

**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 2521 BOSTON MA

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



## MBTA Commuter Boat Passenger Survey

*This survey is being conducted to help determine how commuter boat 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 member of the boat crew 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/mbtaboat/](http://www.ctps.org/mbtaboat/). All answers are confidential. You will not be put on any mailing lists.*

THANK YOU!

1. **What boat line were you riding when you got this survey form?**  
☐ Hingham–Rowes Wharf    ☐ Quincy–Hull–Logan–Long Wharf
2. **At what dock did you board the boat on that line?**  
\_\_\_\_\_
3. **About what time did you board that boat?**  
\_\_\_\_\_ : \_\_\_\_\_ ☐ 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 dock 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 boarding place reported in question 5a?**  
☐ Walked directly (from work, school, home, etc.)  
☐ Drove or rode in a personal vehicle and parked at or near boarding place  
☐ Dropped off by personal vehicle that did not park    ☐ Taxi    ☐ THE RIDE  
☐ Private shuttle van/shuttle bus    ☐ Bicycle    ☐ Other \_\_\_\_\_
- 6a. **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
- 6b. **How long before boarding a boat did you arrive at the boat dock?** \_\_\_\_\_ minutes
7. **What type of fare did you pay for this boat trip?**  
☐ Adult one-way full fare  
☐ Monthly pass (circle one): Boat; Commuter Rail Zone 5, 6, 7, 8  
☐ 10-ride ticket    ☐ Blind Access Card  
☐ Senior citizen half fare    ☐ Disability half fare  
☐ Student half fare    ☐ Child under age 12 free fare  
☐ Other \_\_\_\_\_
- 8a. **At which dock will you/did you leave the boat you were boarding/riding when you got the survey?** \_\_\_\_\_

MORE QUESTIONS INSIDE →

Please seal here with tape—do not staple.

- 8b. Where will you/did you last leave a public transit vehicle on this one-way trip?

☐ At the dock 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 dock/stop in question 8b?

☐ Walk directly (to work, school, home, etc.)

☐ Drive or ride in personal vehicle parked at or near dock/stop

☐ Met at dock/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 the dock/stop in question 8b? \_\_\_\_\_ minutes
11. How many days a week do you usually use this boat line?

☐ Less than 1 day ☐ 3 days ☐ 6 days

☐ 1 day ☐ 4 days ☐ 7 days

☐ 2 days ☐ 5 days ☐ I'm only visiting Boston
12. Does your use of this boat line vary by season? (check all that apply)

☐ No ☐ Yes, I ride less often in winter ☐ Yes, I ride more often in summer

☐ Yes (other) \_\_\_\_\_
13. On days when you do not use this boat 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 commuter boat 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) \_\_\_\_\_
21. 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 \_\_\_\_\_
- 21a. Are you Hispanic/Latino? ☐ Yes ☐ No
22. What are your main reasons for using commuter boats? (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 boat

☐ 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

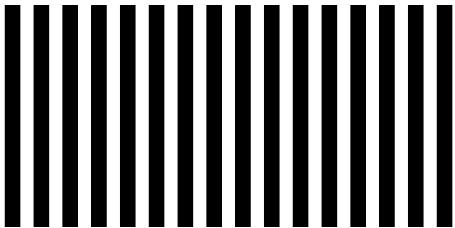
☐ Get printed material at: \_\_\_\_\_ticket office \_\_\_\_\_information booth \_\_\_\_\_station

\_\_\_\_\_on boat \_\_\_\_\_store \_\_\_\_\_library ☐ Other \_\_\_\_\_
- 23b. Do you carry a cell phone when riding the MBTA? ☐ Yes ☐ No
- 23c. Since the opening of the Greenbush commuter rail line, has your use of commuter boats: ☐ Decreased ☐ Not changed ☐ Increased
24. Several measures of service quality are listed below. Please circle a number after each measure to indicate how you feel about MBTA commuter boat 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 boats	1	2	3	4	5	_____
Courtesy of boat crews	1	2	3	4	5	_____
Availability of seating on boats	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	_____
Amenities at terminals	1	2	3	4	5	_____

Comments/Suggestions:

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



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## MBTA Inner Harbor Ferry Passenger Survey

*This survey is being conducted to help determine how Inner Harbor Ferry 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 member of the ferry crew 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/mbtaferry/](http://www.ctps.org/mbtaferry/). All answers are confidential. You will not be put on any mailing lists.*

THANK YOU!

1. **At what dock did you board the ferry on which you got this survey form?**  
☐ Long Wharf ☐ Charlestown Navy Yard
2. **About what time did you board that ferry?**  
: ☐ AM ☐ PM
3. **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 \_\_\_\_\_
4. **Where is the place in question 3 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 dock reported in question 1  
☐ 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 boarding place reported in question 5a?**  
☐ Walked directly (from work, school, home, etc.)  
☐ Drove or rode in a personal vehicle and parked at or near boarding place  
☐ Dropped off by personal vehicle that did not park ☐ Taxi ☐ THE RIDE  
☐ Private shuttle van/shuttle bus ☐ Bicycle ☐ Other \_\_\_\_\_
- 6a. **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
- 6b. **How long before boarding a boat did you arrive at the boat dock?** \_\_\_\_\_ minutes
7. **What type of fare did you pay for this ferry trip?**  
☐ Adult one-way full fare ☐ 60-ride ticket  
☐ Monthly pass (circle one): Zone 1A, 1, 2, 3, 4, 5, 6, 7, 8, Boat, Inner Express Bus, Outer Express Bus  
☐ Senior citizen half fare ☐ Disability half fare  
☐ Student half fare ☐ Child under age 12 free fare  
☐ 1-Day Link Pass ☐ 7-Day Link Pass  
☐ Blind Access Card ☐ Other \_\_\_\_\_
- 8a. **At which dock will you/did you leave the ferry you were boarding/riding when you got the survey?**  
☐ Long Wharf ☐ Charlestown Navy Yard

Please seal here with tape—do not staple.

MORE QUESTIONS INSIDE →

- 8b. Where will you/did you last leave a public transit vehicle on this one-way trip?

☐ At the dock 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 dock/stop in question 8b?

☐ Walk directly (to work, school, home, etc.)

☐ Drive or ride in personal vehicle parked at or near dock/stop

☐ Met at dock/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 the dock/stop in question 8b? \_\_\_\_\_ minutes
11. How many days a week do you usually use Inner Harbor ferries?

☐ Less than 1 day ☐ 3 days ☐ 6 days

☐ 1 day ☐ 4 days ☐ 7 days

☐ 2 days ☐ 5 days ☐ I'm only visiting Boston
12. Does your use of the ferries vary by season? (check all that apply)

☐ No ☐ Yes, I ride less often in winter ☐ Yes, I ride more often in summer

☐ Yes (other) \_\_\_\_\_
13. On days when you do not use Inner Harbor ferries, 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 ferry 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

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21. 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 \_\_\_\_\_
- 21a. Are you Hispanic/Latino? ☐ Yes ☐ No
22. What are your main reasons for using Inner Harbor ferries? (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 ferry

☐ 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: ☐ ticket office ☐ information booth ☐ station

☐ on boat ☐ 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 Inner Harbor Ferry 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 ferries	1	2	3	4	5	_____
Courtesy of ferry crews	1	2	3	4	5	_____
Availability of seating on ferries	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	_____
Amenities at terminals	1	2	3	4	5	_____

Comments/Suggestions: