



BUSINESS REPLY MAIL

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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: