boston: Financial/Retail	761	51.2%				98.5%					1.5%
Newton	161	10.8%	3.8%	34.6%		57.7%		3.8%			
Boston: Waterfront	152	10.2%				100.0%					
Boston: Park Square	105	7.1%			22.2%	77.8%					
Boston: Govt Center	65	4.4%				100.0%					
Boston: So Bos Indust	59	3.9%				100.0%					
Watertown	37	2.5%	16.7%	16.7%	16.7%	50.0%					
Boston: Back Bay	23	1.6%			50.0%	50.0%					
Boston: Dwntwn Unspecified	23	1.6%				50.0%	50.0%				
Cambridge: Kendall/MIT	23	1.6%				100.0%					
Boston: North Dorchester	12	0.8%				100.0%					
Boston: North End	12	0.8%				100.0%					
Boston: Prudential/Hancock	12	0.8%				100.0%					
Boston: South End	12	0.8%				100.0%					
Cambridge: North Cambridge	12	0.8%				100.0%					
Other (< 0.5 % of riders)	19	1.2%		66.7%		33.3%					
OVERALL TOTAL	1,487	100.0%	0.8%	5.0%	2.8%	89.4%	0.8%	0.4%			0.8%

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 505

Expanded Results

Waltham Ctr - Federal/Franklin

Both Directions

DESTINATION LOCATIONS			DESTINATION ACTIVITIES								
City/Neighborhood Destinations	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Boston: Financial/Retail	285	53.4%			1.2%	97.6%			1.2%		
Boston: Waterfront	70	13.0%				90.0%					10.0%
Boston: Park Square	52	9.8%				100.0%					
Newton	32	6.0%				89.1%					10.9%
Boston: Govt Center	24	4.6%				100.0%					
Boston: So Bos Indust	21	3.9%				100.0%					
Cambridge: Kendall/MIT	10	2.0%				100.0%					
Boston: Back Bay	7	1.3%				100.0%					
Wellesley	7	1.3%				100.0%					
Waltham	5	0.9%									100.0%
Boston: Charlestown	3	0.7%				100.0%					
Boston: Jamaica Plain	3	0.7%				100.0%					
Boston: North End	3	0.7%				100.0%					
North Reading	3	0.7%				100.0%					
Unspecified	3	0.7%									100.0%
Woburn	3	0.7%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	534	100.0%			0.7%	95.2%			0.7%		3.5%

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 553

Expanded Results

Roberts - Federal/Franklin via Waltham

Both Directions

DESTINATION LOCATIONS			DESTINATION ACTIVITIES								
City/Neighborhood Destinations	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Newton	280	32.4%	8.1%	21.6%		51.0%	2.8%	2.8%			13.7%
Waltham	158	18.3%	18.9%		9.5%	42.8%		14.4%	4.9%		9.5%
Boston: Financial/Retail	148	17.1%	5.3%			84.2%		10.5%			
Boston: Park Square	47	5.4%			16.7%	83.3%					
Boston: Waterfront	31	3.6%	50.0%			50.0%					
Watertown	30	3.5%		50.0%		50.0%					
Boston: So Bos Indust	23	2.7%	33.3%			66.7%					
Unspecified	23	2.6%		65.7%		34.3%					
Boston: Brighton	16	1.8%				50.0%			50.0%		
Boston: Govt Center	16	1.8%				100.0%					
Boston: Prudential/Hancock	16	1.8%				100.0%					
Boston: B U	8	0.9%							100.0%		
Boston: Back Bay	8	0.9%				100.0%					
Boston: Beacon Hill	8	0.9%				100.0%					
Boston: Logan Airport	8	0.9%				100.0%					
Boston: Longwood Med Area	8	0.9%				100.0%					
Boston: North End	8	0.9%				100.0%					
Boston: South End	8	0.9%				100.0%					
Cambridge: Central Square	8	0.9%				100.0%					
Framingham	8	0.9%	100.0%								
Quincy	8	0.9%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	864	100.0%	10.6%	10.4%	2.6%	61.2%	0.9%	5.3%	2.7%		6.2%

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 554

Expanded Results

Waverly Sq - Federal/Franklin

Both Directions

DESTINATION LOCATIONS			DESTINATION ACTIVITIES								
City/Neighborhood Destinations	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Waltham	30	35.9%		50.0%		50.0%					
Newton	23	27.3%		100.0%							
Unspecified	23	27.3%	100.0%								
Cambridge: Harvard Square	8	9.4%	100.0%								
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	83	100.0%	36.7%	45.3%		18.0%					

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 556

Expanded Results

Waltham Highlands - Federal/Franklin

Both Directions

DESTINATION LOCATIONS			DESTINATION ACTIVITIES								
City/Neighborhood Destinations	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Boston: Financial/Retail	95	36.8%				100.0%					
Newton	43	16.7%		13.0%		87.0%					
Waltham	28	10.9%		40.0%	20.0%	20.0%			20.0%		
Boston: Waterfront	19	7.4%	16.7%			66.7%					16.7%
Boston: Park Square	16	6.1%				100.0%					
Boston: Govt Center	10	3.7%			33.3%	66.7%					
Boston: So Bos Indust	10	3.7%	33.3%			66.7%					
Boston: Fenway	6	2.5%				100.0%					
Boston: North End	6	2.5%				100.0%					
Boston: Prudential/Hancock	6	2.5%				100.0%					
Boston: B U	3	1.2%			100.0%						
Boston: Back Bay	3	1.2%				100.0%					
Boston: Beacon Hill	3	1.2%				100.0%					
Boston: South End	3	1.2%				100.0%					
Cambridge: Central Square	3	1.2%				100.0%					
Cambridge: Kendall/MIT	3	1.2%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	259	100.0%	2.5%	6.5%	4.6%	83.0%			2.2%		1.2%

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: 558

Expanded Results

Riverside - Federal/Franklin

Both Directions

DESTINATION LOCATIONS			DESTINATION ACTIVITIES								
City/Neighborhood Destinations	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Newton	51	27.0%		11.3%		78.5%			5.1%		5.1%
Boston: Financial/Retail	41	21.9%	6.3%			93.8%					
Waltham	25	13.1%	10.5%		11.6%	45.4%		22.1%			10.5%
Boston: Back Bay	16	8.2%				100.0%					
Boston: Park Square	11	5.6%		24.3%	48.6%	27.1%					
Watertown	11	5.9%				77.0%	23.0%				
Boston: Govt Center	10	5.5%				100.0%					
Boston: So Bos Indust	5	2.7%				100.0%					
Boston: Waterfront	5	2.7%				100.0%					
Arlington	3	1.4%				100.0%					
Boston: Beacon Hill	3	1.4%				100.0%					
Boston: Roxbury	3	1.4%				100.0%					
Wellesley	3	1.5%									100.0%
Weston	3	1.5%									100.0%
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	189	100.0%	2.7%	4.4%	4.3%	77.1%	1.4%	2.9%	1.4%		5.8%

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: CT1

Expanded Results

Central Sq Cambridge - BU Med Ctr

Both Directions

DESTINATION LOCATIONS			DESTINATION ACTIVITIES								
City/Neighborhood Destinations	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Boston: South End	461	35.3%	1.4%		11.4%	77.1%		5.7%	1.4%	1.4%	1.4%
Cambridge: Kendall/MIT	238	18.2%			2.8%	97.2%					
Cambridge: Central Square	171	13.1%	12.5%	25.0%		18.8%	12.5%	6.3%	6.3%	6.3%	12.5%
Boston: Back Bay	98	7.5%		10.9%		82.4%				6.7%	
Boston: Prudential/Hancock	92	7.1%	7.1%		14.3%	71.4%			7.1%		
Cambridge: Harvard Square	53	4.1%				60.0%		20.0%		20.0%	
Boston: Roxbury	39	3.0%				83.3%			16.7%		
Boston: Fenway	33	2.5%				100.0%					
Cambridge: North Cambridge	21	1.6%		50.0%		50.0%					
Brookline: North Brookline	17	1.3%		61.9%		38.1%					
Unspecified	13	1.0%	50.0%					50.0%			
Malden	11	0.8%								100.0%	
Revere	11	0.8%		100.0%							
Somerville: Davis Square	11	0.8%		100.0%							
Waltham	11	0.8%			100.0%						
Watertown	11	0.8%				100.0%					
Boston: B U	7	0.5%			100.0%						
Boston: Park Square	7	0.5%						100.0%			
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	1,304	100.0%	3.2%	7.4%	6.9%	68.3%	1.6%	4.7%	2.3%	3.5%	2.1%

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: CT2

Expanded Results

Sullivan Station - Ruggles via Kendall/MIT

Both Directions

DESTINATION LOCATIONS			DESTINATION ACTIVITIES								
City/Neighborhood Destinations	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Boston: Longwood Med Area	405	28.9%			5.3%	81.0%		5.5%	8.2%		
Cambridge: Kendall/MIT	390	27.8%		2.9%	11.5%	82.6%				2.9%	
Boston: Fenway	143	10.2%		23.1%	23.1%	45.8%		8.0%			
Boston: B U	141	10.1%			38.3%	53.6%			8.1%		
Cambridge: Central Square	46	3.2%		25.0%		75.0%					
Boston: Financial/Retail	33	2.4%				100.0%					
Boston: Prudential/Hancock	33	2.4%				100.0%					
Boston: Back Bay	23	1.6%				100.0%					
Boston: Charlestown	23	1.6%				50.0%					50.0%
Somerville: Spring Hill	23	1.6%		50.0%		50.0%					
Boston: Park Square	22	1.5%		50.0%		50.0%					
Boston: Brighton	11	0.8%				100.0%					
Boston: Mattapan	11	0.8%		100.0%							
Boston: Roxbury	11	0.8%		100.0%							
Brookline: North Brookline	11	0.8%						100.0%			
Cambridge: East Cambridge	11	0.8%				100.0%					
Cambridge: Unspecified	11	0.8%				100.0%					
Medford	11	0.8%						100.0%			
Newton	11	0.8%						100.0%			
Salem	11	0.8%				100.0%					
Somerville: Davis Square	11	0.8%		100.0%							
Somerville: Winter Hill	11	0.8%									100.0%
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	1,404	100.0%		7.9%	11.0%	70.8%		4.8%	3.2%	0.8%	1.6%

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

MBTA Surveys: 2008-09

Bus Survey

Destination Locations and Activities

Route: CT3

Expanded Results

BID Medical Center - Andrew Station via BU Med Ctr

Both Directions

DESTINATION LOCATIONS			DESTINATION ACTIVITIES								
City/Neighborhood Destinations	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Boston: South End	383	46.3%			18.8%	81.2%					
Boston: Longwood Med Area	229	27.7%			5.6%	61.1%		22.2%	5.6%		5.6%
Boston: South Dorchester	41	4.9%		82.8%		17.2%					
Boston: So Bos Res	28	3.4%		50.0%		25.0%					25.0%
Boston: Roxbury	25	3.1%				100.0%					
Boston: Financial/Retail	20	2.4%				35.6%			64.4%		
Boston: North Dorchester	14	1.7%		50.0%			50.0%				
Boston: Fenway	13	1.5%				100.0%					
Cambridge: Kendall/MIT	13	1.5%						100.0%			
Canton	13	1.5%									100.0%
Unspecified	13	1.5%				100.0%					
Boston: Beacon Hill	7	0.9%				100.0%					
Braintree	7	0.9%		100.0%							
Brockton	7	0.9%						100.0%			
Cambridge: Harvard Square	7	0.9%		100.0%							
Quincy	7	0.9%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	826	100.0%		9.2%	10.3%	64.1%	0.9%	8.6%	3.1%		3.9%

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 Albany 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 Albany 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 Albany Garage bus routes as a whole was Newton to the Financial/Retail District, which was reported by 4% of all riders. This combination was one of the top five origin-destination pairs for six of the 17 Albany Garage routes: Route 500 (24% of the route's riders), 505 (22%), 504 (21%), 556 (20%), 553 (11%), and 558 (8%). The highest percentages of riders, by route, in one origin-destination pair were on Routes 170 (44%, Waltham to Waltham), 503 (44%, Brighton to the Prudential/Hancock District), and 502 (36%, Watertown to the Prudential/Hancock District).

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 57

Watertown Sq - Kenmore Sq

Both Directions

Destination Town/Neighborhood:

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

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 59

Needham Jct - Watertown Sq

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Newton	Needham	Boston: Longwood Med Area	Watertown	Cambridge : Harvard Square	Boston: Back Bay	Unspecified	Cambridge : Kendall/MI	Boston: Fenway	Boston: Govt Center	Other & % of Row	Row Total & % of Overall
Newton	106	31	49	26	44	0	9	9	17	17	24	338
											7.2%	*41.6%*
Needham	52	16	35	26	0	17	9	9	0	0	26	190
											13.8%	*23.3%*
Watertown	63	8	0	0	0	0	0	0	0	0	0	78
											0.0%	*9.6%*
Boston: Brighton	39	16	0	0	0	0	0	0	0	0	0	55
											0.0%	*6.7%*
Cambridge: Central Square	16	8	0	0	0	0	0	0	0	0	0	23
											0.0%	*2.9%*
Boston: Roslindale	9	9	0	0	0	0	0	0	0	0	0	17
											0.0%	*2.1%*
Malden	0	17	0	0	0	0	0	0	0	0	0	17
											0.0%	*2.0%*
Waltham	0	8	8	0	0	0	0	0	0	0	0	16
											0.0%	*1.9%*
Hopkinton	0	0	0	9	0	0	0	0	0	0	0	9
											0.0%	*1.1%*
Lynn	8	0	0	0	0	0	0	0	0	0	0	8
											0.0%	*1.0%*
Arlington	0	8	0	0	0	0	0	0	0	0	0	8
											0.0%	*1.0%*
Brookline: North Brookline	8	0	0	0	0	0	0	0	0	0	0	8
											0.0%	*1.0%*
Boston: So Bos Indust	8	0	0	0	0	0	0	0	0	0	0	8
											0.0%	*1.0%*
Marlborough	8	0	0	0	0	0	0	0	0	0	0	8
											0.0%	*1.0%*
Boston: Longwood Med Area	8	0	0	0	0	0	0	0	0	0	0	8
											0.0%	*1.0%*
Boston: Jamaica Plain	0	8	0	0	0	0	0	0	0	0	0	8
											0.0%	*1.0%*
Somerville: Davis Square	8	0	0	0	0	0	0	0	0	0	0	8
											0.0%	*1.0%*
Cambridge: East Cambridge	8	0	0	0	0	0	0	0	0	0	0	8
											0.0%	*1.0%*
Other & % of Column	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*
Column Total & % of Overall	339	127	91	61	44	17	17	17	17	17	50	**813**
	41.7%	*15.6%*	*11.2%*	*7.5%*	*5.4%*	*2.1%*	*2.1%*	*2.1%*	*2.0%*	*2.0%*	*6.2%*	

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 60

Chestnut Hill - Kenmore Sq

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Longwood Med Area	Brookline: Chestnut Hill	Brookline: South Brookline	Newton: Chestnut Hill	Boston: Fenway	Newton	Boston: B U	Boston: Beacon Hill	Cambridge : Kendall/MI	Brookline: North Brookline	Other & % of Row	Row Total & % of Overall
Brookline: South Brookline	51	24	0	0	7	0	15	7	0	7	7	125
											5.8%	*21.2%*
Brookline: Chestnut Hill	87	0	7	0	15	0	0	0	7	0	7	123
											5.9%	*20.9%*
Boston: Fenway	24	24	24	0	0	0	0	0	0	0	0	71
											0.0%	*12.1%*
Boston: North Dorchester	0	0	0	48	0	0	0	0	0	0	0	48
											0.0%	*8.1%*
Boston: Longwood Med Area	0	0	24	0	0	0	0	7	0	0	0	31
											0.0%	*5.3%*
Boston: South End	0	0	24	0	0	0	0	0	0	0	0	24
											0.0%	*4.0%*
Boston: Jamaica Plain	0	24	0	0	0	0	0	0	0	0	0	24
											0.0%	*4.0%*
Boston: North End	0	0	0	0	0	24	0	0	0	0	0	24
											0.0%	*4.0%*
Boston: South Dorchester	0	0	0	0	24	0	0	0	0	0	0	24
											0.0%	*4.0%*
Brookline: North Brookline	0	24	0	0	0	0	0	0	0	0	0	24
											0.0%	*4.0%*
Natick	15	0	0	0	0	0	0	0	0	0	0	15
											0.0%	*2.5%*
Newton: Chestnut Hill	15	0	0	0	0	0	0	0	0	0	0	15
											0.0%	*2.5%*
Randolph	7	0	0	0	0	0	0	0	0	0	0	15
											0.0%	*2.5%*
Ashland	7	0	0	0	0	0	0	0	0	0	0	7
											0.0%	*1.2%*
Framingham	7	0	0	0	0	0	0	0	0	0	0	7
											0.0%	*1.2%*
Newton	7	0	0	0	0	0	0	0	0	0	0	7
											0.0%	*1.2%*
Boston: Charlestown	7	0	0	0	0	0	0	0	0	0	0	7
											0.0%	*1.2%*
Boston: Roxbury	0	0	0	0	0	0	7	0	0	0	0	7
											0.0%	*1.2%*
Other & % of Column	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*
Column Total & % of Overall	227	95	79	48	46	24	22	15	7	7	15	**591**
	38.4%	*16.1%*	*13.3%*	*8.1%*	*7.7%*	*4.0%*	*3.7%*	*2.5%*	*1.2%*	*1.2%*	*2.5%*	

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 65

Brighton Ctr - Kenmore Sq

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Longwood Med Area	Boston: Brighton	Boston: Fenway	Brookline: South Brookline	Boston: Back Bay	Boston: Roxbury	Watertown	Londonderry, NH	Brookline: North Brookline	Boston: Govt Center	Other & % of Row	Row Total & % of Overall
Boston: Brighton	366	40	26	9	26	9	0	0	0	9	0	485
											0.0%	*46.3%*
Boston: Longwood Med Area	0	188	0	0	0	0	9	9	9	0	0	223
											0.0%	*21.3%*
Brookline: North Brookline	87	0	9	0	0	9	0	0	0	0	0	105
											0.0%	*10.0%*
Brookline: South Brookline	52	22	9	0	0	0	0	0	0	0	0	83
											0.0%	*8.0%*
Boston: Jamaica Plain	0	22	0	22	0	0	0	0	0	0	0	45
											0.0%	*4.3%*
Boston: Fenway	31	0	0	0	0	0	0	0	0	0	0	31
											0.0%	*3.0%*
Boston: Allston	31	0	0	0	0	0	0	0	0	0	0	31
											0.0%	*3.0%*
Medway	22	0	0	0	0	0	0	0	0	0	0	22
											0.0%	*2.1%*
Boston: Back Bay	22	0	0	0	0	0	0	0	0	0	0	22
											0.0%	*2.1%*
Column Total & % of Overall	613	272	44	31	26	17	9	9	9	9	0	**1047**
	58.5%	*26.0%*	*4.2%*	*3.0%*	*2.5%*	*1.7%*	*0.8%*	*0.8%*	*0.8%*	*0.8%*	*0.0%*	

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 170

Waltham - Dudley

Outbound

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Waltham											Row Total & % of Overall
Waltham	8											8
												44.4%
Boston: South End	4											4
												22.2%
Malden	2											2
												11.1%
Framingham	2											2
												11.1%
Boston: North Dorchester	2											2
												11.1%

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 500

Riverside - Federal/Franklin

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Financial/Retail	Boston: Waterfront	Boston: Govt Center	Wellesley	Boston: So Bos Indust	Boston: North End	Wayland	Newton	Framingham			Row Total & % of Overall
Newton	22	2	2	0	0	0	0	0	0			26
												28.0%
Wellesley	14	2	0	0	0	0	0	0	0			16
												17.2%
Weston	10	0	0	0	0	0	0	0	0			10
												10.8%
Wayland	4	2	0	0	2	0	0	0	0			8
												8.6%
Framingham	4	2	0	0	0	0	0	0	0			6
												6.5%
Unspecified	4	0	0	0	0	0	0	0	0			4
												4.3%
Natick	2	0	0	0	0	0	0	0	0			2
												2.2%
Bedford	0	0	2	0	0	0	0	0	0			2
												2.2%
Boston: Financial/Retail	0	0	0	1	0	0	1	0	0			2
												2.2%
Boston: Govt Center	0	0	0	1	0	0	0	0	1			2
												2.2%
Holliston	0	0	0	0	0	2	0	0	0			2
												2.2%
Auburn	2	0	0	0	0	0	0	0	0			2
												2.2%
Maynard	2	0	0	0	0	0	0	0	0			2
												2.2%
Needham	2	0	0	0	0	0	0	0	0			2
												2.2%
Sturbridge	2	0	0	0	0	0	0	0	0			2
												2.2%
Waltham	0	0	2	0	0	0	0	0	0			2
												2.2%
Marlborough	2	0	0	0	0	0	0	0	0			2
												2.2%
Boston: Park Square	0	0	0	0	0	0	0	1	0			1
												1.1%
Other & % of Column	0	0	0	0	0	0	0	0	0			0
	0.0%	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*			*0.0%*
Column Total & % of Overall	70	8	6	2	2	2	1	1	1			**93**
	75.3%	*8.6%*	*6.5%*	*2.2%*	*2.2%*	*2.2%*	*1.1%*	*1.1%*	*1.1%*			

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 501

Brighton Ctr - Federal/Franklin

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Brighton	Boston: Financial/Retail	Boston: Waterfront	Boston: So Bos Indust	Boston: Govt Center	Boston: Park Square	Everett	Boston: Beacon Hill				Row Total & % of Overall
Boston: Brighton	0	179	55	39	47	16	8	8				351
												50.6%
Boston: South Dorchester	52	0	0	0	0	0	0	0				52
												7.5%
Boston: So Bos Res	52	0	0	0	0	0	0	0				52
												7.5%
Boston: Hyde Park	52	0	0	0	0	0	0	0				52
												7.5%
Newton	0	23	8	16	0	0	0	0				47
												6.7%
Randolph	26	0	0	0	0	0	0	0				26
												3.8%
Boston: So Bos Indust	26	0	0	0	0	0	0	0				26
												3.8%
Boston: Govt Center	26	0	0	0	0	0	0	0				26
												3.8%
Boston: Financial/Retail	26	0	0	0	0	0	0	0				26
												3.8%
Boston: East Boston	26	0	0	0	0	0	0	0				26
												3.8%
Boston: Allston	0	8	0	0	0	0	0	0				8
												1.1%
Column Total & % of Overall	287	210	62	55	47	16	8	8				**693**
	41.5%	*30.4%*	*9.0%*	*7.9%*	*6.7%*	*2.2%*	*1.1%*	*1.1%*				

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 502

Watertown Sq - Copley Sq

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Prudential/ Hancock	Boston: South End	Boston: Back Bay	Newton								Row Total & % of Overall
Watertown	23	12	0	0								35
												54.3%
Waltham	0	0	12	0								12
												18.1%
Boston: Brighton	12	0	0	0								12
												18.1%
Franklin	0	0	0	6								6
												9.6%
Column Total & % of Overall	35	12	12	6								**65**
	54.3%	*18.1%*	*18.1%*	*9.6%*								

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 503

Brighton Ctr - Copley Sq

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Prudential/ Hancock	Boston: Back Bay	Boston: Brighton	Boston: Park Square	Boston: Allston	Boston: South End	Boston: North End	Boston: Longwood Med Area	Boston: Govt Center	Boston: Charlestown		Row Total & % of Overall
Boston: Brighton	374	218	8	47	0	23	23	16	8	0		717
												83.3%
Unspecified	0	0	52	0	0	0	0	0	0	0		52
												6.1%
Boston: South End	0	0	26	0	26	0	0	0	0	0		52
												6.1%
Newton	16	16	0	0	0	0	0	0	0	8		39
												4.5%
Column Total & % of Overall	390	234	86	47	26	23	23	16	8	8		**860**
	45.3%	*27.2%*	*10.0%*	*5.4%*	*3.0%*	*2.7%*	*2.7%*	*1.8%*	*0.9%*	*0.9%*		

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 504

Watertown Sq - Federal/Franklin

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Financial/Retail	Newton	Boston: Waterfront	Boston: Park Square	Boston: Govt Center	Boston: So Bos Indust	Watertown	Cambridge: Kendall/MI	Boston: Back Bay	Boston: Dwntwn Unspecifie	Other & % of Row	Row Total & % of Overall
Watertown	363	0	129	47	12	35	0	12	12	0	12	632
											1.9%	*42.5%*
Newton	316	0	0	59	47	23	0	12	12	12	35	515
											6.8%	*34.6%*
Waltham	23	0	12	0	0	0	0	0	0	0	0	35
											0.0%	*2.4%*
Boston: Financial/Retail	0	19	0	0	0	0	0	0	0	0	6	25
											25.0%	*1.7%*
Unspecified	12	0	0	0	0	0	0	0	0	12	0	23
											0.0%	*1.6%*
Belmont	23	0	0	0	0	0	0	0	0	0	0	23
											0.0%	*1.6%*
Boston: Beacon Hill	0	12	0	0	0	0	6	0	0	0	0	19
											0.0%	*1.2%*
Boston: Park Square	0	19	0	0	0	0	0	0	0	0	0	19
											0.0%	*1.2%*
Boston: Charlestown	0	19	0	0	0	0	0	0	0	0	0	19
											0.0%	*1.2%*
Boston: South Dorchester	0	19	0	0	0	0	0	0	0	0	0	19
											0.0%	*1.2%*
Boston: North Dorchester	0	19	0	0	0	0	0	0	0	0	0	19
											0.0%	*1.2%*
Boston: North End	0	6	0	0	0	0	6	0	0	0	0	12
											0.0%	*0.8%*
Boston: Prudential/Hancock	0	0	0	0	0	0	6	0	0	0	6	12
											50.0%	*0.8%*
Boston: Jamaica Plain	0	6	0	0	0	0	6	0	0	0	0	12
											0.0%	*0.8%*
Brookline: South Brookline	0	0	12	0	0	0	0	0	0	0	0	12
											0.0%	*0.8%*
Needham	12	0	0	0	0	0	0	0	0	0	0	12
											0.0%	*0.8%*
Newton: Chestnut Hill	12	0	0	0	0	0	0	0	0	0	0	12
											0.0%	*0.8%*
Boston: Longwood Med Area	0	6	0	0	0	0	0	0	0	0	0	6
											0.0%	*0.4%*
Other & % of Column	0	31	0	0	6	0	12	0	0	0	6	56
	0.0%	*19.2%*	*0.0%*	*0.0%*	*9.6%*	*0.0%*	*33.3%*	*0.0%*	*0.0%*	*0.0%*	*11.1%*	*3.7%*
Column Total & % of Overall	761	161	152	105	65	59	37	23	23	23	65	**1487**
	51.2%	*10.8%*	*10.2%*	*7.1%*	*4.4%*	*3.9%*	*2.5%*	*1.6%*	*1.6%*	*1.6%*	*4.4%*	

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 505

Waltham Ctr - Federal/Franklin

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Financial/Retail	Boston: Waterfront	Boston: Park Square	Newton	Boston: Govt Center	Boston: So Bos Indust	Cambridge: Kendall/MI	Boston: Back Bay	Wellesley	Waltham	Other & % of Row	Row Total & % of Overall
Newton	115	35	24	0	17	7	3	3	0	0	7	216
											3.2%	*40.4%*
Waltham	111	21	21	0	7	14	7	3	7	5	10	207
											5.0%	*38.7%*
Weston	21	0	0	0	0	0	0	0	0	0	0	21
											0.0%	*3.9%*
Wellesley	21	0	0	0	0	0	0	0	0	0	0	21
											0.0%	*3.9%*
Wayland	7	10	0	0	0	0	0	0	0	0	0	17
											0.0%	*3.3%*
Milton	0	0	0	5	0	0	0	0	0	0	0	5
											0.0%	*0.9%*
Somerville: Davis Square	0	0	0	5	0	0	0	0	0	0	0	5
											0.0%	*0.9%*
Boston: East Boston	0	0	0	5	0	0	0	0	0	0	0	5
											0.0%	*0.9%*
Boston: Mattapan	0	0	0	5	0	0	0	0	0	0	0	5
											0.0%	*0.9%*
Boston: North Dorchester	0	0	0	5	0	0	0	0	0	0	0	5
											0.0%	*0.9%*
Berlin	0	3	0	0	0	0	0	0	0	0	0	3
											0.0%	*0.7%*
Boston: Allston	0	0	0	3	0	0	0	0	0	0	0	3
											0.0%	*0.7%*
Holliston	3	0	0	0	0	0	0	0	0	0	0	3
											0.0%	*0.7%*
Belmont	0	0	0	3	0	0	0	0	0	0	0	3
											0.0%	*0.7%*
Needham	3	0	0	0	0	0	0	0	0	0	0	3
											0.0%	*0.7%*
Worcester	0	0	3	0	0	0	0	0	0	0	0	3
											0.0%	*0.7%*
Sudbury	3	0	0	0	0	0	0	0	0	0	0	3
											0.0%	*0.7%*
Marlborough	0	0	3	0	0	0	0	0	0	0	0	3
											0.0%	*0.7%*
Other & % of Column	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*
Column Total & % of Overall	285	70	52	32	24	21	10	7	7	5	17	**534**
	53.4%	*13.0%*	*9.8%*	*6.0%*	*4.6%*	*3.9%*	*2.0%*	*1.3%*	*1.3%*	*0.9%*	*3.3%*	

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 553

Roberts - Federal/Franklin via Waltham

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Newton	Waltham	Boston: Financial/Retail	Boston: Park Square	Boston: Waterfront	Watertown	Boston: So Bos Indust	Unspecified	Boston: Govt Center	Boston: Brighton	Other & % of Row	Row Total & % of Overall
Newton	38	45	93	23	8	0	8	8	16	8	39	293
											13.3%	*34.0%*
Waltham	62	53	55	23	23	0	16	0	0	8	39	287
											13.6%	*33.2%*
Boston: Waterfront	30	0	0	0	0	15	0	0	0	0	0	45
											0.0%	*5.2%*
Boston: South Dorchester	45	0	0	0	0	0	0	0	0	0	0	45
											0.0%	*5.2%*
Boston: Park Square	15	0	0	0	0	15	0	0	0	0	0	30
											0.0%	*3.5%*
Raynham	15	0	0	0	0	0	0	0	0	0	0	15
											0.0%	*1.7%*
Melrose	15	0	0	0	0	0	0	0	0	0	0	15
											0.0%	*1.7%*
Malden	15	0	0	0	0	0	0	0	0	0	0	15
											0.0%	*1.7%*
Worcester	0	15	0	0	0	0	0	0	0	0	0	15
											0.0%	*1.7%*
Watertown	0	15	0	0	0	0	0	0	0	0	0	15
											0.0%	*1.7%*
Boston: Brighton	0	15	0	0	0	0	0	0	0	0	0	15
											0.0%	*1.7%*
Boston: Roxbury	15	0	0	0	0	0	0	0	0	0	0	15
											0.0%	*1.7%*
Boston: North End	15	0	0	0	0	0	0	0	0	0	0	15
											0.0%	*1.7%*
Boston: Jamaica Plain	15	0	0	0	0	0	0	0	0	0	0	15
											0.0%	*1.7%*
Boston: Financial/Retail	0	0	0	0	0	0	0	15	0	0	0	15
											0.0%	*1.7%*
Boston: So Bos Res	0	15	0	0	0	0	0	0	0	0	0	15
											0.0%	*1.7%*
Column Total & % of Overall	280	158	148	47	31	30	23	23	16	16	78	**864**
	32.4%	*18.3%*	*17.1%*	*5.4%*	*3.6%*	*3.5%*	*2.7%*	*2.6%*	*1.8%*	*1.8%*	*9.0%*	

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 554

Waverly Sq - Federal/Franklin

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Waltham	Unspecified	Newton	Cambridge: Harvard Square								Row Total & % of Overall
Boston: Financial/Retail	0	15	15	0								30
												35.9%
Waltham	0	8	0	8								16
												18.7%
Newton	15	0	0	0								15
												18.0%
Boston: Waterfront	15	0	0	0								15
												18.0%
Boston: So Bos Indust	0	0	8	0								8
												9.4%
Column Total & % of Overall	30	23	23	8								**83**
	35.9%	*27.3%*	*27.3%*	*9.4%*								

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 556

Waltham Highlands - Federal/Franklin

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Financial/Retail	Newton	Waltham	Boston: Waterfront	Boston: Park Square	Boston: Govt Center	Boston: So Bos Indust	Boston: Fenway	Boston: Prudential/ Hancock	Boston: North End	Other & % of Row	Row Total & % of Overall
Newton	51	6	0	13	16	3	3	3	3	6	6	110
											5.8%	*42.7%*
Waltham	44	10	11	6	0	6	6	3	3	0	10	103
											9.2%	*39.9%*
Framingham	0	0	6	0	0	0	0	0	0	0	0	6
											0.0%	*2.2%*
Brockton	0	6	0	0	0	0	0	0	0	0	0	6
											0.0%	*2.2%*
Boston: Roxbury	0	6	0	0	0	0	0	0	0	0	0	6
											0.0%	*2.2%*
Boston: Prudential/Hancock	0	6	0	0	0	0	0	0	0	0	0	6
											0.0%	*2.2%*
Boston: Park Square	0	0	6	0	0	0	0	0	0	0	0	6
											0.0%	*2.2%*
Boston: North Dorchester	0	0	6	0	0	0	0	0	0	0	0	6
											0.0%	*2.2%*
Boston: Fenway	0	6	0	0	0	0	0	0	0	0	0	6
											0.0%	*2.2%*
Boston: Beacon Hill	0	6	0	0	0	0	0	0	0	0	0	6
											0.0%	*2.2%*
Column Total & % of Overall	95	43	28	19	16	10	10	6	6	6	16	**259**
	36.8%	*16.7%*	*10.9%*	*7.4%*	*6.1%*	*3.7%*	*3.7%*	*2.5%*	*2.5%*	*2.5%*	*6.1%*	

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: 558

Riverside - Federal/Franklin

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Newton	Boston: Financial/Retail	Waltham	Boston: Back Bay	Watertown	Boston: Park Square	Boston: Govt Center	Boston: Waterfront	Boston: So Bos Indust	Weston	Other & % of Row	Row Total & % of Overall
Newton	6	16	3	5	5	8	5	5	3	0	3	58
											4.5%	*30.6%*
Waltham	14	10	0	8	0	3	0	0	3	3	5	48
											10.8%	*25.5%*
Watertown	0	13	3	3	0	0	5	0	0	0	0	24
											0.0%	*12.5%*
Boston: Waterfront	6	0	0	0	0	0	0	0	0	0	0	6
											0.0%	*3.1%*
Boston: Fenway	6	0	0	0	0	0	0	0	0	0	0	6
											0.0%	*3.1%*
Boston: Financial/Retail	3	0	3	0	0	0	0	0	0	0	0	6
											0.0%	*3.1%*
Boston: Park Square	0	0	0	0	6	0	0	0	0	0	0	6
											0.0%	*3.1%*
Boston: Roslindale	6	0	0	0	0	0	0	0	0	0	0	6
											0.0%	*3.1%*
Boston: Brighton	3	0	3	0	0	0	0	0	0	0	0	5
											0.0%	*2.9%*
Boston: Beacon Hill	3	0	0	0	0	0	0	0	0	0	0	3
											0.0%	*1.5%*
Framingham	0	0	3	0	0	0	0	0	0	0	0	3
											0.0%	*1.5%*
Boston: North Dorchester	3	0	0	0	0	0	0	0	0	0	0	3
											0.0%	*1.5%*
Somerville: Davis Square	0	0	3	0	0	0	0	0	0	0	0	3
											0.0%	*1.5%*
Boston: Dwntwn Unspecified	3	0	0	0	0	0	0	0	0	0	0	3
											0.0%	*1.5%*
Boston: South Dorchester	0	0	3	0	0	0	0	0	0	0	0	3
											0.0%	*1.5%*
Wellesley	0	0	3	0	0	0	0	0	0	0	0	3
											0.0%	*1.4%*
Brookline: North Brookline	0	0	3	0	0	0	0	0	0	0	0	3
											0.0%	*1.4%*
Wayland	0	3	0	0	0	0	0	0	0	0	0	3
											0.0%	*1.4%*
Other & % of Column	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*
Column Total & % of Overall	51	41	25	16	11	11	10	5	5	3	8	**189**
	27.0%	*21.9%*	*13.1%*	*8.2%*	*5.9%*	*5.6%*	*5.5%*	*2.7%*	*2.7%*	*1.5%*	*4.1%*	

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: CT1

Central Sq Cambridge - BU Med Ctr

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: South End	Cambridge : Kendall/MI	Cambridge : Central Square	Boston: Back Bay	Boston: Prudential/ Hancock	Cambridge : Harvard Square	Boston: Roxbury	Boston: Fenway	Cambridge : North Cambridge	Brookline: North Brookline	Other & % of Row	Row Total & % of Overall
Cambridge: Central Square	132	7	11	53	79	0	13	20	0	7	7	327
											2.0%	*25.0%*
Boston: South End	0	32	43	21	0	32	0	0	21	11	32	199
											16.1%	*15.3%*
Boston: Fenway	33	53	21	0	0	0	7	0	0	0	11	125
											8.6%	*9.6%*
Brookline: North Brookline	33	53	11	0	0	0	0	0	0	0	0	97
											0.0%	*7.4%*
Boston: Back Bay	26	11	53	0	0	0	0	0	0	0	0	91
											0.0%	*6.9%*
Boston: Brighton	13	32	0	0	0	0	13	0	0	0	0	58
											0.0%	*4.5%*
Boston: Jamaica Plain	33	11	0	0	0	11	0	0	0	0	0	54
											0.0%	*4.2%*
Cambridge: Kendall/MIT	26	0	21	0	0	0	0	0	0	0	0	48
											0.0%	*3.7%*
Somerville: Spring Hill	13	0	0	0	0	0	7	13	0	0	7	39
											16.7%	*3.0%*
Boston: Roxbury	7	11	0	0	0	11	0	0	0	0	11	39
											27.7%	*3.0%*
Somerville: Davis Square	20	0	0	7	7	0	0	0	0	0	0	33
											0.0%	*2.5%*
Watertown	7	7	0	7	7	0	0	0	0	0	0	26
											0.0%	*2.0%*
Brookline: South Brookline	20	0	0	0	0	0	0	0	0	0	0	26
											0.0%	*2.0%*
Cambridge: North Cambridge	20	0	0	0	0	0	0	0	0	0	0	20
											0.0%	*1.5%*
Unspecified	13	0	0	0	0	0	0	0	0	0	0	20
											0.0%	*1.5%*
Belmont	13	0	0	0	0	0	0	0	0	0	0	13
											0.0%	*1.0%*
Hopkinton	0	11	0	0	0	0	0	0	0	0	0	11
											0.0%	*0.8%*
Boston: Prudential/Hancock	0	0	11	0	0	0	0	0	0	0	0	11
											0.0%	*0.8%*
Other &	53	11	0	0	0	0	0	0	0	0	0	63
% of Column	*11.4%*	*4.5%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*4.9%*
Column Total &	461	238	171	98	92	53	39	33	21	17	67	**1304**
% of Overall	*35.3%*	*18.2%*	*13.1%*	*7.5%*	*7.1%*	*4.1%*	*3.0%*	*2.5%*	*1.6%*	*1.3%*	*5.1%*	

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: CT2

Sullivan Station - Ruggles via Kendall/MIT

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Longwood Med Area	Cambridge: Kendall/MI	Boston: Fenway	Boston: B U	Cambridge: Central Square	Boston: Prudential/ Hancock	Boston: Financial/R etail	Boston: Back Bay	Boston: Charlestown	Somerville: Spring Hill	Other & % of Row	Row Total & % of Overall
Somerville: Spring Hill	87	54	43	32	0	22	22	23	11	0	22	328
											6.8%	*23.4%*
Cambridge: Central Square	65	0	22	43	0	11	11	0	0	0	33	185
											17.9%	*13.2%*
Boston: Longwood Med Area	0	91	11	0	11	0	0	0	0	0	22	147
											15.1%	*10.5%*
Cambridge: Kendall/MIT	76	11	22	11	0	0	0	0	11	0	11	142
											7.6%	*10.1%*
Somerville: East Somerville	43	54	11	11	0	0	0	0	0	0	11	130
											8.3%	*9.3%*
Brookline: North Brookline	0	46	0	11	11	0	0	0	0	0	0	68
											0.0%	*4.9%*
Boston: Fenway	11	34	0	0	11	0	0	0	0	0	0	57
											0.0%	*4.1%*
Somerville: Winter Hill	22	22	0	11	0	0	0	0	0	0	0	54
											0.0%	*3.9%*
Boston: Jamaica Plain	23	11	0	0	11	0	0	0	0	0	0	46
											0.0%	*3.2%*
Boston: B U	0	11	0	11	0	0	0	0	0	11	11	45
											25.3%	*3.2%*
Boston: Back Bay	0	11	0	0	0	0	0	0	0	11	0	23
											0.0%	*1.6%*
Boston: Roxbury	11	11	0	0	0	0	0	0	0	0	0	23
											0.0%	*1.6%*
Boston: South Dorchester	11	0	11	0	0	0	0	0	0	0	0	23
											0.0%	*1.6%*
Everett	22	0	0	0	0	0	0	0	0	0	0	22
											0.0%	*1.5%*
Attleboro	11	0	0	0	0	0	0	0	0	0	0	11
											0.0%	*0.8%*
Boston: Roslindale	0	0	11	0	0	0	0	0	0	0	0	11
											0.0%	*0.8%*
Boston: North Dorchester	11	0	0	0	0	0	0	0	0	0	0	11
											0.0%	*0.8%*
Boston: Mattapan	0	0	11	0	0	0	0	0	0	0	0	11
											0.0%	*0.8%*
Other & % of Column	11	32	0	11	0	0	0	0	0	0	0	55
	2.8%	*8.3%*	*0.0%*	*7.7%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*3.9%*
Column Total & % of Overall	405	390	143	141	46	33	33	23	23	23	122	**1404**
	28.9%	*27.8%*	*10.2%*	*10.1%*	*3.2%*	*2.4%*	*2.4%*	*1.6%*	*1.6%*	*1.6%*	*8.7%*	

MBTA Surveys: 2008-09

Bus Survey

Origin-Destination Cross-tabulation

Expanded Results

Route: CT3

BID Medical Center - Andrew Station via BU Med Ctr

Both Directions

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: South End	Boston: Longwood Med Area	Boston: South Dorchester	Boston: So Bos Res	Boston: Roxbury	Boston: Financial/Retail	Boston: North Dorchester	Cambridge: Kendall/MI	Unspecified	Canton	Other & % of Row	Row Total & % of Overall
Quincy	89	38	0	0	13	0	0	0	0	0	0	140
											0.0%	*16.9%*
Boston: South End	0	25	41	0	0	0	0	0	0	13	21	113
											18.7%	*13.7%*
Boston: So Bos Res	38	38	0	0	0	0	0	13	0	0	0	89
											0.0%	*10.8%*
Boston: Longwood Med Area	28	0	0	21	0	0	7	0	0	0	14	70
											20.0%	*8.5%*
Boston: Roxbury	0	25	0	7	0	20	0	0	13	0	0	65
											0.0%	*7.9%*
Boston: South Dorchester	51	0	0	0	0	0	0	0	0	0	0	51
											0.0%	*6.2%*
Boston: Fenway	20	13	0	0	0	0	7	0	0	0	0	40
											0.0%	*4.8%*
Boston: North Dorchester	13	25	0	0	0	0	0	0	0	0	0	38
											0.0%	*4.6%*
Brookline: South Brookline	28	0	0	0	0	0	0	0	0	0	0	28
											0.0%	*3.4%*
Milton	25	0	0	0	0	0	0	0	0	0	0	25
											0.0%	*3.1%*
Walpole	7	13	0	0	0	0	0	0	0	0	0	20
											0.0%	*2.4%*
Bridgewater	0	13	0	0	0	0	0	0	0	0	0	13
											0.0%	*1.5%*
Boston: Jamaica Plain	0	13	0	0	0	0	0	0	0	0	0	13
											0.0%	*1.5%*
Boston: Roslindale	0	13	0	0	0	0	0	0	0	0	0	13
											0.0%	*1.5%*
Bedford	13	0	0	0	0	0	0	0	0	0	0	13
											0.0%	*1.5%*
Braintree	13	0	0	0	0	0	0	0	0	0	0	13
											0.0%	*1.5%*
Whitman	13	0	0	0	0	0	0	0	0	0	0	13
											0.0%	*1.5%*
Cambridge: North Cambridge	0	0	0	0	13	0	0	0	0	0	0	13
											0.0%	*1.5%*
Other & % of Column	45	0	0	0	0	0	0	0	0	0	0	45
	11.8%	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*5.5%*
Column Total & % of Overall	383	229	41	28	25	20	14	13	13	13	35	**826**
	46.3%	*27.7%*	*4.9%*	*3.4%*	*3.1%*	*2.4%*	*1.7%*	*1.5%*	*1.5%*	*1.5%*	*4.3%*	

Socioeconomic Characteristics

This chapter presents data on the age, gender, income, and ethnicity of the riders on Albany 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 Albany 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 70% of the responding population belonged to this age group: Routes 501 (49%), 65 (61%), and 57 (69%). Members of the workforce are most likely to be somewhere in this age range, and, indeed, 82% 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 66% of the riders on Route 501 had work or work-related trip ends.

Overall, the 25-to-34 age bracket had the highest share of riders (31%); its highest shares by route were on Routes 503 (45%), CT2 (43%), and CT1 (38%). The 45-to-64 age bracket had the second-highest share of riders (28%); its highest shares by route were on Routes 505 (48%), 170 (44%), and 500 (43%).

The percentages of responses in the 19-to-24 category varied widely among bus routes. The highest percentages were observed on Routes 65 (29%), 503 (29%), and 57 (27%). The lowest were observed on Routes 500 and 554 (both 0%) and 553 (4%).

On the Albany Garage routes overall, only 3% of survey respondents were age 18 or under. This group exceeded 3% only on Routes 501 (27%), 59 (5%), and 65 (4%). On several bus routes, no riders reported being in this age bracket. Comparisons with fare data indicate that riders in this age group are generally underrepresented in MBTA passenger surveys owing to a low response rate.

At the other end of the spectrum, 4% of the respondents on all surveyed routes were age 65 or older. This group exceeded 5% only on Routes 554 (27%), 60 (16%), 59 (8%), and 500 (7%). On several bus routes, no riders reported being in this age bracket.

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 Routes 500, 502, and 556, female riders outnumbered male riders. The highest percentage of male respondents was 64%, on Route 502. The highest percentage of female respondents was 76%, on Route 65.

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. The routes with the highest percentages of incomes in the $100,000-or-more range were Routes 500 (84%), 505 (63%), and 504 (50%). The routes with the lowest percentages in this range were Routes 554 (0%), 170 (13%), and 65 (18%).

On all of the bus routes except Routes 65, 170, and 554, the $100,000-or-more range had a higher percentage than any other individual range. This result could be skewed, as a significant number of riders elected not to answer the household income question.

The average household size varied across the bus routes from as high as 3.0 on Route 501 to as low as 1.8 on Route 170.

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 majority of riders on the bus routes were white (75%). The route with the highest percentage of white riders was Route 502 (100%). The route with the highest percentage of nonwhite riders was Route 554, where 55% of the riders self-identified as Asian. Most of the riders who checked “other” also checked that they were Hispanic/Latino. As in the table, each of the percentages given in this discussion for a race includes any respondents who checked not only that race but one or more others as well.

The bus routes with the highest percentages of riders who answered “yes” as to whether they were Hispanic/Latino were Routes 501 (16%) and 503 and 57

(both 11%). The routes with the lowest percentages of Hispanic/Latino riders were Routes 170, 502, and 554 (all with 0%).

This chapter's tables begin
on the following page.

MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 57

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

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

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

Annual Household Income of Riders:

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

Mean Household Size: 2.60

Ethnicity of Riders

Expanded Results

Route: 57

Watertown Sq - Kenmore Sq

Both Directions

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

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

Are You Hispanic/Latino?:	Number of Responses	Percent of Responses
Yes	637	10.5%
No	5,443	89.5%
TOTAL	6,079	100.0%
No Answer	353	

MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 59

Expanded Results | **Needham Jct - Watertown Sq** | **Both Directions**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	41	5.2%	5.2%
19 - 24	97	12.5%	17.7%
25 - 34	156	19.9%	37.6%
35 - 44	114	14.6%	52.2%
45 - 64	315	40.3%	92.5%
65 and Older	58	7.5%	100.0%
TOTAL	781	100.0%	100.0%
No Answer	32		

Gender of Riders:	Number of Riders	Percent of Riders
Male	346	47.3%
Female	385	52.7%
Transgender	0	0.0%
TOTAL	731	100.0%
No Answer	82	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	123	17.7%	17.7%
$20,000 - $29,999	17	2.5%	20.2%
$30,000 - $39,999	64	9.3%	29.4%
$40,000 - $49,999	43	6.1%	35.6%
$50,000 - $59,999	42	6.0%	41.6%
$60,000 - $74,999	64	9.3%	50.9%
$75,000 - $99,999	108	15.5%	66.4%
$100,000 or more	233	33.6%	100.0%
TOTAL	694	100.0%	100.0%
No Answer	119		

Mean Household Size: 2.36

Ethnicity of Riders

Expanded Results

Route: 59

Needham Jct - Watertown Sq

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	40	5.2%
Black or African-American	55	7.2%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	113	14.8%
White	570	74.7%
Other	9	1.1%
TOTAL	763	

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	50	6.7%
No	698	93.3%
TOTAL	749	100.0%
No Answer	64	

MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 60

Expanded Results | **Chestnut Hill - Kenmore Sq** | **Both Directions**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	0	0.0%	0.0%
19 - 24	53	9.1%	9.1%
25 - 34	104	17.8%	26.8%
35 - 44	128	21.9%	48.7%
45 - 64	206	35.3%	84.0%
65 and Older	93	16.0%	100.0%
TOTAL	584	100.0%	100.0%
No Answer	7		

Gender of Riders:	Number of Riders	Percent of Riders
Male	159	30.0%
Female	370	70.0%
Transgender	0	0.0%
TOTAL	529	100.0%
No Answer	62	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	38	8.1%	8.1%
$20,000 - $29,999	7	1.5%	9.6%
$30,000 - $39,999	55	11.5%	21.1%
$40,000 - $49,999	77	16.1%	37.2%
$50,000 - $59,999	53	11.1%	48.4%
$60,000 - $74,999	89	18.7%	67.1%
$75,000 - $99,999	44	9.2%	76.3%
$100,000 or more	113	23.7%	100.0%
TOTAL	476	100.0%	100.0%
No Answer	115		

Mean Household Size: 2.52

Ethnicity of Riders

Expanded Results

Route: 60

Chestnut Hill - Kenmore Sq

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	38	7.2%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	89	16.6%
White	394	73.5%
Other	15	2.7%
TOTAL	536	

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	22	3.9%
No	531	96.1%
TOTAL	553	100.0%
No Answer	38	

MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 65

Expanded Results | **Brighton Ctr - Kenmore Sq** | **Both Directions**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	45	4.4%	4.4%
19 - 24	299	29.4%	33.8%
25 - 34	263	25.9%	59.7%
35 - 44	78	7.7%	67.4%
45 - 64	283	27.8%	95.2%
65 and Older	49	4.8%	100.0%
TOTAL	1,016	100.0%	100.0%
No Answer	31		

Gender of Riders:	Number of Riders	Percent of Riders
Male	243	24.3%
Female	756	75.7%
Transgender	0	0.0%
TOTAL	998	100.0%
No Answer	49	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	78	8.8%	8.8%
$20,000 - $29,999	40	4.5%	13.3%
$30,000 - $39,999	101	11.3%	24.6%
$40,000 - $49,999	113	12.7%	37.3%
$50,000 - $59,999	88	9.9%	47.2%
$60,000 - $74,999	208	23.3%	70.4%
$75,000 - $99,999	101	11.3%	81.7%
$100,000 or more	163	18.3%	100.0%
TOTAL	893	100.0%	100.0%
No Answer	154		

Mean Household Size: 2.38

MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 65

Brighton Ctr - Kenmore Sq

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	40	4.0%
Black or African-American	75	7.5%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	96	9.6%
White	805	80.7%
Other	26	2.6%
TOTAL	998	

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	6.1%
No	946	93.9%
TOTAL	1,007	100.0%
No Answer	40	

MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 170

Expanded Results **Waltham - Dudley** **Outbound**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	0	0.0%	0.0%
19 - 24	2	11.1%	11.1%
25 - 34	0	0.0%	11.1%
35 - 44	8	44.4%	55.6%
45 - 64	8	44.4%	100.0%
65 and Older	0	0.0%	100.0%
TOTAL	17	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	8	50.0%
Female	8	50.0%
Transgender	0	0.0%
TOTAL	15	100.0%
No Answer	2	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	0	0.0%	0.0%
$20,000 - $29,999	2	12.5%	12.5%
$30,000 - $39,999	6	37.5%	50.0%
$40,000 - $49,999	0	0.0%	50.0%
$50,000 - $59,999	4	25.0%	75.0%
$60,000 - $74,999	2	12.5%	87.5%
$75,000 - $99,999	0	0.0%	87.5%
$100,000 or more	2	12.5%	100.0%
TOTAL	15	100.0%	100.0%
No Answer	2		

Mean Household Size: 1.75

MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 170

Waltham - Dudley

Outbound

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	6	37.5%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	2	12.5%
White	8	50.0%
Other	2	12.5%
TOTAL	15	

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	15	100.0%
TOTAL	15	100.0%
No Answer	2	

Socioeconomic Characteristics

Route: 500

Expanded Results | **Riverside - Federal/Franklin** | **Both Directions**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	0	0.0%	0.0%
19 - 24	0	0.0%	0.0%
25 - 34	21	22.6%	22.6%
35 - 44	26	28.0%	50.5%
45 - 64	40	43.0%	93.5%
65 and Older	6	6.5%	100.0%
TOTAL	93	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	52	58.4%
Female	37	41.6%
Transgender	0	0.0%
TOTAL	89	100.0%
No Answer	4	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	0	0.0%	0.0%
$20,000 - $29,999	0	0.0%	0.0%
$30,000 - $39,999	0	0.0%	0.0%
$40,000 - $49,999	2	2.6%	2.6%
$50,000 - $59,999	0	0.0%	2.6%
$60,000 - $74,999	5	6.6%	9.2%
$75,000 - $99,999	5	6.6%	15.8%
$100,000 or more	64	84.2%	100.0%
TOTAL	76	100.0%	100.0%
No Answer	17		

Mean Household Size: 2.93

Ethnicity of Riders

Expanded Results

Route: 500

Riverside - Federal/Franklin

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	2	2.2%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	9	10.1%
White	78	87.6%
Other	0	0.0%
TOTAL	89	

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	2	2.3%
No	85	97.7%
TOTAL	87	100.0%
No Answer	6	

Socioeconomic Characteristics

Route: 501

Expanded Results | **Brighton Ctr - Federal/Franklin** | **Both Directions**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	183	26.7%	26.7%
19 - 24	166	24.3%	51.0%
25 - 34	132	19.3%	70.3%
35 - 44	104	15.2%	85.5%
45 - 64	99	14.5%	100.0%
65 and Older	0	0.0%	100.0%
TOTAL	685	100.0%	100.0%
No Answer	8		

Gender of Riders:	Number of Riders	Percent of Riders
Male	221	34.5%
Female	419	65.5%
Transgender	0	0.0%
TOTAL	640	100.0%
No Answer	52	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	42	6.8%	6.8%
$20,000 - $29,999	52	8.6%	15.4%
$30,000 - $39,999	16	2.6%	18.0%
$40,000 - $49,999	65	10.7%	28.7%
$50,000 - $59,999	34	5.6%	34.2%
$60,000 - $74,999	107	17.5%	51.8%
$75,000 - $99,999	130	21.4%	73.1%
$100,000 or more	164	26.9%	100.0%
TOTAL	609	100.0%	100.0%
No Answer	83		

Mean Household Size: 2.96

MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 501

Brighton Ctr - Federal/Franklin

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	42	6.6%
Black or African-American	86	13.6%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	81	12.8%
White	424	67.0%
Other	60	9.5%
TOTAL	633	

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	112	16.2%
No	580	83.8%
TOTAL	693	100.0%
No Answer	0	

Socioeconomic Characteristics

Route: 502

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

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	0	0.0%	0.0%
19 - 24	6	9.6%	9.6%
25 - 34	12	18.1%	27.6%
35 - 44	35	54.3%	81.9%
45 - 64	12	18.1%	100.0%
65 and Older	0	0.0%	100.0%
TOTAL	65	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	41	63.8%
Female	23	36.2%
Transgender	0	0.0%
TOTAL	65	100.0%
No Answer	0	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	0	0.0%	0.0%
$20,000 - $29,999	0	0.0%	0.0%
$30,000 - $39,999	0	0.0%	0.0%
$40,000 - $49,999	6	11.7%	11.7%
$50,000 - $59,999	12	22.1%	33.8%
$60,000 - $74,999	12	22.1%	55.8%
$75,000 - $99,999	12	22.1%	77.9%
$100,000 or more	12	22.1%	100.0%
TOTAL	53	100.0%	100.0%
No Answer	12		

Mean Household Size: 2.36

Ethnicity of Riders

Expanded Results

Route: 502

Watertown Sq - Copley Sq

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	0	0.0%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	0	0.0%
White	59	100.0%
Other	0	0.0%
TOTAL	59	

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	59	100.0%
TOTAL	59	100.0%
No Answer	6	

Socioeconomic Characteristics

Route: 503

Expanded Results | **Brighton Ctr - Copley Sq** | **Both Directions**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	0	0.0%	0.0%
19 - 24	242	28.6%	28.6%
25 - 34	382	45.2%	73.8%
35 - 44	50	5.9%	79.7%
45 - 64	164	19.4%	99.1%
65 and Older	8	0.9%	100.0%
TOTAL	845	100.0%	100.0%
No Answer	16		

Gender of Riders:	Number of Riders	Percent of Riders
Male	346	41.7%
Female	484	58.3%
Transgender	0	0.0%
TOTAL	829	100.0%
No Answer	31	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	16	2.0%	2.0%
$20,000 - $29,999	0	0.0%	2.0%
$30,000 - $39,999	31	3.9%	5.9%
$40,000 - $49,999	70	8.9%	14.8%
$50,000 - $59,999	164	20.8%	35.6%
$60,000 - $74,999	127	16.1%	51.7%
$75,000 - $99,999	86	10.8%	62.5%
$100,000 or more	296	37.5%	100.0%
TOTAL	790	100.0%	100.0%
No Answer	70		

Mean Household Size: 2.65

Ethnicity of Riders

Expanded Results

Route: 503

Brighton Ctr - Copley Sq

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	26	3.2%
Black or African-American	50	6.0%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	81	9.8%
White	631	76.8%
Other	68	8.3%
TOTAL	821	

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	86	10.7%
No	720	89.3%
TOTAL	806	100.0%
No Answer	55	

MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 504

Expanded Results | **Watertown Sq - Federal/Franklin** | **Both Directions**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	6	0.4%	0.4%
19 - 24	119	8.2%	8.6%
25 - 34	471	32.3%	40.9%
35 - 44	253	17.4%	58.3%
45 - 64	554	38.0%	96.3%
65 and Older	54	3.7%	100.0%
TOTAL	1,458	100.0%	100.0%
No Answer	30		

Gender of Riders:	Number of Riders	Percent of Riders
Male	477	33.1%
Female	963	66.9%
Transgender	0	0.0%
TOTAL	1,440	100.0%
No Answer	48	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	48	3.4%	3.4%
$20,000 - $29,999	12	0.8%	4.2%
$30,000 - $39,999	30	2.1%	6.4%
$40,000 - $49,999	24	1.7%	8.1%
$50,000 - $59,999	154	10.9%	19.0%
$60,000 - $74,999	159	11.3%	30.3%
$75,000 - $99,999	282	20.0%	50.3%
$100,000 or more	700	49.7%	100.0%
TOTAL	1,410	100.0%	100.0%
No Answer	77		

Mean Household Size: 2.45

Ethnicity of Riders

Expanded Results

Route: 504

Watertown Sq - Federal/Franklin

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	24	1.7%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	189	13.2%
White	1,155	80.3%
Other	83	5.7%
TOTAL	1,440	

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	53	3.8%
No	1,339	96.2%
TOTAL	1,392	100.0%
No Answer	95	

Socioeconomic Characteristics

Route: 505

Expanded Results | **Waltham Ctr - Federal/Franklin** | **Both Directions**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	0	0.0%	0.0%
19 - 24	24	4.6%	4.6%
25 - 34	120	22.6%	27.1%
35 - 44	111	20.9%	48.0%
45 - 64	257	48.4%	96.4%
65 and Older	19	3.6%	100.0%
TOTAL	531	100.0%	100.0%
No Answer	3		

Gender of Riders:	Number of Riders	Percent of Riders
Male	229	44.6%
Female	284	55.4%
Transgender	0	0.0%
TOTAL	513	100.0%
No Answer	21	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	3	0.8%	0.8%
$20,000 - $29,999	8	1.9%	2.6%
$30,000 - $39,999	17	3.8%	6.4%
$40,000 - $49,999	3	0.8%	7.2%
$50,000 - $59,999	40	8.7%	15.9%
$60,000 - $74,999	61	13.3%	29.2%
$75,000 - $99,999	35	7.6%	36.8%
$100,000 or more	288	63.2%	100.0%
TOTAL	456	100.0%	100.0%
No Answer	78		

Mean Household Size: 2.59

MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 505

Waltham Ctr - Federal/Franklin

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	7	1.3%
Black or African-American	23	4.5%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	52	10.1%
White	427	82.7%
Other	14	2.7%
TOTAL	517	

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	24	4.9%
No	477	95.1%
TOTAL	501	100.0%
No Answer	33	

MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 553

Expanded Results | **Roberts - Federal/Franklin via Waltham** | **Both Directions**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	0	0.0%	0.0%
19 - 24	31	3.6%	3.6%
25 - 34	266	31.4%	35.0%
35 - 44	224	26.4%	61.4%
45 - 64	297	35.0%	96.4%
65 and Older	31	3.6%	100.0%
TOTAL	848	100.0%	100.0%
No Answer	16		

Gender of Riders:	Number of Riders	Percent of Riders
Male	314	37.0%
Female	534	63.0%
Transgender	0	0.0%
TOTAL	848	100.0%
No Answer	16	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	166	22.4%	22.4%
$20,000 - $29,999	38	5.1%	27.4%
$30,000 - $39,999	62	8.3%	35.8%
$40,000 - $49,999	46	6.2%	42.0%
$50,000 - $59,999	98	13.2%	55.2%
$60,000 - $74,999	62	8.4%	63.6%
$75,000 - $99,999	93	12.5%	76.2%
$100,000 or more	177	23.8%	100.0%
TOTAL	741	100.0%	100.0%
No Answer	123		

Mean Household Size: 2.66

MBTA Surveys: 2008-09

Bus Survey

Ethnicity of Riders

Expanded Results

Route: 553

Roberts - Federal/Franklin via Waltham

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	114	14.4%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	77	9.8%
White	597	75.8%
Other	0	0.0%
TOTAL	788	

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	60	7.4%
No	757	92.6%
TOTAL	818	100.0%
No Answer	46	

MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 554

Expanded Results | **Waverly Sq - Federal/Franklin** | **Both Directions**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	0	0.0%	0.0%
19 - 24	0	0.0%	0.0%
25 - 34	23	27.3%	27.3%
35 - 44	15	18.0%	45.3%
45 - 64	23	27.3%	72.7%
65 and Older	23	27.3%	100.0%
TOTAL	83	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	23	30.2%
Female	53	69.8%
Transgender	0	0.0%
TOTAL	75	100.0%
No Answer	8	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	0	0.0%	0.0%
$20,000 - $29,999	8	20.7%	20.7%
$30,000 - $39,999	0	0.0%	20.7%
$40,000 - $49,999	0	0.0%	20.7%
$50,000 - $59,999	0	0.0%	20.7%
$60,000 - $74,999	15	39.7%	60.3%
$75,000 - $99,999	15	39.7%	100.0%
$100,000 or more	0	0.0%	100.0%
TOTAL	38	100.0%	100.0%
No Answer	45		

Mean Household Size: 2.50

Ethnicity of Riders

Expanded Results

Route: 554

Waverly Sq - Federal/Franklin

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	0	0.0%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	38	55.2%
White	31	44.8%
Other	0	0.0%
TOTAL	68	

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	53	100.0%
TOTAL	53	100.0%
No Answer	30	

MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 556

Expanded Results | **Waltham Highlands - Federal/Franklin** | **Both Directions**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	6	2.2%	2.2%
19 - 24	19	7.5%	9.7%
25 - 34	75	29.2%	38.9%
35 - 44	58	22.8%	61.7%
45 - 64	89	34.9%	96.6%
65 and Older	9	3.4%	100.0%
TOTAL	256	100.0%	100.0%
No Answer	3		

Gender of Riders:	Number of Riders	Percent of Riders
Male	130	51.4%
Female	123	48.6%
Transgender	0	0.0%
TOTAL	253	100.0%
No Answer	6	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	11	5.2%	5.2%
$20,000 - $29,999	6	2.6%	7.8%
$30,000 - $39,999	9	4.0%	11.8%
$40,000 - $49,999	18	8.1%	19.9%
$50,000 - $59,999	16	7.3%	27.2%
$60,000 - $74,999	13	5.8%	33.0%
$75,000 - $99,999	59	27.1%	60.1%
$100,000 or more	87	39.9%	100.0%
TOTAL	218	100.0%	100.0%
No Answer	41		

Mean Household Size: 2.34

Ethnicity of Riders

Expanded Results

Route: 556

Waltham Highlands - Federal/Franklin

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	3	1.3%
Black or African-American	9	3.6%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	34	14.1%
White	200	82.3%
Other	0	0.0%
TOTAL	243	

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	6	2.7%
No	228	97.3%
TOTAL	234	100.0%
No Answer	25	

MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: 558

Expanded Results | **Riverside - Federal/Franklin** | **Both Directions**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	3	1.5%	1.5%
19 - 24	27	14.2%	15.7%
25 - 34	70	36.9%	52.6%
35 - 44	28	14.6%	67.2%
45 - 64	54	28.7%	95.9%
65 and Older	8	4.1%	100.0%
TOTAL	189	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	83	46.0%
Female	98	54.0%
Transgender	0	0.0%
TOTAL	181	100.0%
No Answer	8	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	33	20.0%	20.0%
$20,000 - $29,999	23	13.8%	33.8%
$30,000 - $39,999	3	1.7%	35.6%
$40,000 - $49,999	13	8.0%	43.6%
$50,000 - $59,999	16	9.8%	53.3%
$60,000 - $74,999	13	8.0%	61.3%
$75,000 - $99,999	16	9.4%	70.7%
$100,000 or more	48	29.3%	100.0%
TOTAL	165	100.0%	100.0%
No Answer	24		

Mean Household Size: 2.05

Ethnicity of Riders

Expanded Results

Route: 558

Riverside - Federal/Franklin

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	6	3.1%
Black or African-American	28	15.1%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	38	20.6%
White	115	62.6%
Other	9	4.7%
TOTAL	183	

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	5	3.0%
No	175	97.0%
TOTAL	181	100.0%
No Answer	8	

Socioeconomic Characteristics

Route: CT1

Expanded Results | **Central Sq Cambridge - BU Med Ctr** | **Both Directions**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	7	0.5%	0.5%
19 - 24	248	19.5%	20.0%
25 - 34	478	37.7%	57.7%
35 - 44	141	11.1%	68.8%
45 - 64	330	26.0%	94.7%
65 and Older	67	5.3%	100.0%
TOTAL	1,269	100.0%	100.0%
No Answer	35		

Gender of Riders:	Number of Riders	Percent of Riders
Male	463	36.9%
Female	793	63.1%
Transgender	0	0.0%
TOTAL	1,256	100.0%
No Answer	48	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	174	14.9%	14.9%
$20,000 - $29,999	57	4.9%	19.8%
$30,000 - $39,999	139	11.9%	31.7%
$40,000 - $49,999	41	3.5%	35.2%
$50,000 - $59,999	106	9.1%	44.3%
$60,000 - $74,999	147	12.6%	57.0%
$75,000 - $99,999	130	11.2%	68.1%
$100,000 or more	371	31.9%	100.0%
TOTAL	1,165	100.0%	100.0%
No Answer	139		

Mean Household Size: 2.31

Ethnicity of Riders

Expanded Results

Route: CT1

Central Sq Cambridge - BU Med Ctr

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	7	0.5%
Black or African-American	123	9.7%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	159	12.4%
White	907	71.0%
Other	89	7.0%
TOTAL	1,278	

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	89	7.1%
No	1,163	92.9%
TOTAL	1,252	100.0%
No Answer	52	

MBTA Surveys: 2008-09

Bus Survey

Socioeconomic Characteristics

Route: CT2

Expanded Results | **Sullivan Station - Ruggles via Kendall/MIT** | **Both Directions**

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	0	0.0%	0.0%
19 - 24	266	18.9%	18.9%
25 - 34	597	42.5%	61.4%
35 - 44	188	13.4%	74.8%
45 - 64	331	23.6%	98.4%
65 and Older	22	1.6%	100.0%
TOTAL	1,404	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	444	33.2%
Female	892	66.8%
Transgender	0	0.0%
TOTAL	1,336	100.0%
No Answer	68	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	99	7.8%	7.8%
$20,000 - $29,999	78	6.1%	13.9%
$30,000 - $39,999	123	9.7%	23.6%
$40,000 - $49,999	178	14.0%	37.6%
$50,000 - $59,999	156	12.2%	49.8%
$60,000 - $74,999	132	10.4%	60.2%
$75,000 - $99,999	188	14.8%	75.0%
$100,000 or more	318	25.0%	100.0%
TOTAL	1,271	100.0%	100.0%
No Answer	133		

Mean Household Size: 2.51

Ethnicity of Riders

Expanded Results

Route: CT2

Sullivan Station - Ruggles via Kendall/MIT

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	11	0.8%
Black or African-American	188	13.8%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	176	13.0%
White	906	66.6%
Other	101	7.4%
TOTAL	1,360	

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

Are You Hispanic/Latino?:	Number of Responses	Percent of Responses
Yes	135	10.0%
No	1,214	90.0%
TOTAL	1,349	100.0%
No Answer	55	

Socioeconomic Characteristics

Route: CT3

Expanded Results | BID Medical Center - Andrew Station via BU Med Ctr | Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	7	0.9%	0.9%
19 - 24	112	13.5%	14.4%
25 - 34	233	28.2%	42.6%
35 - 44	143	17.3%	59.8%
45 - 64	306	37.1%	96.9%
65 and Older	25	3.1%	100.0%
TOTAL	826	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	222	27.7%
Female	579	72.3%
Transgender	0	0.0%
TOTAL	801	100.0%
No Answer	25	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	104	15.5%	15.5%
$20,000 - $29,999	0	0.0%	15.5%
$30,000 - $39,999	122	18.0%	33.5%
$40,000 - $49,999	59	8.8%	42.3%
$50,000 - $59,999	32	4.8%	47.1%
$60,000 - $74,999	65	9.6%	56.7%
$75,000 - $99,999	112	16.5%	73.2%
$100,000 or more	181	26.8%	100.0%
TOTAL	675	100.0%	100.0%
No Answer	151		

Mean Household Size: 2.55

Ethnicity of Riders

Expanded Results

Route: CT3

BID Medical Center - Andrew Station via BU Med Ctr **Both Directions**

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	123	15.5%
Native Hawaiian or Other Pacific Islander	7	0.9%
Asian	99	12.4%
White	514	64.8%
Other	71	8.9%
TOTAL	794	

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	32	4.1%
No	768	95.9%
TOTAL	801	100.0%
No Answer	25	

10 Usage Rates and Fare Types

The data presented in this chapter show how frequently the riders of each Albany 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 Albany 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 Albany 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 Albany 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 502 (100%), 501 (92%), and 503 (91%). The highest percentages of six-or-seven-day usage were on Routes 57 (19%), 60 (13%), and 59 (11%). The highest percentages of less-than-one-day usage were on Routes 554 (18%), 60 (13%), and 553 (10%).

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 Albany Garage overall, the most frequently reported combinations of Saturday and Sunday usage were no use on both days (56%), followed by occasional use on both days (26%) and occasional use on Saturday and no use on Sunday (8%).

The bus routes with the highest reported regular usage on both Saturday and Sunday were Routes 57 (11%), 59 (10%), and 60 (7%). Route 57 also had the highest reported percentages of regular or occasional usage on Saturday and Sunday individually (76% and 69%, respectively).

10.3 FARE TYPES AND PASS USAGE

10.3.1 DESCRIPTION OF TABLE

The third table for each bus route, on a separate page, presents three data points for each fare type: the number of riders using the fare type (data column one), the percentage of riders using the fare type (column two), and the number of days per week that the riders using each fare type rode the surveyed bus route (column three). The first two data columns are based on the results of survey

question 7: “What type of fare did you pay for this bus trip?” Ten check-off choices were provided, including “other” with space for write-ins. Riders using commuter rail monthly passes could also write in the zone number. The data in the third column are based on the assumption that each rider used the fare payment type reported in question 7 on the same number of days per week that the rider reported using the surveyed bus route in question 11.

10.3.2 OVERVIEW OF RESULTS

Mix of Fare Types

For the Albany Garage overall, the most common method of fare payment was some form of monthly pass, reported by 71% of all riders. Pay-per-ride using a CharlieCard was second, at 23% overall. Monthly pass use was also most common on each surveyed bus route except Routes 170 and 554, where pay-per-ride CharlieCards were more common (67% to 33% and 55% to 27%, respectively).

The type of monthly pass most commonly used on each route varied by type of service. On express bus routes, the appropriate express bus pass (inner or outer) was the most commonly used. On local bus routes, the LinkPass was the most commonly used pass, followed by the Local Bus Pass. After the LinkPass, the express bus passes, and the Local Bus Pass, the next-most-common monthly pass category, reported by 3% of the riders on all surveyed bus routes, was Zone passes. These are used by passengers who also use MBTA commuter rail or Inner Harbor ferry services. Senior monthly passes, used by riders over age 65, and Student and Disability monthly passes were each reported by just over 1% of Albany 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 18% on Route 554. The use of 7-Day LinkPass ranged from 0% on several bus routes to 8% on Route 60.

Usage Rates by Fare Type

As explained above, the third column of the Fare Types and Pass Usage table shows the average number of days per week that riders reporting use of each fare type used the surveyed bus route.

Pay-per-Ride CharlieCard

The CharlieCard, a plastic card containing a radio-frequency identification (RFID) chip, was launched in 2006. The user can simply tap the pass on a reader to pay a fare. At the time of the survey, riders who used the CharlieCard to pay-per-ride paid 17% less per ride than those who used the paper CharlieTicket ($1.25 versus $1.50). Using the CharlieCard also took less time

than paying using a CharlieTicket. The average usage rate by bus route of the CharlieCard to pay-per-ride ranged from 3.2 days per week on Route 554 to 4.6 days per week on Route 170; the overall Albany Garage average was 3.8 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 1.8 days per week on Route CT1 to 5.0 days per week on Routes CT3, 556, and 558; the overall Albany Garage average was 3.2 days.

Monthly Pass

Monthly passes, which allow unlimited use, typically show higher average usage rates than pay-per-ride options, because the most frequent riders have the most incentive to purchase such passes. The average usage rate by bus route for all monthly pass forms combined ranged from 4.2 days per week on Route CT2 to 5.0 days per week on Route 501; the overall Albany Garage average was 4.7 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 1.3 days per week on Route 59 to 5.0 days per week on Routes 553 and 558; the overall Albany Garage average was 2.5 days.

Reduced Fare

This category includes pay-per-ride reduced fares for students from age 12 through high school, for seniors (age 65 and over), and for passengers with disabilities. Monthly passes for riders eligible for reduced fares are included in the data for monthly passes. The average usage rate by bus route of pay-per-ride reduced fare ranged from 0.5 days per week on Routes 57, 60, and 553 to 5.0 days per week on Route 505; the overall Albany Garage average was 2.1 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 one in the entire Albany Garage. That respondent rode Route 556 5 days per week.

Blind Access Card

Only one survey was returned by an Albany Garage bus rider using a Blind Access Card as the fare type. That respondent rode Route 65 6 days per week.

1-Day LinkPass

None of the survey returns from the Albany Garage bus routes reported use of the 1-Day LinkPass.

7-Day LinkPass

The average usage rate by bus route for the 7-Day LinkPass ranged from 4.2 days per week on Route CT2 to 6.0 days per week on Routes 57, CT3, and 553; the overall Albany Garage average was 4.9 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 Albany Garage, only five returned surveys had the "other" fare type checked. These respondents rode an average of 3.5 days per week.

Bus Usage Rates

Expanded Results

Route: 57
Watertown Sq - Kenmore Sq

Both Directions

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

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

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

MBTA Surveys: 2008-09

Bus Survey

Fare Types and Pass Usage

Expanded Results

Route: 57

Watertown Sq - Kenmore Sq

Both Directions

Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	1,841	28.9%	3.8
Pay-per-ride CharlieTicket (paper)	0	0.0%	0.0
Monthly pass	4,379	68.8%	4.9
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	70	1.1%	0.5
Student	*70*	*1.1%*	*0.5*
Senior	*0*	*0.0%*	*0.0*
Disability	*0*	*0.0%*	*0.0*
No Reduced Fare Selected	*0*	*0.0%*	*0.0*
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	70	1.1%	6.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	71		
All Payment Types	6,361	100.0%	4.6

Monthly Pass Users by Type of Pass:

Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
Link (Subway + Bus)	2,684	42.2%	4.9
Student	71	1.1%	6.0
Senior	70	1.1%	0.0
Disability	70	1.1%	7.0
Inner Express Bus	353	5.5%	3.9
Outer Express Bus	0	0.0%	0.0
Zone	0	0.0%	0.0
Boat	0	0.0%	0.0
Local Bus	1,130	17.8%	5.1
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	4,379	68.8%	4.9

Zones Reported by Users of Zone Passes:

(No zones reported)

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 59

Needham Jct - Watertown Sq

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	56	7.2%	7.2%
One Day	50	6.3%	13.4%
Two Days	76	9.6%	23.0%
Three Days	41	5.2%	28.2%
Four Days	83	10.5%	38.7%
Five Days	393	49.8%	88.4%
Six Days	35	4.4%	92.8%
Seven Days	49	6.2%	99.0%
Only Visiting	8	1.0%	100.0%
TOTAL	791	100.0%	100.0%
No Answer	23		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	76 10.3%	23 3.2%	0 0.0%	0	99 13.5%
Occasionally	0 0.0%	207 28.3%	50 6.8%	57	257 35.0%
Not at all	8 1.1%	9 1.2%	360 49.2%	0	376 51.4%
No Answer	0	0	0	23	
Sunday Total	83 11.4%	239 32.7%	410 55.9%		732 *

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

Fare Types and Pass Usage

Route: 59
Needham Jct - Watertown Sq
Both Directions

Expanded Results

Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	148	18.4%	4.1
Pay-per-ride CharlieTicket (paper)	24	3.0%	4.3
Monthly pass	472	58.6%	4.4
Full cash fare on-board bus	57	7.0%	1.3
Reduced fare	57	7.1%	3.8
Student	*24*	*3.0%*	*5.0*
Senior	*25*	*3.1%*	*2.3*
Disability	*8*	*1.0%*	*5.0*
No Reduced Fare Selected	*0*	*0.0%*	*0.0*
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	47	5.8%	4.3
Other	0	0.0%	0.0
No Fare Payment Type Selected	8		
All Payment Types	805	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)	224	27.9%	4.6
Student	0	0.0%	0.0
Senior	25	3.1%	2.0
Disability	41	5.1%	3.9
Inner Express Bus	23	2.9%	5.0
Outer Express Bus	0	0.0%	0.0
Zone	51	6.4%	4.7
Boat	0	0.0%	0.0
Local Bus	107	13.3%	4.7
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	472	58.6%	4.4

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	0	0.0%	0.0
1	0	0.0%	0.0
2	43	5.3%	4.6
3	0	0.0%	0.0
4	0	0.0%	0.0
5	0	0.0%	0.0
6	9	1.1%	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	51	6.4%	4.7

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 60

Chestnut Hill - Kenmore Sq

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	71	12.6%	12.6%
One Day	0	0.0%	12.6%
Two Days	7	1.3%	13.9%
Three Days	67	11.9%	25.8%
Four Days	60	10.6%	36.4%
Five Days	286	50.5%	86.8%
Six Days	36	6.4%	93.2%
Seven Days	38	6.8%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	565	100.0%	100.0%
No Answer	24		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	38 7.3%	7 1.4%	0 0.0%	7	46 8.7%
Occasionally	0 0.0%	186 35.5%	15 2.8%	46	200 38.2%
Not at all	0 0.0%	0 0.0%	278 53.1%	7	278 53.1%
No Answer	0	0	0	7	
Sunday Total	38 7.3%	193 36.8%	292 55.8%		524 *

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

MBTA Surveys: 2008-09

Bus Survey

Fare Types and Pass Usage

Expanded Results

Route: 60

Chestnut Hill - Kenmore Sq

Both Directions

Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	75	12.8%	4.4
Pay-per-ride CharlieTicket (paper)	0	0.0%	0.0
Monthly pass	390	66.8%	4.6
Full cash fare on-board bus	24	4.1%	0.0
Reduced fare	48	8.2%	0.5
Student	*0*	*0.0%*	*0.0*
Senior	*48*	*8.2%*	*0.5*
Disability	*0*	*0.0%*	*0.0*
No Reduced Fare Selected	*0*	*0.0%*	*0.0*
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	48	8.2%	5.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	7		
All Payment Types	584	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)	264	45.3%	4.4
Student	0	0.0%	0.0
Senior	7	1.2%	3.0
Disability	24	4.1%	5.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	7	1.2%	5.0
Zone	0	0.0%	0.0
Boat	0	0.0%	0.0
Local Bus	87	14.9%	5.2
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	390	66.8%	4.6

Zones Reported by Users of Zone Passes:

(No zones reported)

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 65

Brighton Ctr - Kenmore Sq

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	52	5.2%	5.2%
One Day	62	6.2%	11.4%
Two Days	17	1.7%	13.2%
Three Days	110	10.9%	24.1%
Four Days	83	8.3%	32.4%
Five Days	625	62.4%	94.8%
Six Days	17	1.7%	96.5%
Seven Days	17	1.7%	98.3%
Only Visiting	17	1.7%	100.0%
TOTAL	1,000	100.0%	100.0%
No Answer	45		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	49 5.9%	0 0.0%	9 1.1%	17	57 7.0%
Occasionally	0 0.0%	123 15.1%	184 22.5%	132	308 37.6%
Not at all	0 0.0%	0 0.0%	453 55.4%	49	453 55.4%
No Answer	0	0	0	31	
Sunday Total	49 5.9%	123 15.1%	646 79.0%		818 *

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

Fare Types and Pass Usage

Route: 65
Brighton Ctr - Kenmore Sq
Both Directions

Expanded Results

Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	243	23.7%	3.9
Pay-per-ride CharlieTicket (paper)	9	0.9%	0.0
Monthly pass	695	67.8%	4.4
Full cash fare on-board bus	17	1.7%	2.8
Reduced fare	35	3.4%	2.6
Student	*0*	*0.0%*	*0.0*
Senior	*17*	*1.7%*	*2.3*
Disability	*17*	*1.7%*	*3.0*
No Reduced Fare Selected	*0*	*0.0%*	*0.0*
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	9	0.9%	6.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	17	1.7%	5.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	22		
All Payment Types	1,025	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)	413	40.3%	4.6
Student	45	4.4%	3.0
Senior	9	0.9%	3.0
Disability	9	0.9%	2.0
Inner Express Bus	40	3.9%	3.6
Outer Express Bus	0	0.0%	0.0
Zone	9	0.9%	5.0
Boat	0	0.0%	0.0
Local Bus	171	16.7%	4.7
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	695	67.8%	4.4

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	0	0.0%	0.0
1	9	0.9%	5.0
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	9	0.9%	5.0

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 170

Waltham - Dudley

Outbound

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	0	0.0%	0.0%
One Day	0	0.0%	0.0%
Two Days	0	0.0%	0.0%
Three Days	2	12.5%	12.5%
Four Days	0	0.0%	12.5%
Five Days	13	87.5%	100.0%
Six Days	0	0.0%	100.0%
Seven Days	0	0.0%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	15	100.0%	100.0%
No Answer	2		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%
Occasionally	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%
Not at all	0 0.0%	0 0.0%	17 100.0%	0	17 100.0%
No Answer	0	0	0	0	
Sunday Total	0 0.0%	0 0.0%	17 100.0%		17 *

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

Fare Types and Pass Usage

Route: 170
Waltham - Dudley
Outbound

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)	11	66.7%	4.6
Pay-per-ride CharlieTicket (paper)	0	0.0%	0.0
Monthly pass	6	33.3%	5.0
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	0	0.0%	0.0
Student	*0*	*0.0%*	*0.0*
Senior	*0*	*0.0%*	*0.0*
Disability	*0*	*0.0%*	*0.0*
No Reduced Fare Selected	*0*	*0.0%*	*0.0*
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	0	0.0%	0.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	17	100.0%	4.8

Monthly Pass Users by Type of Pass:

Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
Link (Subway + Bus)	2	11.1%	5.0
Student	0	0.0%	0.0
Senior	0	0.0%	0.0
Disability	0	0.0%	0.0
Inner Express Bus	2	11.1%	5.0
Outer Express Bus	0	0.0%	0.0
Zone	2	11.1%	5.0
Boat	0	0.0%	0.0
Local Bus	0	0.0%	0.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	6	33.3%	5.0

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	0	0.0%	0.0
1	0	0.0%	0.0
2	0	0.0%	0.0
3	0	0.0%	0.0
4	0	0.0%	0.0
5	2	11.1%	5.0
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	2	11.1%	5.0

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 500

Riverside - Federal/Franklin

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	4	4.3%	4.3%
Two Days	1	1.1%	5.4%
Three Days	8	8.6%	14.0%
Four Days	8	8.6%	22.6%
Five Days	72	77.4%	100.0%
Six Days	0	0.0%	100.0%
Seven Days	0	0.0%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	93	100.0%	100.0%
No Answer	0		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%
Occasionally	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%
Not at all	0 0.0%	0 0.0%	89 100.0%	2	89 100.0%
No Answer	0	0	0	2	
Sunday Total	0 0.0%	0 0.0%	89 100.0%		89 *

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

Fare Types and Pass Usage

Route: 500
Riverside - Federal/Franklin
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)	29	31.2%	4.0
Pay-per-ride CharlieTicket (paper)	0	0.0%	0.0
Monthly pass	63	67.7%	4.8
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	1	1.1%	2.0
Student	*0*	*0.0%*	*0.0*
Senior	*1*	*1.1%*	*2.0*
Disability	*0*	*0.0%*	*0.0*
No Reduced Fare Selected	*0*	*0.0%*	*0.0*
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	0	0.0%	0.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	93	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)	0	0.0%	0.0
Student	0	0.0%	0.0
Senior	2	2.2%	5.0
Disability	0	0.0%	0.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	47	50.5%	5.0
Zone	6	6.5%	3.7
Boat	0	0.0%	0.0
Local Bus	8	8.6%	5.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	63	67.7%	4.8

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	0	0.0%	0.0
1	0	0.0%	0.0
2	4	4.3%	5.0
3	0	0.0%	0.0
4	0	0.0%	0.0
5	0	0.0%	0.0
6	0	0.0%	0.0
7	0	0.0%	0.0
8	2	2.2%	1.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	6	6.5%	3.7

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 501

Brighton Ctr - Federal/Franklin

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	0	0.0%	0.0%
One Day	0	0.0%	0.0%
Two Days	8	1.1%	1.1%
Three Days	8	1.1%	2.3%
Four Days	16	2.3%	4.6%
Five Days	628	91.6%	96.2%
Six Days	26	3.8%	100.0%
Seven Days	0	0.0%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	686	100.0%	100.0%
No Answer	8		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	0 0.0%	0 0.0%	8 1.2%	26	8 1.2%
Occasionally	0 0.0%	52 8.2%	26 4.1%	0	78 12.2%
Not at all	0 0.0%	0 0.0%	554 86.5%	26	554 86.5%
No Answer	0	0	0	0	
Sunday Total	0 0.0%	52 8.2%	588 91.8%		640 *

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

Fare Types and Pass Usage

Route: 501
Brighton Ctr - Federal/Franklin
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)	107	15.4%	4.6
Pay-per-ride CharlieTicket (paper)	0	0.0%	0.0
Monthly pass	586	84.6%	5.0
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	0	0.0%	0.0
Student	*0*	*0.0%*	*0.0*
Senior	*0*	*0.0%*	*0.0*
Disability	*0*	*0.0%*	*0.0*
No Reduced Fare Selected	*0*	*0.0%*	*0.0*
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	0	0.0%	0.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	693	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)	26	3.8%	5.0
Student	105	15.1%	5.0
Senior	0	0.0%	0.0
Disability	0	0.0%	0.0
Inner Express Bus	424	61.2%	5.0
Outer Express Bus	8	1.1%	5.0
Zone	0	0.0%	0.0
Boat	0	0.0%	0.0
Local Bus	23	3.4%	5.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	586	84.6%	5.0

Zones Reported by Users of Zone Passes:

(No zones reported)

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 502

Watertown Sq - Copley 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	0	0.0%	0.0%
Two Days	0	0.0%	0.0%
Three Days	0	0.0%	0.0%
Four Days	0	0.0%	0.0%
Five Days	65	100.0%	100.0%
Six Days	0	0.0%	100.0%
Seven Days	0	0.0%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	65	100.0%	100.0%
No Answer	0		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%
Occasionally	0 0.0%	12 18.1%	12 18.1%	0	23 36.2%
Not at all	0 0.0%	0 0.0%	41 63.8%	0	41 63.8%
No Answer	0	0	0	0	
Sunday Total	0 0.0%	12 18.1%	53 81.9%		65 *

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

Fare Types and Pass Usage

Route: 502
Watertown Sq - Copley Sq
Both Directions

Expanded Results

Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	0	0.0%	0.0
Pay-per-ride CharlieTicket (paper)	0	0.0%	0.0
Monthly pass	65	100.0%	5.0
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	0	0.0%	0.0
Student	*0*	*0.0%*	*0.0*
Senior	*0*	*0.0%*	*0.0*
Disability	*0*	*0.0%*	*0.0*
No Reduced Fare Selected	*0*	*0.0%*	*0.0*
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	0	0.0%	0.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	65	100.0%	5.0

Monthly Pass Users by Type of Pass:

Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
Link (Subway + Bus)	0	0.0%	0.0
Student	0	0.0%	0.0
Senior	0	0.0%	0.0
Disability	0	0.0%	0.0
Inner Express Bus	59	90.4%	5.0
Outer Express Bus	0	0.0%	0.0
Zone	6	9.6%	5.0
Boat	0	0.0%	0.0
Local Bus	0	0.0%	0.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	65	100.0%	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	0	0.0%	0.0
1	0	0.0%	0.0
2	0	0.0%	0.0
3	0	0.0%	0.0
4	6	9.6%	5.0
5	0	0.0%	0.0
6	0	0.0%	0.0
7	0	0.0%	0.0
8	0	0.0%	0.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	6	9.6%	5.0

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 503

Brighton Ctr - Copley 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	8	0.9%	0.9%
Two Days	31	3.7%	4.6%
Three Days	16	1.8%	6.5%
Four Days	8	0.9%	7.4%
Five Days	767	90.8%	98.2%
Six Days	16	1.8%	100.0%
Seven Days	0	0.0%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	846	100.0%	100.0%
No Answer	16		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	8 1.0%	0 0.0%	0 0.0%	0	8 1.0%
Occasionally	0 0.0%	73 9.0%	16 1.9%	16	88 11.0%
Not at all	0 0.0%	8 1.0%	702 87.1%	16	710 88.1%
No Answer	0	0	0	23	
Sunday Total	8 1.0%	81 10.0%	717 89.0%		806 *

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

Fare Types and Pass Usage

Route: 503
Brighton Ctr - Copley Sq
Both Directions

Expanded Results

Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Route Used/Wk.
Pay-per-ride CharlieCard (plastic)	101	11.8%	3.8
Pay-per-ride CharlieTicket (paper)	0	0.0%	0.0
Monthly pass	759	88.2%	5.0
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	0	0.0%	0.0
Student	*0*	*0.0%*	*0.0*
Senior	*0*	*0.0%*	*0.0*
Disability	*0*	*0.0%*	*0.0*
No Reduced Fare Selected	*0*	*0.0%*	*0.0*
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	0	0.0%	0.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	860	100.0%	4.8

Monthly Pass Users by Type of Pass:

Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
Link (Subway + Bus)	39	4.5%	4.8
Student	0	0.0%	0.0
Senior	0	0.0%	0.0
Disability	0	0.0%	0.0
Inner Express Bus	613	71.3%	5.0
Outer Express Bus	0	0.0%	0.0
Zone	52	6.1%	5.0
Boat	0	0.0%	0.0
Local Bus	55	6.3%	5.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	759	88.2%	5.0

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	0	0.0%	0.0
1	0	0.0%	0.0
2	0	0.0%	0.0
3	0	0.0%	0.0
4	0	0.0%	0.0
5	0	0.0%	0.0
6	26	3.0%	5.0
7	26	3.0%	5.0
8	0	0.0%	0.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	52	6.1%	5.0

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 504

Watertown Sq - Federal/Franklin

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	65	4.4%	4.4%
One Day	24	1.6%	6.0%
Two Days	47	3.2%	9.2%
Three Days	60	4.1%	13.3%
Four Days	107	7.3%	20.6%
Five Days	1,114	75.8%	96.4%
Six Days	41	2.8%	99.2%
Seven Days	12	0.8%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	1,470	100.0%	100.0%
No Answer	18		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	6 0.5%	0 0.0%	41 3.3%	30	48 3.8%
Occasionally	0 0.0%	118 9.3%	347 27.5%	129	465 36.8%
Not at all	0 0.0%	0 0.0%	750 59.4%	35	750 59.4%
No Answer	0	0	0	30	
Sunday Total	6 0.5%	118 9.3%	1,139 90.2%		1,263 *

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

Fare Types and Pass Usage

Route: 504
Watertown Sq - Federal/Franklin
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)	212	14.3%	3.7
Pay-per-ride CharlieTicket (paper)	23	1.6%	2.8
Monthly pass	1,209	81.3%	4.8
Full cash fare on-board bus	6	0.4%	3.0
Reduced fare	25	1.7%	3.3
Student	*6*	*0.4%*	*5.0*
Senior	*12*	*0.8%*	*2.5*
Disability	*6*	*0.4%*	*3.0*
No Reduced Fare Selected	*0*	*0.0%*	*0.0*
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	0	0.0%	0.0
Other	12	0.8%	3.0
No Fare Payment Type Selected	0		
All Payment Types	1,487	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)	60	4.0%	4.7
Student	0	0.0%	0.0
Senior	12	0.8%	2.0
Disability	0	0.0%	0.0
Inner Express Bus	1,002	67.4%	4.9
Outer Express Bus	12	0.8%	5.0
Zone	24	1.6%	3.1
Boat	6	0.4%	5.0
Local Bus	94	6.3%	4.3
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	1,209	81.3%	4.8

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	0	0.0%	0.0
1	12	0.8%	1.0
2	0	0.0%	0.0
3	0	0.0%	0.0
4	0	0.0%	0.0
5	12	0.8%	5.0
6	0	0.0%	0.0
7	0	0.0%	0.0
8	0	0.0%	0.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	24	1.6%	3.1

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 505

Waltham Ctr - Federal/Franklin

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	10	2.0%	2.0%
One Day	21	4.0%	5.9%
Two Days	21	4.0%	9.9%
Three Days	47	8.9%	18.8%
Four Days	63	11.9%	30.6%
Five Days	366	69.4%	100.0%
Six Days	0	0.0%	100.0%
Seven Days	0	0.0%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	528	100.0%	100.0%
No Answer	7		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	0 0.0%	0 0.0%	3 0.7%	0	3 0.7%
Occasionally	0 0.0%	0 0.0%	0 0.0%	5	0 0.0%
Not at all	0 0.0%	0 0.0%	514 99.3%	3	514 99.3%
No Answer	0	0	0	8	
Sunday Total	0 0.0%	0 0.0%	517 100.0%		517 *

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

Fare Types and Pass Usage

Route: 505
Waltham Ctr - Federal/Franklin
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)	137	25.7%	3.9
Pay-per-ride CharlieTicket (paper)	7	1.3%	3.0
Monthly pass	380	71.1%	4.5
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	3	0.7%	5.0
Student	*0*	*0.0%*	*0.0*
Senior	*3*	*0.7%*	*5.0*
Disability	*0*	*0.0%*	*0.0*
No Reduced Fare Selected	*0*	*0.0%*	*0.0*
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	0	0.0%	0.0
Other	7	1.3%	3.0
No Fare Payment Type Selected	0		
All Payment Types	534	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)	24	4.5%	4.1
Student	0	0.0%	0.0
Senior	8	1.6%	3.8
Disability	3	0.7%	5.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	184	34.4%	4.9
Zone	136	25.4%	4.1
Boat	0	0.0%	0.0
Local Bus	24	4.6%	4.9
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	380	71.1%	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	3	0.7%	1.0
2	125	23.4%	4.1
3	7	1.3%	5.0
4	0	0.0%	0.0
5	0	0.0%	0.0
6	0	0.0%	0.0
7	0	0.0%	0.0
8	0	0.0%	0.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	136	25.4%	4.1

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 553

Roberts - Federal/Franklin via Waltham

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	83	9.8%	9.8%
One Day	31	3.6%	13.4%
Two Days	54	6.4%	19.7%
Three Days	107	12.6%	32.4%
Four Days	77	9.1%	41.5%
Five Days	405	47.7%	89.2%
Six Days	61	7.2%	96.4%
Seven Days	16	1.8%	98.2%
Only Visiting	15	1.8%	100.0%
TOTAL	849	100.0%	100.0%
No Answer	16		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	31 4.6%	0 0.0%	31 4.6%	54	61 9.3%
Occasionally	0 0.0%	38 5.8%	221 33.7%	92	260 39.5%
Not at all	0 0.0%	0 0.0%	337 51.2%	30	337 51.2%
No Answer	0	0	8	23	
Sunday Total	31 4.6%	38 5.8%	589 89.5%		658 *

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

Fare Types and Pass Usage

Route: 553
Roberts - Federal/Franklin via Waltham
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)	322	37.3%	3.5
Pay-per-ride CharlieTicket (paper)	16	1.8%	4.0
Monthly pass	473	54.8%	4.3
Full cash fare on-board bus	23	2.6%	5.0
Reduced fare	23	2.6%	0.5
Student	*0*	*0.0%*	*0.0*
Senior	*0*	*0.0%*	*0.0*
Disability	*23*	*2.6%*	*0.5*
No Reduced Fare Selected	*0*	*0.0%*	*0.0*
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	8	0.9%	6.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	864	100.0%	4.0

Monthly Pass Users by Type of Pass:

Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
Link (Subway + Bus)	31	3.6%	3.8
Student	0	0.0%	0.0
Senior	38	4.4%	4.2
Disability	8	0.9%	4.0
Inner Express Bus	258	29.9%	4.4
Outer Express Bus	16	1.8%	3.0
Zone	69	8.0%	4.7
Boat	8	0.9%	6.0
Local Bus	45	5.3%	3.5
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	473	54.8%	4.3

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	0	0.0%	0.0
1	16	1.8%	4.0
2	39	4.5%	4.8
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	15	1.7%	5.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	69	8.0%	4.7

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 554

Waverly Sq - Federal/Franklin

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	15	18.0%	18.0%
One Day	0	0.0%	18.0%
Two Days	15	18.0%	35.9%
Three Days	0	0.0%	35.9%
Four Days	16	18.7%	54.7%
Five Days	38	45.3%	100.0%
Six Days	0	0.0%	100.0%
Seven Days	0	0.0%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	84	100.0%	100.0%
No Answer	0		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%
Occasionally	0 0.0%	23 33.3%	0 0.0%	0	23 33.3%
Not at all	0 0.0%	0 0.0%	45 66.7%	0	45 66.7%
No Answer	0	0	0	15	
Sunday Total	0 0.0%	23 33.3%	45 66.7%		68 *

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

Fare Types and Pass Usage

Route: 554
Waverly Sq - Federal/Franklin
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)	45	54.7%	3.2
Pay-per-ride CharlieTicket (paper)	0	0.0%	0.0
Monthly pass	23	27.3%	5.0
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	15	18.0%	2.0
Student	*0*	*0.0%*	*0.0*
Senior	*15*	*18.0%*	*2.0*
Disability	*0*	*0.0%*	*0.0*
No Reduced Fare Selected	*0*	*0.0%*	*0.0*
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	0	0.0%	0.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	83	100.0%	3.5

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)	0	0.0%	0.0
Student	0	0.0%	0.0
Senior	0	0.0%	0.0
Disability	0	0.0%	0.0
Inner Express Bus	8	9.4%	5.0
Outer Express Bus	0	0.0%	0.0
Zone	15	18.0%	5.0
Boat	0	0.0%	0.0
Local Bus	0	0.0%	0.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	23	27.3%	5.0

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	0	0.0%	0.0
1	0	0.0%	0.0
2	15	18.0%	5.0
3	0	0.0%	0.0
4	0	0.0%	0.0
5	0	0.0%	0.0
6	0	0.0%	0.0
7	0	0.0%	0.0
8	0	0.0%	0.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	15	18.0%	5.0

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 556

Waltham Highlands - Federal/Franklin

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	12	4.7%	4.7%
One Day	3	1.2%	5.9%
Two Days	6	2.5%	8.4%
Three Days	30	11.9%	20.3%
Four Days	31	12.1%	32.4%
Five Days	161	62.9%	95.3%
Six Days	12	4.7%	100.0%
Seven Days	0	0.0%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	255	100.0%	100.0%
No Answer	3		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	6 2.4%	0 0.0%	0 0.0%	3	6 2.4%
Occasionally	0 0.0%	26 11.1%	16 6.7%	3	42 17.8%
Not at all	3 1.3%	0 0.0%	186 78.5%	6	190 79.8%
No Answer	0	0	0	10	
Sunday Total	9 3.7%	26 11.1%	202 85.2%		237 *

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

Fare Types and Pass Usage

Route: 556
Waltham Highlands - Federal/Franklin
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)	40	15.4%	4.6
Pay-per-ride CharlieTicket (paper)	3	1.2%	5.0
Monthly pass	202	77.8%	4.3
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	6	2.2%	3.0
Student	*0*	*0.0%*	*0.0*
Senior	*6*	*2.2%*	*3.0*
Disability	*0*	*0.0%*	*0.0*
No Reduced Fare Selected	*0*	*0.0%*	*0.0*
Child under age 12 free fare	6	2.2%	5.0
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	3	1.2%	5.0
No Fare Payment Type Selected	0		
All Payment Types	259	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)	18	7.1%	2.5
Student	0	0.0%	0.0
Senior	0	0.0%	0.0
Disability	0	0.0%	0.0
Inner Express Bus	109	42.1%	4.8
Outer Express Bus	3	1.2%	5.0
Zone	49	19.1%	3.9
Boat	0	0.0%	0.0
Local Bus	22	8.3%	4.5
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	202	77.8%	4.3

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	0	0.0%	0.0
1	29	11.0%	3.3
2	10	3.7%	4.3
3	0	0.0%	0.0
4	6	2.2%	5.0
5	6	2.2%	5.0
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	49	19.1%	3.9

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: 558

Riverside - Federal/Franklin

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	11	5.6%	5.6%
One Day	3	1.4%	7.0%
Two Days	8	4.4%	11.4%
Three Days	3	1.4%	12.8%
Four Days	5	2.9%	15.7%
Five Days	151	79.9%	95.6%
Six Days	3	1.5%	97.1%
Seven Days	3	1.4%	98.5%
Only Visiting	3	1.5%	100.0%
TOTAL	190	100.0%	100.0%
No Answer	0		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	8 5.1%	0 0.0%	0 0.0%	3	8 5.1%
Occasionally	0 0.0%	18 11.6%	3 1.6%	5	21 13.2%
Not at all	3 1.8%	0 0.0%	127 79.9%	11	130 81.7%
No Answer	0	0	0	11	
Sunday Total	11 6.9%	18 11.6%	129 81.5%		159 *

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

Fare Types and Pass Usage

Route: 558
Riverside - Federal/Franklin
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)	41	21.7%	3.8
Pay-per-ride CharlieTicket (paper)	5	2.7%	5.0
Monthly pass	130	68.6%	4.9
Full cash fare on-board bus	3	1.4%	5.0
Reduced fare	8	4.3%	2.2
Student	*3*	*1.5%*	*2.0*
Senior	*5*	*2.7%*	*2.3*
Disability	*0*	*0.0%*	*0.0*
No Reduced Fare Selected	*0*	*0.0%*	*0.0*
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	0	0.0%	0.0
Other	3	1.4%	5.0
No Fare Payment Type Selected	0		
All Payment Types	189	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)	11	5.8%	5.0
Student	0	0.0%	0.0
Senior	3	1.4%	5.0
Disability	6	3.1%	3.3
Inner Express Bus	80	42.4%	4.9
Outer Express Bus	0	0.0%	0.0
Zone	8	4.4%	5.0
Boat	0	0.0%	0.0
Local Bus	22	11.6%	5.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	130	68.6%	4.9

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	0	0.0%	0.0
1	0	0.0%	0.0
2	3	1.4%	5.0
3	3	1.5%	5.0
4	0	0.0%	0.0
5	3	1.5%	5.0
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	8	4.4%	5.0

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: CT1

Central Sq Cambridge - BU Med Ctr

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	46	3.6%	3.6%
One Day	86	6.7%	10.2%
Two Days	84	6.5%	16.7%
Three Days	126	9.7%	26.4%
Four Days	100	7.7%	34.1%
Five Days	805	62.1%	96.2%
Six Days	7	0.5%	96.7%
Seven Days	43	3.3%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	1,297	100.0%	100.0%
No Answer	7		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	45 3.7%	28 2.3%	0 0.0%	7	73 6.1%
Occasionally	13 1.1%	130 10.7%	17 1.4%	13	160 13.3%
Not at all	0 0.0%	0 0.0%	977 80.7%	33	977 80.7%
No Answer	0	0	0	41	
Sunday Total	58 4.8%	158 13.1%	994 82.1%		1,210 *

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

Fare Types and Pass Usage

Route: CT1
Central Sq Cambridge - BU Med Ctr
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)	230	17.6%	3.6
Pay-per-ride CharlieTicket (paper)	13	1.0%	1.8
Monthly pass	912	69.9%	4.4
Full cash fare on-board bus	7	0.5%	4.0
Reduced fare	52	4.0%	2.8
Student	*0*	*0.0%*	*0.0*
Senior	*28*	*2.1%*	*2.3*
Disability	*17*	*1.3%*	*2.8*
No Reduced Fare Selected	*7*	*0.5%*	*5.0*
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	91	7.0%	4.5
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	1,304	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)	656	50.3%	4.4
Student	7	0.5%	3.0
Senior	17	1.3%	3.5
Disability	13	1.0%	4.5
Inner Express Bus	7	0.5%	5.0
Outer Express Bus	0	0.0%	0.0
Zone	11	0.8%	5.0
Boat	0	0.0%	0.0
Local Bus	137	10.5%	4.1
No Pass Selected	65	5.0%	4.9
Total Riders Using Monthly Passes	912	69.9%	4.4

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	0	0.0%	0.0
1	0	0.0%	0.0
2	0	0.0%	0.0
3	0	0.0%	0.0
4	0	0.0%	0.0
5	0	0.0%	0.0
6	11	0.8%	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	11	0.8%	5.0

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: CT2

Sullivan Station - Ruggles via Kendall/MIT

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	78	5.6%	5.6%
One Day	56	4.1%	9.7%
Two Days	123	8.8%	18.5%
Three Days	211	15.2%	33.6%
Four Days	130	9.3%	43.0%
Five Days	794	57.0%	100.0%
Six Days	0	0.0%	100.0%
Seven Days	0	0.0%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	1,392	100.0%	100.0%
No Answer	11		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	11 0.8%	0 0.0%	0 0.0%	0	11 0.8%
Occasionally	0 0.0%	0 0.0%	11 0.8%	0	11 0.8%
Not at all	0 0.0%	0 0.0%	1,360 98.4%	22	1,360 98.4%
No Answer	0	0	0	0	
Sunday Total	11 0.8%	0 0.0%	1,371 99.2%		1,382 *

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

Fare Types and Pass Usage

Route: CT2
Sullivan Station - Ruggles via Kendall/MIT
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)	257	18.4%	3.5
Pay-per-ride CharlieTicket (paper)	45	3.2%	2.1
Monthly pass	959	68.9%	4.2
Full cash fare on-board bus	43	3.1%	2.1
Reduced fare	23	1.6%	2.8
Student	*0*	*0.0%*	*0.0*
Senior	*0*	*0.0%*	*0.0*
Disability	*23*	*1.6%*	*2.8*
No Reduced Fare Selected	*0*	*0.0%*	*0.0*
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	66	4.7%	4.2
Other	0	0.0%	0.0
No Fare Payment Type Selected	11		
All Payment Types	1,393	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)	751	53.9%	4.2
Student	0	0.0%	0.0
Senior	0	0.0%	0.0
Disability	0	0.0%	0.0
Inner Express Bus	22	1.6%	5.0
Outer Express Bus	0	0.0%	0.0
Zone	56	4.0%	4.2
Boat	0	0.0%	0.0
Local Bus	131	9.4%	4.2
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	959	68.9%	4.2

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
1A	0	0.0%	0.0
1	0	0.0%	0.0
2	0	0.0%	0.0
3	11	0.8%	5.0
4	11	0.8%	2.0
5	0	0.0%	0.0
6	11	0.8%	5.0
7	11	0.8%	5.0
8	0	0.0%	0.0
Interzone	0	0.0%	0.0
No Zone Selected	11	0.8%	4.0
Total Riders Using Zone Passes	56	4.0%	4.2

MBTA Surveys: 2008-09

Bus Survey

Bus Usage Rates

Expanded Results

Route: CT3

BID Medical Center - Andrew Station via BU Med Ctr **Both Directions**

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	32	3.9%	3.9%
One Day	27	3.2%	7.2%
Two Days	72	8.7%	15.9%
Three Days	129	15.6%	31.5%
Four Days	47	5.6%	37.1%
Five Days	494	59.8%	96.9%
Six Days	13	1.5%	98.5%
Seven Days	13	1.5%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	827	100.0%	100.0%
No Answer	0		

Weekend Usage:	Sunday Usage*				Saturday Total
Saturday Usage*	Regularly	Occasionally	Not at All	No Answer	
Regularly	13 1.6%	0 0.0%	0 0.0%	13	13 1.6%
Occasionally	0 0.0%	45 5.8%	64 8.2%	25	109 14.0%
Not at all	0 0.0%	0 0.0%	654 84.3%	13	654 84.3%
No Answer	0	0	0	0	
Sunday Total	13 1.6%	45 5.8%	717 92.5%		775 *

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

Fare Types and Pass Usage

Route: CT3
BID Medical Center - Andrew Station via BU Med Ctr — 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)	183	22.2%	3.5
Pay-per-ride CharlieTicket (paper)	13	1.5%	5.0
Monthly pass	592	71.6%	4.2
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	13	1.5%	2.0
Student	*0*	*0.0%*	*0.0*
Senior	*0*	*0.0%*	*0.0*
Disability	*13*	*1.5%*	*2.0*
No Reduced Fare Selected	*0*	*0.0%*	*0.0*
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	25	3.1%	6.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	826	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)	428	51.8%	4.5
Student	20	2.4%	5.0
Senior	13	1.5%	3.0
Disability	0	0.0%	0.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	72	8.7%	2.6
Boat	0	0.0%	0.0
Local Bus	59	7.2%	4.8
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	592	71.6%	4.2

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	20	2.4%	3.1
2	13	1.5%	0.5
3	32	3.9%	2.8
4	0	0.0%	0.0
5	0	0.0%	0.0
6	0	0.0%	0.0
7	7	0.9%	4.0
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	72	8.7%	2.6

11 Vehicle Availability

The four types of data presented in this chapter describe the potential for riders on Albany 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 Albany 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 Albany Garage bus routes combined, 84% of survey respondents were licensed to drive. The lowest percentages of riders with licenses were on Routes 554 (45%), 501 (70%), and 59 (73%). The highest percentages were on Routes 500 and 502 (both 100%) and 503 (95%).

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 500 (81%), 505 (56%), and 554 (45%). The bus routes with the highest percentages of riders with no household vehicle were Routes 170 (67%), CT1 (49%), and 554 (45%).

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 502 (100%), 500 (87%), and 504 (75%). 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 65 (25%), 554 (27%), and CT1 (28%).

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 500 (51%), 505 (43%), and 558 (36%). The highest percentages of riders from households with no vehicles were Routes 170 (63%), 554 (50%), and CT1 (48%).

Although households with no vehicles would also have no vehicles per capita, the latter value in this table differs slightly from the value for the former (in a preceding table), because some riders who reported that their household had no vehicles did not answer the household size question (and therefore are not included in the present table, as has been explained).

Vehicle Availability

Route: 57

Expanded Results | Watertown Sq - Kenmore Sq | Both Directions

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

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

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

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

Vehicle Availability

Expanded Results

Route: 59

Needham Jct - Watertown Sq

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	572	73.4%
Not Licensed	208	26.6%
TOTAL	780	100.0%
No Answer	33	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	268	35.0%
1 vehicle	305	39.9%
2 vehicles	150	19.6%
3 or more vehicles	42	5.5%
TOTAL	764	100.0%
No Answer	49	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	270	35.7%
No	486	64.3%
TOTAL	756	100.0%
No Answer	57	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	268	35.8%	35.8%
0.01 to 0.49 vehicles	116	15.5%	51.3%
0.50 to 0.99 vehicles	211	28.2%	79.5%
1.00 to 1.49 vehicles	153	20.5%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	748		

Vehicle Availability

Route: 60

Expanded Results | Chestnut Hill - Kenmore Sq | Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	443	79.1%
Not Licensed	117	20.9%
TOTAL	560	100.0%
No Answer	31	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	161	28.7%
1 vehicle	257	45.9%
2 vehicles	82	14.6%
3 or more vehicles	60	10.7%
TOTAL	560	100.0%
No Answer	31	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	198	37.5%
No	331	62.5%
TOTAL	529	100.0%
No Answer	62	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	161	29.5%	29.5%
0.01 to 0.49 vehicles	82	15.0%	44.5%
0.50 to 0.99 vehicles	166	30.4%	74.9%
1.00 to 1.49 vehicles	137	25.1%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	545		

Vehicle Availability

Route: 65
Expanded Results — Brighton Ctr - Kenmore Sq — Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	796	79.0%
Not Licensed	212	21.0%
TOTAL	1,007	100.0%
No Answer	40	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	378	36.9%
1 vehicle	466	45.4%
2 vehicles	146	14.2%
3 or more vehicles	35	3.4%
TOTAL	1,025	100.0%
No Answer	22	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	258	25.4%
No	758	74.6%
TOTAL	1,016	100.0%
No Answer	31	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	347	35.0%	35.0%
0.01 to 0.49 vehicles	243	24.4%	59.4%
0.50 to 0.99 vehicles	202	20.3%	79.7%
1.00 to 1.49 vehicles	193	19.4%	99.1%
1.50 to 1.99 vehicles	0	0.0%	99.1%
2 or more vehicles	9	0.9%	100.0%
TOTAL RESPONSES	994		

Vehicle Availability

Expanded Results

Route: 170

Waltham - Dudley

Outbound

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	13	77.8%
Not Licensed	4	22.2%
TOTAL	17	100.0%
No Answer	0	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	11	66.7%
1 vehicle	4	22.2%
2 vehicles	2	11.1%
3 or more vehicles	0	0.0%
TOTAL	17	100.0%
No Answer	0	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	6	33.3%
No	11	66.7%
TOTAL	17	100.0%
No Answer	0	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	9	62.5%	62.5%
0.01 to 0.49 vehicles	2	12.5%	75.0%
0.50 to 0.99 vehicles	0	0.0%	75.0%
1.00 to 1.49 vehicles	4	25.0%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	15		

Vehicle Availability

Expanded Results

Route: 500

Riverside - Federal/Franklin

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	93	100.0%
Not Licensed	0	0.0%
TOTAL	93	100.0%
No Answer	0	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	2	2.2%
1 vehicle	16	17.2%
2 vehicles	52	55.9%
3 or more vehicles	23	24.7%
TOTAL	93	100.0%
No Answer	0	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	79	86.8%
No	12	13.2%
TOTAL	91	100.0%
No Answer	2	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	2	2.3%	2.3%
0.01 to 0.49 vehicles	8	9.2%	11.5%
0.50 to 0.99 vehicles	33	37.9%	49.4%
1.00 to 1.49 vehicles	38	43.7%	93.1%
1.50 to 1.99 vehicles	4	4.6%	97.7%
2 or more vehicles	2	2.3%	100.0%
TOTAL RESPONSES	87		

MBTA Surveys: 2008-09

Bus Survey

Vehicle Availability

Expanded Results

Route: 501

Brighton Ctr - Federal/Franklin

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	484	69.8%
Not Licensed	209	30.2%
TOTAL	693	100.0%
No Answer	0	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	125	18.1%
1 vehicle	341	49.2%
2 vehicles	138	19.9%
3 or more vehicles	88	12.8%
TOTAL	693	100.0%
No Answer	0	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	382	55.2%
No	310	44.8%
TOTAL	693	100.0%
No Answer	0	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	125	18.1%	18.1%
0.01 to 0.49 vehicles	190	27.5%	45.5%
0.50 to 0.99 vehicles	187	27.1%	72.6%
1.00 to 1.49 vehicles	182	26.3%	98.9%
1.50 to 1.99 vehicles	8	1.1%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	693		

MBTA Surveys: 2008-09

Bus Survey

Vehicle Availability

Expanded Results

Route: 502

Watertown Sq - Copley Sq

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	65	100.0%
Not Licensed	0	0.0%
TOTAL	65	100.0%
No Answer	0	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	0	0.0%
1 vehicle	53	81.9%
2 vehicles	12	18.1%
3 or more vehicles	0	0.0%
TOTAL	65	100.0%
No Answer	0	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	59	100.0%
No	0	0.0%
TOTAL	59	100.0%
No Answer	6	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	0	0.0%	0.0%
0.01 to 0.49 vehicles	23	36.2%	36.2%
0.50 to 0.99 vehicles	18	27.6%	63.8%
1.00 to 1.49 vehicles	23	36.2%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	65		

MBTA Surveys: 2008-09

Bus Survey

Vehicle Availability

Expanded Results

Route: 503

Brighton Ctr - Copley Sq

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	803	95.1%
Not Licensed	42	4.9%
TOTAL	845	100.0%
No Answer	16	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	127	15.1%
1 vehicle	418	49.5%
2 vehicles	159	18.8%
3 or more vehicles	140	16.6%
TOTAL	845	100.0%
No Answer	16	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	540	64.0%
No	304	36.0%
TOTAL	845	100.0%
No Answer	16	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	127	15.4%	15.4%
0.01 to 0.49 vehicles	177	21.3%	36.7%
0.50 to 0.99 vehicles	283	34.2%	70.9%
1.00 to 1.49 vehicles	234	28.2%	99.1%
1.50 to 1.99 vehicles	8	0.9%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	829		

Vehicle Availability

Expanded Results

Route: 504

Watertown Sq - Federal/Franklin

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	1,362	93.8%
Not Licensed	89	6.2%
TOTAL	1,451	100.0%
No Answer	36	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	61	4.2%
1 vehicle	785	53.4%
2 vehicles	530	36.0%
3 or more vehicles	94	6.4%
TOTAL	1,469	100.0%
No Answer	18	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	1,095	75.1%
No	363	24.9%
TOTAL	1,458	100.0%
No Answer	30	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	61	4.2%	4.2%
0.01 to 0.49 vehicles	208	14.3%	18.5%
0.50 to 0.99 vehicles	671	46.0%	64.5%
1.00 to 1.49 vehicles	506	34.7%	99.2%
1.50 to 1.99 vehicles	12	0.8%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	1,458		

Vehicle Availability

Expanded Results

Route: 505

Waltham Ctr - Federal/Franklin

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	478	90.9%
Not Licensed	48	9.1%
TOTAL	526	100.0%
No Answer	8	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	39	7.4%
1 vehicle	195	36.8%
2 vehicles	224	42.3%
3 or more vehicles	71	13.4%
TOTAL	529	100.0%
No Answer	5	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	382	72.3%
No	147	27.7%
TOTAL	529	100.0%
No Answer	5	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	36	6.8%	6.8%
0.01 to 0.49 vehicles	76	14.6%	21.4%
0.50 to 0.99 vehicles	186	35.3%	56.7%
1.00 to 1.49 vehicles	205	39.0%	95.7%
1.50 to 1.99 vehicles	10	2.0%	97.7%
2 or more vehicles	12	2.3%	100.0%
TOTAL RESPONSES	526		

Vehicle Availability

Route: 553
Roberts - Federal/Franklin via Waltham
Both Directions

Expanded Results

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	652	76.1%
Not Licensed	204	23.9%
TOTAL	856	100.0%
No Answer	8	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	251	30.1%
1 vehicle	428	51.3%
2 vehicles	117	14.0%
3 or more vehicles	38	4.6%
TOTAL	833	100.0%
No Answer	31	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	376	44.4%
No	472	55.6%
TOTAL	848	100.0%
No Answer	16	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	243	29.4%	29.4%
0.01 to 0.49 vehicles	205	24.8%	54.2%
0.50 to 0.99 vehicles	254	30.7%	85.0%
1.00 to 1.49 vehicles	86	10.4%	95.4%
1.50 to 1.99 vehicles	31	3.7%	99.1%
2 or more vehicles	8	0.9%	100.0%
TOTAL RESPONSES	826		

Vehicle Availability

Expanded Results

Route: 554

Waverly Sq - Federal/Franklin

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	38	45.3%
Not Licensed	45	54.7%
TOTAL	83	100.0%
No Answer	0	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	38	45.3%
1 vehicle	8	9.4%
2 vehicles	38	45.3%
3 or more vehicles	0	0.0%
TOTAL	83	100.0%
No Answer	0	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	23	27.3%
No	60	72.7%
TOTAL	83	100.0%
No Answer	0	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	38	50.0%	50.0%
0.01 to 0.49 vehicles	8	10.3%	60.3%
0.50 to 0.99 vehicles	15	19.8%	80.2%
1.00 to 1.49 vehicles	15	19.8%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	75		

Vehicle Availability

Expanded Results

Route: 556

Waltham Highlands - Federal/Franklin

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	221	88.2%
Not Licensed	30	11.8%
TOTAL	250	100.0%
No Answer	9	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	38	15.2%
1 vehicle	114	45.0%
2 vehicles	76	29.8%
3 or more vehicles	25	10.0%
TOTAL	253	100.0%
No Answer	6	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	131	51.3%
No	125	48.7%
TOTAL	256	100.0%
No Answer	3	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	38	15.6%	15.6%
0.01 to 0.49 vehicles	25	10.3%	25.9%
0.50 to 0.99 vehicles	101	41.0%	66.8%
1.00 to 1.49 vehicles	76	30.6%	97.4%
1.50 to 1.99 vehicles	6	2.6%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	247		

MBTA Surveys: 2008-09

Bus Survey

Vehicle Availability

Expanded Results

Route: 558

Riverside - Federal/Franklin

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	142	78.5%
Not Licensed	39	21.5%
TOTAL	181	100.0%
No Answer	8	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	48	26.9%
1 vehicle	83	46.5%
2 vehicles	31	17.7%
3 or more vehicles	16	8.9%
TOTAL	178	100.0%
No Answer	11	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	74	42.4%
No	101	57.6%
TOTAL	175	100.0%
No Answer	14	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	45	26.1%	26.1%
0.01 to 0.49 vehicles	19	10.9%	37.0%
0.50 to 0.99 vehicles	46	26.6%	63.6%
1.00 to 1.49 vehicles	60	34.9%	98.5%
1.50 to 1.99 vehicles	3	1.5%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	172		

Vehicle Availability

Expanded Results

Route: CT1

Central Sq Cambridge - BU Med Ctr

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	1,046	81.4%
Not Licensed	239	18.6%
TOTAL	1,284	100.0%
No Answer	20	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	629	48.8%
1 vehicle	529	41.0%
2 vehicles	91	7.1%
3 or more vehicles	41	3.2%
TOTAL	1,291	100.0%
No Answer	13	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	354	27.6%
No	926	72.4%
TOTAL	1,280	100.0%
No Answer	24	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	608	47.9%	47.9%
0.01 to 0.49 vehicles	167	13.2%	61.0%
0.50 to 0.99 vehicles	330	26.0%	87.0%
1.00 to 1.49 vehicles	147	11.6%	98.6%
1.50 to 1.99 vehicles	17	1.4%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	1,269		

Vehicle Availability

Expanded Results

Route: CT2

Sullivan Station - Ruggles via Kendall/MIT

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	1,159	83.2%
Not Licensed	234	16.8%
TOTAL	1,393	100.0%
No Answer	11	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	510	36.9%
1 vehicle	595	43.1%
2 vehicles	233	16.8%
3 or more vehicles	43	3.1%
TOTAL	1,381	100.0%
No Answer	23	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	453	33.0%
No	919	67.0%
TOTAL	1,372	100.0%
No Answer	32	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	488	36.5%	36.5%
0.01 to 0.49 vehicles	243	18.2%	54.7%
0.50 to 0.99 vehicles	397	29.7%	84.4%
1.00 to 1.49 vehicles	187	14.0%	98.4%
1.50 to 1.99 vehicles	22	1.6%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	1,337		

Vehicle Availability

Expanded Results

Route: CT3

BID Medical Center - Andrew Station via BU Med Ctr **Both Directions**

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	658	80.9%
Not Licensed	155	19.1%
TOTAL	813	100.0%
No Answer	13	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	220	26.7%
1 vehicle	391	47.3%
2 vehicles	164	19.8%
3 or more vehicles	51	6.2%
TOTAL	826	100.0%
No Answer	0	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	373	45.8%
No	441	54.2%
TOTAL	813	100.0%
No Answer	13	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	195	24.6%	24.6%
0.01 to 0.49 vehicles	183	23.1%	47.7%
0.50 to 0.99 vehicles	222	27.9%	75.6%
1.00 to 1.49 vehicles	194	24.4%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	794		

12 Service Quality

The data presented in this chapter summarize the ratings that riders on each Albany 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 Albany 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 500 and 556 (both 3.5) and 170 (3.4). The lowest average ratings were given by the riders of Routes 57 (2.4), 60 (2.8), and CT1 (2.9). The average rating for reliability across all Albany Garage bus routes was 2.8.

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

Safety and Security *Relative Importance: Medium*

The bus routes on which riders gave the highest average ratings for "safety and security" to MBTA bus service were Routes 59 (4.2) and 503 and 500 (both 4.1). The lowest average ratings were given by the riders of Routes 554 (3.0), 502 (3.7), and 57 (3.8). The average rating for safety/security across all Albany Garage bus routes was 3.9.

Safety/security ranked as the fourth-most-important service quality, based on the overall response of all riders on Albany Garage bus routes, and as high as the third-most-important, based on the responses of riders by route (Routes 59, 60, CT1, CT3, and 553).

Cleanliness/Condition of Vehicles *Relative Importance: Low*

The bus routes on which riders gave the highest average ratings for "cleanliness/condition of vehicles" to MBTA bus service were Routes 503 (3.8) and 59 and 170 (both 3.6). The lowest average ratings were given by the riders of Routes 554 (2.7), 57 (3.1), and 502 (3.2). The average rating for cleanliness/condition of vehicles across all Albany Garage bus routes was 3.3.

Cleanliness/condition of vehicles ranked as the seventh-most-important service quality, based on the overall response of all riders on Albany Garage bus routes, and as high as the fourth-most-important, based on the responses of riders by route (Routes 504 and 554).

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 503 (4.1), 556 (4.0), and 505 (3.9). The lowest average ratings were given by the riders of Routes 554 (2.8), 502 (3.2), and 57 (3.3). The average rating for courtesy across all Albany Garage bus routes was 3.5.

Courtesy ranked as the sixth-most-important service quality, based on the overall response of all riders on Albany Garage bus routes, and as high as the third-most-important, based on the responses of riders by route (Routes 170 and 502).

Announcement of Stops *Relative Importance: Very Low*

The bus routes on which riders gave the highest average ratings for "announcement of stops" to MBTA bus service were Routes 59, 553, and 503 (all 3.9). The lowest average ratings were given by the riders of Routes 502 (2.7), 554 (3.1), and 504 (3.5). The average rating for stop announcements across all Albany Garage bus routes was 3.7.

Stop announcements ranked as the tenth-most-important service quality, based on the overall response of all riders on Albany Garage bus routes, and as high as the fourth-most-important, based on the responses of riders by route (Route 554).

Availability of Seating on Buses *Relative Importance: Medium*

The bus routes on which riders gave the highest average ratings for "availability of seating on buses" to MBTA bus service were Routes 500 (4.5) and 170 and 59 (both 4.0). The lowest average ratings were given by the riders of Routes 502, CT1, and 57 (all 3.0). The average rating for seating availability across all Albany Garage bus routes was 3.3.

Seating availability on buses ranked as the fifth-most-important service quality, based on the overall response of all riders on Albany Garage bus routes, and as high as the fourth-most-important, based on the responses of riders by route (Routes 500, 503, 505, and 554).

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 505 and 504 (both 3.3) and 502 (3.2). The lowest average ratings were given by the riders of Routes 554 (1.7), 503 (2.3), and 57 (2.5). The average rating for frequency of service across all Albany Garage bus routes was 2.7.

Frequency ranked as the second-most-important service quality, based on the overall response of all riders on Albany Garage bus routes, and as high as tied for the most important, based on the responses of riders by route (Routes 170 and 554).

Travel Time/Speed *Relative Importance: High*

The bus routes on which riders gave the highest average ratings for "travel time/speed" to MBTA bus service were Routes 170 (4.0), 500 (3.9), and 503 (3.8). The lowest average ratings were given by the riders of Routes 57 (3.0), 554 (3.1), and 556 (3.2). The average rating for travel time/speed across all Albany Garage bus routes was 3.4.

Travel time/speed ranked as the third-most-important service quality, based on the overall response of all riders on Albany Garage bus routes, and as high as tied for the most important, based on the responses of riders by route (Route 554).

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 500 (4.6), 502 (3.9), and 501 (3.2). The lowest average ratings were given by the riders of Routes 554 (2.0) and CT3 and 558 (both 2.7). The average rating for parking availability across all Albany 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 Albany Garage bus routes, and as high as the second-most-important, based on the responses of riders by route (Route 502).

Stop Amenities *Relative Importance: Low*

The bus routes on which riders gave the highest average ratings for "stop amenities" to MBTA bus service were Routes 502 (3.7) and CT1 and 500 (both 3.0). The lowest average ratings were given by the riders of Routes 554 (2.0) and 170 and 505 (both 2.3). The average rating for stop amenities across all Albany Garage bus routes was 2.9.

Stop amenities ranked as the eighth-most-important service quality, based on the overall response of all riders on Albany Garage bus routes, and as high as the fourth-most-important, based on the responses of riders by route (Route 554).

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 59 and 500 (both 3.9) and CT2 (3.8). The lowest average ratings were given by the riders of Routes 502 and 554 (both 2.5) and 504 (3.3). The average rating for the fare collection system across all Albany Garage bus routes was 3.7.

The fare collection system ranked as the ninth-most-important service quality, based on the overall response of all riders on Albany Garage bus routes, and as

high as the fourth-most-important, based on the responses of riders by route (Route 554).

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 170 (3.9) and 59 and CT1 (both 3.8). The lowest average ratings were given by the riders of Routes 502 (2.5), 556 (3.3), and 504 (3.4). The average rating for signage across all Albany Garage bus routes was 3.6.

Signage ranked as the eleventh-most-important service quality, based on the overall response of all riders on Albany Garage bus routes, and as high as the fourth-most-important, based on the responses of riders by route (Route 554).

MBTA Surveys: 2008-09

Bus Survey

Service Quality

Expanded Results

Route: 57

Watertown Sq - Kenmore Sq

Both Directions

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

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

MBTA Surveys: 2008-09

Bus Survey

Service Quality

Expanded Results

Route: 59

Needham Jct - Watertown 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	8.5%	14.1%	36.3%	27.2%	13.9%	764	49	360
Safety and security	4.2	0.0%	1.2%	19.1%	37.1%	42.6%	723	90	164
Cleanliness/condition of vehicles	3.6	3.5%	7.8%	35.2%	36.6%	16.9%	739	74	41
Courtesy of drivers	3.7	3.3%	6.3%	22.9%	47.0%	20.5%	756	57	57
Announcement of stops	3.9	0.0%	5.8%	27.4%	34.5%	32.4%	722	91	8
Availability of seating on buses	4.0	3.3%	3.3%	18.7%	40.0%	34.7%	739	74	24
Frequency of service	2.6	20.7%	24.6%	30.5%	18.5%	5.7%	747	66	318
Travel time/speed	3.6	4.4%	5.6%	34.1%	34.4%	21.5%	731	82	73
Parking availability	3.0	21.6%	2.8%	43.5%	15.9%	16.2%	306	507	0
Stop amenities	2.9	13.1%	19.4%	42.2%	14.4%	11.0%	690	123	32
Fare collection system	3.9	3.6%	4.4%	26.1%	32.6%	33.3%	723	90	23
Signage on vehicles	3.8	2.3%	4.8%	26.5%	38.9%	27.6%	690	123	8

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

MBTA Surveys: 2008-09

Bus Survey

Service Quality

Expanded Results

Route: 60

Chestnut Hill - Kenmore Sq

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	2.8	15.0%	15.9%	47.6%	18.9%	2.6%	560	31	243
Safety and security	3.8	0.0%	5.3%	30.9%	44.7%	19.1%	591	0	101
Cleanliness/condition of vehicles	3.4	2.5%	11.8%	43.9%	27.7%	14.2%	591	0	46
Courtesy of drivers	3.6	4.0%	4.9%	35.3%	33.9%	21.9%	591	0	77
Announcement of stops	3.7	1.2%	10.5%	26.5%	37.4%	24.4%	591	0	7
Availability of seating on buses	3.9	0.0%	4.3%	23.5%	46.9%	25.4%	560	31	7
Frequency of service	2.7	13.2%	28.0%	33.8%	25.0%	0.0%	567	24	142
Travel time/speed	3.3	0.0%	13.5%	45.0%	34.7%	6.8%	567	24	98
Parking availability	3.0	11.5%	11.5%	38.1%	38.9%	0.0%	253	338	7
Stop amenities	2.7	14.8%	20.1%	43.3%	20.5%	1.3%	553	38	15
Fare collection system	3.8	0.0%	10.1%	27.8%	38.4%	23.8%	545	46	0
Signage on vehicles	3.8	0.0%	6.3%	30.3%	44.8%	18.5%	492	98	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: 65

Brighton Ctr - Kenmore Sq

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	2.9	10.6%	21.6%	39.9%	22.9%	5.0%	1,038	9	575
Safety and security	3.9	0.0%	3.4%	21.6%	53.1%	21.9%	1,038	9	172
Cleanliness/condition of vehicles	3.5	4.7%	3.4%	38.9%	42.3%	10.6%	1,030	17	62
Courtesy of drivers	3.7	0.8%	8.0%	36.1%	35.2%	19.8%	1,038	9	92
Announcement of stops	3.7	3.9%	4.8%	33.5%	33.8%	24.0%	1,021	26	35
Availability of seating on buses	3.2	5.2%	16.6%	41.4%	22.7%	14.1%	1,007	40	153
Frequency of service	2.6	16.6%	32.3%	36.0%	10.0%	5.2%	1,007	40	408
Travel time/speed	3.4	0.0%	20.0%	31.2%	40.1%	8.6%	1,012	35	184
Parking availability	2.9	13.1%	11.8%	57.2%	8.4%	9.4%	370	677	9
Stop amenities	2.9	10.6%	20.8%	44.8%	18.5%	5.3%	995	52	0
Fare collection system	3.7	3.4%	4.8%	28.0%	47.9%	15.9%	1,021	26	17
Signage on vehicles	3.7	1.8%	5.9%	33.7%	38.5%	20.0%	964	83	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: 170

Waltham - Dudley

Outbound

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	3.4	11.1%	11.1%	22.2%	33.3%	22.2%	17	0	6
Safety and security	3.9	0.0%	0.0%	33.3%	44.4%	22.2%	17	0	0
Cleanliness/condition of vehicles	3.6	0.0%	11.1%	33.3%	44.4%	11.1%	17	0	0
Courtesy of drivers	3.8	0.0%	0.0%	37.5%	50.0%	12.5%	15	2	4
Announcement of stops	3.9	0.0%	0.0%	50.0%	12.5%	37.5%	15	2	2
Availability of seating on buses	4.0	0.0%	0.0%	22.2%	55.6%	22.2%	17	0	0
Frequency of service	2.7	22.2%	33.3%	11.1%	22.2%	11.1%	17	0	6
Travel time/speed	4.0	0.0%	11.1%	11.1%	44.4%	33.3%	17	0	4
Parking availability	3.0	28.6%	0.0%	28.6%	28.6%	14.3%	13	4	0
Stop amenities	2.3	28.6%	28.6%	28.6%	14.3%	0.0%	13	4	0
Fare collection system	3.4	14.3%	0.0%	42.9%	14.3%	28.6%	13	4	2
Signage on vehicles	3.9	0.0%	12.5%	25.0%	25.0%	37.5%	15	2	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: 500

Riverside - Federal/Franklin

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	3.5	0.0%	11.8%	36.6%	36.6%	15.1%	93	0	45
Safety and security	4.1	0.0%	2.2%	18.3%	47.3%	32.3%	93	0	6
Cleanliness/condition of vehicles	3.3	0.0%	8.6%	60.2%	23.7%	7.5%	93	0	6
Courtesy of drivers	3.8	0.0%	6.5%	26.9%	41.9%	24.7%	93	0	2
Announcement of stops	3.7	0.0%	4.5%	40.4%	36.0%	19.1%	89	4	0
Availability of seating on buses	4.5	0.0%	0.0%	6.5%	33.3%	60.2%	93	0	19
Frequency of service	3.1	4.4%	23.1%	37.4%	26.4%	8.8%	91	2	26
Travel time/speed	3.9	0.0%	0.0%	31.2%	43.0%	25.8%	93	0	23
Parking availability	4.6	0.0%	0.0%	6.1%	28.0%	65.9%	82	11	10
Stop amenities	3.0	8.0%	20.7%	44.8%	17.2%	9.2%	87	6	0
Fare collection system	3.9	0.0%	2.2%	30.8%	45.1%	22.0%	91	2	0
Signage on vehicles	3.5	0.0%	9.0%	43.8%	39.3%	7.9%	89	4	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: 501

Brighton Ctr - Federal/Franklin

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	3.1	7.1%	19.9%	33.8%	34.6%	4.5%	693	0	336
Safety and security	3.9	3.8%	4.9%	18.4%	44.7%	28.2%	693	0	133
Cleanliness/condition of vehicles	3.2	2.2%	24.1%	30.0%	36.9%	6.7%	693	0	31
Courtesy of drivers	3.5	7.2%	9.5%	30.1%	36.1%	17.1%	685	8	65
Announcement of stops	3.7	8.3%	3.4%	18.4%	45.5%	24.4%	693	0	8
Availability of seating on buses	3.1	6.0%	10.1%	51.2%	30.4%	2.2%	693	0	55
Frequency of service	3.1	6.1%	23.6%	33.9%	28.1%	8.4%	685	8	171
Travel time/speed	3.4	8.3%	4.5%	34.6%	39.8%	12.8%	693	0	166
Parking availability	3.2	5.1%	2.6%	62.4%	22.3%	7.7%	305	388	0
Stop amenities	2.9	6.0%	26.5%	44.5%	15.5%	7.5%	521	172	0
Fare collection system	3.5	1.2%	7.1%	39.9%	42.3%	9.5%	659	34	16
Signage on vehicles	3.5	1.4%	11.5%	29.3%	55.1%	2.7%	567	125	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: 502

Watertown Sq - Copley 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	18.1%	0.0%	45.7%	18.1%	18.1%	65	0	30
Safety and security	3.7	0.0%	0.0%	45.7%	36.2%	18.1%	65	0	0
Cleanliness/condition of vehicles	3.2	0.0%	18.1%	45.7%	36.2%	0.0%	65	0	6
Courtesy of drivers	3.2	18.1%	0.0%	27.6%	54.3%	0.0%	65	0	12
Announcement of stops	2.7	18.1%	27.6%	18.1%	36.2%	0.0%	65	0	6
Availability of seating on buses	3.0	18.1%	18.1%	9.6%	54.3%	0.0%	65	0	0
Frequency of service	3.2	0.0%	36.2%	9.6%	54.3%	0.0%	65	0	12
Travel time/speed	3.6	0.0%	0.0%	36.2%	63.8%	0.0%	65	0	12
Parking availability	3.9	0.0%	0.0%	15.0%	85.0%	0.0%	41	23	23
Stop amenities	3.7	0.0%	18.1%	9.6%	54.3%	18.1%	65	0	0
Fare collection system	2.5	18.1%	36.2%	27.6%	18.1%	0.0%	65	0	0
Signage on vehicles	2.5	36.2%	18.1%	9.6%	36.2%	0.0%	65	0	0

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

MBTA Surveys: 2008-09

Bus Survey

Service Quality

Expanded Results

Route: 503

Brighton Ctr - Copley Sq

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	3.1	7.5%	19.8%	33.9%	29.0%	9.8%	826	34	397
Safety and security	4.1	0.9%	0.0%	16.0%	50.1%	32.9%	829	31	62
Cleanliness/condition of vehicles	3.8	0.9%	2.7%	28.3%	54.0%	14.0%	853	8	31
Courtesy of drivers	4.1	0.0%	2.7%	24.1%	36.9%	36.3%	853	8	31
Announcement of stops	3.9	0.9%	2.8%	28.9%	42.6%	24.9%	837	23	8
Availability of seating on buses	3.1	12.1%	21.4%	27.9%	22.7%	15.9%	837	23	156
Frequency of service	2.3	35.6%	28.3%	14.6%	17.4%	4.0%	853	8	358
Travel time/speed	3.8	1.8%	3.7%	23.8%	54.0%	16.8%	853	8	171
Parking availability	2.9	20.0%	12.8%	32.1%	30.7%	4.3%	364	496	0
Stop amenities	2.9	7.6%	26.1%	44.2%	15.2%	6.9%	717	143	8
Fare collection system	3.5	3.8%	12.8%	26.8%	39.0%	17.6%	814	47	16
Signage on vehicles	3.6	2.1%	2.1%	41.2%	41.9%	12.7%	756	104	8

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

MBTA Surveys: 2008-09

Bus Survey

Service Quality

Expanded Results

Route: 504

Watertown Sq - Federal/Franklin

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	3.3	6.2%	11.0%	39.2%	35.0%	8.6%	1,440	48	696
Safety and security	4.0	0.0%	2.5%	22.9%	50.0%	24.6%	1,416	71	177
Cleanliness/condition of vehicles	3.3	0.8%	11.0%	47.9%	33.3%	7.0%	1,440	48	200
Courtesy of drivers	3.5	3.3%	7.0%	38.4%	38.3%	13.1%	1,440	48	136
Announcement of stops	3.5	2.4%	10.6%	32.6%	38.4%	15.9%	1,445	42	23
Availability of seating on buses	3.5	3.3%	9.9%	29.5%	43.8%	13.5%	1,416	71	135
Frequency of service	3.3	4.1%	18.9%	34.5%	32.1%	10.3%	1,434	54	460
Travel time/speed	3.8	0.8%	5.3%	27.0%	51.3%	15.6%	1,440	48	272
Parking availability	3.2	10.8%	11.4%	37.4%	30.9%	9.5%	819	669	12
Stop amenities	2.9	10.2%	20.8%	44.6%	20.9%	3.6%	1,334	154	53
Fare collection system	3.3	8.4%	10.5%	35.7%	30.9%	14.4%	1,398	89	18
Signage on vehicles	3.4	3.6%	11.8%	42.0%	30.9%	11.8%	1,304	183	23

* 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: 505

Waltham Ctr - Federal/Franklin

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	3.3	6.5%	8.8%	40.3%	34.4%	10.1%	531	3	267
Safety and security	4.0	0.7%	4.0%	20.1%	44.3%	31.0%	526	8	73
Cleanliness/condition of vehicles	3.4	5.3%	10.3%	32.5%	39.3%	12.6%	522	12	49
Courtesy of drivers	3.9	3.2%	3.3%	21.1%	47.7%	24.7%	527	7	40
Announcement of stops	3.7	3.9%	8.0%	30.0%	32.4%	25.7%	520	14	3
Availability of seating on buses	3.6	3.9%	8.5%	31.4%	34.3%	21.8%	531	3	81
Frequency of service	3.3	7.2%	12.9%	32.1%	36.5%	11.3%	524	10	194
Travel time/speed	3.6	2.6%	4.9%	33.9%	44.1%	14.4%	527	7	94
Parking availability	3.2	10.7%	15.9%	30.8%	27.2%	15.4%	293	241	7
Stop amenities	2.3	30.3%	26.2%	29.2%	12.0%	2.2%	475	59	10
Fare collection system	3.6	4.0%	7.6%	32.6%	37.0%	18.8%	506	28	5
Signage on vehicles	3.4	3.0%	9.9%	46.1%	27.4%	13.6%	470	64	3

* 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: 553

Roberts - Federal/Franklin via Waltham

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	3.2	9.1%	11.8%	44.0%	21.4%	13.8%	833	31	376
Safety and security	3.9	0.9%	1.8%	29.2%	38.7%	29.5%	833	31	124
Cleanliness/condition of vehicles	3.3	0.9%	18.2%	38.6%	34.0%	8.3%	833	31	54
Courtesy of drivers	3.7	3.7%	10.1%	25.5%	36.9%	23.9%	833	31	31
Announcement of stops	3.9	0.9%	8.3%	26.9%	29.0%	34.9%	826	38	8
Availability of seating on buses	3.7	0.9%	6.5%	36.1%	29.7%	26.8%	825	39	16
Frequency of service	2.9	12.7%	25.4%	29.1%	21.0%	11.8%	841	23	299
Travel time/speed	3.6	4.6%	10.2%	27.9%	38.8%	18.5%	826	38	115
Parking availability	3.2	6.5%	21.8%	35.1%	19.9%	16.6%	456	408	0
Stop amenities	2.6	26.4%	22.5%	29.7%	12.1%	9.2%	748	116	23
Fare collection system	3.5	8.4%	3.8%	35.6%	29.9%	22.3%	818	46	8
Signage on vehicles	3.5	6.8%	6.8%	31.5%	35.4%	19.5%	779	85	23

* 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: 554

Waverly Sq - Federal/Franklin

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	3.3	21.9%	0.0%	33.3%	11.4%	33.3%	68	15	8
Safety and security	3.0	0.0%	28.4%	56.8%	0.0%	14.8%	53	31	0
Cleanliness/condition of vehicles	2.7	21.9%	0.0%	66.7%	11.4%	0.0%	68	15	0
Courtesy of drivers	2.8	21.9%	0.0%	55.2%	22.9%	0.0%	68	15	0
Announcement of stops	3.1	21.9%	0.0%	33.3%	33.3%	11.4%	68	15	0
Availability of seating on buses	3.8	0.0%	0.0%	24.7%	75.3%	0.0%	60	23	0
Frequency of service	1.7	50.5%	24.7%	24.7%	0.0%	0.0%	60	23	8
Travel time/speed	3.1	21.9%	0.0%	44.8%	11.4%	21.9%	68	15	8
Parking availability	2.0	0.0%	100.0%	0.0%	0.0%	0.0%	8	75	0
Stop amenities	2.0	50.0%	0.0%	50.0%	0.0%	0.0%	45	38	0
Fare collection system	2.5	32.9%	0.0%	50.0%	17.1%	0.0%	45	38	0
Signage on vehicles	3.6	0.0%	24.7%	24.7%	12.9%	37.6%	60	23	0

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

MBTA Surveys: 2008-09

Bus Survey

Service Quality

Route: 556

Expanded Results

Waltham Highlands - Federal/Franklin

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	3.5	2.5%	8.0%	33.5%	45.2%	10.8%	259	0	96
Safety and security	3.9	0.0%	1.3%	28.4%	45.4%	24.9%	249	10	28
Cleanliness/condition of vehicles	3.3	2.5%	15.3%	41.1%	33.0%	8.1%	256	3	12
Courtesy of drivers	4.0	1.3%	2.2%	25.8%	40.1%	30.6%	253	6	24
Announcement of stops	3.7	2.5%	11.2%	23.6%	36.8%	25.9%	249	10	0
Availability of seating on buses	3.4	3.8%	14.5%	36.2%	32.5%	13.0%	253	6	18
Frequency of service	2.8	11.2%	23.0%	42.1%	20.3%	3.4%	256	3	49
Travel time/speed	3.2	2.7%	18.6%	38.0%	34.2%	6.5%	235	24	44
Parking availability	3.2	9.0%	11.3%	42.9%	20.3%	16.6%	106	153	3
Stop amenities	2.5	15.6%	36.9%	34.1%	12.1%	1.4%	225	34	3
Fare collection system	3.4	5.2%	10.3%	39.9%	30.7%	13.9%	246	13	3
Signage on vehicles	3.3	5.0%	7.7%	45.2%	31.4%	10.7%	238	21	3

* 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: 558

Riverside - Federal/Franklin

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	3.2	6.0%	10.1%	51.9%	21.9%	10.2%	183	6	82
Safety and security	3.9	1.6%	3.0%	25.1%	44.3%	26.1%	184	5	21
Cleanliness/condition of vehicles	3.5	4.6%	7.4%	36.3%	41.5%	10.2%	183	6	8
Courtesy of drivers	3.8	0.0%	4.6%	29.1%	43.0%	23.2%	186	3	5
Announcement of stops	3.8	0.0%	6.2%	34.2%	30.9%	28.7%	181	8	5
Availability of seating on buses	3.8	0.0%	9.9%	32.8%	28.3%	29.0%	189	0	16
Frequency of service	2.7	8.9%	41.2%	26.2%	19.3%	4.3%	180	9	55
Travel time/speed	3.6	1.4%	7.3%	38.0%	40.5%	12.8%	186	3	29
Parking availability	2.7	25.1%	14.7%	34.7%	14.4%	11.0%	94	95	10
Stop amenities	2.4	25.8%	25.5%	32.0%	15.2%	1.5%	178	11	10
Fare collection system	3.5	5.8%	10.7%	32.3%	31.1%	20.1%	184	5	3
Signage on vehicles	3.5	3.2%	6.3%	37.8%	38.5%	14.2%	170	19	3

* 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: CT1

Central Sq Cambridge - BU Med Ctr

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	2.9	16.7%	15.1%	38.8%	25.2%	4.3%	1,267	37	495
Safety and security	3.8	0.0%	2.4%	27.2%	60.8%	9.5%	1,263	41	225
Cleanliness/condition of vehicles	3.3	3.1%	8.7%	46.8%	35.5%	6.0%	1,267	37	87
Courtesy of drivers	3.4	2.4%	11.6%	36.7%	38.6%	10.7%	1,271	33	58
Announcement of stops	3.8	1.0%	7.5%	29.7%	35.5%	26.3%	1,271	33	30
Availability of seating on buses	3.0	7.8%	21.3%	36.9%	28.9%	5.1%	1,274	30	81
Frequency of service	2.9	14.3%	19.6%	37.1%	24.4%	4.6%	1,256	48	336
Travel time/speed	3.3	5.3%	9.9%	39.3%	38.6%	6.9%	1,226	78	180
Parking availability	3.0	13.1%	11.1%	41.4%	27.3%	7.1%	334	970	13
Stop amenities	3.0	6.9%	19.6%	43.3%	26.0%	4.2%	1,193	111	32
Fare collection system	3.7	4.7%	7.0%	23.0%	40.5%	24.9%	1,237	67	17
Signage on vehicles	3.8	1.5%	4.4%	28.3%	47.9%	18.0%	1,173	131	17

* 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: CT2

Sullivan Station - Ruggles via Kendall/MIT

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	3.0	8.9%	17.7%	41.3%	24.8%	7.2%	1,370	34	826
Safety and security	4.0	0.8%	2.6%	27.0%	39.7%	29.9%	1,326	78	220
Cleanliness/condition of vehicles	3.5	4.2%	4.9%	37.0%	44.1%	9.8%	1,349	55	176
Courtesy of drivers	3.4	6.6%	10.0%	35.7%	34.5%	13.2%	1,337	67	186
Announcement of stops	3.7	1.6%	11.6%	24.2%	36.9%	25.7%	1,338	66	33
Availability of seating on buses	3.5	3.3%	12.3%	32.8%	34.3%	17.3%	1,349	55	132
Frequency of service	2.9	9.8%	19.5%	45.6%	18.6%	6.5%	1,360	44	507
Travel time/speed	3.6	2.4%	7.3%	36.7%	39.9%	13.7%	1,360	44	264
Parking availability	3.0	13.0%	11.1%	45.6%	24.0%	6.4%	510	894	11
Stop amenities	2.9	6.1%	30.6%	38.0%	18.3%	7.0%	1,271	133	44
Fare collection system	3.8	4.3%	5.2%	25.4%	34.8%	30.3%	1,304	100	44
Signage on vehicles	3.5	2.7%	8.9%	34.1%	40.1%	14.2%	1,236	168	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: CT3

BID Medical Center - Andrew Station via BU Med Ctr **Both Directions**

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	2.9	11.7%	16.8%	41.4%	25.2%	4.9%	774	52	357
Safety and security	3.8	0.9%	4.1%	31.7%	40.6%	22.8%	801	25	195
Cleanliness/condition of vehicles	3.3	4.4%	14.1%	35.9%	41.3%	4.4%	743	83	28
Courtesy of drivers	3.4	4.1%	12.4%	33.9%	38.0%	11.6%	788	38	32
Announcement of stops	3.6	4.9%	10.0%	30.2%	28.0%	26.8%	775	51	0
Availability of seating on buses	3.5	7.9%	6.5%	34.2%	31.6%	19.7%	801	25	52
Frequency of service	2.9	9.2%	27.2%	35.5%	23.9%	4.2%	768	58	267
Travel time/speed	3.4	10.1%	2.7%	31.4%	45.8%	9.9%	768	58	155
Parking availability	2.7	17.1%	14.0%	54.9%	12.3%	1.7%	414	412	0
Stop amenities	3.0	8.5%	18.4%	44.0%	27.3%	1.9%	683	143	7
Fare collection system	3.6	5.0%	8.3%	24.2%	42.6%	19.8%	762	64	13
Signage on vehicles	3.5	3.6%	7.3%	36.9%	39.5%	12.7%	712	114	13

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

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: