

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

# MBTA Systemwide Passenger Survey

Quincy Garage 2008-09

BUS SYSTEM





# MBTA Systemwide Passenger Survey

*BUS SYSTEM 2008–09*  
*Quincy Garage*

**Prepared for**

MBTA Planning and Development  
Joseph M. Cosgrove, Director

**Project Manager**

Thomas J. Humphrey

**Project Principal**

Elizabeth M. Moore

**Primary Author**

Robert Guptill

**Data Analysts**

Thomas J. Humphrey  
Steven P. Andrews  
Robert Guptill  
Mariya A. Maslova  
Mary McShane

**Graphics**

Ken Dumas

**Cover Design**

Kim Noonan

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**Central Transportation Planning Staff**

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# ABSTRACT

This Quincy 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,<sup>1</sup> 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 Quincy 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 Quincy Garage combined, while each subsequent chapter covers one or more types of data on a route-by-route basis.

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<sup>1</sup> 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  
Quincy Garage  
bus system  
MBTA





# 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 QUINCY GARAGE SURVEY METHOD

This volume presents the survey results for passengers riding the bus routes that are based at Quincy Garage (201, 202, 210, 211, 212, 214, 215, 216, 217, 220, 221, 222, 225, 230, 236, 238, 240, 245); 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 Quincy 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.<sup>1</sup> 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 Quincy 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 Quincy Garage Bus Routes as a Whole: An overview of the results for the Quincy Garage bus routes as a whole.**

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<sup>1</sup> 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 Quincy 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 Quincy 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 Quincy 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 Quincy 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 Quincy 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 Quincy 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 Quincy Garage bus route:
  - Riders' age, gender, household income, and ethnicity
- 10 Usage Rates and Fare Types:** For each Quincy 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 Quincy 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 Quincy Garage bus route:
  - Riders' perceptions regarding several aspects of MBTA service quality

# 2

## Results for the Quincy Garage Bus Routes as a Whole

The tables and text in this chapter provide an overview of the survey results for the Quincy 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 Quincy 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 less than 90% of the trips made on Quincy 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). A majority of these (52% 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 other” had the second-largest percentage of all trips (12%), followed by “home-based personal business” (8%).

“Work-based” trips (those with one end at work and the other end not at home) accounted for 4% of all bus trips. Combining those trips with home-based work trips and home-based work-related trips shows that 58% 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 a Quincy Garage bus route was convenience (54%). The next-most-common responses were “only transportation available” (45%), “less expensive than other choices” (34%), and “avoid driving/traffic” (33%). The least common reason was “speed/travel time” (17%).

***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, 50% of the respondents answered “yes.” Of those riders, the largest number (35% of all surveyed bus riders) indicated that they would “drive alone.” The next-most-

commonly selected travel mode options were “other MBTA service” (35%), “other” (25%), and “carpool/vanpool” (18%). (The respondents indicating “other” 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 Quincy Garage primarily serve Boston and towns lying south of Boston. The greatest number of riders on Quincy Garage bus routes reported starting their trip in these towns; the most common origins were Quincy (48%), Weymouth (9%), South Dorchester (7%), and Randolph (7%).

The most common “activity” before boarding a Quincy Garage bus route was “home” (70%), followed by “work” (10%) and “personal business” (6%). These proportions of reported activities reflect a traditional morning commute pattern.

## **2.3 ACCESS TO THE BUS**

The most common mode of access to Quincy Garage bus routes was walking, which accounted for 69% of the trips. The next-most-common access modes were transferring from rapid transit (16%), transferring from another MBTA bus (7%), drop-off (4%), and driving (2%). 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 rapid transit (14% of the preliminary access trips) followed by another MBTA bus (9%).

The greatest number of riders directly transferring to the surveyed bus route from a connecting bus route transferred from Route 225 (22%). 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 10 (28%).

Overall, people who walked to the place where they boarded the bus made the shortest access trips (8 minutes on average). People who were dropped off had the second-lowest average access time (slightly less than 11 minutes), and riders who drove themselves had the longest (slightly more than 11 minutes). Slightly more than 50% of the respondents made access trips of less than or equal to 5 minutes, and 79% made access trips of less than or equal to 10 minutes.

## 2.4 EGRESS FROM THE BUS

The most common mode of egress from Quincy Garage bus routes was walking, which accounted for 51% of the trips. The next-most-common egress modes were transferring to rapid transit (39%) and transferring to another MBTA bus (4%). Private transportation modes (that is, any means other than using a fixed-route transit service) accounted for 56% of all egress trips.

Public transportation modes accounted for the remaining 44% of all egress trips from the bus; as for how riders left these modes themselves, the most common method was walking, which accounted for 36% 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 (36% of the preliminary egress trips) followed by another MBTA bus (7%).

The greatest number of riders directly transferring from the surveyed bus route to a connecting bus route transferred to Route 225 (12%). 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 Silver Line Waterfront (Route SL2–19%).

Overall, people whose egress mode was walking made the shortest egress trips (8 minutes on average). People who were picked up and riders who drove themselves had the same average egress time (13 minutes). Slightly more than 55% of the respondents made egress trips of less than or equal to 5 minutes, and 78% 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 Quincy Garage primarily serve Boston and towns lying south of Boston. The greatest number of riders on Quincy Garage bus routes reported being destined for these towns; the most common destinations were the Quincy (33%), South Dorchester (7%), Braintree (7%), and the Financial/Retail District (6%).

The most common “activity” after leaving a Quincy Garage bus route was “work” (45%), followed by “home” (17%) and “other” (11%). These proportions of reported activities reflect a traditional morning commute pattern.

## 2.6 ORIGIN-DESTINATION CROSS-TABULATION

The most common origin-destination pair was trips within Quincy (20% of all trips). The next-most-common pairs were Quincy to Braintree (4%) and Quincy to Weymouth (3%). In the top 25 origin-destination pairs, which make up 54% of all trips, Boston neighborhoods represent 8% of the origins and 44% of the destinations.

## 2.7 SOCIOECONOMIC CHARACTERISTICS

Slightly less than 75% of the riders were between the ages of 25 and 64, and

10% were college age (19–24). Slightly less than 15% of respondents to the survey were over the age of 65, and 4% were under the age of 19. Low percentages may be due to under-sampling and/or a low response rate among certain age groups.

Women made up 58% of Quincy Garage ridership, while men accounted for 42%. No surveyed riders identified themselves as transgender.

Nearly 55% 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<sup>1</sup> 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 Somerville Garage bus routes was 2.60.

Slightly less than 65% of the riders self-identified themselves as white. The next-most-common race was black or African-American (18%), followed by Asian (10%). Six 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,” 6% of the respondents answered “yes.”

## **2.8 USAGE RATES AND FARE TYPES**

Slightly more than 45% of those surveyed indicated that they used the surveyed bus route five days per week, and another 22% used it six or seven days per week. Only 5% 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 (33%), and another 15% of the weekend users used it “regularly” on both Saturday and Sunday. Slightly more than 30% of all Quincy Garage bus riders responded “not at all” to both the Saturday and Sunday usage questions.

Slightly less than 55% of the Quincy Garage bus riders paid their fares using a monthly pass, which they used 4.7 days per week on average. The largest percentage of monthly pass riders (31% of all riders) used the LinkPass, followed by the Local Bus Pass (8%). Slightly more than 40% of riders paid by the ride, with 26% using CharlieCards and 3% 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**

A majority of Quincy Garage bus riders (64%) are licensed to drive, and 63%

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<sup>1</sup> 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.



live in households with at least one vehicle. However, only 30% 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, 59% of the riders owned fewer than 0.5 vehicles.

## 2.10 SERVICE QUALITY

Survey respondents were asked to rate Quincy 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” (41%) and “signage on vehicles” (31%), while the measure with the highest percentage of “2” ratings was “stop amenities (shelters, benches)” (18%).

Based on an averaging of all respondents’ ratings, the three measures rated most favorably were stop announcement, “safety and security,” and signage, and the three measures rated least favorably were stop amenities, “frequency of service,” and “parking availability.”

Respondents were also asked to indicate which three of the twelve service quality measures were most important to them. The top three were “reliability (on-time performance),” frequency, and safety and security.

## 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 “Need 89 service between Davis Square and Broadway after 7pm.” 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.

**T** **MBTA Surveys: 2008-09**  
*Bus Survey*

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

Quincy Garage  
 All Routes

Expanded Results

<b>Trip Purpose:</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>	<b>Cumulative Percentage</b>
Home-based Work	5,342	51.6%	51.6%
Home-based School	633	6.1%	57.7%
Home-based Shopping	697	6.7%	64.4%
Home-based Social Activity	249	2.4%	66.8%
Home-based Personal Business	842	8.1%	75.0%
Home-based Work-related	264	2.6%	77.5%
Home-based Other	1,284	12.4%	89.9%
Work-based	428	4.1%	94.0%
Non-Home or Work-based	617	6.0%	100.0%
<b>TOTAL</b>	<b>10,356</b>		
No Answer	887		

<b>Reasons for Using the MBTA:</b>	<b>Number of Riders</b>	<b>Percent of Riders*</b>
Convenience	5,872	53.7%
Speed/travel time	1,891	17.3%
Avoid driving/traffic	3,593	32.9%
Avoid parking at destination	3,084	28.2%
Environmentally responsible	2,752	25.2%
Less expensive	3,726	34.1%
Can read/do work	2,106	19.3%
Only transportation available	4,902	44.9%
Other	334	3.1%
<b>TOTAL RIDERS GIVING AT LEAST 1 REASON:</b>	<b>10,927</b>	

<b>Use Other Mode to Make Same Trip?</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>	<b>Other Modes Reported by Riders Who Checked "Yes":</b>	<b>Number of Riders</b>	<b>Percent of Riders*</b>
Yes	5,365	49.8%	Drive alone	1,711	35.1%
No	5,400	50.2%	Non-MBTA bus	43	0.9%
			Carpool/vanpool	873	17.9%
			Bicycle	260	5.3%
<b>TOTAL</b>	<b>10,764</b>	<b>100.0%</b>	Other MBTA service	1,692	34.7%
No answer	479		Other	1,215	24.9%
			<b>TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:</b>	<b>4,871</b>	
			(No alternatives reported)	494	

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

**Origin Locations and Activities**

Expanded Results

Quincy 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
Quincy	5,386	47.9%	1.5%	72.2%	2.3%	7.5%	6.3%	4.3%	0.5%	2.5%	2.9%
Weymouth	1,005	8.9%	3.1%	80.9%		4.7%		3.8%			7.5%
Boston: South Dorchester	826	7.4%	2.5%	80.0%		0.9%		5.0%		0.9%	10.6%
Randolph	795	7.1%		92.3%	2.6%			2.6%			2.6%
Braintree	653	5.8%		69.1%		8.8%	7.3%	6.4%			8.3%
Boston: North Dorchester	230	2.0%		67.1%	10.1%		22.9%				
Milton	218	1.9%		80.7%		3.5%		15.7%			
Hingham	212	1.9%		93.8%			6.2%				
Boston: Financial/Retail	188	1.7%			18.2%	46.8%		18.2%		16.7%	
Boston: Govt Center	131	1.2%	21.9%	13.9%	26.2%	37.9%					
Holbrook	126	1.1%		67.7%		16.2%		12.1%		4.0%	
Boston: Mattapan	123	1.1%		82.4%				17.6%			
Brockton	121	1.1%		95.9%							4.1%
Boston: South End	107	1.0%				31.8%		68.2%			
Boston: Roxbury	98	0.9%		21.3%	21.9%	56.7%					
Boston: Beacon Hill	94	0.8%				66.7%		33.3%			
Boston: Waterfront	94	0.8%				100.0%					
Boston: Jamaica Plain	84	0.7%		100.0%							
Boston: So Bos Indust	70	0.6%				78.2%		21.8%			
Boston: Dwntwn Unspecified	63	0.6%						45.5%	54.5%		
Other (< 0.5 % of riders)	620	5.5%		60.1%	11.0%	13.4%		5.5%		3.5%	6.4%
<b>OVERALL TOTAL</b>	<b>11,243</b>	<b>100.0%</b>	<b>1.4%</b>	<b>70.0%</b>	<b>2.9%</b>	<b>9.5%</b>	<b>4.0%</b>	<b>5.9%</b>	<b>0.6%</b>	<b>1.8%</b>	<b>3.9%</b>

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



# MBTA Surveys: 2008-09

## Bus Survey

### Access to the Bus

Expanded Results

Quincy Garage

All Routes

#### For Passengers Transferring from Other Transit:

<b>Access Mode to this Bus:</b>	Number of Riders	Percent of Riders	<b>Access Mode to the Transit System:</b>	Number of Riders	Percent of Riders
Walk Access	7,520	69.2%	Walk	2,149	19.8%
Drive/Park Access	230	2.1%	Drive/Park	0	0.0%
Drop-off Access	382	3.5%	Drop-off	106	1.0%
Taxi Access	81	0.7%	Other	95	0.9%
Shuttle/Van Access	17	0.2%	TOTAL	2,350	21.6%
Bicycle Access	15	0.1%	No Answer	217	
Other Access	61	0.6%			
Total Private Trans.	8,306	76.4%	<b>Initial Transit Mode Used on Trip:</b>	Number of Riders	Percent of Riders
MBTA Bus	781	7.2%	MBTA Bus	1,027	9.4%
Other Bus	0	0.0%	Other Bus	23	0.2%
Rapid Transit	1,756	16.2%	Rapid Transit	1,466	13.5%
Commuter Rail	30	0.3%	Commuter Rail	51	0.5%
Boat	0	0.0%	Boat	0	0.0%
Other	0	0.0%	Other	0	0.0%
Total Public Trans.	2,567	23.6%	TOTAL	2,567	23.6%
TOTAL	10,873	100.0%			
No Answer	370				

#### Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
225	170	21.7%
215	115	14.7%
238	63	8.1%
245	63	8.1%
220	44	5.6%
Other	327	41.8%
TOTAL	781	100.0%

#### Bus Transfers from Nonconnecting Routes:

	Number of Riders	Percent of Riders
10	76	28.3%
71	54	20.2%
17	34	12.7%
11	32	11.8%
47	31	11.7%
Other	41	15.3%
TOTAL	269	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	3,580	54.1%	33	15.0%	41	15.6%	15	16.9%	3,670	51.1%
6-10	1,696	25.6%	88	40.2%	146	55.5%	75	83.1%	2,006	27.9%
11-15	748	11.3%	73	33.2%	52	19.6%	0	0.0%	872	12.1%
16-20	452	6.8%	25	11.6%	0	0.0%	0	0.0%	477	6.6%
21-30	67	1.0%	0	0.0%	25	9.3%	0	0.0%	91	1.3%
31-45	71	1.1%	0	0.0%	0	0.0%	0	0.0%	71	1.0%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	6,614	100.0%	220	100.0%	263	100.0%	91	100.0%	7,188	100.0%
No Answer	906		10		118		83		1,118	
Avg. Time (min)	7.6		11.3		10.5		7.1		7.8	



# MBTA Surveys: 2008-09

## Bus Survey

### Egress from the Bus

Expanded Results

Quincy Garage

All Routes

#### For Passengers Transferring to Other Transit:

<i>Egress Mode from this Bus:</i>	Number of Riders	Percent of Riders	<i>Egress Mode from the Transit System:</i>	Number of Riders	Percent of Riders
Walk Egress	5,334	51.3%	Walk	3,715	35.7%
Drive/Park Egress	105	1.0%	Drive	25	0.2%
Pick-up Egress	131	1.3%	Pick-up	62	0.6%
Taxi Egress	17	0.2%	Other	318	3.1%
Shuttle/Van Egress	133	1.3%	TOTAL	4,121	39.6%
Bicycle Egress	15	0.1%	No Answer	483	
Other Egress	63	0.6%			
Total Private Trans.	5,799	55.7%	<i>Final Transit Mode Used on Trip:</i>		
MBTA Bus	445	4.3%	MBTA Bus	757	7.3%
Other Bus	49	0.5%	Other Bus	73	0.7%
Rapid Transit	4,079	39.2%	Rapid Transit	3,696	35.5%
Commuter Rail	31	0.3%	Commuter Rail	78	0.7%
Boat	0	0.0%	Boat	0	0.0%
Other	0	0.0%	Other	0	0.0%
Total Public Trans.	4,604	44.3%	TOTAL	4,604	44.3%
TOTAL	10,403	100.0%			
No Answer	840				

#### Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
225	58	11.7%
240	53	10.7%
222	47	9.5%
22	46	9.4%
210	40	8.1%
Other	250	50.6%
TOTAL	494	100.0%

#### Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
SL2	62	18.6%
SL1	62	18.5%
93	36	10.8%
UMB	25	7.3%
230	22	6.4%
Other	129	38.4%
TOTAL	336	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	2,390	58.8%	15	31.4%	0	0.0%	50	30.2%	2,456	56.2%
6-10	835	20.6%	15	31.4%	41	44.2%	64	38.8%	956	21.9%
11-15	382	9.4%	0	0.0%	52	55.8%	17	10.5%	451	10.3%
16-20	351	8.6%	0	0.0%	0	0.0%	21	12.6%	372	8.5%
21-30	84	2.1%	18	37.3%	0	0.0%	13	7.9%	115	2.6%
31-45	22	0.5%	0	0.0%	0	0.0%	0	0.0%	22	0.5%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	4,064	100.0%	49	100.0%	93	100.0%	165	100.0%	4,371	100.0%
No Answer	1,270		57		38		64		1,428	
Avg. Time (min)	7.8		12.5		12.5		11.1		8.1	

***Destination Locations and Activities***

Quincy Garage  
 All Routes

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS			DESTINATION ACTIVITIES							
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Quincy	3,745	33.3%	7.9%	27.2%	5.6%	24.9%	6.5%	7.3%	2.1%	1.7%	16.7%
Boston: South Dorchester	754	6.7%	4.8%	21.5%	1.0%	44.6%	2.7%	11.8%	2.7%		10.9%
Braintree	729	6.5%	4.5%	11.5%		38.6%	19.0%	10.0%		3.6%	12.8%
Boston: Financial/Retail	705	6.3%			2.9%	84.7%		2.5%	4.0%	1.9%	4.1%
Randolph	618	5.5%	11.9%	51.9%		4.3%	16.6%				15.3%
Weymouth	458	4.1%	1.1%	50.1%		20.3%		11.9%		9.7%	6.9%
Unspecified	358	3.2%	34.3%		16.5%	23.6%	9.4%	3.7%	6.9%		5.7%
Boston: Govt Center	351	3.1%				98.6%		1.4%			
Boston: North Dorchester	295	2.6%	4.4%		49.0%	30.1%	2.6%				13.9%
Hingham	246	2.2%				54.4%	35.6%				10.0%
Cambridge: Kendall/MIT	213	1.9%	11.5%			81.3%					7.2%
Boston: Park Square	211	1.9%			6.2%	84.1%		9.7%			
Boston: Prudential/Hancock	195	1.7%				89.5%			10.5%		
Boston: Back Bay	186	1.7%				100.0%					
Boston: Waterfront	181	1.6%				100.0%					
Boston: Beacon Hill	157	1.4%				83.3%		16.7%			
Cambridge: Harvard Square	151	1.3%	13.9%			61.1%		16.3%		8.7%	
Milton	151	1.3%	14.3%	20.9%	14.3%	13.3%				16.9%	20.4%
Boston: So Bos Indust	140	1.2%	9.3%			78.3%			12.3%		
Boston: North End	134	1.2%				100.0%					
Boston: Mattapan	129	1.2%				60.6%	15.8%				23.6%
Boston: Longwood Med Area	112	1.0%			18.3%	62.5%		19.2%			
Boston: So Bos Res	108	1.0%				65.0%		22.8%		12.2%	
Boston: Roxbury	105	0.9%		22.0%		31.5%				19.5%	26.9%
Boston: Charlestown	97	0.9%				100.0%					
Brockton	92	0.8%	33.3%	50.0%		16.7%					
Holbrook	76	0.7%		48.4%		45.0%	6.6%				
Cambridge: Central Square	74	0.7%				100.0%					
Boston: Jamaica Plain	70	0.6%				100.0%					
Boston: Logan Airport	62	0.6%	39.5%								60.5%
Boston: Fenway	60	0.5%				71.2%		28.8%			
Boston: South End	58	0.5%	26.1%			73.9%					
Other (< 0.5 % of riders)	220	2.0%	11.8%			43.3%		16.5%	19.1%		9.3%
OVERALL TOTAL	11,243	100.0%	6.7%	17.4%	4.4%	44.7%	5.9%	6.2%	2.1%	2.0%	10.7%

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

# MBTA Surveys: 2008-09

## Bus Survey

### Origin-Destination Cross-tabulation

Expanded Results

Quincy Garage

All Routes

#### Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Quincy	Boston: South Dorchester	Braintree	Boston: Financial/ Retail	Randolph	Weymouth	Unspecif ied	Boston: Govt Center	Boston: North Dorchester	Hingham	Other & % of Row	Row Total & % of Overall
Quincy	2188	142	422	339	79	346	112	65	109	63	1425 26.5%	5386 47.9%
Weymouth	320	48	54	39	0	0	62	39	0	144	259 25.8%	1005 8.9%
Boston: South Dorchester	189	204	0	75	34	0	8	39	23	39	200 24.2%	826 7.4%
Randolph	84	123	0	61	75	0	82	68	41	0	260 32.7%	795 7.1%
Braintree	245	0	71	100	26	0	0	15	25	0	126 19.2%	653 5.8%
Boston: North Dorchester	32	60	26	0	0	0	54	0	23	0	34 14.9%	230 2.0%
Milton	15	0	22	0	68	0	0	0	20	0	92 42.2%	218 1.9%
Hingham	26	0	0	26	0	0	0	29	13	0	105 49.4%	212 1.9%
Boston: Financial/Retail	31	18	54	0	68	0	0	0	0	0	15 8.1%	188 1.7%
Boston: Govt Center	47	0	0	0	68	0	0	0	0	0	15 11.7%	131 1.2%
Holbrook	5	0	10	10	0	0	20	35	0	0	40 31.9%	126 1.1%
Boston: Mattapan	39	21	0	0	0	0	0	0	41	0	22 17.6%	123 1.1%
Brockton	30	0	10	15	0	5	20	21	0	0	20 16.5%	123 1.1%
Boston: South End	31	42	0	0	34	0	0	0	0	0	0 0.0%	107 1.0%
Boston: Roxbury	0	55	0	0	0	0	0	0	0	0	43 43.8%	98 0.9%
Boston: Beacon Hill	32	0	0	0	0	63	0	0	0	0	0 0.0%	94 0.8%
Boston: Waterfront	63	0	0	0	0	31	0	0	0	0	0 0.0%	94 0.8%
Boston: Jamaica Plain	54	0	30	0	0	0	0	0	0	0	0 0.0%	84 0.7%
Other & % of Column	258 6.9%	42 5.6%	30 4.1%	39 5.5%	163 26.4%	13 2.9%	0 0.0%	39 11.2%	0 0.0%	0 0.0%	99 14.5%	683 6.1%
Column Total & % of Overall	3745 33.3%	754 6.7%	729 6.5%	705 6.3%	618 5.5%	458 4.1%	358 3.2%	351 3.1%	295 2.6%	246 2.2%	2771 24.6%	<b>11243</b>



# MBTA Surveys: 2008-09

## Bus Survey

### Socioeconomic Characteristics

Expanded Results

Quincy Garage

All Routes

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	470	4.2%	4.2%
19 - 24	1,072	9.7%	13.9%
25 - 34	2,232	20.1%	34.0%
35 - 44	1,678	15.1%	49.1%
45 - 64	4,192	37.8%	86.9%
65 and Older	1,448	13.1%	100.0%
TOTAL	11,091	100.0%	100.0%
No Answer	152		

Gender of Riders:	Number of Riders	Percent of Riders
Male	4,375	41.9%
Female	6,070	58.1%
Transgender	0	0.0%
TOTAL	10,445	100.0%
No Answer	798	

### Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	2,133	22.3%	22.3%
\$20,000 - \$29,999	1,105	11.6%	33.9%
\$30,000 - \$39,999	1,057	11.1%	45.0%
\$40,000 - \$49,999	1,122	11.8%	56.8%
\$50,000 - \$59,999	920	9.6%	66.4%
\$60,000 - \$74,999	1,081	11.3%	77.7%
\$75,000 - \$99,999	1,083	11.3%	89.1%
\$100,000 or more	1,043	10.9%	100.0%
TOTAL	9,545	100.0%	100.0%
No Answer	1,698		

Mean Household Size: 2.60





# MBTA Surveys: 2008-09

## Bus Survey

### Ethnicity of Riders

Expanded Results

Quincy Garage

All Routes

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	240	2.3%
Black or African-American	1,963	18.4%
Native Hawaiian or Other Pacific Islander	77	0.7%
Asian	1,050	9.9%
White	6,909	64.9%
Other	759	7.1%
TOTAL	10,643	

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	539	5.4%
No	9,535	94.6%
TOTAL	10,075	100.0%
No Answer	1,168	



# MBTA Surveys: 2008-09

## Bus Survey

### Bus Usage Rates

Expanded Results

Quincy Garage

All Routes

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	518	4.7%	4.7%
One Day	399	3.6%	8.3%
Two Days	692	6.3%	14.6%
Three Days	893	8.1%	22.7%
Four Days	937	8.5%	31.3%
Five Days	5,120	46.5%	77.8%
Six Days	1,135	10.3%	88.1%
Seven Days	1,248	11.3%	99.5%
Only Visiting	60	0.5%	100.0%
TOTAL	11,002	100.0%	100.0%
No Answer	239		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	1,469 15.5%	709 7.5%	295 3.1%	557	2,473 26.0%
Occasionally	127 1.3%	3,106 32.7%	790 8.3%	579	4,023 42.3%
Not at all	55 0.6%	51 0.5%	2,904 30.5%	191	3,010 31.7%
No Answer	107	0	25	279	
Sunday Total	1,651 17.4%	3,866 40.7%	3,989 42.0%		9,506 *

\* 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

Quincy 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)	2,930	26.2%	4.6
Pay-per-ride CharlieTicket (paper)	327	2.9%	4.5
Monthly pass	5,873	52.5%	4.7
Full cash fare on-board bus	266	2.4%	4.0
Reduced fare	1,001	8.9%	3.9
<i>Student</i>	108	1.0%	4.9
<i>Senior</i>	516	4.6%	3.4
<i>Disability</i>	368	3.3%	4.4
<i>No Reduced Fare Selected</i>	10	0.1%	0.5
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	8	0.1%	7.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	785	7.0%	4.7
Other	0	0.0%	0.0
No Fare Payment Type Selected	53		
All Payment Types	11,190	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)	3,509	31.4%	4.7
Student	162	1.4%	5.3
Senior	799	7.1%	3.8
Disability	369	3.3%	4.9
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	64	0.6%	2.4
Boat	26	0.2%	4.0
Local Bus	928	8.3%	5.2
No Pass Selected	15	0.1%	5.0
Total Riders Using Monthly Passes	5,873	52.5%	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	0	0.0%	0.0
2	25	0.2%	0.5
3	26	0.2%	5.0
4	13	0.1%	0.5
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	64	0.6%	2.4

**T** **MBTA Surveys: 2008-09**  
*Bus Survey*

**Vehicle Availability**

Expanded Results

Quincy Garage

All Routes

<b>Licensed Drivers:</b>	Number of Riders	Percent of Riders
Licensed	6,893	63.5%
Not Licensed	3,955	36.5%
<b>TOTAL</b>	<b>10,848</b>	<b>100.0%</b>
No Answer	395	

<b>Usable Vehicles per Household:</b>	Number of Riders	Percent of Riders
No vehicles	4,078	37.5%
1 vehicle	4,541	41.7%
2 vehicles	1,717	15.8%
3 or more vehicles	549	5.0%
<b>TOTAL</b>	<b>10,884</b>	<b>100.0%</b>
No Answer	359	

<b>Was a Household Vehicle Available to Rider?:</b>	Number of Riders	Percent of Riders
Yes	3,239	29.9%
No	7,581	70.1%
<b>TOTAL</b>	<b>10,820</b>	<b>100.0%</b>
No Answer	423	

<b>Vehicles Owned per Capita:</b>	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	3,610	35.4%	35.4%
0.01 to 0.49 vehicles	2,357	23.1%	58.5%
0.50 to 0.99 vehicles	2,629	25.8%	84.2%
1.00 to 1.49 vehicles	1,518	14.9%	99.1%
1.50 to 1.99 vehicles	51	0.5%	99.6%
2 or more vehicles	42	0.4%	100.0%
<b>TOTAL RESPONSES</b>	<b>10,207</b>		



# MBTA Surveys: 2008-09

## Bus Survey

### Service Quality

Expanded Results

Quincy Garage

All Routes

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Importance*
Reliability (on-time performance)	3.4	8.1%	10.1%	31.3%	32.8%	17.7%	10,587	656	2,791
Safety and security	3.8	2.6%	4.4%	28.3%	36.9%	27.7%	10,406	837	1,079
Cleanliness/condition of vehicles	3.3	6.5%	11.3%	37.3%	31.3%	13.5%	10,383	860	371
Courtesy of drivers	3.7	4.0%	10.4%	27.1%	29.7%	28.8%	10,648	595	669
Announcement of stops	4.0	3.8%	5.5%	19.9%	29.5%	41.3%	10,181	1,062	88
Availability of seating on buses	3.6	5.4%	9.2%	29.8%	27.9%	27.6%	10,636	607	603
Frequency of service	3.2	11.1%	17.1%	29.3%	26.3%	16.2%	10,398	845	1,915
Travel time/speed	3.5	4.2%	10.3%	32.5%	34.7%	18.3%	10,429	814	1,032
Parking availability	3.3	11.6%	9.7%	34.0%	25.1%	19.5%	5,708	5,535	61
Stop amenities	2.6	27.2%	18.2%	31.7%	12.8%	10.1%	9,043	2,200	288
Fare collection system	3.7	6.4%	8.5%	24.4%	31.5%	29.3%	10,022	1,221	116
Signage on vehicles	3.8	3.2%	3.6%	31.9%	30.5%	30.9%	9,490	1,753	77

\* 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.





## **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 Quincy 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 Quincy 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 except on Route 202. The bus routes with the highest percentages of home-based work trips were Routes 201 (74%), 212 (72%), and 230 (70%).

Work-based trips typically composed a much smaller percentage of trips, though they exceed home-based work trips on Route 202. This category included trips such as from an office to an off-site meeting, a restaurant, or a shop. The highest percentage of work-based trips on Quincy Garage bus routes was on Route 202 (36%), but no other surveyed bus route exceeded 12%.

The percentages of home-based shopping trips across all Quincy Garage bus routes ranged between 0% on several routes and 18% on Route 236. The percentages of school-based trips similarly ranged between 0% on several routes and 19% on Route 212. 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) ranged between 0% on several routes and 20% on Route 210.

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. The most frequently selected reason for using bus transit was “convenience.” The percentage of riders choosing “convenience” was highest on Route 210 (69%), followed by Routes 236 (67%) and 245 (64%).

The second- and third-most frequently selected reasons were “only transportation available” and “less expensive than other choices.” The percentage of riders choosing “only transportation available” was highest on Route 202 (71%), and the percentage of riders choosing “less expensive than other choices” was highest on Route 221 (48%).

The fourth- and fifth-most frequently selected reasons were “avoid driving/traffic” followed by “avoid parking at destination.” The percentage of riders choosing “avoid driving/traffic” was highest on Route 212 (48%), and the percentage of riders choosing “avoid parking at destination” was highest on Route 222 (38%).

## **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 36% and 76% 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 212. 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 “drive alone.” The percentage of riders choosing “drive alone” was highest on Route 217 (100%).

“Other MBTA service” was the second-most-commonly selected alternative mode on most routes. The percentage of riders choosing “other MBTA service” was also highest on Route 217 (100%). “Other” was the third-most-commonly selected alternative mode. The percentage of riders choosing “other” was highest on Route 202 (56%). The “other” responses that had write-in mode descriptions were most often “walk,” “taxi,” or “dropped off.” After “other,” “carpool/vanpool” and “bicycle” were the next-most-frequently selected transportation alternatives. The percentage of riders choosing “carpool/vanpool” was highest on Route 214 (42%) and the percentage of riders choosing “bicycle” was highest on Route 230 (15%).

**T** **MBTA Surveys: 2008-09**  
*Bus Survey*

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

Route: 201

Expanded Results

Fields Cnr Loop via Neponset Ave

Both Directions

<b>Trip Purpose:</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>	<b>Cumulative Percentage</b>
Home-based Work	327	74.0%	74.0%
Home-based School	23	5.3%	79.3%
Home-based Shopping	21	4.7%	84.0%
Home-based Social Activity	0	0.0%	84.0%
Home-based Personal Business	42	9.5%	93.5%
Home-based Work-related	0	0.0%	93.5%
Home-based Other	8	1.8%	95.3%
Work-based	0	0.0%	95.3%
Non-Home or Work-based	21	4.7%	100.0%
<b>TOTAL</b>	<b>442</b>		
No Answer	36		

<b>Reasons for Using the MBTA:</b>	<b>Number of Riders</b>	<b>Percent of Riders*</b>
Convenience	281	60.6%
Speed/travel time	117	25.3%
Avoid driving/traffic	114	24.6%
Avoid parking at destination	101	21.8%
Environmentally responsible	109	23.6%
Less expensive	119	25.8%
Can read/do work	88	19.1%
Only transportation available	190	41.0%
Other	8	1.7%
<b>TOTAL RIDERS GIVING AT LEAST 1 REASON:</b>	<b>463</b>	

<b>Use Other Mode to Make Same Trip?</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>	<b>Other Modes Reported by Riders Who Checked "Yes":</b>	<b>Number of Riders</b>	<b>Percent of Riders*</b>
Yes	192	42.8%	Drive alone	31	16.1%
No	258	57.2%	Non-MBTA bus	0	0.0%
			Carpool/vanpool	23	12.1%
<b>TOTAL</b>	<b>450</b>	<b>100.0%</b>	Bicycle	0	0.0%
No answer	29		Other MBTA service	81	41.9%
			Other	73	37.9%
			<b>TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:</b>	<b>192</b>	
			(No alternatives reported)	0	

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

**T** **MBTA Surveys: 2008-09**  
*Bus Survey*

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

Route: 202

Expanded Results

Fields Cnr Loop via Adams St

Both Directions

<b>Trip Purpose:</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>	<b>Cumulative Percentage</b>
Home-based Work	23	28.9%	28.9%
Home-based School	0	0.0%	28.9%
Home-based Shopping	8	9.6%	38.5%
Home-based Social Activity	0	0.0%	38.5%
Home-based Personal Business	21	25.9%	64.4%
Home-based Work-related	0	0.0%	64.4%
Home-based Other	0	0.0%	64.4%
Work-based	29	35.6%	100.0%
Non-Home or Work-based	0	0.0%	100.0%
<b>TOTAL</b>	<b>81</b>		
No Answer	8		

<b>Reasons for Using the MBTA:</b>	<b>Number of Riders</b>	<b>Percent of Riders*</b>
Convenience	16	19.2%
Speed/travel time	0	0.0%
Avoid driving/traffic	21	25.9%
Avoid parking at destination	29	35.6%
Environmentally responsible	21	25.9%
Less expensive	21	25.9%
Can read/do work	0	0.0%
Only transportation available	57	71.1%
Other	0	0.0%
<b>TOTAL RIDERS GIVING AT LEAST 1 REASON:</b>	<b>81</b>	

<b>Use Other Mode to Make Same Trip?</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>	<b>Other Modes Reported by Riders Who Checked "Yes":</b>	<b>Number of Riders</b>	<b>Percent of Riders*</b>
Yes	65	73.7%	Drive alone	0	0.0%
No	23	26.3%	Non-MBTA bus	0	0.0%
<b>TOTAL</b>	<b>88</b>	<b>100.0%</b>	Carpool/vanpool	21	32.1%
No answer	0		Bicycle	0	0.0%
			Other MBTA service	29	44.0%
			Other	36	56.0%
			<b>TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:</b>	<b>65</b>	
			(No alternatives reported)	0	

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

**T** **MBTA Surveys: 2008-09**  
*Bus Survey*

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

Route: 210

Expanded Results

Quincy Ctr Station - North Quincy Stn

Both Directions

<b>Trip Purpose:</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>	<b>Cumulative Percentage</b>
Home-based Work	169	36.1%	36.1%
Home-based School	18	3.9%	40.0%
Home-based Shopping	57	12.2%	52.2%
Home-based Social Activity	29	6.1%	58.4%
Home-based Personal Business	65	13.9%	72.2%
Home-based Work-related	0	0.0%	72.2%
Home-based Other	94	20.0%	92.2%
Work-based	18	3.9%	96.1%
Non-Home or Work-based	18	3.9%	100.0%
TOTAL	468		
No Answer	36		

<b>Reasons for Using the MBTA:</b>	<b>Number of Riders</b>	<b>Percent of Riders*</b>
Convenience	346	68.6%
Speed/travel time	148	29.4%
Avoid driving/traffic	148	29.4%
Avoid parking at destination	119	23.7%
Environmentally responsible	54	10.8%
Less expensive	158	31.4%
Can read/do work	91	18.0%
Only transportation available	216	42.8%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	504	

<b>Use Other Mode to Make Same Trip?</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>
Yes	382	75.8%
No	122	24.2%
TOTAL	504	100.0%
No answer	0	

<b>Other Modes Reported by Riders Who Checked "Yes":</b>	<b>Number of Riders</b>	<b>Percent of Riders*</b>
Drive alone	29	7.9%
Non-MBTA bus	0	0.0%
Carpool/vanpool	101	27.8%
Bicycle	0	0.0%
Other MBTA service	234	64.3%
Other	65	17.9%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	364	
(No alternatives reported)	18	

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

**T** **MBTA Surveys: 2008-09**  
*Bus Survey*

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

Route: 211

Expanded Results

Quincy Ctr Station - Squantum

Both Directions

<b>Trip Purpose:</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>	<b>Cumulative Percentage</b>
Home-based Work	138	34.6%	34.6%
Home-based School	18	4.6%	39.2%
Home-based Shopping	57	14.4%	53.6%
Home-based Social Activity	0	0.0%	53.6%
Home-based Personal Business	47	11.8%	65.4%
Home-based Work-related	47	11.8%	77.2%
Home-based Other	73	18.3%	95.4%
Work-based	18	4.6%	100.0%
Non-Home or Work-based	0	0.0%	100.0%
TOTAL	397		
No Answer	104		

<b>Reasons for Using the MBTA:</b>	<b>Number of Riders</b>	<b>Percent of Riders*</b>
Convenience	213	45.1%
Speed/travel time	94	19.8%
Avoid driving/traffic	148	31.3%
Avoid parking at destination	122	25.8%
Environmentally responsible	119	25.3%
Less expensive	138	29.1%
Can read/do work	75	16.0%
Only transportation available	223	47.3%
Other	36	7.7%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	473	

<b>Use Other Mode to Make Same Trip?</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>
Yes	242	53.1%
No	213	46.9%
TOTAL	454	100.0%
No answer	47	

<b>Other Modes Reported by Riders Who Checked "Yes":</b>	<b>Number of Riders</b>	<b>Percent of Riders*</b>
Drive alone	0	0.0%
Non-MBTA bus	0	0.0%
Carpool/vanpool	83	39.0%
Bicycle	29	13.4%
Other MBTA service	65	30.5%
Other	65	30.5%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	213	
(No alternatives reported)	29	

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

**T** **MBTA Surveys: 2008-09**  
*Bus Survey*

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

Route: 212

Expanded Results

Quincy Ctr Station - North Quincy Stn

Both Directions

<b>Trip Purpose:</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>	<b>Cumulative Percentage</b>
Home-based Work	140	72.0%	72.0%
Home-based School	36	18.6%	90.7%
Home-based Shopping	0	0.0%	90.7%
Home-based Social Activity	0	0.0%	90.7%
Home-based Personal Business	0	0.0%	90.7%
Home-based Work-related	0	0.0%	90.7%
Home-based Other	18	9.3%	100.0%
Work-based	0	0.0%	100.0%
Non-Home or Work-based	0	0.0%	100.0%
TOTAL	195		
No Answer	0		

<b>Reasons for Using the MBTA:</b>	<b>Number of Riders</b>	<b>Percent of Riders*</b>
Convenience	119	61.3%
Speed/travel time	101	52.0%
Avoid driving/traffic	94	48.0%
Avoid parking at destination	65	33.3%
Environmentally responsible	73	37.3%
Less expensive	73	37.3%
Can read/do work	83	42.7%
Only transportation available	83	42.7%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	195	

<b>Use Other Mode to Make Same Trip?</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>
Yes	148	76.0%
No	47	24.0%
TOTAL	195	100.0%
No answer	0	

<b>Other Modes Reported by Riders Who Checked "Yes":</b>	<b>Number of Riders</b>	<b>Percent of Riders*</b>
Drive alone	65	50.0%
Non-MBTA bus	0	0.0%
Carpool/vanpool	0	0.0%
Bicycle	0	0.0%
Other MBTA service	112	86.0%
Other	47	36.0%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	130	
(No alternatives reported)	18	

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

**T** **MBTA Surveys: 2008-09**  
*Bus Survey*

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

Route: 214

Expanded Results

Quincy Ctr Station - Germantown

Both Directions

<b>Trip Purpose:</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>	<b>Cumulative Percentage</b>
Home-based Work	311	40.0%	40.0%
Home-based School	52	6.7%	46.7%
Home-based Shopping	69	8.9%	55.6%
Home-based Social Activity	17	2.2%	57.8%
Home-based Personal Business	98	12.6%	70.4%
Home-based Work-related	17	2.2%	72.6%
Home-based Other	118	15.2%	87.8%
Work-based	0	0.0%	87.8%
Non-Home or Work-based	95	12.2%	100.0%
TOTAL	778		
No Answer	52		

<b>Reasons for Using the MBTA:</b>	<b>Number of Riders</b>	<b>Percent of Riders*</b>
Convenience	513	63.1%
Speed/travel time	213	26.2%
Avoid driving/traffic	118	14.5%
Avoid parking at destination	87	10.7%
Environmentally responsible	167	20.6%
Less expensive	236	29.1%
Can read/do work	133	16.3%
Only transportation available	404	49.7%
Other	49	6.0%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	812	

<b>Use Other Mode to Make Same Trip?</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>
Yes	282	36.3%
No	495	63.7%
TOTAL	778	100.0%
No answer	52	

<b>Other Modes Reported by Riders Who Checked "Yes":</b>	<b>Number of Riders</b>	<b>Percent of Riders*</b>
Drive alone	35	14.8%
Non-MBTA bus	0	0.0%
Carpool/vanpool	98	41.9%
Bicycle	32	13.6%
Other MBTA service	49	21.0%
Other	84	35.8%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	233	
(No alternatives reported)	49	

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



**T** **MBTA Surveys: 2008-09**  
*Bus Survey*

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

Route: 215

Expanded Results

Quincy Ctr Station - North Quincy Stn via West Quincy Both Directions

<b>Trip Purpose:</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>	<b>Cumulative Percentage</b>
Home-based Work	474	54.3%	54.3%
Home-based School	23	2.6%	57.0%
Home-based Shopping	22	2.5%	59.4%
Home-based Social Activity	0	0.0%	59.4%
Home-based Personal Business	88	10.1%	69.5%
Home-based Work-related	0	0.0%	69.5%
Home-based Other	111	12.7%	82.2%
Work-based	88	10.1%	92.2%
Non-Home or Work-based	68	7.8%	100.0%
TOTAL	873		
No Answer	43		

<b>Reasons for Using the MBTA:</b>	<b>Number of Riders</b>	<b>Percent of Riders*</b>
Convenience	359	42.1%
Speed/travel time	45	5.2%
Avoid driving/traffic	249	29.3%
Avoid parking at destination	313	36.7%
Environmentally responsible	135	15.9%
Less expensive	291	34.2%
Can read/do work	112	13.2%
Only transportation available	400	47.0%
Other	46	5.4%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	851	

<b>Use Other Mode to Make Same Trip?</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>
Yes	339	38.9%
No	533	61.1%
TOTAL	871	100.0%
No answer	45	

<b>Other Modes Reported by Riders Who Checked "Yes":</b>	<b>Number of Riders</b>	<b>Percent of Riders*</b>
Drive alone	139	40.9%
Non-MBTA bus	0	0.0%
Carpool/vanpool	22	6.4%
Bicycle	23	6.8%
Other MBTA service	134	39.5%
Other	22	6.4%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	339	
(No alternatives reported)	0	

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

**T** **MBTA Surveys: 2008-09**  
*Bus Survey*

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

Route: 216

Expanded Results

Quincy Ctr Station - Hough's Neck

Both Directions

<b>Trip Purpose:</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>	<b>Cumulative Percentage</b>
Home-based Work	334	55.5%	55.5%
Home-based School	49	8.1%	63.6%
Home-based Shopping	63	10.5%	74.1%
Home-based Social Activity	0	0.0%	74.1%
Home-based Personal Business	52	8.6%	82.8%
Home-based Work-related	35	5.7%	88.5%
Home-based Other	69	11.5%	100.0%
Work-based	0	0.0%	100.0%
Non-Home or Work-based	0	0.0%	100.0%
TOTAL	602		
No Answer	0		

<b>Reasons for Using the MBTA:</b>	<b>Number of Riders</b>	<b>Percent of Riders*</b>
Convenience	303	53.0%
Speed/travel time	69	12.1%
Avoid driving/traffic	205	35.9%
Avoid parking at destination	170	29.8%
Environmentally responsible	136	23.7%
Less expensive	156	27.3%
Can read/do work	84	14.6%
Only transportation available	251	43.9%
Other	66	11.6%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	571	

<b>Use Other Mode to Make Same Trip?</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>	<b>Other Modes Reported by Riders Who Checked "Yes":</b>	<b>Number of Riders</b>	<b>Percent of Riders*</b>
Yes	288	50.5%	Drive alone	87	33.7%
No	282	49.5%	Non-MBTA bus	17	6.7%
TOTAL	571	100.0%	Carpool/vanpool	52	20.2%
No answer	32		Bicycle	17	6.7%
			Other MBTA service	35	13.5%
			Other	66	25.8%
			TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	257	
			(No alternatives reported)	32	

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

**T** **MBTA Surveys: 2008-09**  
*Bus Survey*

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

Route: 217

Expanded Results

Quincy Ctr Station - Ashmont Station

Both Directions

<b>Trip Purpose:</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>	<b>Cumulative Percentage</b>
Home-based Work	94	57.8%	57.8%
Home-based School	22	13.2%	71.1%
Home-based Shopping	22	13.2%	84.3%
Home-based Social Activity	26	15.7%	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%
<b>TOTAL</b>	<b>163</b>		
No Answer	26		

<b>Reasons for Using the MBTA:</b>	<b>Number of Riders</b>	<b>Percent of Riders*</b>
Convenience	94	57.8%
Speed/travel time	47	28.9%
Avoid driving/traffic	26	15.7%
Avoid parking at destination	51	31.4%
Environmentally responsible	47	28.9%
Less expensive	51	31.4%
Can read/do work	22	13.2%
Only transportation available	22	13.2%
Other	0	0.0%
<b>TOTAL RIDERS GIVING AT LEAST 1 REASON:</b>	<b>162</b>	

<b>Use Other Mode to Make Same Trip?</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>	<b>Other Modes Reported by Riders Who Checked "Yes":</b>	<b>Number of Riders</b>	<b>Percent of Riders*</b>
Yes	73	51.4%	Drive alone	47	100.0%
No	69	48.6%	Non-MBTA bus	0	0.0%
			Carpool/vanpool	0	0.0%
			Bicycle	0	0.0%
<b>TOTAL</b>	<b>141</b>	<b>100.0%</b>	Other MBTA service	47	100.0%
No answer	47		Other	26	54.3%
			<b>TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:</b>	<b>47</b>	
			(No alternatives reported)	26	

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

**T** **MBTA Surveys: 2008-09**  
*Bus Survey*

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

Route: 220

Expanded Results

Quincy Ctr Station - Hingham Sq

Both Directions

<b>Trip Purpose:</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>	<b>Cumulative Percentage</b>
Home-based Work	514	51.1%	51.1%
Home-based School	39	3.9%	55.0%
Home-based Shopping	76	7.5%	62.5%
Home-based Social Activity	71	7.0%	69.5%
Home-based Personal Business	115	11.5%	81.0%
Home-based Work-related	13	1.3%	82.3%
Home-based Other	52	5.2%	87.5%
Work-based	31	3.1%	90.6%
Non-Home or Work-based	94	9.4%	100.0%
<b>TOTAL</b>	<b>1,006</b>		
No Answer	123		

<b>Reasons for Using the MBTA:</b>	<b>Number of Riders</b>	<b>Percent of Riders*</b>
Convenience	676	60.6%
Speed/travel time	207	18.5%
Avoid driving/traffic	440	39.4%
Avoid parking at destination	370	33.1%
Environmentally responsible	432	38.7%
Less expensive	475	42.5%
Can read/do work	309	27.7%
Only transportation available	422	37.8%
Other	0	0.0%
<b>TOTAL RIDERS GIVING AT LEAST 1 REASON:</b>	<b>1,117</b>	

<b>Use Other Mode to Make Same Trip?</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>	<b>Other Modes Reported by Riders Who Checked "Yes":</b>	<b>Number of Riders</b>	<b>Percent of Riders*</b>
Yes	556	49.8%	Drive alone	260	47.8%
No	561	50.2%	Non-MBTA bus	13	2.4%
			Carpool/vanpool	39	7.2%
			Bicycle	31	5.8%
			Other MBTA service	194	35.7%
			Other	134	24.6%
<b>TOTAL</b>	<b>1,117</b>	<b>100.0%</b>	<b>TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:</b>	<b>543</b>	
No answer	13		(No alternatives reported)	13	

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

**T** **MBTA Surveys: 2008-09**  
*Bus Survey*

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

Route: 221

Expanded Results

Quincy Ctr Station - Fort Point

Both Directions

<b>Trip Purpose:</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>	<b>Cumulative Percentage</b>
Home-based Work	131	64.9%	64.9%
Home-based School	0	0.0%	64.9%
Home-based Shopping	0	0.0%	64.9%
Home-based Social Activity	0	0.0%	64.9%
Home-based Personal Business	45	22.1%	87.0%
Home-based Work-related	0	0.0%	87.0%
Home-based Other	26	13.0%	100.0%
Work-based	0	0.0%	100.0%
Non-Home or Work-based	0	0.0%	100.0%
TOTAL	202		
No Answer	0		

<b>Reasons for Using the MBTA:</b>	<b>Number of Riders</b>	<b>Percent of Riders*</b>
Convenience	84	41.5%
Speed/travel time	0	0.0%
Avoid driving/traffic	79	39.0%
Avoid parking at destination	39	19.5%
Environmentally responsible	66	32.5%
Less expensive	97	48.0%
Can read/do work	66	32.5%
Only transportation available	97	48.0%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	202	

<b>Use Other Mode to Make Same Trip?</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>
Yes	105	55.6%
No	84	44.4%
TOTAL	189	100.0%
No answer	13	

<b>Other Modes Reported by Riders Who Checked "Yes":</b>	<b>Number of Riders</b>	<b>Percent of Riders*</b>
Drive alone	52	66.7%
Non-MBTA bus	0	0.0%
Carpool/vanpool	0	0.0%
Bicycle	0	0.0%
Other MBTA service	39	50.0%
Other	13	16.7%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	79	
(No alternatives reported)	26	

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

**T** **MBTA Surveys: 2008-09**  
*Bus Survey*

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

Route: 222

Expanded Results

Quincy Ctr Station - East Weymouth

Both Directions

<b>Trip Purpose:</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>	<b>Cumulative Percentage</b>
Home-based Work	239	48.2%	48.2%
Home-based School	45	9.0%	57.1%
Home-based Shopping	13	2.6%	59.8%
Home-based Social Activity	71	14.3%	74.1%
Home-based Personal Business	31	6.3%	80.4%
Home-based Work-related	0	0.0%	80.4%
Home-based Other	58	11.6%	92.1%
Work-based	13	2.6%	94.7%
Non-Home or Work-based	26	5.3%	100.0%
TOTAL	495		
No Answer	13		

<b>Reasons for Using the MBTA:</b>	<b>Number of Riders</b>	<b>Percent of Riders*</b>
Convenience	301	59.3%
Speed/travel time	71	13.9%
Avoid driving/traffic	194	38.1%
Avoid parking at destination	194	38.1%
Environmentally responsible	84	16.5%
Less expensive	149	29.4%
Can read/do work	52	10.3%
Only transportation available	136	26.8%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	508	

<b>Use Other Mode to Make Same Trip?</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>
Yes	207	43.4%
No	270	56.6%
TOTAL	477	100.0%
No answer	31	

**Other Modes Reported by Riders Who Checked "Yes":**

	<b>Number of Riders</b>	<b>Percent of Riders*</b>
Drive alone	110	53.2%
Non-MBTA bus	0	0.0%
Carpool/vanpool	26	12.7%
Bicycle	13	6.3%
Other MBTA service	39	19.0%
Other	71	34.2%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	207	
(No alternatives reported)	0	

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

**T** **MBTA Surveys: 2008-09**  
*Bus Survey*

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

Route: 225

Expanded Results

Quincy Ctr Station - Weymouth Landing

Both Directions

<b>Trip Purpose:</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>	<b>Cumulative Percentage</b>
Home-based Work	794	54.6%	54.6%
Home-based School	25	1.7%	56.3%
Home-based Shopping	79	5.4%	61.7%
Home-based Social Activity	0	0.0%	61.7%
Home-based Personal Business	98	6.8%	68.5%
Home-based Work-related	49	3.4%	71.9%
Home-based Other	281	19.3%	91.2%
Work-based	25	1.7%	92.9%
Non-Home or Work-based	104	7.1%	100.0%
TOTAL	1,454		
No Answer	153		

<b>Reasons for Using the MBTA:</b>	<b>Number of Riders</b>	<b>Percent of Riders*</b>
Convenience	581	37.4%
Speed/travel time	251	16.2%
Avoid driving/traffic	483	31.1%
Avoid parking at destination	439	28.3%
Environmentally responsible	592	38.1%
Less expensive	587	37.8%
Can read/do work	262	16.8%
Only transportation available	794	51.1%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	1,553	

<b>Use Other Mode to Make Same Trip?</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>	<b>Other Modes Reported by Riders Who Checked "Yes":</b>	<b>Number of Riders</b>	<b>Percent of Riders*</b>
Yes	631	39.9%	Drive alone	202	42.3%
No	952	60.1%	Non-MBTA bus	0	0.0%
TOTAL	1,582	100.0%	Carpool/vanpool	128	26.8%
No answer	25		Bicycle	25	5.1%
			Other MBTA service	49	10.3%
			Other	202	42.3%
			TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	478	
			(No alternatives reported)	153	

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

**T** **MBTA Surveys: 2008-09**  
*Bus Survey*

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

Route: 230

Expanded Results

Quincy Ctr Station - Montello

Both Directions

<b>Trip Purpose:</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>	<b>Cumulative Percentage</b>
Home-based Work	348	70.4%	70.4%
Home-based School	15	3.0%	73.4%
Home-based Shopping	10	2.0%	75.5%
Home-based Social Activity	0	0.0%	75.5%
Home-based Personal Business	56	11.2%	86.7%
Home-based Work-related	0	0.0%	86.7%
Home-based Other	20	4.1%	90.8%
Work-based	5	1.0%	91.8%
Non-Home or Work-based	41	8.2%	100.0%
<b>TOTAL</b>	<b>495</b>		
No Answer	81		

<b>Reasons for Using the MBTA:</b>	<b>Number of Riders</b>	<b>Percent of Riders*</b>
Convenience	299	52.8%
Speed/travel time	102	18.0%
Avoid driving/traffic	248	43.7%
Avoid parking at destination	213	37.6%
Environmentally responsible	131	23.2%
Less expensive	238	42.0%
Can read/do work	121	21.5%
Only transportation available	212	37.5%
Other	25	4.5%
<b>TOTAL RIDERS GIVING AT LEAST 1 REASON:</b>	<b>566</b>	

<b>Use Other Mode to Make Same Trip?</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>	<b>Other Modes Reported by Riders Who Checked "Yes":</b>	<b>Number of Riders</b>	<b>Percent of Riders*</b>
Yes	273	49.1%	Drive alone	121	49.9%
No	283	50.9%	Non-MBTA bus	5	2.1%
			Carpool/vanpool	51	20.8%
			Bicycle	35	14.5%
			Other MBTA service	51	20.8%
			Other	56	22.9%
<b>TOTAL</b>	<b>556</b>	<b>100.0%</b>	<b>TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:</b>	<b>243</b>	
No answer	20		(No alternatives reported)	30	

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



**T** **MBTA Surveys: 2008-09**  
*Bus Survey*

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

Route: 236

Expanded Results

Quincy Ctr Station - South Shore Plaza

Both Directions

<b>Trip Purpose:</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>	<b>Cumulative Percentage</b>
Home-based Work	167	51.5%	51.5%
Home-based School	0	0.0%	51.5%
Home-based Shopping	59	18.2%	69.7%
Home-based Social Activity	0	0.0%	69.7%
Home-based Personal Business	30	9.1%	78.8%
Home-based Work-related	0	0.0%	78.8%
Home-based Other	30	9.1%	87.9%
Work-based	39	12.1%	100.0%
Non-Home or Work-based	0	0.0%	100.0%
<b>TOTAL</b>	<b>325</b>		
No Answer	0		

<b>Reasons for Using the MBTA:</b>	<b>Number of Riders</b>	<b>Percent of Riders*</b>
Convenience	197	66.7%
Speed/travel time	39	13.3%
Avoid driving/traffic	138	46.6%
Avoid parking at destination	39	13.3%
Environmentally responsible	108	36.6%
Less expensive	69	23.3%
Can read/do work	79	26.6%
Only transportation available	89	30.0%
Other	30	10.0%
<b>TOTAL RIDERS GIVING AT LEAST 1 REASON:</b>	<b>295</b>	

<b>Use Other Mode to Make Same Trip?</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>
Yes	158	53.4%
No	138	46.6%
<b>TOTAL</b>	<b>295</b>	<b>100.0%</b>
No answer	30	

<b>Other Modes Reported by Riders Who Checked "Yes":</b>	<b>Number of Riders</b>	<b>Percent of Riders*</b>
Drive alone	59	37.5%
Non-MBTA bus	0	0.0%
Carpool/vanpool	30	18.8%
Bicycle	0	0.0%
Other MBTA service	69	43.7%
Other	0	0.0%
<b>TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:</b>	<b>158</b>	
(No alternatives reported)	0	

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

**T** **MBTA Surveys: 2008-09**  
*Bus Survey*

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

Route: 238

Expanded Results

Quincy Ctr Station - Holbrook/Randolph

Both Directions

<b>Trip Purpose:</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>	<b>Cumulative Percentage</b>
Home-based Work	558	68.4%	68.4%
Home-based School	42	5.2%	73.5%
Home-based Shopping	100	12.3%	85.8%
Home-based Social Activity	26	3.2%	89.0%
Home-based Personal Business	0	0.0%	89.0%
Home-based Work-related	0	0.0%	89.0%
Home-based Other	47	5.8%	94.8%
Work-based	21	2.6%	97.4%
Non-Home or Work-based	21	2.6%	100.0%
TOTAL	817		
No Answer	142		

<b>Reasons for Using the MBTA:</b>	<b>Number of Riders</b>	<b>Percent of Riders*</b>
Convenience	522	54.4%
Speed/travel time	153	15.9%
Avoid driving/traffic	306	31.9%
Avoid parking at destination	269	28.0%
Environmentally responsible	243	25.3%
Less expensive	443	46.2%
Can read/do work	169	17.6%
Only transportation available	543	56.6%
Other	53	5.5%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	959	

<b>Use Other Mode to Make Same Trip?</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>	<b>Other Modes Reported by Riders Who Checked "Yes":</b>	<b>Number of Riders</b>	<b>Percent of Riders*</b>
Yes	437	46.6%	Drive alone	132	31.6%
No	501	53.4%	Non-MBTA bus	0	0.0%
TOTAL	938	100.0%	Carpool/vanpool	26	6.3%
No answer	21		Bicycle	47	11.4%
			Other MBTA service	184	44.3%
			Other	111	26.6%
			TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	416	
			(No alternatives reported)	21	

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

**T** **MBTA Surveys: 2008-09**  
*Bus Survey*

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

Route: 240

Expanded Results

Avon Sq/Holbrook/Randolph - Ashmont Station

Both Directions

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	437	32.3%	32.3%
Home-based School	226	16.7%	49.0%
Home-based Shopping	41	3.0%	52.0%
Home-based Social Activity	0	0.0%	52.0%
Home-based Personal Business	55	4.0%	56.1%
Home-based Work-related	96	7.1%	63.1%
Home-based Other	246	18.2%	81.3%
Work-based	123	9.1%	90.4%
Non-Home or Work-based	130	9.6%	100.0%
TOTAL	1,354		
No Answer	61		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	841	59.4%
Speed/travel time	219	15.5%
Avoid driving/traffic	519	36.7%
Avoid parking at destination	417	29.5%
Environmentally responsible	171	12.1%
Less expensive	335	23.7%
Can read/do work	328	23.2%
Only transportation available	691	48.8%
Other	20	1.4%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	1,415	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	861	64.3%
No	479	35.7%
TOTAL	1,340	100.0%
No answer	75	

**Other Modes Reported by Riders Who Checked "Yes":**

	Number of Riders	Percent of Riders*
Drive alone	273	34.2%
Non-MBTA bus	0	0.0%
Carpool/vanpool	157	19.7%
Bicycle	0	0.0%
Other MBTA service	267	33.3%
Other	123	15.4%
TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:	800	
(No alternatives reported)	61	

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

**T** **MBTA Surveys: 2008-09**  
*Bus Survey*

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

Route: 245

Expanded Results

Quincy Ctr Station - Mattapan Station

Both Directions

<b>Trip Purpose:</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>	<b>Cumulative Percentage</b>
Home-based Work	142	67.5%	67.5%
Home-based School	0	0.0%	67.5%
Home-based Shopping	0	0.0%	67.5%
Home-based Social Activity	10	4.8%	72.3%
Home-based Personal Business	0	0.0%	72.3%
Home-based Work-related	8	3.6%	75.9%
Home-based Other	33	15.7%	91.6%
Work-based	18	8.4%	100.0%
Non-Home or Work-based	0	0.0%	100.0%
<b>TOTAL</b>	<b>210</b>		
No Answer	8		

<b>Reasons for Using the MBTA:</b>	<b>Number of Riders</b>	<b>Percent of Riders*</b>
Convenience	129	64.4%
Speed/travel time	15	7.7%
Avoid driving/traffic	64	31.8%
Avoid parking at destination	48	24.1%
Environmentally responsible	64	31.8%
Less expensive	91	45.6%
Can read/do work	33	16.5%
Only transportation available	74	36.8%
Other	0	0.0%
<b>TOTAL RIDERS GIVING AT LEAST 1 REASON:</b>	<b>200</b>	

<b>Use Other Mode to Make Same Trip?</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>	<b>Other Modes Reported by Riders Who Checked "Yes":</b>	<b>Number of Riders</b>	<b>Percent of Riders*</b>
Yes	127	58.1%	Drive alone	71	64.8%
No	91	41.9%	Non-MBTA bus	8	7.0%
			Carpool/vanpool	15	14.1%
<b>TOTAL</b>	<b>218</b>	<b>100.0%</b>	Bicycle	8	7.0%
No answer	0		Other MBTA service	15	14.1%
			Other	23	21.1%
			<b>TOTAL RIDERS GIVING AT LEAST 1 ALTERNATE:</b>	<b>109</b>	
			(No alternatives reported)	18	

*\*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 Quincy 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 Quincy 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. Quincy 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 17, the number for people boarding Route 240, while the lowest was 2, the number for Routes 212 and 221. 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**

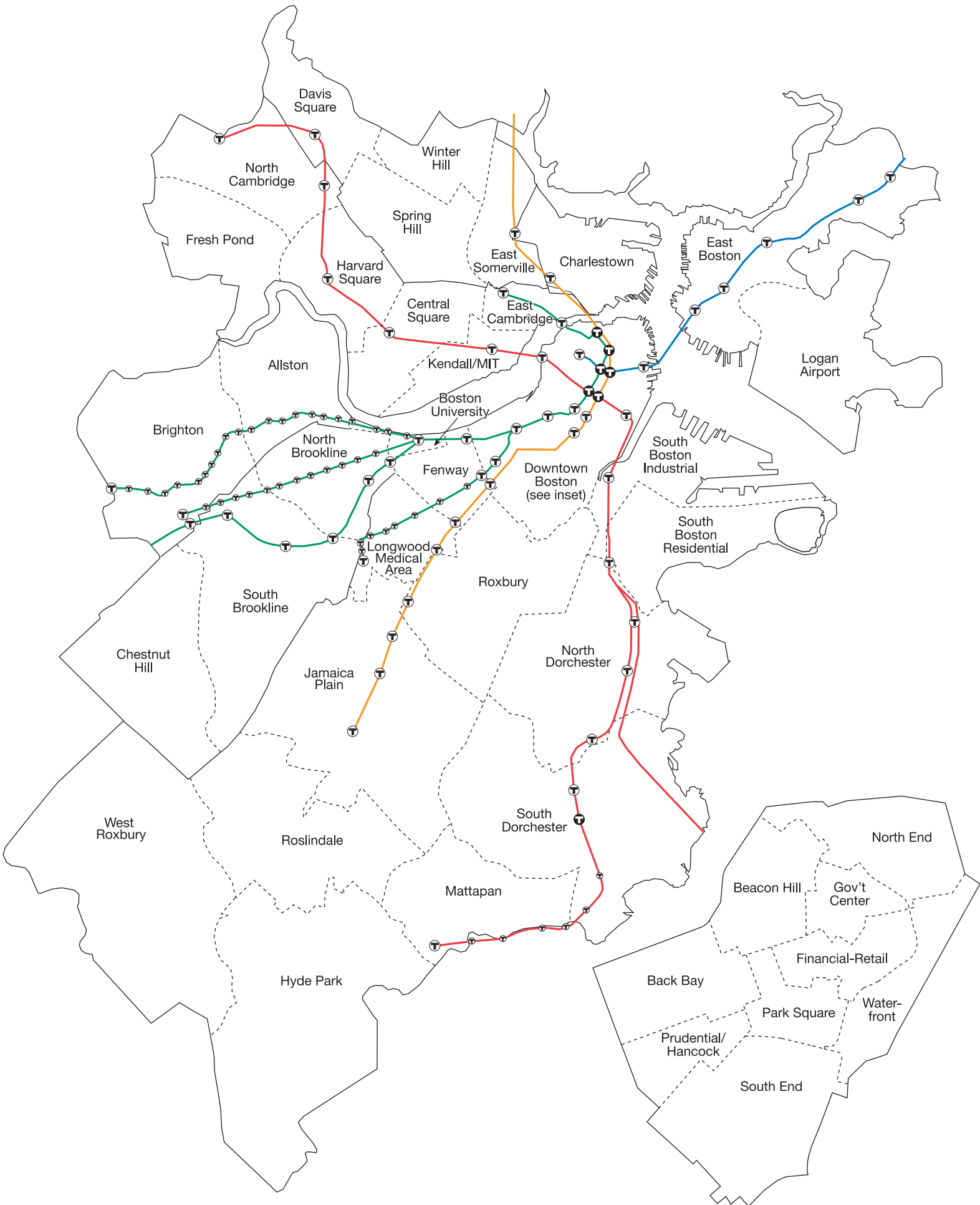
For the most part, the origin activity of people boarding each bus route was home: looking at the riders from the top 10 origin locations for these routes, home was the origin activity for 74%. This is partly a reflection of the hours when the survey was handed out (6:00 AM to 3:30 PM). Had the survey 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, personal business, and store. Looking at the riders with the top 10 origin locations for all Quincy Garage bus routes, work was the origin activity for 6%, followed by personal business and store both with 5%.

The percentages of riders whose origin activity was home were the highest on Routes 221 and 245 (both 84%) and 201 (81%) and were the lowest on Routes 202 (44%), 211 (49%), and 222 (55%). The percentages of riders with work and personal business origin activities were both the highest for Route 202 (32% and 24%, respectively), and the percentage of riders with store origin activities was the highest for Route 211 (15%).

Figure 4-1  
**Neighborhood Boundaries**





**Origin Locations and Activities**
**Route: 201**

Expanded Results

**Fields Cnr Loop via Neponset Ave**
**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: South Dorchester	353	73.8%	5.9%	85.9%				5.9%		2.2%	
Boston: North Dorchester	42	8.7%		50.0%			50.0%				
Boston: Mattapan	21	4.4%		100.0%							
Boston: Roxbury	21	4.4%		100.0%							
Boston: South End	21	4.4%						100.0%			
Cambridge: North Cambridge	21	4.4%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
<b>OVERALL TOTAL</b>	<b>479</b>	<b>100.0%</b>	<b>4.4%</b>	<b>80.9%</b>			<b>4.4%</b>	<b>8.7%</b>		<b>1.6%</b>	

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

**Origin Locations and Activities**

Route: 202

Expanded Results

Fields Cnr Loop via Adams St

Both Directions

City/Neighborhood Origins	ORIGIN LOCATIONS		ORIGIN ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: South Dorchester	47	52.7%		83.3%		16.7%					
Boston: Back Bay	21	23.7%				100.0%					
Boston: South End	21	23.7%						100.0%			
Other (< 0.5 % of riders)	0	0.0%									
<b>OVERALL TOTAL</b>	<b>88</b>	<b>100.0%</b>		<b>43.9%</b>		<b>32.4%</b>		<b>23.7%</b>			

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

**Origin Locations and Activities**

Route: 210

Expanded Results

Quincy Ctr Station - North Quincy Stn

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	346	68.6%		67.7%	15.8%					8.3%	8.3%
Boston: South Dorchester	94	18.6%		100.0%							
Hingham	29	5.7%		100.0%							
Boston: Financial/Retail	18	3.6%				100.0%					
Boston: North Dorchester	18	3.6%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
<b>OVERALL TOTAL</b>	<b>504</b>	<b>100.0%</b>		<b>74.2%</b>	<b>10.8%</b>	<b>3.6%</b>				<b>5.7%</b>	<b>5.7%</b>

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

**Origin Locations and Activities**

Route: 211

Expanded Results

Quincy Ctr Station - Squantum

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	426	85.0%		57.9%		11.0%	17.7%		6.7%		6.7%
Boston: Downtwn Unspecified	29	5.7%						100.0%			
Boston: Govt Center	29	5.7%	100.0%								
Boston: Logan Airport	18	3.6%									100.0%
Other (< 0.5 % of riders)	0	0.0%									
<b>OVERALL TOTAL</b>	<b>501</b>	<b>100.0%</b>	<b>5.7%</b>	<b>49.2%</b>		<b>9.3%</b>	<b>15.0%</b>	<b>5.7%</b>	<b>5.7%</b>		<b>9.3%</b>

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

**Origin Locations and Activities**

Route: 212

Expanded Results

Quincy Ctr Station - North Quincy Stn

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	177	90.7%		63.2%	20.6%	16.2%					
Boston: Govt Center	18	9.3%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
<b>OVERALL TOTAL</b>	<b>195</b>	<b>100.0%</b>		<b>66.7%</b>	<b>18.6%</b>	<b>14.7%</b>					

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

**Origin Locations and Activities**

Route: 214

Expanded Results

Quincy Ctr Station - Germantown

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	703	84.8%		70.5%		11.5%	4.5%	9.0%		4.5%	
Boston: South Dorchester	63	7.6%		50.0%							50.0%
Boston: Mattapan	32	3.8%		100.0%							
Braintree	32	3.8%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
<b>OVERALL TOTAL</b>	<b>830</b>	<b>100.0%</b>		<b>67.4%</b>		<b>13.5%</b>	<b>3.8%</b>	<b>7.6%</b>		<b>3.8%</b>	<b>3.8%</b>

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

**Origin Locations and Activities**
**Route: 215**

Expanded Results

**Quincy Ctr Station - North Quincy Stn via West Quincy**
**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	605	66.1%		74.0%		18.3%	3.8%				3.8%
Boston: South Dorchester	86	9.4%		75.0%							25.0%
Boston: North Dorchester	23	2.5%			100.0%						
Boston: So Bos Indust	23	2.5%				100.0%					
Boston: Unspecified	23	2.5%				100.0%					
Chelsea	23	2.5%		100.0%							
Medford	23	2.5%		100.0%							
Weymouth	23	2.5%				100.0%					
Boston: Mattapan	22	2.4%						100.0%			
Boston: Roslindale	22	2.4%								100.0%	
Boston: Roxbury	22	2.4%			100.0%						
Stoughton	22	2.4%									100.0%
Other (< 0.5 % of riders)	0	0.0%									
<b>OVERALL TOTAL</b>	<b>916</b>	<b>100.0%</b>		<b>61.0%</b>	<b>4.9%</b>	<b>19.7%</b>	<b>2.5%</b>	<b>2.4%</b>		<b>2.4%</b>	<b>7.2%</b>

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

**Origin Locations and Activities**

Route: 216

Expanded Results

Quincy Ctr Station - Hough's Neck

Both Directions

City/Neighborhood Origins	ORIGIN LOCATIONS		ORIGIN ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Quincy	476	79.0%		86.7%	6.6%		6.6%				
Boston: Beacon Hill	32	5.3%				100.0%					
Boston: North Dorchester	32	5.3%					100.0%				
Boston: So Bos Indust	32	5.3%				100.0%					
Cambridge: Central Square	32	5.3%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
<b>OVERALL TOTAL</b>	<b>602</b>	<b>100.0%</b>		<b>73.7%</b>	<b>5.3%</b>	<b>10.5%</b>	<b>10.5%</b>				

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



**Origin Locations and Activities**

Route: 217

Expanded Results

Quincy Ctr Station - Ashmont Station

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	76	40.7%		66.7%				33.3%			
Milton	47	25.0%		100.0%							
Boston: South Dorchester	43	22.9%		100.0%							
Boston: Roxbury	22	11.4%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
<b>OVERALL TOTAL</b>	<b>188</b>	<b>100.0%</b>		<b>75.0%</b>		<b>11.4%</b>		<b>13.6%</b>			

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

**Origin Locations and Activities**

Route: 220

Expanded Results

Quincy Ctr Station - Hingham 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
Quincy	464	41.1%		72.9%			6.8%	6.8%		6.8%	6.8%
Weymouth	239	21.1%	13.2%	86.8%							
Hingham	184	16.2%		92.9%			7.1%				
Hull	52	4.6%		100.0%							
Cohasset	39	3.5%		100.0%							
Boston: Financial/Retail	31	2.8%								100.0%	
Boston: South Dorchester	31	2.8%		100.0%							
Boston: South End	31	2.8%						100.0%			
Boston: Waterfront	31	2.8%				100.0%					
Scituate	26	2.3%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
<b>OVERALL TOTAL</b>	<b>1,130</b>	<b>100.0%</b>	<b>2.8%</b>	<b>76.6%</b>		<b>2.8%</b>	<b>3.9%</b>	<b>5.6%</b>		<b>5.6%</b>	<b>2.8%</b>

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

**Origin Locations and Activities**

Route: 221

Expanded Results

Quincy Ctr Station - Fort Point

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
Weymouth	131	64.9%		100.0%							
Quincy	71	35.1%		55.6%				44.4%			
Other (< 0.5 % of riders)	0	0.0%									
<b>OVERALL TOTAL</b>	<b>202</b>	<b>100.0%</b>		<b>84.4%</b>				<b>15.6%</b>			

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



# MBTA Surveys: 2008-09

## Bus Survey

### Origin Locations and Activities

Route: 222

Expanded Results

Quincy Ctr Station - East Weymouth

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	199	39.2%		68.4%						15.8%	15.8%
Weymouth	184	36.1%		78.6%				7.1%			14.3%
Boston: Beacon Hill	63	12.4%				50.0%		50.0%			
Boston: Waterfront	63	12.4%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
<b>OVERALL TOTAL</b>	<b>508</b>	<b>100.0%</b>		<b>55.2%</b>		<b>18.5%</b>		<b>8.8%</b>		<b>6.2%</b>	<b>11.3%</b>

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

**Origin Locations and Activities**

Route: 225

Expanded Results

Quincy Ctr Station - Weymouth Landing

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	818	50.9%	6.6%	70.4%		9.6%	13.3%				
Weymouth	394	24.5%		75.0%		6.3%		6.3%			12.5%
Braintree	177	11.0%		69.4%							30.6%
Boston: Financial/Retail	54	3.4%				100.0%					
Boston: Jamaica Plain	54	3.4%		100.0%							
Boston: North Dorchester	54	3.4%		100.0%							
Watertown	54	3.4%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
<b>OVERALL TOTAL</b>	<b>1,607</b>	<b>100.0%</b>	<b>3.4%</b>	<b>72.0%</b>		<b>9.8%</b>	<b>6.8%</b>	<b>1.5%</b>			<b>6.4%</b>

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

**Origin Locations and Activities**
**Route: 230**

Expanded Results

**Quincy Ctr Station - Montello**
**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
Braintree	167	29.0%		97.0%		3.0%					
Quincy	163	28.2%		81.2%				9.4%			9.4%
Brockton	100	17.4%		95.0%							5.0%
Holbrook	85	14.8%		76.2%				17.9%		5.9%	
Boston: Financial/Retail	15	2.7%				100.0%					
Boston: Govt Center	15	2.7%				100.0%					
Boston: So Bos Indust	15	2.7%						100.0%			
Avon	5	0.9%		100.0%							
Unspecified	5	0.9%				100.0%					
Weymouth	5	0.9%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
<b>OVERALL TOTAL</b>	<b>576</b>	<b>100.0%</b>		<b>80.6%</b>		<b>7.0%</b>		<b>8.0%</b>		<b>0.9%</b>	<b>3.5%</b>

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

**Origin Locations and Activities**

Route: 236

Expanded Results

Quincy Ctr Station - South Shore Plaza

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	128	39.4%		46.2%		23.1%		30.7%			
Braintree	108	33.3%		100.0%							
Boston: Jamaica Plain	30	9.1%		100.0%							
Middleborough	30	9.1%		100.0%							
Weymouth	30	9.1%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
<b>OVERALL TOTAL</b>	<b>325</b>	<b>100.0%</b>		<b>78.8%</b>		<b>9.1%</b>		<b>12.1%</b>			

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

**Origin Locations and Activities**

Route: 238

Expanded Results

Quincy Ctr Station - Holbrook/Randolph

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	575	59.9%	4.6%	82.6%		3.7%	4.6%	4.6%			
Braintree	158	16.5%		30.0%		13.3%	30.0%	26.6%			
Randolph	153	15.9%		100.0%							
Boston: Longwood Med Area	26	2.8%		100.0%							
Boston: North Dorchester	26	2.8%		100.0%							
Brockton	21	2.2%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
<b>OVERALL TOTAL</b>	<b>959</b>	<b>100.0%</b>	<b>2.8%</b>	<b>78.0%</b>		<b>4.4%</b>	<b>7.7%</b>	<b>7.1%</b>			

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



**Origin Locations and Activities**
**Route: 240**

Expanded Results

**Avon Sq/Holbrook/Randolph - Ashmont Station**
**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
Randolph	642	45.4%		90.4%	3.2%			3.2%			3.2%
Milton	130	9.2%		73.7%				26.3%			
Boston: South Dorchester	109	7.7%		50.0%				18.7%			31.3%
Boston: Financial/Retail	68	4.8%			50.0%			50.0%			
Boston: Govt Center	68	4.8%			50.0%	50.0%					
Boston: Mattapan	41	2.9%		100.0%							
Holbrook	41	2.9%		50.0%		50.0%					
Boston: B U	34	2.4%						100.0%			
Boston: Back Bay	34	2.4%			100.0%						
Boston: Downtwn Unspecified	34	2.4%							100.0%		
Boston: Fenway	34	2.4%			100.0%						
Boston: North Dorchester	34	2.4%		100.0%							
Boston: Roxbury	34	2.4%				100.0%					
Boston: South End	34	2.4%				100.0%					
Cambridge: Kendall/MIT	34	2.4%				100.0%					
Avon	20	1.4%		100.0%							
Stoughton	20	1.4%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
<b>OVERALL TOTAL</b>	<b>1,415</b>	<b>100.0%</b>		<b>61.3%</b>	<b>11.1%</b>	<b>11.1%</b>		<b>10.2%</b>	<b>2.4%</b>		<b>3.9%</b>

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

**Origin Locations and Activities**

Route: 245

Expanded Results

Quincy Ctr Station - Mattapan Station

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	160	73.2%		82.7%		4.8%	6.3%			6.3%	
Milton	41	18.7%		81.1%		18.9%					
Braintree	10	4.6%		100.0%							
Boston: Mattapan	8	3.5%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
<b>OVERALL TOTAL</b>	<b>218</b>	<b>100.0%</b>		<b>83.8%</b>		<b>7.0%</b>	<b>4.6%</b>			<b>4.6%</b>	

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



## **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 Quincy 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 private access mode to every Quincy Garage bus route. The highest walk access rates were on Routes 210 (85%), 211 (84%), and 221 (83%). Drop-off access trips were the second-largest private access mode. The highest drop-off access rates were on Routes 217 (11%) and 214 and 238 (both 10%). Route 220 had the highest drive rate of the bus routes in Quincy Garage (10%); the next highest rate was on Route 230 (9%) followed by Route 210 (6%).

The public access modes most used by riders on Quincy Garage routes were MBTA bus and rapid transit. The highest bus access rates were on Routes 236 (21%), 221 (17%), and 214 (16%). The highest rapid transit access rates were on Routes 202 (47%), 240 (27%), and 222 (25%). The only commuter rail access trips were reported on Route 236 (9%).

## **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 212 (3 minutes) and 221 and 201 (both 5 minutes). The highest walk access times were reported by riders on Routes 230, 211, and 202 (all 10 minutes). The highest reported drive/park access times were on Routes 240 (20 minutes), 210 (15 minutes), and 220 (10 minutes), and the highest reported drop-off access

times were on Routes 225 (22 minutes), 214 (11 minutes), and 201 (10 minutes).

Walk access times to all Quincy Garage bus routes combined averaged 8 minutes. Slightly more than 20% 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**

<b>Designation</b>	<b>Definition</b>
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 236 (39%), 240 (30%), and 215 (28%). No drive/park access trips were reported on any of the surveyed bus routes and the highest drop-off access rate was reported on Route 211 (6%).

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 202 (24%), 236 (21%), and 221 (17%). 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 222 (25%), 202 (24%), and 240 (22%).

The most commonly listed connecting bus route from which bus riders on the surveyed routes transferred was Route 225, followed by Routes 215 and 238. 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 76, followed by Routes 71 and 17.



# MBTA Surveys: 2008-09

## Bus Survey

### Access to the Bus

Expanded Results

Route: 201

Fields Cnr Loop via Neponset Ave

Both Directions

#### For Passengers Transferring from Other Transit:

#### Access Mode to this Bus:

	Number of Riders	Percent of Riders
Walk Access	303	64.4%
Drive/Park Access	0	0.0%
Drop-off Access	21	4.4%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	324	68.9%
MBTA Bus	42	8.9%
Other Bus	0	0.0%
Rapid Transit	105	22.2%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	146	31.1%
TOTAL	471	100.0%
No Answer	8	

#### Access Mode to the Transit System:

	Number of Riders	Percent of Riders
Walk	84	17.8%
Drive/Park	0	0.0%
Drop-off	21	4.4%
Other	21	4.4%
TOTAL	126	26.7%
No Answer	21	

#### Initial Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	63	13.3%
Other Bus	0	0.0%
Rapid Transit	84	17.8%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	146	31.1%

#### Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
19	21	50.0%
17	21	50.0%
TOTAL	42	100.0%

#### Bus Transfers from Nonconnecting Routes:

	Number of Riders	Percent of Riders
10	21	100.0%
TOTAL	21	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	197	76.0%			0	0.0%			197	70.4%
6-10	39	15.0%			21	100.0%			60	21.3%
11-15	16	6.0%			0	0.0%			16	5.5%
16-20	8	3.0%	(No responses)		0	0.0%	(No responses)		8	2.8%
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	259	100.0%			21	100.0%			280	100.0%
No Answer	44				0				44	
Avg. Time (min)		4.8				10.0				5.2



# MBTA Surveys: 2008-09

## Bus Survey

### Access to the Bus

Expanded Results

Route: 202

Fields Cnr Loop via Adams St

Both Directions

#### For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders	Percent of Riders	<i>Access Mode to the Transit System:</i>	Number of Riders	Percent of Riders
Walk Access	39	43.9%	Walk	21	23.7%
Drive/Park Access	0	0.0%	Drive/Park	0	0.0%
Drop-off Access	8	8.8%	Drop-off	0	0.0%
Taxi Access	0	0.0%	Other	0	0.0%
Shuttle/Van Access	0	0.0%	TOTAL	21	23.7%
Bicycle Access	0	0.0%	No Answer	21	
Other Access	0	0.0%			
Total Private Trans.	47	52.7%	<i>Initial Transit Mode Used on Trip:</i>		
MBTA Bus	0	0.0%	MBTA Bus	21	23.7%
Other Bus	0	0.0%	Other Bus	0	0.0%
Rapid Transit	42	47.3%	Rapid Transit	21	23.7%
Commuter Rail	0	0.0%	Commuter Rail	0	0.0%
Boat	0	0.0%	Boat	0	0.0%
Other	0	0.0%	Other	0	0.0%
Total Public Trans.	42	47.3%	TOTAL	42	47.3%
TOTAL	88	100.0%			
No Answer	0				

#### Bus Transfers from Connecting Routes:

Number of Riders	Percent of Riders
------------------	-------------------

#### Bus Transfers from Nonconnecting Routes:

Number of Riders	Percent of Riders
------------------	-------------------

	10	21	100.0%		
TOTAL	0	0.0%	TOTAL	21	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	0	0.0%							0	0.0%
6-10	23	75.0%							23	75.0%
11-15	8	25.0%	(No responses)		(No responses)		(No responses)		8	25.0%
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	31	100.0%							31	100.0%
No Answer	8				8				16	
Avg. Time (min)		9.8								9.8





# MBTA Surveys: 2008-09

## Bus Survey

### Access to the Bus

Expanded Results

Route: 210

Quincy Ctr Station - North Quincy Stn

Both Directions

#### For Passengers Transferring from Other Transit:

#### Access Mode to this Bus:

	Number of Riders	Percent of Riders
Walk Access	429	85.0%
Drive/Park Access	29	5.7%
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.	457	90.7%
MBTA Bus	29	5.7%
Other Bus	0	0.0%
Rapid Transit	18	3.6%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	47	9.3%
TOTAL	504	100.0%
No Answer	0	

#### Access Mode to the Transit System:

	Number of Riders	Percent of Riders
Walk	0	0.0%
Drive/Park	0	0.0%
Drop-off	18	3.6%
Other	0	0.0%
TOTAL	18	3.6%
No Answer	29	

#### Initial Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	29	5.7%
Other Bus	0	0.0%
Rapid Transit	18	3.6%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	47	9.3%

#### Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
215	29	100.0%
TOTAL	29	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	148	43.2%	0	0.0%					148	39.9%
6-10	140	40.9%	0	0.0%					140	37.8%
11-15	0	0.0%	29	100.0%					29	7.7%
16-20	54	15.9%	0	0.0%	(No responses)		(No responses)		54	14.7%
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	343	100.0%	29	100.0%					371	100.0%
No Answer	86		0						86	
Avg. Time (min)		7.5		15.0						8.1



# MBTA Surveys: 2008-09

## Bus Survey

### Access to the Bus

Expanded Results

Route: 211

Quincy Ctr Station - Squantum

Both Directions

#### For Passengers Transferring from Other Transit:

<b>Access Mode to this Bus:</b>	Number of Riders	Percent of Riders	<b>Access Mode to the Transit System:</b>	Number of Riders	Percent of Riders
Walk Access	397	84.0%	Walk	18	3.8%
Drive/Park Access	0	0.0%	Drive/Park	0	0.0%
Drop-off Access	0	0.0%	Drop-off	29	6.1%
Taxi Access	0	0.0%	Other	0	0.0%
Shuttle/Van Access	0	0.0%	TOTAL	47	9.9%
Bicycle Access	0	0.0%	No Answer	29	
Other Access	0	0.0%			
<b>Total Private Trans.</b>	<b>397</b>	<b>84.0%</b>	<b>Initial Transit Mode Used on Trip:</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>
MBTA Bus	0	0.0%	MBTA Bus	18	3.8%
Other Bus	0	0.0%	Other Bus	0	0.0%
Rapid Transit	75	16.0%	Rapid Transit	57	12.1%
Commuter Rail	0	0.0%	Commuter Rail	0	0.0%
Boat	0	0.0%	Boat	0	0.0%
Other	0	0.0%	Other	0	0.0%
<b>Total Public Trans.</b>	<b>75</b>	<b>16.0%</b>	<b>TOTAL</b>	<b>75</b>	<b>16.0%</b>
<b>TOTAL</b>	<b>473</b>	<b>100.0%</b>			
No Answer	29				

### Bus Transfers from Connecting Routes:

Number of Riders	Percent of Riders
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### Bus Transfers from Nonconnecting Routes:

Number of Riders	Percent of Riders
------------------	-------------------

			SL1	18	100.0%
<b>TOTAL</b>	<b>0</b>	<b>0.0%</b>	<b>TOTAL</b>	<b>18</b>	<b>100.0%</b>

### 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	127	33.5%							127	33.5%
6-10	122	32.2%							122	32.2%
11-15	83	21.9%							83	21.9%
16-20	47	12.3%	(No responses)		(No responses)		(No responses)		47	12.3%
21-30	0	0.0%							0	0.0%
31-45	0	0.0%							0	0.0%
Over 45	0	0.0%							0	0.0%
<b>TOTAL</b>	<b>379</b>	<b>100.0%</b>							<b>379</b>	<b>100.0%</b>
No Answer	18								18	
Avg. Time (min)		9.9								9.9



# MBTA Surveys: 2008-09

## Bus Survey

### Access to the Bus

Expanded Results

Route: 212

Quincy Ctr Station - North Quincy Stn

Both Directions

#### For Passengers Transferring from Other Transit:

#### Access Mode to this Bus:

	Number of Riders	Percent of Riders
Walk Access	148	76.0%
Drive/Park Access	0	0.0%
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.	148	76.0%
MBTA Bus	29	14.7%
Other Bus	0	0.0%
Rapid Transit	18	9.3%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	47	24.0%
TOTAL	195	100.0%
No Answer	0	

#### Access Mode to the Transit System:

	Number of Riders	Percent of Riders
Walk	47	24.0%
Drive/Park	0	0.0%
Drop-off	0	0.0%
Other	0	0.0%
TOTAL	47	24.0%
No Answer	0	

#### Initial Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	29	14.7%
Other Bus	0	0.0%
Rapid Transit	18	9.3%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	47	24.0%

#### Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
220	29	100.0%
TOTAL	29	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	130	87.7%							130	87.7%
6-10	18	12.3%							18	12.3%
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	148	100.0%							148	100.0%
No Answer	0								0	
Avg. Time (min)		3.4								3.4

# MBTA Surveys: 2008-09

## Bus Survey

### Access to the Bus

Expanded Results

Route: 214

Quincy Ctr Station - Germantown

Both Directions

#### For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders		Percent of Riders		<i>Access Mode to the Transit System:</i>	Number of Riders		Percent of Riders	
Walk Access	461		57.8%		Walk	158		19.8%	
Drive/Park Access	0		0.0%		Drive/Park	0		0.0%	
Drop-off Access	81		10.1%		Drop-off	0		0.0%	
Taxi Access	81		10.1%		Other	0		0.0%	
Shuttle/Van Access	17		2.2%		TOTAL	158		19.8%	
Bicycle Access	0		0.0%		No Answer	0			
Other Access	0		0.0%						
Total Private Trans.	640		80.2%		<i>Initial Transit Mode Used on Trip:</i>				
MBTA Bus	127		15.9%		MBTA Bus	127		15.9%	
Other Bus	0		0.0%		Other Bus	0		0.0%	
Rapid Transit	32		4.0%		Rapid Transit	32		4.0%	
Commuter Rail	0		0.0%		Commuter Rail	0		0.0%	
Boat	0		0.0%		Boat	0		0.0%	
Other	0		0.0%		Other	0		0.0%	
Total Public Trans.	158		19.8%		TOTAL	158		19.8%	
TOTAL	798		100.0%						
No Answer	32								

#### Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
245	32	25.0%
238	32	25.0%
217	32	25.0%
215	32	25.0%
TOTAL	127	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	257	65.4%			0	0.0%	0	0.0%	257	52.4%
6-10	49	12.5%			32	64.6%	49	100.0%	130	26.4%
11-15	87	22.1%			17	35.4%	0	0.0%	104	21.2%
16-20	0	0.0%		(No responses)	0	0.0%	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	392	100.0%			49	100.0%	49	100.0%	490	100.0%
No Answer	69				32		49		150	
Avg. Time (min)		6.2				10.7		7.4		6.8



# MBTA Surveys: 2008-09

## Bus Survey

### Access to the Bus

Expanded Results

Route: 215

Quincy Ctr Station - North Quincy Stn via West Quincy

Both Directions

#### For Passengers Transferring from Other Transit:

#### Access Mode to this Bus:

	Number of Riders	Percent of Riders
Walk Access	623	69.8%
Drive/Park Access	0	0.0%
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.	623	69.8%
MBTA Bus	89	10.0%
Other Bus	0	0.0%
Rapid Transit	180	20.2%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	269	30.2%
TOTAL	893	100.0%
No Answer	23	

#### Access Mode to the Transit System:

	Number of Riders	Percent of Riders
Walk	246	27.6%
Drive/Park	0	0.0%
Drop-off	23	2.6%
Other	0	0.0%
TOTAL	269	30.2%
No Answer	0	

#### Initial Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	89	10.0%
Other Bus	23	2.6%
Rapid Transit	135	15.2%
Commuter Rail	22	2.4%
Boat	0	0.0%
Other	0	0.0%
TOTAL	269	30.2%

#### Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
225	46	51.7%
23	22	24.1%
21	22	24.1%
TOTAL	89	100.0%

#### Bus Transfers from Nonconnecting Routes:

	Number of Riders	Percent of Riders
UMB	23	100.0%
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	266	47.8%							266	47.8%
6-10	179	32.0%							179	32.0%
11-15	66	11.9%							66	11.9%
16-20	46	8.3%	(No responses)		(No responses)		(No responses)		46	8.3%
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	557	100.0%							557	100.0%
No Answer	66								66	
Avg. Time (min)		7.6								7.6

# MBTA Surveys: 2008-09

## Bus Survey

### Access to the Bus

Expanded Results

Route: 216

Quincy Ctr Station - Hough's Neck

Both Directions

#### For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders	Percent of Riders	<i>Access Mode to the Transit System:</i>	Number of Riders	Percent of Riders
Walk Access	413	72.3%	Walk	127	22.2%
Drive/Park Access	0	0.0%	Drive/Park	0	0.0%
Drop-off Access	0	0.0%	Drop-off	0	0.0%
Taxi Access	0	0.0%	Other	0	0.0%
Shuttle/Van Access	0	0.0%	TOTAL	127	22.2%
Bicycle Access	0	0.0%	No Answer	32	
Other Access	0	0.0%			
Total Private Trans.	413	72.3%	<i>Initial Transit Mode Used on Trip:</i>	Number of Riders	Percent of Riders
MBTA Bus	32	5.5%	MBTA Bus	63	11.1%
Other Bus	0	0.0%	Other Bus	0	0.0%
Rapid Transit	127	22.2%	Rapid Transit	95	16.6%
Commuter Rail	0	0.0%	Commuter Rail	0	0.0%
Boat	0	0.0%	Boat	0	0.0%
Other	0	0.0%	Other	0	0.0%
Total Public Trans.	158	27.7%	TOTAL	158	27.7%
TOTAL	571	100.0%			
No Answer	32				

#### Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
238	32	100.0%
TOTAL	32	100.0%

#### Bus Transfers from Nonconnecting Routes:

	Number of Riders	Percent of Riders
11	32	100.0%
TOTAL	32	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	242	70.6%							242	70.6%
6-10	52	15.1%							52	15.1%
11-15	49	14.3%							49	14.3%
16-20	0	0.0%	(No responses)		(No responses)		(No responses)		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	343	100.0%							343	100.0%
No Answer	69								69	
Avg. Time (min)		5.4								5.4

# MBTA Surveys: 2008-09

## Bus Survey

### Access to the Bus

Expanded Results

Route: 217

Quincy Ctr Station - Ashmont Station

Both Directions

#### For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders		Percent of Riders		<i>Access Mode to the Transit System:</i>	Number of Riders		Percent of Riders	
Walk Access	124	65.7%			Walk	43	22.9%		
Drive/Park Access	0	0.0%			Drive/Park	0	0.0%		
Drop-off Access	22	11.4%			Drop-off	0	0.0%		
Taxi Access	0	0.0%			Other	0	0.0%		
Shuttle/Van Access	0	0.0%			TOTAL	43	22.9%		
Bicycle Access	0	0.0%			No Answer	0			
Other Access	0	0.0%							
Total Private Trans.	145	77.1%			<i>Initial Transit Mode Used on Trip:</i>				
MBTA Bus	22	11.4%			MBTA Bus	22	11.4%		
Other Bus	0	0.0%			Other Bus	0	0.0%		
Rapid Transit	22	11.4%			Rapid Transit	22	11.4%		
Commuter Rail	0	0.0%			Commuter Rail	0	0.0%		
Boat	0	0.0%			Boat	0	0.0%		
Other	0	0.0%			Other	0	0.0%		
Total Public Trans.	43	22.9%			TOTAL	43	22.9%		
TOTAL	188	100.0%							
No Answer	0								

#### Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
22	22	100.0%
TOTAL	22	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	51	52.0%							51	52.0%
6-10	26	26.0%							26	26.0%
11-15	22	21.9%							22	21.9%
16-20	0	0.0%	(No responses)		(No responses)		(No responses)		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	98	100.0%							98	100.0%
No Answer	26				22				47	
Avg. Time (min)		6.4								6.4



# MBTA Surveys: 2008-09

## Bus Survey

### Access to the Bus

Expanded Results

Route: 220

Quincy Ctr Station - Hingham Sq

Both Directions

#### For Passengers Transferring from Other Transit:

Access Mode to this Bus:	Number of Riders		Percent of Riders		Access Mode to the Transit System:	Number of Riders		Percent of Riders	
Walk Access	752		67.4%		Walk	215		19.2%	
Drive/Park Access	110		9.9%		Drive/Park	0		0.0%	
Drop-off Access	26		2.3%		Drop-off	0		0.0%	
Taxi Access	0		0.0%		Other	13		1.2%	
Shuttle/Van Access	0		0.0%		TOTAL	228		20.4%	
Bicycle Access	0		0.0%		No Answer	0			
Other Access	0		0.0%						
Total Private Trans.	889		79.6%		<b>Initial Transit Mode Used on Trip:</b>				
MBTA Bus	102		9.2%		MBTA Bus	134		12.0%	
Other Bus	0		0.0%		Other Bus	0		0.0%	
Rapid Transit	126		11.3%		Rapid Transit	94		8.4%	
Commuter Rail	0		0.0%		Commuter Rail	0		0.0%	
Boat	0		0.0%		Boat	0		0.0%	
Other	0		0.0%		Other	0		0.0%	
Total Public Trans.	228		20.4%		TOTAL	228		20.4%	
TOTAL	1,117		100.0%						
No Answer	13								

#### Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
714	39	38.5%
225	31	30.8%
222	31	30.8%
TOTAL	102	100.0%

#### Bus Transfers from Nonconnecting Routes:

	Number of Riders	Percent of Riders
47	31	100.0%
TOTAL	31	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	378	55.4%	13	11.9%	0	0.0%			391	47.8%
6-10	176	25.8%	52	47.6%	26	100.0%			254	31.1%
11-15	97	14.2%	45	40.5%	0	0.0%			142	17.3%
16-20	31	4.6%	0	0.0%	0	0.0%	(No responses)		31	3.8%
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	682	100.0%	110	100.0%	26	100.0%			818	100.0%
No Answer	71		0		0				71	
Avg. Time (min)	7.3		10.5		8.5				7.8	





# MBTA Surveys: 2008-09

## Bus Survey

### Access to the Bus

Expanded Results

Route: 221

Quincy Ctr Station - Fort Point

Both Directions

#### For Passengers Transferring from Other Transit:

#### Access Mode to this Bus:

	Number of Riders	Percent of Riders
Walk Access	157	83.4%
Drive/Park Access	0	0.0%
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.	157	83.4%
MBTA Bus	31	16.6%
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.	31	16.6%
TOTAL	189	100.0%
No Answer	13	

#### 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	31	16.6%
TOTAL	31	16.6%
No Answer	0	

#### Initial Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	31	16.6%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	31	16.6%

#### Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
245	31	100.0%
TOTAL	31	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	118	75.0%							118	75.0%
6-10	26	16.7%							26	16.7%
11-15	0	0.0%	(No responses)		(No responses)		(No responses)		0	0.0%
16-20	13	8.3%							13	8.3%
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	157	100.0%							157	100.0%
No Answer	0								0	
Avg. Time (min)		4.7								4.7



# MBTA Surveys: 2008-09

## Bus Survey

### Access to the Bus

Expanded Results

Route: 222

Quincy Ctr Station - East Weymouth

Both Directions

#### For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders		Percent of Riders		<i>Access Mode to the Transit System:</i>	Number of Riders		Percent of Riders	
Walk Access	383		75.3%		Walk	94		18.5%	
Drive/Park Access	0		0.0%		Drive/Park	0		0.0%	
Drop-off Access	0		0.0%		Drop-off	0		0.0%	
Taxi Access	0		0.0%		Other	0		0.0%	
Shuttle/Van Access	0		0.0%		TOTAL	94		18.5%	
Bicycle Access	0		0.0%		No Answer	31			
Other Access	0		0.0%						
Total Private Trans.	383		75.3%		<i>Initial Transit Mode Used on Trip:</i>				
MBTA Bus	0		0.0%		MBTA Bus	0		0.0%	
Other Bus	0		0.0%		Other Bus	0		0.0%	
Rapid Transit	126		24.7%		Rapid Transit	126		24.7%	
Commuter Rail	0		0.0%		Commuter Rail	0		0.0%	
Boat	0		0.0%		Boat	0		0.0%	
Other	0		0.0%		Other	0		0.0%	
Total Public Trans.	126		24.7%		TOTAL	126		24.7%	
TOTAL	508		100.0%						
No Answer	0								

#### Bus Transfers from Connecting Routes:

Number of Riders	Percent of Riders
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#### Bus Transfers from Nonconnecting Routes:

Number of Riders	Percent of Riders
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TOTAL	0	0.0%	TOTAL	0	0.0%
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#### 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	149	41.9%							149	41.9%
6-10	110	30.9%							110	30.9%
11-15	58	16.2%							58	16.2%
16-20	13	3.7%	(No responses)		(No responses)		(No responses)		13	3.7%
21-30	26	7.4%							26	7.4%
31-45	0	0.0%							0	0.0%
Over 45	0	0.0%							0	0.0%
TOTAL	357	100.0%							357	100.0%
No Answer	26								26	
Avg. Time (min)		8.9								8.9

# MBTA Surveys: 2008-09

## Bus Survey

### Access to the Bus

Expanded Results

Route: 225

Quincy Ctr Station - Weymouth Landing

Both Directions

#### For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders		Percent of Riders		<i>Access Mode to the Transit System:</i>	Number of Riders		Percent of Riders	
Walk Access	1,123		73.5%		Walk	326		21.3%	
Drive/Park Access	0		0.0%		Drive/Park	0		0.0%	
Drop-off Access	25		1.6%		Drop-off	0		0.0%	
Taxi Access	0		0.0%		Other	0		0.0%	
Shuttle/Van Access	0		0.0%		TOTAL	326		21.3%	
Bicycle Access	0		0.0%		No Answer	54			
Other Access	0		0.0%						
Total Private Trans.	1,147		75.1%		<i>Initial Transit Mode Used on Trip:</i>				
MBTA Bus	54		3.6%		MBTA Bus	109		7.1%	
Other Bus	0		0.0%		Other Bus	0		0.0%	
Rapid Transit	326		21.3%		Rapid Transit	272		17.8%	
Commuter Rail	0		0.0%		Commuter Rail	0		0.0%	
Boat	0		0.0%		Boat	0		0.0%	
Other	0		0.0%		Other	0		0.0%	
Total Public Trans.	381		24.9%		TOTAL	381		24.9%	
TOTAL	1,528		100.0%						
No Answer	79								

#### Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
215	54	100.0%
TOTAL	54	100.0%

#### Bus Transfers from Nonconnecting Routes:

	Number of Riders	Percent of Riders
71	54	100.0%
TOTAL	54	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	60.1%			0	0.0%			631	58.7%
6-10	221	21.1%			0	0.0%			221	20.6%
11-15	49	4.7%			0	0.0%			49	4.6%
16-20	123	11.7%	(No responses)		0	0.0%	(No responses)		123	11.5%
21-30	0	0.0%			25	100.0%			25	2.3%
31-45	25	2.3%			0	0.0%			25	2.3%
Over 45	0	0.0%			0	0.0%			0	0.0%
TOTAL	1,049	100.0%			25	100.0%			1,074	100.0%
No Answer	74				0				74	
Avg. Time (min)		8.1				22.0				8.4



# MBTA Surveys: 2008-09

## Bus Survey

### Access to the Bus

Expanded Results

Route: 230

Quincy Ctr Station - Montello

Both Directions

#### For Passengers Transferring from Other Transit:

#### Access Mode to this Bus:

	Number of Riders	Percent of Riders
Walk Access	419	76.1%
Drive/Park Access	50	9.1%
Drop-off Access	5	0.9%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	15	2.8%
Other Access	0	0.0%
Total Private Trans.	490	88.9%
MBTA Bus	15	2.8%
Other Bus	0	0.0%
Rapid Transit	46	8.3%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	61	11.1%
TOTAL	551	100.0%
No Answer	25	

#### Access Mode to the Transit System:

	Number of Riders	Percent of Riders
Walk	46	8.3%
Drive/Park	0	0.0%
Drop-off	15	2.8%
Other	0	0.0%
TOTAL	61	11.1%
No Answer	0	

#### Initial Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	15	2.8%
Other Bus	0	0.0%
Rapid Transit	46	8.3%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	61	11.1%

#### Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
220	15	100.0%
TOTAL	15	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	157	43.7%	20	50.0%	0	0.0%	15	100.0%	192	45.9%
6-10	91	25.4%	15	37.5%	5	100.0%	0	0.0%	111	26.5%
11-15	45	12.6%	0	0.0%	0	0.0%	0	0.0%	45	10.8%
16-20	25	7.0%	5	12.5%	0	0.0%	0	0.0%	30	7.2%
21-30	20	5.6%	0	0.0%	0	0.0%	0	0.0%	20	4.8%
31-45	20	5.7%	0	0.0%	0	0.0%	0	0.0%	20	4.8%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	358	100.0%	40	100.0%	5	100.0%	15	100.0%	419	100.0%
No Answer	61		10		0		0		71	
Avg. Time (min)	10.3		8.5		8.0		1.0		9.7	



# MBTA Surveys: 2008-09

## Bus Survey

### Access to the Bus

Expanded Results

Route: 236

Quincy Ctr Station - South Shore Plaza

Both Directions

#### For Passengers Transferring from Other Transit:

#### Access Mode to this Bus:

	Number of Riders	Percent of Riders
Walk Access	167	51.5%
Drive/Park Access	0	0.0%
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.	167	51.5%
MBTA Bus	69	21.2%
Other Bus	0	0.0%
Rapid Transit	59	18.2%
Commuter Rail	30	9.1%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	158	48.5%
TOTAL	325	100.0%
No Answer	0	

#### Access Mode to the Transit System:

	Number of Riders	Percent of Riders
Walk	128	39.4%
Drive/Park	0	0.0%
Drop-off	0	0.0%
Other	30	9.1%
TOTAL	158	48.5%
No Answer	0	

#### Initial Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	69	21.2%
Other Bus	0	0.0%
Rapid Transit	59	18.2%
Commuter Rail	30	9.1%
Boat	0	0.0%
Other	0	0.0%
TOTAL	158	48.5%

#### Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
225	39	57.1%
211	30	42.9%
TOTAL	69	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	69	50.0%							69	50.0%
6-10	30	21.5%							30	21.5%
11-15	39	28.5%							39	28.5%
16-20	0	0.0%	(No responses)		(No responses)		(No responses)		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	138	100.0%							138	100.0%
No Answer	30								30	
Avg. Time (min)		7.4								7.4

# MBTA Surveys: 2008-09

## Bus Survey

### Access to the Bus

Route: 238

Expanded Results

Quincy Ctr Station - Holbrook/Randolph

Both Directions

#### For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders		Percent of Riders		<i>Access Mode to the Transit System:</i>	Number of Riders		Percent of Riders	
Walk Access	595		66.8%		Walk	158		17.8%	
Drive/Park Access	21		2.4%		Drive/Park	0		0.0%	
Drop-off Access	90		10.1%		Drop-off	0		0.0%	
Taxi Access	0		0.0%		Other	0		0.0%	
Shuttle/Van Access	0		0.0%		TOTAL	158		17.8%	
Bicycle Access	0		0.0%		No Answer	0			
Other Access	26		3.0%						
Total Private Trans.	732		82.2%		<i>Initial Transit Mode Used on Trip:</i>				
MBTA Bus	79		8.9%		MBTA Bus	79		8.9%	
Other Bus	0		0.0%		Other Bus	0		0.0%	
Rapid Transit	79		8.9%		Rapid Transit	79		8.9%	
Commuter Rail	0		0.0%		Commuter Rail	0		0.0%	
Boat	0		0.0%		Boat	0		0.0%	
Other	0		0.0%		Other	0		0.0%	
Total Public Trans.	158		17.8%		TOTAL	158		17.8%	
TOTAL	891		100.0%						
No Answer	68								

#### Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
225	53	66.7%
212	26	33.3%
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	279	55.7%	0	0.0%	0	0.0%	0	0.0%	279	47.3%
6-10	116	23.2%	21	100.0%	42	100.0%	26	100.0%	205	34.8%
11-15	53	10.5%	0	0.0%	0	0.0%	0	0.0%	53	8.9%
16-20	26	5.3%	0	0.0%	0	0.0%	0	0.0%	26	4.5%
21-30	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
31-45	26	5.3%	0	0.0%	0	0.0%	0	0.0%	26	4.5%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	500	100.0%	21	100.0%	42	100.0%	26	100.0%	590	100.0%
No Answer	95		0		47		0		142	
Avg. Time (min)	8.7		7.0		8.5		10.0		8.7	



# MBTA Surveys: 2008-09

## Bus Survey

### Access to the Bus

Route: 240

Expanded Results

Avon Sq/Holbrook/Randolph - Ashmont Station

Both Directions

#### For Passengers Transferring from Other Transit:

<b>Access Mode to this Bus:</b>	Number of Riders	Percent of Riders	<b>Access Mode to the Transit System:</b>	Number of Riders	Percent of Riders
Walk Access	813	59.2%	Walk	411	29.9%
Drive/Park Access	20	1.5%	Drive/Park	0	0.0%
Drop-off Access	96	7.0%	Drop-off	0	0.0%
Taxi Access	0	0.0%	Other	0	0.0%
Shuttle/Van Access	0	0.0%	TOTAL	411	29.9%
Bicycle Access	0	0.0%	No Answer	0	
Other Access	34	2.5%			
Total Private Trans.	963	70.1%	<b>Initial Transit Mode Used on Trip:</b>	Number of Riders	Percent of Riders
MBTA Bus	34	2.5%	MBTA Bus	103	7.5%
Other Bus	0	0.0%	Other Bus	0	0.0%
Rapid Transit	376	27.4%	Rapid Transit	308	22.4%
Commuter Rail	0	0.0%	Commuter Rail	0	0.0%
Boat	0	0.0%	Boat	0	0.0%
Other	0	0.0%	Other	0	0.0%
Total Public Trans.	411	29.9%	TOTAL	411	29.9%
TOTAL	1,374	100.0%			
No Answer	41				

#### Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
26	34	100.0%
TOTAL	34	100.0%

#### Bus Transfers from Nonconnecting Routes:

	Number of Riders	Percent of Riders
17	34	50.0%
10	34	50.0%
TOTAL	68	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	301	46.3%	0	0.0%	41	42.8%			342	44.6%
6-10	212	32.6%	0	0.0%	20	21.4%			232	30.4%
11-15	61	9.5%	0	0.0%	34	35.8%			96	12.5%
16-20	55	8.4%	20	100.0%	0	0.0%	(No responses)		75	9.8%
21-30	20	3.2%	0	0.0%	0	0.0%			20	2.7%
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	649	100.0%	20	100.0%	96	100.0%			765	100.0%
No Answer	164		0		0		34		198	
Avg. Time (min)	8.0		20.0		9.2				8.4	



# MBTA Surveys: 2008-09

## Bus Survey

### Access to the Bus

Expanded Results

Route: 245

Quincy Ctr Station - Mattapan Station

Both Directions

#### For Passengers Transferring from Other Transit:

<i>Access Mode to this Bus:</i>	Number of Riders		Percent of Riders		<i>Access Mode to the Transit System:</i>	Number of Riders		Percent of Riders	
Walk Access	173		82.1%		Walk	28		13.2%	
Drive/Park Access	0		0.0%		Drive/Park	0		0.0%	
Drop-off Access	10		4.8%		Drop-off	0		0.0%	
Taxi Access	0		0.0%		Other	0		0.0%	
Shuttle/Van Access	0		0.0%		TOTAL	28		13.2%	
Bicycle Access	0		0.0%		No Answer	0			
Other Access	0		0.0%						
Total Private Trans.	183		86.8%		<i>Initial Transit Mode Used on Trip:</i>				
MBTA Bus	28		13.2%		MBTA Bus	28		13.2%	
Other Bus	0		0.0%		Other Bus	0		0.0%	
Rapid Transit	0		0.0%		Rapid Transit	0		0.0%	
Commuter Rail	0		0.0%		Commuter Rail	0		0.0%	
Boat	0		0.0%		Boat	0		0.0%	
Other	0		0.0%		Other	0		0.0%	
Total Public Trans.	28		13.2%		TOTAL	28		13.2%	
TOTAL	210		100.0%						
No Answer	8								

#### Bus Transfers from Connecting Routes:

	Number of Riders	Percent of Riders
236	10	36.1%
222	10	36.1%
28	8	27.7%
TOTAL	28	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	81	47.1%							81	47.1%
6-10	66	38.2%							66	38.2%
11-15	15	8.9%							15	8.9%
16-20	10	5.8%	(No responses)		(No responses)		(No responses)		10	5.8%
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	173	100.0%							173	100.0%
No Answer	0				10				10	
Avg. Time (min)		6.6								6.6



# 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 Quincy 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 private egress mode from every Quincy Garage bus route. The highest walk egress rates were on Routes 214 (64%) and 222 and 211 (both 62%). Pick-up and driving egress trips were the second- and third-largest private egress modes. Route 201 had the highest pick-up rate of the Quincy Garage bus routes (7%). Route 230 had the highest driving egress rate (6%). Several routes did not report any pick-up or driving egress trips.

The two public egress modes most used by riders on Quincy Garage bus routes were MBTA bus and rapid transit. The highest bus egress rates were on Routes 245 (15%) and 217 and 215 (both 13%). The highest rapid transit egress rates were on Routes 221 (69%), 201 (52%), and 236 (50%).

## **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 202 (3 minutes) and 217 and 245 (both 4 minutes). The highest walk egress times were reported by riders on Routes 236 (13 minutes), 211 (11 minutes), and 216 (10 minutes). The only reported driving egress times were on Routes 211 (21 minutes) and 230 (8 minutes), and the only reported pick-up egress times were on Routes 215 (15 minutes), 201 (14 minutes), and 240 (10 minutes).

Walking egress times from all Quincy Garage bus routes combined averaged 8 minutes. Slightly more than 20% 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 private 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 221 (62%), 236 (50%), and 202 (46%). The only drive rate for the Quincy Garage bus routes was 2% on Route 225 and the highest pick-up rate was 3% on Route 216.

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 215 (16%), 245 (15%), and 217 (13%). 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 221 (62%) and 236 and 201 (both 50%).

The most commonly listed connecting bus route to which bus riders on the surveyed routes transferred was Route 225, followed by Routes 240 and 222. 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 the Silver Line Waterfront (Route SL2), followed by Routes 93 and UMB.



# MBTA Surveys: 2008-09

## Bus Survey

### Egress from the Bus

Route: 201

Expanded Results

Fields Cnr Loop via Neponset Ave

Both Directions

#### For Passengers Transferring to Other Transit:

#### Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	154	36.6%
Drive/Park Egress	0	0.0%
Pick-up Egress	29	6.8%
Taxi Egress	0	0.0%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	21	5.0%
Total Private Trans.	204	48.4%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	217	51.6%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	217	51.6%
TOTAL	421	100.0%
No Answer	57	

#### Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	179	42.4%
Drive	0	0.0%
Pick-up	0	0.0%
Other	31	7.4%
TOTAL	210	49.8%
No Answer	8	

#### Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	8	1.8%
Other Bus	0	0.0%
Rapid Transit	210	49.8%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	217	51.6%

#### 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
SL2	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	63	50.0%			0	0.0%	0	0.0%	63	35.8%
6-10	42	33.3%			0	0.0%	0	0.0%	42	23.9%
11-15	0	0.0%			29	100.0%	0	0.0%	29	16.4%
16-20	21	16.7%	(No responses)		0	0.0%	21	100.0%	42	23.9%
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	126	100.0%			29	100.0%	21	100.0%	175	100.0%
No Answer	29				0		0		29	
Avg. Time (min)		8.2				14.2		20.0		10.6



# MBTA Surveys: 2008-09

## Bus Survey

### Egress from the Bus

Route: 202

Expanded Results

Fields Cnr Loop via Adams St

Both Directions

#### For Passengers Transferring to Other Transit:

#### Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	36	54.0%
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.	36	54.0%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	31	46.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	31	46.0%
TOTAL	68	100.0%
No Answer	21	

#### Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	31	46.0%
Drive	0	0.0%
Pick-up	0	0.0%
Other	0	0.0%
TOTAL	31	46.0%
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	31	46.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	31	46.0%

#### 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	21	72.9%							21	72.9%
6-10	8	27.1%							8	27.1%
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	29	100.0%							29	100.0%
No Answer	8								8	
Avg. Time (min)		3.4								3.4



# MBTA Surveys: 2008-09

## Bus Survey

### Egress from the Bus

Route: 210

Expanded Results

Quincy Ctr Station - North Quincy Stn

Both Directions

#### For Passengers Transferring to Other Transit:

#### Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	299	59.3%
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.	299	59.3%
MBTA Bus	18	3.6%
Other Bus	18	3.6%
Rapid Transit	169	33.5%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	205	40.7%
TOTAL	504	100.0%
No Answer	0	

#### Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	187	37.1%
Drive	0	0.0%
Pick-up	0	0.0%
Other	0	0.0%
TOTAL	187	37.1%
No Answer	18	

#### Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	18	3.6%
Other Bus	18	3.6%
Rapid Transit	169	33.5%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	205	40.7%

#### Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
UNK	18	50.0%
225	18	50.0%
TOTAL	36	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	216	76.9%							216	76.9%
6-10	47	16.7%							47	16.7%
11-15	0	0.0%	(No responses)		(No responses)		(No responses)		0	0.0%
16-20	18	6.5%							18	6.5%
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	281	100.0%							281	100.0%
No Answer	18								18	
Avg. Time (min)		6.0								6.0



# MBTA Surveys: 2008-09

## Bus Survey

### Egress from the Bus

Route: 211

Expanded Results

Quincy Ctr Station - Squantum

Both Directions

#### For Passengers Transferring to Other Transit:

#### Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	281	61.7%
Drive/Park Egress	18	4.0%
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.	299	65.7%
MBTA Bus	18	4.0%
Other Bus	0	0.0%
Rapid Transit	138	30.3%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	156	34.3%
TOTAL	454	100.0%
No Answer	47	

#### Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	127	28.0%
Drive	0	0.0%
Pick-up	0	0.0%
Other	0	0.0%
TOTAL	127	28.0%
No Answer	29	

#### Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	54	12.0%
Other Bus	0	0.0%
Rapid Transit	101	22.3%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	156	34.3%

#### Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
225	18	100.0%
TOTAL	18	100.0%

#### Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
93	36	100.0%
TOTAL	36	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	75	40.3%	0	0.0%					75	36.7%
6-10	29	15.3%	0	0.0%					29	13.9%
11-15	54	29.1%	0	0.0%					54	26.5%
16-20	29	15.3%	0	0.0%	(No responses)		(No responses)		29	13.9%
21-30	0	0.0%	18	100.0%					18	8.8%
31-45	0	0.0%	0	0.0%					0	0.0%
Over 45	0	0.0%	0	0.0%					0	0.0%
TOTAL	187	100.0%	18	100.0%					205	100.0%
No Answer	94		0						94	
Avg. Time (min)	10.7		21.0						11.6	





# MBTA Surveys: 2008-09

## Bus Survey

### Egress from the Bus

Route: 212

Expanded Results

Quincy Ctr Station - North Quincy Stn

Both Directions

#### For Passengers Transferring to Other Transit:

#### Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	112	57.3%
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.	112	57.3%
MBTA Bus	18	9.3%
Other Bus	0	0.0%
Rapid Transit	65	33.3%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	83	42.7%
TOTAL	195	100.0%
No Answer	0	

#### Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	65	33.3%
Drive	0	0.0%
Pick-up	0	0.0%
Other	18	9.3%
TOTAL	83	42.7%
No Answer	0	

#### Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	18	9.3%
Other Bus	0	0.0%
Rapid Transit	65	33.3%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	83	42.7%

#### Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
216	18	100.0%
TOTAL	18	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	47	50.0%							47	50.0%
6-10	47	50.0%							47	50.0%
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	94	100.0%							94	100.0%
No Answer	18								18	
Avg. Time (min)		6.7								6.7



# MBTA Surveys: 2008-09

## Bus Survey

### Egress from the Bus

Route: 214

Expanded Results

Quincy Ctr Station - Germantown

Both Directions

#### For Passengers Transferring to Other Transit:

#### Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	489	64.1%
Drive/Park Egress	0	0.0%
Pick-up Egress	17	2.3%
Taxi Egress	17	2.3%
Shuttle/Van Egress	66	8.7%
Bicycle Egress	0	0.0%
Other Egress	17	2.3%
Total Private Trans.	608	79.6%
MBTA Bus	35	4.5%
Other Bus	0	0.0%
Rapid Transit	121	15.9%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	156	20.4%
TOTAL	763	100.0%
No Answer	66	

#### Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	87	11.3%
Drive	0	0.0%
Pick-up	0	0.0%
Other	35	4.5%
TOTAL	121	15.9%
No Answer	35	

#### Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	69	9.1%
Other Bus	0	0.0%
Rapid Transit	87	11.3%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	156	20.4%

#### Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
236	17	50.0%
222	17	50.0%
TOTAL	35	100.0%

#### Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
8	17	50.0%
10	17	50.0%
TOTAL	35	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	115	47.1%					17	20.7%	133	40.4%
6-10	98	40.0%					49	58.6%	147	44.7%
11-15	32	12.9%					17	20.7%	49	14.9%
16-20	0	0.0%	(No responses)		(No responses)		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	245	100.0%					84	100.0%	328	100.0%
No Answer	245				17		17		279	
Avg. Time (min)		7.3						10.0		8.0



# MBTA Surveys: 2008-09

## Bus Survey

### Egress from the Bus

Route: 215

Expanded Results

Quincy Ctr Station - North Quincy Stn via West Quincy

Both Directions

#### For Passengers Transferring to Other Transit:

#### Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	405	46.4%
Drive/Park Egress	0	0.0%
Pick-up Egress	23	2.6%
Taxi Egress	0	0.0%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	428	49.0%
MBTA Bus	114	13.1%
Other Bus	0	0.0%
Rapid Transit	331	37.9%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	445	51.0%
TOTAL	873	100.0%
No Answer	43	

#### Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	293	33.5%
Drive	0	0.0%
Pick-up	0	0.0%
Other	66	7.6%
TOTAL	359	41.1%
No Answer	86	

#### Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	135	15.5%
Other Bus	0	0.0%
Rapid Transit	288	33.0%
Commuter Rail	22	2.5%
Boat	0	0.0%
Other	0	0.0%
TOTAL	445	51.0%

#### Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
22	46	40.5%
23	23	20.3%
21	23	20.3%
225	22	18.9%
TOTAL	114	100.0%

#### Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
230	22	100.0%
TOTAL	22	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	202	56.2%			0	0.0%			202	52.8%
6-10	89	24.9%			0	0.0%			89	23.4%
11-15	0	0.0%			23	100.0%			23	6.0%
16-20	46	12.9%	(No responses)		0	0.0%	(No responses)		46	12.1%
21-30	0	0.0%			0	0.0%			0	0.0%
31-45	22	6.0%			0	0.0%			22	5.6%
Over 45	0	0.0%			0	0.0%			0	0.0%
TOTAL	359	100.0%			23	100.0%			382	100.0%
No Answer	46				0				46	
Avg. Time (min)		9.2				15.0				9.6



# MBTA Surveys: 2008-09

## Bus Survey

### Egress from the Bus

Route: 216

Expanded Results

Quincy Ctr Station - Hough's Neck

Both Directions

#### For Passengers Transferring to Other Transit:

#### Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	328	57.5%
Drive/Park Egress	17	3.0%
Pick-up Egress	0	0.0%
Taxi Egress	0	0.0%
Shuttle/Van Egress	17	3.0%
Bicycle Egress	0	0.0%
Other Egress	17	3.0%
Total Private Trans.	380	66.6%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	190	33.4%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	190	33.4%
TOTAL	571	100.0%
No Answer	32	

#### Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	139	24.3%
Drive	0	0.0%
Pick-up	17	3.0%
Other	0	0.0%
TOTAL	156	27.3%
No Answer	35	

#### Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	17	3.0%
Other Bus	0	0.0%
Rapid Transit	173	30.3%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	190	33.4%

#### 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
34E	17	100.0%
TOTAL	17	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	66	33.3%					17	100.0%	84	38.7%
6-10	84	42.0%					0	0.0%	84	38.7%
11-15	0	0.0%	(No responses)		(No responses)		0	0.0%	0	0.0%
16-20	49	24.6%					0	0.0%	49	22.7%
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	199	100.0%					17	100.0%	216	100.0%
No Answer	130		17				17		164	
Avg. Time (min)		9.5						5.0		9.2



# MBTA Surveys: 2008-09

## Bus Survey

### Egress from the Bus

Route: 217

Expanded Results

Quincy Ctr Station - Ashmont Station

Both Directions

#### For Passengers Transferring to Other Transit:

#### Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	69	42.2%
Drive/Park Egress	0	0.0%
Pick-up Egress	0	0.0%
Taxi Egress	0	0.0%
Shuttle/Van Egress	22	13.2%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	90	55.4%
MBTA Bus	22	13.2%
Other Bus	0	0.0%
Rapid Transit	51	31.4%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	73	44.6%
TOTAL	163	100.0%
No Answer	26	

#### Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	73	44.6%
Drive	0	0.0%
Pick-up	0	0.0%
Other	0	0.0%
TOTAL	73	44.6%
No Answer	0	

#### Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	22	13.2%
Other Bus	0	0.0%
Rapid Transit	51	31.4%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	73	44.6%

#### Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
238	22	100.0%
TOTAL	22	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	47	100.0%							47	100.0%
6-10	0	0.0%							0	0.0%
11-15	0	0.0%							0	0.0%
16-20	0	0.0%	(No responses)		(No responses)		(No responses)		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	47	100.0%							47	100.0%
No Answer	22						22		43	
Avg. Time (min)		4.1								4.1



# MBTA Surveys: 2008-09

## Bus Survey

### Egress from the Bus

Route: 220

Expanded Results

Quincy Ctr Station - Hingham Sq

Both Directions

#### For Passengers Transferring to Other Transit:

#### Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	482	46.7%
Drive/Park Egress	0	0.0%
Pick-up Egress	0	0.0%
Taxi Egress	0	0.0%
Shuttle/Van Egress	13	1.3%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	495	47.9%
MBTA Bus	26	2.5%
Other Bus	0	0.0%
Rapid Transit	511	49.5%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	538	52.1%
TOTAL	1,033	100.0%
No Answer	97	

#### Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	420	40.6%
Drive	0	0.0%
Pick-up	0	0.0%
Other	39	3.8%
TOTAL	459	44.4%
No Answer	79	

#### Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	52	5.1%
Other Bus	0	0.0%
Rapid Transit	485	47.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	538	52.1%

#### Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
238	13	50.0%
230	13	50.0%
TOTAL	26	100.0%

#### Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
SL1	13	50.0%
9	13	50.0%
TOTAL	26	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	202	55.8%					0	0.0%	202	53.8%
6-10	45	12.3%					0	0.0%	45	11.9%
11-15	71	19.6%					0	0.0%	71	18.9%
16-20	45	12.3%	(No responses)		(No responses)		0	0.0%	45	11.9%
21-30	0	0.0%					13	100.0%	13	3.5%
31-45	0	0.0%					0	0.0%	0	0.0%
Over 45	0	0.0%					0	0.0%	0	0.0%
TOTAL	362	100.0%					13	100.0%	375	100.0%
No Answer	121						0		121	
Avg. Time (min)		8.8						25.0		9.4



# MBTA Surveys: 2008-09

## Bus Survey

### Egress from the Bus

Route: 221

Expanded Results

Quincy Ctr Station - Fort Point

Both Directions

#### For Passengers Transferring to Other Transit:

#### Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	52	30.8%
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.	52	30.8%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	118	69.2%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	118	69.2%
TOTAL	170	100.0%
No Answer	31	

#### Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	105	61.5%
Drive	0	0.0%
Pick-up	0	0.0%
Other	0	0.0%
TOTAL	105	61.5%
No Answer	13	

#### Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	13	7.7%
Other Bus	0	0.0%
Rapid Transit	105	61.5%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	118	69.2%

#### 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
CT3	13	100.0%
TOTAL	13	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	26	50.0%							26	50.0%
6-10	13	25.0%							13	25.0%
11-15	13	25.0%							13	25.0%
16-20	0	0.0%	(No responses)		(No responses)		(No responses)		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	52	100.0%							52	100.0%
No Answer	0								0	
Avg. Time (min)		7.0								7.0



# MBTA Surveys: 2008-09

## Bus Survey

### Egress from the Bus

Route: 222

Expanded Results

Quincy Ctr Station - East Weymouth

Both Directions

#### For Passengers Transferring to Other Transit:

#### Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	299	61.9%
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.	299	61.9%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	184	38.1%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	184	38.1%
TOTAL	482	100.0%
No Answer	26	

#### Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	170	35.3%
Drive	0	0.0%
Pick-up	0	0.0%
Other	13	2.7%
TOTAL	184	38.1%
No Answer	0	

#### Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	13	2.7%
Other Bus	0	0.0%
Rapid Transit	170	35.3%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	184	38.1%

#### 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
SL2	13	100.0%
TOTAL	13	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	147	54.9%							147	54.9%
6-10	63	23.5%							63	23.5%
11-15	13	4.9%							13	4.9%
16-20	45	16.7%	(No responses)		(No responses)		(No responses)		45	16.7%
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	267	100.0%							267	100.0%
No Answer	31								31	
Avg. Time (min)		8.2								8.2





# MBTA Surveys: 2008-09

## Bus Survey

### Egress from the Bus

Route: 225

Expanded Results

Quincy Ctr Station - Weymouth Landing

Both Directions

#### For Passengers Transferring to Other Transit:

#### Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	741	50.9%
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.	741	50.9%
MBTA Bus	98	6.8%
Other Bus	0	0.0%
Rapid Transit	615	42.3%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	714	49.1%
TOTAL	1,454	100.0%
No Answer	153	

#### Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	591	40.6%
Drive	25	1.7%
Pick-up	25	1.7%
Other	0	0.0%
TOTAL	640	44.0%
No Answer	74	

#### Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	148	10.2%
Other Bus	25	1.7%
Rapid Transit	517	35.5%
Commuter Rail	25	1.7%
Boat	0	0.0%
Other	0	0.0%
TOTAL	714	49.1%

#### Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
222	25	25.0%
220	25	25.0%
215	25	25.0%
210	25	25.0%
TOTAL	98	100.0%

#### Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
SL1	49	66.7%
UMB	25	33.3%
TOTAL	74	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	425	64.2%							425	64.2%
6-10	25	3.7%							25	3.7%
11-15	109	16.4%							109	16.4%
16-20	49	7.4%	(No responses)		(No responses)		(No responses)		49	7.4%
21-30	54	8.2%							54	8.2%
31-45	0	0.0%							0	0.0%
Over 45	0	0.0%							0	0.0%
TOTAL	662	100.0%							662	100.0%
No Answer	79								79	
Avg. Time (min)		8.6								8.6



# MBTA Surveys: 2008-09

## Bus Survey

### Egress from the Bus

Route: 230

Expanded Results

Quincy Ctr Station - Montello

Both Directions

#### For Passengers Transferring to Other Transit:

#### Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	177	31.9%
Drive/Park Egress	36	6.4%
Pick-up Egress	0	0.0%
Taxi Egress	0	0.0%
Shuttle/Van Egress	15	2.8%
Bicycle Egress	15	2.8%
Other Egress	0	0.0%
Total Private Trans.	243	43.8%
MBTA Bus	10	1.8%
Other Bus	31	5.5%
Rapid Transit	267	48.0%
Commuter Rail	5	0.9%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	313	56.2%
TOTAL	556	100.0%
No Answer	20	

#### Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	237	42.6%
Drive	0	0.0%
Pick-up	0	0.0%
Other	25	4.6%
TOTAL	262	47.1%
No Answer	51	

#### Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	20	3.6%
Other Bus	31	5.5%
Rapid Transit	257	46.2%
Commuter Rail	5	0.9%
Boat	0	0.0%
Other	0	0.0%
TOTAL	313	56.2%

#### Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
BAT	31	75.4%
238	5	12.3%
222	5	12.3%
TOTAL	41	100.0%

#### Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
CT3	5	50.0%
111	5	50.0%
TOTAL	10	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	86	65.3%	15	50.0%			15	50.0%	116	60.5%
6-10	20	15.4%	15	50.0%			15	50.0%	51	26.4%
11-15	5	3.8%	0	0.0%	(No responses)		0	0.0%	5	2.6%
16-20	20	15.4%	0	0.0%			0	0.0%	20	10.5%
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	131	100.0%	31	100.0%			31	100.0%	193	100.0%
No Answer	46		5				0		51	
Avg. Time (min)	7.0		7.5				5.5		6.8	



# MBTA Surveys: 2008-09

## Bus Survey

### Egress from the Bus

Route: 236

Expanded Results

Quincy Ctr Station - South Shore Plaza

Both Directions

#### For Passengers Transferring to Other Transit:

#### Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	148	50.0%
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.	148	50.0%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	148	50.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	148	50.0%
TOTAL	295	100.0%
No Answer	30	

#### Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	148	50.0%
Drive	0	0.0%
Pick-up	0	0.0%
Other	0	0.0%
TOTAL	148	50.0%
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	148	50.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	148	50.0%

#### Bus Transfers to Connecting Routes:

Number of Riders	Percent of Riders
------------------	-------------------

#### Bus Transfers to Nonconnecting Routes:

Number of Riders	Percent of Riders
------------------	-------------------

TOTAL 0 0.0%

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	59	40.0%							59	40.0%
6-10	0	0.0%							0	0.0%
11-15	30	20.0%							30	20.0%
16-20	30	20.0%	(No responses)		(No responses)		(No responses)		30	20.0%
21-30	30	20.0%							30	20.0%
31-45	0	0.0%							0	0.0%
Over 45	0	0.0%							0	0.0%
TOTAL	148	100.0%							148	100.0%
No Answer	0								0	
Avg. Time (min)		13.4								13.4



# MBTA Surveys: 2008-09

## Bus Survey

### Egress from the Bus

Route: 238

Expanded Results

Quincy Ctr Station - Holbrook/Randolph

Both Directions

#### For Passengers Transferring to Other Transit:

#### Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	443	52.5%
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.	443	52.5%
MBTA Bus	53	6.3%
Other Bus	0	0.0%
Rapid Transit	321	38.1%
Commuter Rail	26	3.1%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	400	47.5%
TOTAL	843	100.0%
No Answer	116	

#### Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	337	40.0%
Drive	0	0.0%
Pick-up	0	0.0%
Other	42	5.0%
TOTAL	379	45.0%
No Answer	21	

#### Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	74	8.8%
Other Bus	0	0.0%
Rapid Transit	300	35.6%
Commuter Rail	26	3.1%
Boat	0	0.0%
Other	0	0.0%
TOTAL	400	47.5%

#### Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
240	53	100.0%
TOTAL	53	100.0%

#### Bus Transfers to Nonconnecting Routes:

	Number of Riders	Percent of Riders
SL2	21	100.0%
TOTAL	21	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	322	77.2%							322	77.2%
6-10	74	17.7%							74	17.7%
11-15	21	5.1%							21	5.1%
16-20	0	0.0%	(No responses)		(No responses)		(No responses)		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	417	100.0%							417	100.0%
No Answer	26								26	
Avg. Time (min)		4.9								4.9



# MBTA Surveys: 2008-09

## Bus Survey

### Egress from the Bus

Route: 240

Expanded Results

Avon Sq/Holbrook/Randolph - Ashmont Station

Both Directions

#### For Passengers Transferring to Other Transit:

#### Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	711	53.1%
Drive/Park Egress	34	2.6%
Pick-up Egress	61	4.6%
Taxi Egress	0	0.0%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	807	60.2%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	533	39.8%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	533	39.8%
TOTAL	1,340	100.0%
No Answer	75	

#### Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	451	33.6%
Drive	0	0.0%
Pick-up	20	1.5%
Other	41	3.1%
TOTAL	512	38.2%
No Answer	20	

#### Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	61	4.6%
Other Bus	0	0.0%
Rapid Transit	471	35.2%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	533	39.8%

#### 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
SL2	20	33.3%
31	20	33.3%
30	20	33.3%
TOTAL	61	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	212	54.4%			0	0.0%			212	49.2%
6-10	144	36.8%			41	100.0%			185	42.8%
11-15	34	8.8%			0	0.0%			34	7.9%
16-20	0	0.0%	(No responses)		0	0.0%	(No 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	390	100.0%			41	100.0%			431	100.0%
No Answer	322		34		20				376	
Avg. Time (min)		6.5				10.0				6.8



# MBTA Surveys: 2008-09

## Bus Survey

### Egress from the Bus

Route: 245

Expanded Results

Quincy Ctr Station - Mattapan Station

Both Directions

#### For Passengers Transferring to Other Transit:

#### Egress Mode from this Bus:

	Number of Riders	Percent of Riders
Walk Egress	108	49.7%
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	8	3.5%
Total Private Trans.	116	53.2%
MBTA Bus	33	15.1%
Other Bus	0	0.0%
Rapid Transit	69	31.7%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	102	46.8%
TOTAL	218	100.0%
No Answer	0	

#### Egress Mode from the Transit System:

	Number of Riders	Percent of Riders
Walk	79	36.2%
Drive	0	0.0%
Pick-up	0	0.0%
Other	8	3.5%
TOTAL	87	39.8%
No Answer	15	

#### Final Transit Mode Used on Trip:

	Number of Riders	Percent of Riders
MBTA Bus	33	15.1%
Other Bus	0	0.0%
Rapid Transit	69	31.7%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
TOTAL	102	46.8%

#### Bus Transfers to Connecting Routes:

	Number of Riders	Percent of Riders
210	15	46.5%
28	10	30.3%
230	8	23.2%
TOTAL	33	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	61	85.8%							61	85.8%
6-10	10	14.2%							10	14.2%
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	71	100.0%							71	100.0%
No Answer	38						8		45	
Avg. Time (min)		4.3								4.3



## **Destination Locations and Activities**

The data presented in this chapter show where riders on Quincy 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 Quincy 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. Quincy 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 220, while the lowest was 4, the number for Routes 212 and 236. 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**

The largest 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 35%. 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, other activities, store, and personal business. Looking at the riders with the top 10 destination locations for all Quincy Garage bus routes, home was the destination activity for 23%, followed by other (13%) and store and personal business (both 7%).

The percentages of riders whose destination activity was work were the highest on Routes 201 (73%), 245 (70%), and 221 (65%) and were the lowest on Routes 211 (22%), 214 (24%), and 222 (31%). The percentages of riders with home, other, store, and personal business destination activities, respectively, were the highest for Routes 222 (37%), 240 (16%), 236 (18%), and 210 (13%).

**Destination Locations and Activities**

Route: 201

Fields Cnr Loop via Neponset Ave

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Boston: South Dorchester	261	54.6%	5.9%	16.0%	3.0%	59.0%		16.0%			
Boston: Financial/Retail	47	9.7%				100.0%					
Boston: Govt Center	39	8.1%				100.0%					
Boston: Back Bay	16	3.2%				100.0%					
Boston: Beacon Hill	16	3.2%				100.0%					
Boston: North Dorchester	16	3.2%			100.0%						
Boston: Waterfront	16	3.2%				100.0%					
Cambridge: Kendall/MIT	16	3.2%				100.0%					
Boston: B U	8	1.6%				100.0%					
Boston: Park Square	8	1.6%				100.0%					
Boston: Prudential/Hancock	8	1.6%				100.0%					
Boston: Roxbury	8	1.6%									100.0%
Boston: So Bos Indust	8	1.6%				100.0%					
Cambridge: Harvard Square	8	1.6%				100.0%					
Hingham	8	1.6%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
<b>OVERALL TOTAL</b>	<b>479</b>	<b>100.0%</b>	<b>3.2%</b>	<b>8.7%</b>	<b>4.9%</b>	<b>72.8%</b>		<b>8.7%</b>			<b>1.6%</b>

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

***Destination Locations and Activities***

Route: 202

Fields Cnr Loop via Adams St

Both Directions

Expanded Results

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 Dorchester	57	64.9%		36.5%		63.5%					
Boston: Back Bay	8	8.8%				100.0%					
Boston: North Dorchester	8	8.8%					100.0%				
Boston: South End	8	8.8%				100.0%					
Unspecified	8	8.8%	100.0%								
Other (< 0.5 % of riders)	0	0.0%									
<b>OVERALL TOTAL</b>	<b>88</b>	<b>100.0%</b>	<b>8.8%</b>	<b>23.7%</b>		<b>58.8%</b>	<b>8.8%</b>				

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

***Destination Locations and Activities***

Route: 210

Quincy Ctr Station - North Quincy Stn

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Quincy	205	40.7%	8.8%	22.8%	8.8%	13.9%	27.9%	8.8%			8.8%
Boston: South Dorchester	112	22.2%		25.6%		16.3%		41.9%			16.3%
Boston: Financial/Retail	94	18.6%				69.4%					30.6%
Boston: Back Bay	29	5.7%				100.0%					
Boston: Govt Center	29	5.7%				100.0%					
Boston: Fenway	18	3.6%				100.0%					
Unspecified	18	3.6%	100.0%								
Other (< 0.5 % of riders)	0	0.0%									
<b>OVERALL TOTAL</b>	<b>504</b>	<b>100.0%</b>	<b>7.2%</b>	<b>15.0%</b>	<b>3.6%</b>	<b>37.1%</b>	<b>11.4%</b>	<b>12.9%</b>			<b>12.9%</b>

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

***Destination Locations and Activities***

Route: 211

Quincy Ctr Station - Squantum

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Quincy	309	61.7%	18.5%	52.1%		5.9%				5.9%	17.6%
Unspecified	65	13.0%	72.0%		28.0%						
Boston: Charlestown	36	7.2%				100.0%					
Boston: Back Bay	18	3.6%				100.0%					
Boston: Dwntrwn Unspecified	18	3.6%						100.0%			
Boston: Financial/Retail	18	3.6%				100.0%					
Boston: North End	18	3.6%				100.0%					
Weymouth	18	3.6%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
<b>OVERALL TOTAL</b>	<b>501</b>	<b>100.0%</b>	<b>20.8%</b>	<b>35.8%</b>	<b>3.6%</b>	<b>21.7%</b>		<b>3.6%</b>	<b>3.6%</b>		<b>10.9%</b>

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



# MBTA Surveys: 2008-09

## Bus Survey

### Destination Locations and Activities

Route: 212

Quincy Ctr Station - North Quincy Stn

Both Directions

Expanded Results

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
Quincy	130	66.7%		50.0%		36.0%					14.0%
Cambridge: Harvard Square	29	14.7%				100.0%					
Boston: Financial/Retail	18	9.3%				100.0%					
Boston: Longwood Med Area	18	9.3%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
<b>OVERALL TOTAL</b>	<b>195</b>	<b>100.0%</b>		<b>33.3%</b>		<b>57.3%</b>					<b>9.3%</b>

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

***Destination Locations and Activities***

Route: 214

Quincy Ctr Station - Germantown

Both Directions

Expanded Results

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
Quincy	674	81.2%	5.1%	26.0%	7.3%	16.7%	10.3%	7.3%	7.3%	2.6%	17.5%
Boston: North Dorchester	35	4.2%			100.0%						
Boston: Fenway	17	2.1%						100.0%			
Boston: Govt Center	17	2.1%				100.0%					
Boston: Longwood Med Area	17	2.1%				100.0%					
Boston: South End	17	2.1%				100.0%					
Boston: Waterfront	17	2.1%				100.0%					
Braintree	17	2.1%	100.0%								
Weymouth	17	2.1%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
<b>OVERALL TOTAL</b>	<b>830</b>	<b>100.0%</b>	<b>6.3%</b>	<b>21.1%</b>	<b>10.1%</b>	<b>24.0%</b>	<b>8.3%</b>	<b>8.0%</b>	<b>5.9%</b>	<b>2.1%</b>	<b>14.2%</b>

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



# MBTA Surveys: 2008-09

## Bus Survey

### Destination Locations and Activities

Route: 215

Quincy Ctr Station - North Quincy Stn via West Quincy

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Quincy	379	41.3%	5.7%	23.6%	6.1%	35.8%	5.7%	11.8%		5.7%	5.7%
Boston: South Dorchester	92	10.1%		50.0%		25.0%					25.0%
Boston: Park Square	66	7.2%				100.0%					
Boston: North Dorchester	46	5.0%			50.0%	50.0%					
Boston: Roxbury	46	5.0%		50.0%		50.0%					
Milton	45	4.9%	48.3%								51.7%
Boston: Longwood Med Area	43	4.7%				50.0%		50.0%			
Boston: Jamaica Plain	23	2.5%				100.0%					
Boston: Prudential/Hancock	23	2.5%				100.0%					
Boston: So Bos Res	23	2.5%				100.0%					
Boston: Charlestown	22	2.4%				100.0%					
Boston: Financial/Retail	22	2.4%				100.0%					
Cambridge: Central Square	22	2.4%				100.0%					
Chelsea	22	2.4%				100.0%					
Holbrook	22	2.4%		100.0%							
Weymouth	22	2.4%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	916	100.0%	4.7%	19.7%	5.0%	51.3%	2.4%	7.2%		2.4%	7.4%

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



**Destination Locations and Activities**

Route: 216

Quincy Ctr Station - Hough's Neck

Both Directions

Expanded Results

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
Quincy	412	68.4%		38.4%	4.2%	32.2%		8.4%			16.8%
Boston: Financial/Retail	52	8.6%				66.7%		33.3%			
Boston: Govt Center	35	5.7%				100.0%					
Boston: North End	17	2.9%				100.0%					
Boston: Prudential/Hancock	17	2.9%				100.0%					
Boston: So Bos Indust	17	2.9%							100.0%		
Boston: Waterfront	17	2.9%				100.0%					
Cambridge: Kendall/MIT	17	2.9%				100.0%					
Walpole	17	2.9%							100.0%		
Other (< 0.5 % of riders)	0	0.0%									
<b>OVERALL TOTAL</b>	<b>602</b>	<b>100.0%</b>		<b>26.3%</b>	<b>2.9%</b>	<b>45.0%</b>		<b>8.6%</b>	<b>5.7%</b>		<b>11.5%</b>

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

***Destination Locations and Activities***

Route: 217

Quincy Ctr Station - Ashmont Station

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Milton	68	36.4%		31.4%	31.4%						37.2%
Quincy	47	25.0%	54.3%			45.7%					
Boston: Beacon Hill	26	13.6%				100.0%					
Boston: Park Square	26	13.6%				100.0%					
Braintree	22	11.4%					100.0%				
Other (< 0.5 % of riders)	0	0.0%									
<b>OVERALL TOTAL</b>	<b>188</b>	<b>100.0%</b>	<b>13.6%</b>	<b>11.4%</b>	<b>11.4%</b>	<b>38.6%</b>	<b>11.4%</b>			<b>13.6%</b>	

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

**T** *MBTA Surveys: 2008-09*  
*Bus Survey*

**Destination Locations and Activities**

Route: 220

Quincy Ctr Station - Hingham Sq

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Quincy	296	26.2%	22.1%	21.2%	4.4%	4.4%	4.4%	21.2%	4.4%	4.4%	13.3%
Hingham	189	16.7%				66.7%	33.3%				
Weymouth	107	9.5%		29.3%						41.5%	29.3%
Boston: Financial/Retail	92	8.1%				85.7%				14.3%	
Boston: Govt Center	66	5.8%				100.0%					
Boston: Beacon Hill	39	3.5%				66.7%		33.3%			
Boston: Prudential/Hancock	39	3.5%				100.0%					
Boston: So Bos Res	39	3.5%				100.0%					
Boston: Charlestown	26	2.3%				100.0%					
Boston: Jamaica Plain	26	2.3%				100.0%					
Boston: North Dorchester	26	2.3%	50.0%		50.0%						
Boston: North End	26	2.3%				100.0%					
Braintree	26	2.3%				50.0%		50.0%			
Cambridge: Central Square	26	2.3%				100.0%					
Boston: Brighton	13	1.2%						100.0%			
Boston: Logan Airport	13	1.2%									100.0%
Boston: Longwood Med Area	13	1.2%				100.0%					
Boston: Park Square	13	1.2%			100.0%						
Boston: So Bos Indust	13	1.2%	100.0%								
Cambridge: Harvard Square	13	1.2%				100.0%					
Cambridge: Kendall/MIT	13	1.2%				100.0%					
Unspecified	13	1.2%						100.0%			
Other (< 0.5 % of riders)	0	0.0%									
<b>OVERALL TOTAL</b>	<b>1,130</b>	<b>100.0%</b>	<b>8.1%</b>	<b>8.3%</b>	<b>3.5%</b>	<b>48.3%</b>	<b>6.7%</b>	<b>10.2%</b>	<b>1.2%</b>	<b>6.3%</b>	<b>7.4%</b>

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

***Destination Locations and Activities***

Route: 221

Quincy Ctr Station - Fort Point

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		No Resp.	DESTINATION ACTIVITIES							
	Total Riders	Pct. of Riders		Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Quincy	52	26.0%				50.0%					50.0%
Weymouth	31	15.6%		100.0%							
Boston: Beacon Hill	26	13.0%				50.0%		50.0%			
Cambridge: Central Square	26	13.0%				100.0%					
Boston: Charlestown	13	6.5%				100.0%					
Boston: Financial/Retail	13	6.5%				100.0%					
Boston: Govt Center	13	6.5%				100.0%					
Boston: South End	13	6.5%				100.0%					
Cambridge: East Cambridge	13	6.5%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
<b>OVERALL TOTAL</b>	<b>202</b>	<b>100.0%</b>		<b>15.6%</b>		<b>64.9%</b>		<b>6.5%</b>			<b>13.0%</b>

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



# MBTA Surveys: 2008-09

## Bus Survey

### Destination Locations and Activities

Route: 222

Quincy Ctr Station - East Weymouth

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Quincy	217	42.8%	6.0%	43.4%	14.5%	6.0%		12.1%		6.0%	12.1%
Weymouth	94	18.5%		100.0%							
Cambridge: Kendall/MIT	39	7.7%				100.0%					
Boston: Financial/Retail	26	5.2%				100.0%					
Boston: Waterfront	26	5.2%				100.0%					
Cambridge: Harvard Square	26	5.2%				50.0%				50.0%	
Boston: Govt Center	13	2.6%				100.0%					
Boston: North Dorchester	13	2.6%			100.0%						
Boston: So Bos Indust	13	2.6%				100.0%					
Boston: So Bos Res	13	2.6%								100.0%	
Boston: Unspecified	13	2.6%				100.0%					
Unspecified	13	2.6%					100.0%				
Other (< 0.5 % of riders)	0	0.0%									
<b>OVERALL TOTAL</b>	<b>508</b>	<b>100.0%</b>	<b>2.6%</b>	<b>37.1%</b>	<b>8.8%</b>	<b>30.9%</b>	<b>2.6%</b>	<b>5.2%</b>		<b>7.7%</b>	<b>5.2%</b>

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

**Destination Locations and Activities**

Route: 225

Quincy Ctr Station - Weymouth Landing

Both Directions

Expanded Results

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
Quincy	621	38.7%	4.0%	21.5%		29.4%	12.7%	4.0%			28.5%
Weymouth	163	10.1%		33.3%		33.3%		33.3%			
Braintree	104	6.4%		52.5%		23.8%					23.8%
Unspecified	104	6.4%	23.8%			52.5%			23.8%		
Boston: Waterfront	74	4.6%				100.0%					
Cambridge: Kendall/MIT	74	4.6%	33.3%			66.7%					
Boston: Back Bay	49	3.1%				100.0%					
Boston: Logan Airport	49	3.1%	50.0%								50.0%
Boston: North Dorchester	49	3.1%			50.0%	50.0%					
Cambridge: Harvard Square	49	3.1%				50.0%		50.0%			
Hingham	49	3.1%					50.0%				50.0%
Boston: Beacon Hill	25	1.5%				100.0%					
Boston: Fenway	25	1.5%				100.0%					
Boston: Financial/Retail	25	1.5%				100.0%					
Boston: Prudential/Hancock	25	1.5%				100.0%					
Boston: So Bos Indust	25	1.5%				100.0%					
Boston: So Bos Res	25	1.5%						100.0%			
Boston: South Dorchester	25	1.5%		100.0%							
Boston: Unspecified	25	1.5%				100.0%					
Lowell	25	1.5%							100.0%		
Other (< 0.5 % of riders)	0	0.0%									
<b>OVERALL TOTAL</b>	<b>1,607</b>	<b>100.0%</b>	<b>6.1%</b>	<b>16.6%</b>	<b>1.5%</b>	<b>42.6%</b>	<b>6.4%</b>	<b>8.0%</b>	<b>3.1%</b>		<b>15.6%</b>

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

**T** **MBTA Surveys: 2008-09**  
*Bus Survey*

**Destination Locations and Activities**

Route: 230

Quincy Ctr Station - Montello

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Braintree	112	19.4%	13.7%			50.0%	4.5%	27.4%			4.5%
Brockton	92	15.9%	33.3%	50.0%		16.7%					
Boston: Financial/Retail	91	15.8%				100.0%					
Quincy	80	13.9%	6.2%	6.2%	18.7%	37.7%	6.2%	18.7%			6.2%
Boston: Govt Center	30	5.3%				83.5%		16.5%			
Cambridge: Kendall/MIT	25	4.4%				39.5%					60.5%
Boston: South End	20	3.5%	75.4%			24.6%					
Holbrook	20	3.5%		75.4%			24.6%				
Unspecified	20	3.5%	25.0%			75.0%					
Boston: So Bos Indust	15	2.7%				100.0%					
Boston: Unspecified	15	2.6%	33.3%			66.7%					
Boston: Park Square	10	1.7%				100.0%					
Boston: Waterfront	10	1.7%				100.0%					
Boston: Back Bay	5	0.9%				100.0%					
Boston: Beacon Hill	5	0.9%				100.0%					
Boston: North End	5	0.9%				100.0%					
Cambridge: Harvard Square	5	0.9%				100.0%					
Chelsea	5	0.9%				100.0%					
Plymouth	5	0.9%						100.0%			
Weymouth	5	0.9%	100.0%								
Other (< 0.5 % of riders)	0	0.0%									
<b>OVERALL TOTAL</b>	<b>576</b>	<b>100.0%</b>	<b>14.1%</b>	<b>11.5%</b>	<b>2.6%</b>	<b>55.2%</b>	<b>2.6%</b>	<b>9.6%</b>			<b>4.4%</b>

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



# MBTA Surveys: 2008-09

## Bus Survey

### Destination Locations and Activities

Route: 236

Quincy Ctr Station - South Shore Plaza

Both Directions

Expanded Results

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
Braintree	177	54.6%		16.7%		16.7%	33.3%	16.7%			16.7%
Boston: Financial/Retail	69	21.2%				100.0%					
Boston: North End	39	12.1%				100.0%					
Boston: Park Square	39	12.1%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
<b>OVERALL TOTAL</b>	<b>325</b>	<b>100.0%</b>		<b>9.1%</b>		<b>54.5%</b>	<b>18.2%</b>	<b>9.1%</b>			<b>9.1%</b>

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



***Destination Locations and Activities***

Route: 238

Quincy Ctr Station - Holbrook/Randolph

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Braintree	264	27.5%				60.0%	20.0%			10.0%	10.0%
Quincy	263	27.4%	8.0%	8.0%	16.0%	52.0%					16.0%
Randolph	132	13.8%	40.0%	20.0%		20.0%					20.0%
Boston: Govt Center	68	7.1%				100.0%					
Boston: Financial/Retail	42	4.4%				100.0%					
Boston: Back Bay	21	2.2%				100.0%					
Boston: Beacon Hill	21	2.2%				100.0%					
Boston: Park Square	21	2.2%				100.0%					
Boston: Prudential/Hancock	21	2.2%				100.0%					
Boston: So Bos Indust	21	2.2%				100.0%					
Boston: Waterfront	21	2.2%				100.0%					
Cambridge: Harvard Square	21	2.2%	100.0%								
Cambridge: Kendall/MIT	21	2.2%				100.0%					
Cambridge: North Cambridge	21	2.2%	100.0%								
Other (< 0.5 % of riders)	0	0.0%									
<b>OVERALL TOTAL</b>	<b>959</b>	<b>100.0%</b>	<b>12.1%</b>	<b>4.9%</b>	<b>4.4%</b>	<b>60.4%</b>	<b>5.5%</b>			<b>2.8%</b>	<b>9.9%</b>

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

***Destination Locations and Activities***

Route: 240

Avon Sq/Holbrook/Randolph - Ashmont Station

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Randolph	486	34.3%	4.2%	60.6%			21.1%				14.1%
Boston: South Dorchester	191	13.5%	10.7%			46.5%	10.7%		10.7%		21.4%
Boston: Mattapan	109	7.7%				62.6%	18.7%				18.7%
Boston: North Dorchester	102	7.2%			20.0%	40.0%					40.0%
Unspecified	102	7.2%	20.0%		40.0%		20.0%				20.0%
Boston: Financial/Retail	82	5.8%			25.0%	50.0%			25.0%		
Boston: Prudential/Hancock	61	4.3%				66.7%			33.3%		
Boston: Back Bay	41	2.9%				100.0%					
Boston: Govt Center	41	2.9%				100.0%					
Boston: Roxbury	41	2.9%								50.0%	50.0%
Holbrook	34	2.4%				100.0%					
Boston: Jamaica Plain	20	1.4%				100.0%					
Boston: Longwood Med Area	20	1.4%			100.0%						
Boston: North End	20	1.4%				100.0%					
Boston: Park Square	20	1.4%						100.0%			
Boston: Roslindale	20	1.4%									100.0%
Boston: So Bos Indust	20	1.4%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
<b>OVERALL TOTAL</b>	<b>1,415</b>	<b>100.0%</b>	<b>4.3%</b>	<b>20.8%</b>	<b>7.2%</b>	<b>32.4%</b>	<b>11.6%</b>	<b>1.4%</b>	<b>4.3%</b>	<b>1.4%</b>	<b>16.4%</b>

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

***Destination Locations and Activities***

Route: 245

Quincy Ctr Station - Mattapan Station

Both Directions

Expanded Results

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Quincy	58	26.8%	13.1%	13.1%		60.6%					13.1%
Milton	38	17.3%		26.5%		53.1%					20.4%
Boston: Mattapan	20	9.2%				50.0%					50.0%
Boston: Financial/Retail	15	7.0%				50.0%			50.0%		
Boston: South Dorchester	15	7.0%				100.0%					
Unspecified	15	7.0%				100.0%					
Boston: Roxbury	10	4.6%				100.0%					
Boston: North End	8	3.5%				100.0%					
Boston: Park Square	8	3.5%				100.0%					
Boston: So Bos Indust	8	3.5%				100.0%					
Boston: So Bos Res	8	3.5%				100.0%					
Braintree	8	3.5%									100.0%
Cambridge: Kendall/MIT	8	3.5%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
<b>OVERALL TOTAL</b>	<b>218</b>	<b>100.0%</b>	<b>3.5%</b>	<b>8.1%</b>		<b>69.7%</b>			<b>3.5%</b>		<b>15.1%</b>

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 Quincy 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 Quincy 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 Quincy Garage bus routes as a whole was a trip within Quincy, which was reported by 20% of all riders. This combination was one of the top five origin-destination pairs for 12 of the 18 Quincy Garage bus routes. The top three percentages of Quincy-to-Quincy trips on individual routes were on Routes 214 (66% of the route’s riders), 212 (57%), and 216 (47%). Quincy-to-Quincy trips on these routes also represented the three highest individual origin-destination pairs.

# MBTA Surveys: 2008-09

## Bus Survey

### Origin-Destination Cross-tabulation

Route: 201

Fields Cnr Loop via Neponset Ave

Both Directions

Expanded Results

#### Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: South Dorchester	Boston: Financial/R etail	Boston: Govt Center	Cambridge : Kendall/MI	Boston: Waterfront	Boston: North Dorchester	Boston: Beacon Hill	Boston: Back Bay	Hingham	Cambridge : Harvard Square	Other & % of Row	Row Total & % of Overall
Boston: South Dorchester	136	47	39	16	16	16	16	16	8	8	31 8.8%	353 73.8%
Boston: North Dorchester	42	0	0	0	0	0	0	0	0	0	0 0.0%	42 8.7%
Cambridge: North Cambridge	21	0	0	0	0	0	0	0	0	0	0 0.0%	21 4.4%
Boston: South End	21	0	0	0	0	0	0	0	0	0	0 0.0%	21 4.4%
Boston: Roxbury	21	0	0	0	0	0	0	0	0	0	0 0.0%	21 4.4%
Boston: Mattapan	21	0	0	0	0	0	0	0	0	0	0 0.0%	21 4.4%
Column Total & % of Overall	261 54.6%	47 9.7%	39 8.1%	16 3.2%	16 3.2%	16 3.2%	16 3.2%	16 3.2%	8 1.6%	8 1.6%	31 6.5%	<b>479</b>

# MBTA Surveys: 2008-09

## Bus Survey

### Origin-Destination Cross-tabulation

Route: 202

Fields Cnr Loop via Adams St

Both Directions

Expanded Results

#### Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: South Dorchester	Unspecif ied	Boston: South End	Boston: North Dorchester	Boston: Back Bay								Row Total & % of Overall
	Boston: South Dorchester	16	8	8	8	8							
Boston: South End	21	0	0	0	0								21 23.7%
Boston: Back Bay	21	0	0	0	0								21 23.7%
Column Total & % of Overall	57 64.9%	8 8.8%	8 8.8%	8 8.8%	8 8.8%								88



# MBTA Surveys: 2008-09

## Bus Survey

### Origin-Destination Cross-tabulation

Route: 210

Quincy Ctr Station - North Quincy Stn

Both Directions

Expanded Results

#### Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Quincy	Boston: South Dorchester	Boston: Financial/R etail	Boston: Govt Center	Boston: Back Bay	Unspecifie d	Boston: Fenway						Row Total & % of Overall
Quincy	187	57	65	0	0	18	18						346 68.6%
Boston: South Dorchester	18	18	29	0	29	0	0						94 18.6%
Hingham	0	0	0	29	0	0	0						29 5.7%
Boston: North Dorchester	0	18	0	0	0	0	0						18 3.6%
Boston: Financial/Retail	0	18	0	0	0	0	0						18 3.6%
Column Total & % of Overall	205 40.7%	112 22.2%	94 18.6%	29 5.7%	29 5.7%	18 3.6%	18 3.6%						504

# MBTA Surveys: 2008-09

## Bus Survey

### Origin-Destination Cross-tabulation

Route: 211

Quincy Ctr Station - Squantum

Both Directions

Expanded Results

#### Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Quincy	Unspecif ied	Boston: Charlesto wn	Weymouth	Boston: North End	Boston: Financial/R etail	Boston: Dwntwn Unspecifie	Boston: Back Bay				Row Total & % of Overall
Quincy	234	65	36	18	18	18	18	18				426 85.0%
Boston: Govt Center	29	0	0	0	0	0	0	0				29 5.7%
Boston: Dwntwn Unspecified	29	0	0	0	0	0	0	0				29 5.7%
Boston: Logan Airport	18	0	0	0	0	0	0	0				18 3.6%
Column Total & % of Overall	309 61.7%	65 13.0%	36 7.2%	18 3.6%	18 3.6%	18 3.6%	18 3.6%	18 3.6%				501

# MBTA Surveys: 2008-09

## Bus Survey

### Origin-Destination Cross-tabulation

Route: 212

Expanded Results

Quincy Ctr Station - North Quincy Stn

Both Directions

#### Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Quincy	Cambridge : Harvard Square	Boston: Longwood Med Area	Boston: Financial/R etail								Row Total & % of Overall
Quincy	112	29	18	18								177 90.7%
Boston: Govt Center	18	0	0	0								18 9.3%
Column Total & % of Overall	130 66.7%	29 14.7%	18 9.3%	18 9.3%								195

# MBTA Surveys: 2008-09

## Bus Survey

### Origin-Destination Cross-tabulation

Route: 214

Quincy Ctr Station - Germantown

Both Directions

Expanded Results

#### Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Quincy	Boston: North Dorchester	Weymouth	Braintree	Boston: Waterfront	Boston: South End	Boston: Longwood Med Area	Boston: Govt Center	Boston: Fenway			Row Total & % of Overall
Quincy	547	35	17	17	17	17	17	17	17			703 84.8%
Boston: South Dorchester	63	0	0	0	0	0	0	0	0			63 7.6%
Braintree	32	0	0	0	0	0	0	0	0			32 3.8%
Boston: Mattapan	32	0	0	0	0	0	0	0	0			32 3.8%
Column Total & % of Overall	674 81.2%	35 4.2%	17 2.1%	17 2.1%	17 2.1%	17 2.1%	17 2.1%	17 2.1%	17 2.1%			830

# MBTA Surveys: 2008-09

## Bus Survey

### Origin-Destination Cross-tabulation

Route: 215

Quincy Ctr Station - North Quincy Stn via West Quincy

Both Directions

Expanded Results

#### Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Destination Town/Neighborhood:											Row Total & % of Overall
	Quincy	Boston: South Dorchester	Boston: Park Square	Boston: Roxbury	Boston: North Dorchester	Milton	Boston: Longwood Med Area	Boston: Jamaica Plain	Boston: So Bos Res	Boston: Prudential/ Hancock	Other & % of Row	
Quincy	157	69	66	46	23	23	43	23	23	23	86	605
											14.2%	66.1%
Boston: South Dorchester	86	0	0	0	0	0	0	0	0	0	0	86
											0.0%	9.4%
Weymouth	0	23	0	0	0	0	0	0	0	0	0	23
											0.0%	2.5%
Medford	23	0	0	0	0	0	0	0	0	0	0	23
											0.0%	2.5%
Chelsea	23	0	0	0	0	0	0	0	0	0	0	23
											0.0%	2.5%
Boston: Unspecified	23	0	0	0	0	0	0	0	0	0	0	23
											0.0%	2.5%
Boston: So Bos Indust	23	0	0	0	0	0	0	0	0	0	0	23
											0.0%	2.5%
Boston: North Dorchester	0	0	0	0	23	0	0	0	0	0	0	23
											0.0%	2.5%
Stoughton	22	0	0	0	0	0	0	0	0	0	0	22
											0.0%	2.4%
Boston: Roxbury	0	0	0	0	0	22	0	0	0	0	0	22
											0.0%	2.4%
Boston: Roslindale	22	0	0	0	0	0	0	0	0	0	0	22
											0.0%	2.4%
Boston: Mattapan	0	0	0	0	0	0	0	0	0	0	22	22
											100.0%	2.4%
Column Total & % of Overall	379	92	66	46	46	45	43	23	23	23	108	916
	41.3%	10.1%	7.2%	5.0%	5.0%	4.9%	4.7%	2.5%	2.5%	2.5%	11.8%	

# MBTA Surveys: 2008-09

## Bus Survey

### Origin-Destination Cross-tabulation

Route: 216

Quincy Ctr Station - Hough's Neck

Both Directions

Expanded Results

#### Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Quincy	Boston: Financial/R etail	Boston: Govt Center	Walpole	Cambridge : Kendall/MI	Boston: Waterfront	Boston: So Bos Indust	Boston: Prudential/ Hancock	Boston: North End			Row Total & % of Overall
Quincy	285	52	35	17	17	17	17	17	17			476 79.0%
Cambridge: Central Square	32	0	0	0	0	0	0	0	0			32 5.3%
Boston: So Bos Indust	32	0	0	0	0	0	0	0	0			32 5.3%
Boston: North Dorchester	32	0	0	0	0	0	0	0	0			32 5.3%
Boston: Beacon Hill	32	0	0	0	0	0	0	0	0			32 5.3%
Column Total & % of Overall	412 68.4%	52 8.6%	35 5.7%	17 2.9%	17 2.9%	17 2.9%	17 2.9%	17 2.9%	17 2.9%			602

# MBTA Surveys: 2008-09

## Bus Survey

### Origin-Destination Cross-tabulation

Route: 217

Expanded Results

Quincy Ctr Station - Ashmont Station

Both Directions

#### Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Milton	Quincy	Boston: Park Square	Boston: Beacon Hill	Braintree								Row Total & % of Overall
Quincy	26	26	26	0	0								77 40.7%
Milton	0	0	0	26	22								47 25.0%
Boston: South Dorchester	22	22	0	0	0								43 22.9%
Boston: Roxbury	22	0	0	0	0								22 11.4%
Column Total & % of Overall	69 36.4%	47 25.0%	26 13.6%	26 13.6%	22 11.4%								188

# **MBTA Surveys: 2008-09**

## Bus Survey

### Origin-Destination

### Cross-tabulation

Route: 220

Quincy Ctr Station - Hingham Sq

Both Directions

Expanded Results

#### Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Quincy	Hingham	Weymouth	Boston: Financial/R etail	Boston: Govt Center	Boston: Prudential/ Hancock	Boston: So Bos Res	Boston: Beacon Hill	Boston: Charlesto wn	Boston: Jamaica Plain	Other & % of Row	Row Total & % of Overall
Quincy	102	63	63	26	13	13	13	0	13	26	118 25.4%	464 41.1%
Weymouth	92	94	0	26	13	0	0	13	0	0	0 0.0%	239 21.1%
Hingham	26	0	0	26	0	26	26	26	0	0	39 21.4%	184 16.2%
Hull	13	0	13	13	13	0	0	0	0	0	0 0.0%	52 4.6%
Cohasset	0	0	0	0	13	0	0	0	0	0	26 66.7%	39 3.5%
Boston: Waterfront	0	0	31	0	0	0	0	0	0	0	0 0.0%	31 2.8%
Boston: South End	31	0	0	0	0	0	0	0	0	0	0 0.0%	31 2.8%
Boston: South Dorchester	0	31	0	0	0	0	0	0	0	0	0 0.0%	31 2.8%
Boston: Financial/Retail	31	0	0	0	0	0	0	0	0	0	0 0.0%	31 2.8%
Scituate	0	0	0	0	13	0	0	0	13	0	0 0.0%	26 2.3%
Column Total & % of Overall	296 26.2%	189 16.7%	107 9.5%	92 8.1%	66 5.8%	39 3.5%	39 3.5%	39 3.5%	26 2.3%	26 2.3%	184 16.2%	<b>1130</b>



# MBTA Surveys: 2008-09

## Bus Survey

### Origin-Destination Cross-tabulation

Route: 221

Quincy Ctr Station - Fort Point

Both Directions

Expanded Results

#### Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Quincy	Weymouth	Cambridge : Central Square	Boston: Beacon Hill	Cambridge : East Cambridge	Boston: South End	Boston: Govt Center	Boston: Financial/R etail	Boston: Charlesto wn			Row Total & % of Overall
Weymouth	39	0	26	26	13	13	13	0	0			131 64.9%
Quincy	13	31	0	0	0	0	0	13	13			71 35.1%
Column Total & % of Overall	52 26.0%	31 15.6%	26 13.0%	26 13.0%	13 6.5%	13 6.5%	13 6.5%	13 6.5%	13 6.5%			202

# MBTA Surveys: 2008-09

## Bus Survey

### Origin-Destination Cross-tabulation

Route: 222

Quincy Ctr Station - East Weymouth

Both Directions

Expanded Results

#### Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Quincy	Weymouth	Cambridge : Kendall/MI	Cambridge : Harvard Square	Boston: Waterfront	Boston: Financial/R etail	Unspecifie d	Boston: Unspecifie d	Boston: So Bos Res	Boston: So Bos Indust	Other & % of Row	Row Total & % of Overall
Quincy	89	31	0	0	26	13	0	13	0	13	0	199 39.2%
Weymouth	66	0	39	26	0	13	13	0	13	0	13	184 36.1%
Boston: Waterfront	63	0	0	0	0	0	0	0	0	0	0	63 12.4%
Boston: Beacon Hill	0	63	0	0	0	0	0	0	0	0	0	63 12.4%
Column Total & % of Overall	217 42.8%	94 18.5%	39 7.7%	26 5.2%	26 5.2%	26 5.2%	13 2.6%	13 2.6%	13 2.6%	13 2.6%	13 2.6%	508

# MBTA Surveys: 2008-09

## Bus Survey

### Origin-Destination Cross-tabulation

Route: 225

Quincy Ctr Station - Weymouth Landing

Both Directions

Expanded Results

#### Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Quincy	Weymouth	Unspecif ed	Braintree	Cambridge : Kendall/MI	Boston: Waterfront	Hingham	Cambridge : Harvard Square	Boston: Back Bay	Boston: Logan Airport	Other & % of Row	Row Total & % of Overall
Quincy	311	163	0	25	49	74	0	0	25	49	98 12.0%	818 50.9%
Weymouth	123	0	49	25	0	0	49	49	25	0	74 18.8%	394 24.5%
Braintree	79	0	0	0	25	0	0	0	0	0	49 27.7%	177 11.0%
Watertown	54	0	0	0	0	0	0	0	0	0	0 0.0%	54 3.4%
Boston: North Dorchester	0	0	54	0	0	0	0	0	0	0	0 0.0%	54 3.4%
Boston: Jamaica Plain	54	0	0	0	0	0	0	0	0	0	0 0.0%	54 3.4%
Boston: Financial/Retail	0	0	0	54	0	0	0	0	0	0	0 0.0%	54 3.4%
Column Total & % of Overall	621 38.7%	163 10.1%	104 6.4%	104 6.4%	74 4.6%	74 4.6%	49 3.1%	49 3.1%	49 3.1%	49 3.1%	221 13.8%	<b>1607</b>

# MBTA Surveys: 2008-09

## Bus Survey

### Origin-Destination Cross-tabulation

Route: 230

Quincy Ctr Station - Montello

Both Directions

Expanded Results

#### Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Braintree	Brockton	Boston: Financial/R etail	Quincy	Boston: Govt Center	Cambridge : Kendall/MI	Holbrook	Boston: South End	Unspecifie d	Boston: So Bos Indust	Other & % of Row	Row Total & % of Overall
Braintree	15	0	36	40	15	20	0	15	0	15	5 3.0%	167 29.0%
Quincy	76	46	25	5	0	0	0	5	0	0	5 3.1%	163 28.2%
Brockton	10	0	15	30	0	0	0	0	20	0	20 20.0%	100 17.4%
Holbrook	10	15	10	5	15	5	5	0	0	0	15 17.6%	85 14.8%
Boston: So Bos Indust	0	15	0	0	0	0	0	0	0	0	0 0.0%	15 2.7%
Boston: Govt Center	0	15	0	0	0	0	0	0	0	0	0 0.0%	15 2.7%
Boston: Financial/Retail	0	0	0	0	0	0	15	0	0	0	0 0.0%	15 2.7%
Weymouth	0	0	0	0	0	0	0	0	0	0	5 100.0%	5 0.9%
Unspecified	0	0	5	0	0	0	0	0	0	0	0 0.0%	5 0.9%
Avon	0	0	0	0	0	0	0	0	0	0	5 100.0%	5 0.9%
Column Total & % of Overall	112 19.4%	92 15.9%	91 15.8%	80 13.9%	30 5.3%	25 4.4%	20 3.5%	20 3.5%	20 3.5%	15 2.7%	55 9.5%	576

# MBTA Surveys: 2008-09

## Bus Survey

### Origin-Destination Cross-tabulation

Route: 236

Quincy Ctr Station - South Shore Plaza

Both Directions

Expanded Results

#### Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Braintree	Boston: Financial/R etail	Boston: Park Square	Boston: North End								Row Total & % of Overall
Quincy	59	30	39	0								128 39.4%
Braintree	30	39	0	39								108 33.3%
Weymouth	30	0	0	0								30 9.1%
Middleborough	30	0	0	0								30 9.1%
Boston: Jamaica Plain	30	0	0	0								30 9.1%
Column Total & % of Overall	177 54.6%	69 21.2%	39 12.1%	39 12.1%								325



# MBTA Surveys: 2008-09

## Bus Survey

### Origin-Destination Cross-tabulation

Route: 240

Avon Sq/Holbrook/Randolph - Ashmont Station

Both Directions

Expanded Results

#### Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Randolph	Boston: South Dorchester	Boston: Mattapan	Unspecif ied	Boston: North Dorchester	Boston: Financial/R etail	Boston: Prudential/ Hancock	Boston: Roxbury	Boston: Govt Center	Boston: Back Bay	Other & % of Row	Row Total & % of Overall
Randolph	75	123	41	82	41	61	41	20	20	20	82 12.8%	642 45.4%
Milton	68	0	0	0	20	0	20	0	0	0	20 15.8%	130 9.2%
Boston: South Dorchester	34	34	0	0	0	0	0	20	0	20	0 0.0%	109 7.7%
Boston: Financial/Retail	68	0	0	0	0	0	0	0	0	0	0 0.0%	68 4.8%
Boston: Govt Center	68	0	0	0	0	0	0	0	0	0	0 0.0%	68 4.8%
Boston: Mattapan	0	0	0	0	41	0	0	0	0	0	0 0.0%	41 2.9%
Holbrook	0	0	0	20	0	0	0	0	20	0	0 0.0%	41 2.9%
Boston: B U	34	0	0	0	0	0	0	0	0	0	0 0.0%	34 2.4%
Boston: Back Bay	34	0	0	0	0	0	0	0	0	0	0 0.0%	34 2.4%
Boston: Dwn tw n Unspecified	34	0	0	0	0	0	0	0	0	0	0 0.0%	34 2.4%
Boston: Fenway	0	0	34	0	0	0	0	0	0	0	0 0.0%	34 2.4%
Boston: Roxbury	0	34	0	0	0	0	0	0	0	0	0 0.0%	34 2.4%
Boston: South End	34	0	0	0	0	0	0	0	0	0	0 0.0%	34 2.4%
Cambridge: Kendall/MIT	34	0	0	0	0	0	0	0	0	0	0 0.0%	34 2.4%
Boston: North Dorchester	0	0	34	0	0	0	0	0	0	0	0 0.0%	34 2.4%
Avon	0	0	0	0	0	0	0	0	0	0	20 100.0%	20 1.4%
Stoughton	0	0	0	0	0	20	0	0	0	0	0 0.0%	20 1.4%
Column Total & % of Overall	486 34.3%	191 13.5%	109 7.7%	102 7.2%	102 7.2%	82 5.8%	61 4.3%	41 2.9%	41 2.9%	41 2.9%	123 8.7%	<b>1415</b>







## **Socioeconomic Characteristics**

This chapter presents data on the age, gender, income, and ethnicity of the riders on Quincy 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 Quincy 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. Only one bus route had less than 55% of the responding population belonging to this age group: Route 217 (42%). Members of the workforce are most likely to be somewhere in this age range, and, indeed, 58% of the riders on all bus routes reported work or work-related trip purposes (see Chapter 3 for a full discussion of trip purposes).

Overall, the 45-to-64 age bracket had the highest share of riders (38%); its highest shares by route were on Routes 211 (53%), 202 (50%), and 225 (46%). The 25-to-34 age bracket had the second-highest share of riders (20%); its highest shares by route were on Routes 216 (30%), 217 (29%), and 225 (27%).

Overall, 10% of the surveyed respondents were age 19-to-24. The highest percentages were observed on Routes 202 (24%), 240 (21%), and 236 (18%). The lowest percentages in this age category were observed on Routes 212 and 217 (both 0%) and 220 (1%).

On the Quincy Garage bus routes overall, 4% of survey respondents were age 18 or under. The highest percentages were observed on Routes 217 (27%), 212 (19%), and 210 (11%). At the other end of the spectrum, 13% of the respondents on all surveyed routes were age 65 or older. The highest percentages were observed on Routes 211 (32%), 217 (31%), and 210 (24%).

## **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 every Quincy Garage bus route except Routes 211, 217, 221, 225, and 236, female riders outnumbered male riders. The highest percentage of male respondents was 69%, on Route 211. The highest percentage of female respondents was 90%, on Route 202.

No surveys were returned by transgender riders.

## **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. On the Quincy Garage bus routes overall, the highest percentage of survey

respondents were in the under-\$20,000 range (22%). The routes with the highest percentages in this range were Routes 214 (38%), 211 (34%), and 216 (32%); the lowest percentages of riders in this income category were observed on Routes 245 (10%), 202 (12%), and 220 (14%).

The average household size varied across the bus routes from as high as 3.0 on Route 240 to as low as 1.9 on Route 210.

## **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 route with the highest percentage of white riders was Route 220 (94%). The route with the highest percentage of nonwhite riders was Route 240, where 53% of the riders self-identified as black or African-American, 11% as “other”, and 7% 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 202 (15%) and 217 and 214 (both 13%). On several routes, 0% of riders identified themselves as Hispanic/Latino.



# MBTA Surveys: 2008-09

## Bus Survey

### Socioeconomic Characteristics

Route: 201

Expanded Results

Fields Cnr Loop via Neponset Ave

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	0	0.0%	0.0%
19 - 24	16	3.3%	3.3%
25 - 34	125	26.5%	29.8%
35 - 44	83	17.6%	47.5%
45 - 64	211	44.8%	92.3%
65 and Older	36	7.7%	100.0%
TOTAL	471	100.0%	100.0%
No Answer	8		

Gender of Riders:	Number of Riders	Percent of Riders
Male	99	23.1%
Female	328	76.9%
Transgender	0	0.0%
TOTAL	427	100.0%
No Answer	52	

### Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	78	19.3%	19.3%
\$20,000 - \$29,999	50	12.2%	31.5%
\$30,000 - \$39,999	71	17.4%	48.9%
\$40,000 - \$49,999	47	11.5%	60.4%
\$50,000 - \$59,999	36	9.0%	69.4%
\$60,000 - \$74,999	39	9.6%	78.9%
\$75,000 - \$99,999	62	15.3%	94.3%
\$100,000 or more	23	5.7%	100.0%
TOTAL	406	100.0%	100.0%
No Answer	73		

Mean Household Size: 2.36



# MBTA Surveys: 2008-09

## Bus Survey

### Ethnicity of Riders

Expanded Results

Route: 201

Fields Cnr Loop via Neponset Ave

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	42	9.3%
Black or African-American	159	35.3%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	23	5.2%
White	239	53.1%
Other	29	6.4%
TOTAL	450	

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	8	1.9%
No	398	98.1%
TOTAL	406	100.0%
No Answer	73	



# MBTA Surveys: 2008-09

## Bus Survey

### Socioeconomic Characteristics

Route: 202

Expanded Results

Fields Cnr Loop via Adams St

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	0	0.0%	0.0%
19 - 24	21	23.7%	23.7%
25 - 34	0	0.0%	23.7%
35 - 44	8	8.8%	32.4%
45 - 64	44	50.0%	82.4%
65 and Older	16	17.6%	100.0%
TOTAL	88	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	8	9.6%
Female	73	90.4%
Transgender	0	0.0%
TOTAL	81	100.0%
No Answer	8	

### Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	8	11.9%	11.9%
\$20,000 - \$29,999	0	0.0%	11.9%
\$30,000 - \$39,999	21	32.1%	44.0%
\$40,000 - \$49,999	21	32.1%	76.2%
\$50,000 - \$59,999	16	23.8%	100.0%
\$60,000 - \$74,999	0	0.0%	100.0%
\$75,000 - \$99,999	0	0.0%	100.0%
\$100,000 or more	0	0.0%	100.0%
TOTAL	65	100.0%	100.0%
No Answer	23		

Mean Household Size: 2.10



# MBTA Surveys: 2008-09

## Bus Survey

### Ethnicity of Riders

Expanded Results

Route: 202

Fields Cnr Loop via Adams St

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	8	10.6%
Native Hawaiian or Other Pacific Islander	8	10.6%
Asian	0	0.0%
White	29	39.4%
Other	29	39.4%
TOTAL	73	

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	8	14.9%
No	44	85.1%
TOTAL	52	100.0%
No Answer	36	



# MBTA Surveys: 2008-09

## Bus Survey

### Socioeconomic Characteristics

Route: 210

Expanded Results

Quincy Ctr Station - North Quincy Stn

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	54	10.8%	10.8%
19 - 24	29	5.7%	16.5%
25 - 34	47	9.3%	25.8%
35 - 44	83	16.5%	42.2%
45 - 64	169	33.5%	75.8%
65 and Older	122	24.2%	100.0%
TOTAL	504	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	218	45.0%
Female	267	55.0%
Transgender	0	0.0%
TOTAL	486	100.0%
No Answer	18	

### Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	104	22.7%	22.7%
\$20,000 - \$29,999	94	20.5%	43.2%
\$30,000 - \$39,999	94	20.5%	63.7%
\$40,000 - \$49,999	73	15.9%	79.5%
\$50,000 - \$59,999	18	4.0%	83.5%
\$60,000 - \$74,999	0	0.0%	83.5%
\$75,000 - \$99,999	47	10.2%	93.7%
\$100,000 or more	29	6.3%	100.0%
TOTAL	457	100.0%	100.0%
No Answer	47		

Mean Household Size: 1.88





# MBTA Surveys: 2008-09

## Bus Survey

### Ethnicity of Riders

Expanded Results

Route: 210

Quincy Ctr Station - North Quincy Stn

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	83	17.8%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	29	6.1%
White	327	70.0%
Other	29	6.1%
TOTAL	468	

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	468	100.0%
TOTAL	468	100.0%
No Answer	36	



# MBTA Surveys: 2008-09

## Bus Survey

### Socioeconomic Characteristics

Route: 211

Expanded Results

Quincy Ctr Station - Squantum

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	18	3.8%	3.8%
19 - 24	18	3.8%	7.7%
25 - 34	36	7.7%	15.4%
35 - 44	0	0.0%	15.4%
45 - 64	249	52.7%	68.1%
65 and Older	151	31.9%	100.0%
TOTAL	473	100.0%	100.0%
No Answer	29		

Gender of Riders:	Number of Riders	Percent of Riders
Male	286	68.7%
Female	130	31.3%
Transgender	0	0.0%
TOTAL	415	100.0%
No Answer	86	

### Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	119	34.1%	34.1%
\$20,000 - \$29,999	122	34.9%	68.9%
\$30,000 - \$39,999	18	5.2%	74.1%
\$40,000 - \$49,999	54	15.5%	89.6%
\$50,000 - \$59,999	18	5.2%	94.8%
\$60,000 - \$74,999	18	5.2%	100.0%
\$75,000 - \$99,999	0	0.0%	100.0%
\$100,000 or more	0	0.0%	100.0%
TOTAL	350	100.0%	100.0%
No Answer	151		

Mean Household Size: 1.91



# MBTA Surveys: 2008-09

## Bus Survey

### Ethnicity of Riders

Expanded Results

Route: 211

Quincy Ctr Station - Squantum

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	18	4.1%
Black or African-American	0	0.0%
Native Hawaiian or Other Pacific Islander	29	6.4%
Asian	65	14.6%
White	361	81.3%
Other	18	4.1%
TOTAL	444	

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	36	8.2%
No	408	91.8%
TOTAL	444	100.0%
No Answer	57	



# MBTA Surveys: 2008-09

## Bus Survey

### Socioeconomic Characteristics

Route: 212

Expanded Results

Quincy Ctr Station - North Quincy Stn

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	36	18.6%	18.6%
19 - 24	0	0.0%	18.6%
25 - 34	29	14.7%	33.3%
35 - 44	36	18.6%	52.0%
45 - 64	47	24.0%	76.0%
65 and Older	47	24.0%	100.0%
TOTAL	195	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	36	18.6%
Female	158	81.4%
Transgender	0	0.0%
TOTAL	195	100.0%
No Answer	0	

### Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	29	16.2%	16.2%
\$20,000 - \$29,999	36	20.6%	36.8%
\$30,000 - \$39,999	47	26.5%	63.2%
\$40,000 - \$49,999	0	0.0%	63.2%
\$50,000 - \$59,999	0	0.0%	63.2%
\$60,000 - \$74,999	0	0.0%	63.2%
\$75,000 - \$99,999	29	16.2%	79.4%
\$100,000 or more	36	20.6%	100.0%
TOTAL	177	100.0%	100.0%
No Answer	18		

Mean Household Size: 2.57



# MBTA Surveys: 2008-09

## Bus Survey

### Ethnicity of Riders

Expanded Results

Route: 212

Quincy Ctr Station - North Quincy Stn

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	36	18.6%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	47	24.0%
White	112	57.3%
Other	18	9.3%
TOTAL	195	

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	177	100.0%
TOTAL	177	100.0%
No Answer	18	



# MBTA Surveys: 2008-09

## Bus Survey

### Socioeconomic Characteristics

Route: 214

Expanded Results

Quincy Ctr Station - Germantown

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	52	6.3%	6.3%
19 - 24	101	12.2%	18.4%
25 - 34	118	14.2%	32.7%
35 - 44	161	19.4%	52.1%
45 - 64	294	35.4%	87.5%
65 and Older	104	12.5%	100.0%
TOTAL	830	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	199	26.0%
Female	565	74.0%
Transgender	0	0.0%
TOTAL	763	100.0%
No Answer	66	

### Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	268	37.8%	37.8%
\$20,000 - \$29,999	98	13.8%	51.6%
\$30,000 - \$39,999	130	18.3%	69.9%
\$40,000 - \$49,999	112	15.8%	85.8%
\$50,000 - \$59,999	66	9.4%	95.1%
\$60,000 - \$74,999	0	0.0%	95.1%
\$75,000 - \$99,999	17	2.4%	97.6%
\$100,000 or more	17	2.4%	100.0%
TOTAL	709	100.0%	100.0%
No Answer	121		

Mean Household Size: 2.53



# MBTA Surveys: 2008-09

## Bus Survey

### Ethnicity of Riders

Expanded Results

Route: 214

Quincy Ctr Station - Germantown

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	49	6.1%
Black or African-American	112	14.1%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	136	17.0%
White	449	56.3%
Other	52	6.5%
TOTAL	798	

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	98	12.8%
No	666	87.2%
TOTAL	763	100.0%
No Answer	66	



# MBTA Surveys: 2008-09

## Bus Survey

### Socioeconomic Characteristics

Route: 215

Expanded Results

Quincy Ctr Station - North Quincy Stn via West Quincy

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	0	0.0%	0.0%
19 - 24	89	10.0%	10.0%
25 - 34	229	25.6%	35.6%
35 - 44	154	17.2%	52.8%
45 - 64	311	34.8%	87.6%
65 and Older	111	12.4%	100.0%
TOTAL	894	100.0%	100.0%
No Answer	22		

Gender of Riders:	Number of Riders	Percent of Riders
Male	334	41.3%
Female	474	58.7%
Transgender	0	0.0%
TOTAL	808	100.0%
No Answer	108	

### Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	180	22.9%	22.9%
\$20,000 - \$29,999	91	11.6%	34.5%
\$30,000 - \$39,999	43	5.5%	40.0%
\$40,000 - \$49,999	131	16.7%	56.7%
\$50,000 - \$59,999	69	8.8%	65.5%
\$60,000 - \$74,999	46	5.9%	71.4%
\$75,000 - \$99,999	155	19.8%	91.2%
\$100,000 or more	69	8.8%	100.0%
TOTAL	785	100.0%	100.0%
No Answer	131		

Mean Household Size: 2.73





# MBTA Surveys: 2008-09

## Bus Survey

### Ethnicity of Riders

Expanded Results

Route: 215

Quincy Ctr Station - North Quincy Stn via West Quincy

Both Directions

#### Self-Identified Race:

	Number of Responses	Percent of Responses
American Indian/Alaskan Native	23	2.7%
Black or African-American	155	18.3%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	112	13.2%
White	608	71.4%
Other	45	5.2%
TOTAL	851	

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	23	2.9%
No	761	97.1%
TOTAL	784	100.0%
No Answer	132	



# MBTA Surveys: 2008-09

## Bus Survey

### Socioeconomic Characteristics

Route: 216

Expanded Results

Quincy Ctr Station - Hough's Neck

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	49	8.1%	8.1%
19 - 24	35	5.7%	13.9%
25 - 34	181	30.1%	44.0%
35 - 44	69	11.5%	55.5%
45 - 64	153	25.4%	80.9%
65 and Older	115	19.1%	100.0%
TOTAL	602	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	254	47.1%
Female	285	52.9%
Transgender	0	0.0%
TOTAL	539	100.0%
No Answer	63	

### Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	150	32.1%	32.1%
\$20,000 - \$29,999	0	0.0%	32.1%
\$30,000 - \$39,999	35	7.4%	39.5%
\$40,000 - \$49,999	35	7.4%	46.9%
\$50,000 - \$59,999	49	10.5%	57.4%
\$60,000 - \$74,999	101	21.6%	79.0%
\$75,000 - \$99,999	32	6.8%	85.8%
\$100,000 or more	66	14.2%	100.0%
TOTAL	467	100.0%	100.0%
No Answer	136		

Mean Household Size: 2.80



# MBTA Surveys: 2008-09

## Bus Survey

### Ethnicity of Riders

Expanded Results

Route: 216

Quincy Ctr Station - Hough's Neck

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	17	3.1%
Black or African-American	17	3.1%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	17	3.1%
White	501	90.6%
Other	0	0.0%
TOTAL	553	

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	487	100.0%
TOTAL	487	100.0%
No Answer	115	



# MBTA Surveys: 2008-09

## Bus Survey

### Socioeconomic Characteristics

Route: 217

Expanded Results

Quincy Ctr Station - Ashmont Station

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	43	26.5%	26.5%
19 - 24	0	0.0%	26.5%
25 - 34	47	28.9%	55.4%
35 - 44	0	0.0%	55.4%
45 - 64	22	13.2%	68.6%
65 and Older	51	31.4%	100.0%
TOTAL	163	100.0%	100.0%
No Answer	26		

Gender of Riders:	Number of Riders	Percent of Riders
Male	94	57.8%
Female	69	42.2%
Transgender	0	0.0%
TOTAL	163	100.0%
No Answer	26	

### Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	26	21.3%	21.3%
\$20,000 - \$29,999	0	0.0%	21.3%
\$30,000 - \$39,999	22	18.0%	39.3%
\$40,000 - \$49,999	0	0.0%	39.3%
\$50,000 - \$59,999	0	0.0%	39.3%
\$60,000 - \$74,999	26	21.3%	60.7%
\$75,000 - \$99,999	22	18.0%	78.7%
\$100,000 or more	26	21.3%	100.0%
TOTAL	120	100.0%	100.0%
No Answer	69		

Mean Household Size: 2.22



# MBTA Surveys: 2008-09

## Bus Survey

### Ethnicity of Riders

Expanded Results

Route: 217

Quincy Ctr Station - Ashmont Station

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	43	26.5%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	0	0.0%
White	98	60.3%
Other	22	13.2%
TOTAL	162	

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	13.2%
No	141	86.8%
TOTAL	163	100.0%
No Answer	26	



# MBTA Surveys: 2008-09

## Bus Survey

### Socioeconomic Characteristics

Route: 220

Expanded Results

Quincy Ctr Station - Hingham Sq

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	13	1.2%	1.2%
19 - 24	13	1.2%	2.3%
25 - 34	189	16.7%	19.0%
35 - 44	225	20.0%	39.0%
45 - 64	503	44.5%	83.5%
65 and Older	186	16.5%	100.0%
TOTAL	1,130	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	459	44.1%
Female	582	55.9%
Transgender	0	0.0%
TOTAL	1,041	100.0%
No Answer	89	

### Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	128	13.5%	13.5%
\$20,000 - \$29,999	115	12.2%	25.7%
\$30,000 - \$39,999	102	10.8%	36.5%
\$40,000 - \$49,999	115	12.2%	48.6%
\$50,000 - \$59,999	110	11.6%	60.2%
\$60,000 - \$74,999	110	11.6%	71.8%
\$75,000 - \$99,999	110	11.6%	83.4%
\$100,000 or more	157	16.6%	100.0%
TOTAL	949	100.0%	100.0%
No Answer	181		

Mean Household Size: 2.26



# MBTA Surveys: 2008-09

## Bus Survey

### Ethnicity of Riders

Expanded Results

Route: 220

Quincy Ctr Station - Hingham Sq

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	13	1.3%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	13	1.3%
White	967	93.7%
Other	39	3.8%
TOTAL	1,033	

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	52	5.6%
No	886	94.4%
TOTAL	938	100.0%
No Answer	191	



# MBTA Surveys: 2008-09

## Bus Survey

### Socioeconomic Characteristics

Route: 221

Expanded Results

Quincy Ctr Station - Fort Point

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	0	0.0%	0.0%
19 - 24	13	6.5%	6.5%
25 - 34	52	26.0%	32.5%
35 - 44	26	13.0%	45.5%
45 - 64	71	35.1%	80.5%
65 and Older	39	19.5%	100.0%
TOTAL	202	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	110	54.5%
Female	92	45.5%
Transgender	0	0.0%
TOTAL	202	100.0%
No Answer	0	

### Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	58	28.6%	28.6%
\$20,000 - \$29,999	0	0.0%	28.6%
\$30,000 - \$39,999	13	6.5%	35.1%
\$40,000 - \$49,999	0	0.0%	35.1%
\$50,000 - \$59,999	39	19.5%	54.5%
\$60,000 - \$74,999	26	13.0%	67.5%
\$75,000 - \$99,999	26	13.0%	80.5%
\$100,000 or more	39	19.5%	100.0%
TOTAL	202	100.0%	100.0%
No Answer	0		

Mean Household Size: 1.91





# MBTA Surveys: 2008-09

## Bus Survey

### Ethnicity of Riders

Expanded Results

Route: 221

Quincy Ctr Station - Fort Point

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	26	13.0%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	0	0.0%
White	176	87.0%
Other	0	0.0%
TOTAL	202	

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	202	100.0%
TOTAL	202	100.0%
No Answer	0	



# MBTA Surveys: 2008-09

## Bus Survey

### Socioeconomic Characteristics

Route: 222

Expanded Results

Quincy Ctr Station - East Weymouth

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	13	2.6%	2.6%
19 - 24	58	11.3%	13.9%
25 - 34	92	18.1%	32.0%
35 - 44	115	22.7%	54.6%
45 - 64	142	27.8%	82.5%
65 and Older	89	17.5%	100.0%
TOTAL	508	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	194	41.8%
Female	270	58.2%
Transgender	0	0.0%
TOTAL	464	100.0%
No Answer	45	

### Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	89	19.2%	19.2%
\$20,000 - \$29,999	13	2.8%	22.0%
\$30,000 - \$39,999	52	11.3%	33.3%
\$40,000 - \$49,999	0	0.0%	33.3%
\$50,000 - \$59,999	58	12.4%	45.8%
\$60,000 - \$74,999	102	22.0%	67.8%
\$75,000 - \$99,999	45	9.6%	77.4%
\$100,000 or more	105	22.6%	100.0%
TOTAL	464	100.0%	100.0%
No Answer	45		

Mean Household Size: 2.79



# MBTA Surveys: 2008-09

## Bus Survey

### Ethnicity of Riders

Expanded Results

Route: 222

Quincy Ctr Station - East Weymouth

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	71	13.9%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	13	2.6%
White	398	78.3%
Other	26	5.2%
TOTAL	508	

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	26	5.3%
No	469	94.7%
TOTAL	495	100.0%
No Answer	13	



# MBTA Surveys: 2008-09

## Bus Survey

### Socioeconomic Characteristics

Route: 225

Expanded Results

Quincy Ctr Station - Weymouth Landing

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	54	3.4%	3.4%
19 - 24	98	6.2%	9.7%
25 - 34	429	27.1%	36.7%
35 - 44	256	16.2%	52.9%
45 - 64	720	45.5%	98.4%
65 and Older	25	1.6%	100.0%
TOTAL	1,582	100.0%	100.0%
No Answer	25		

Gender of Riders:	Number of Riders	Percent of Riders
Male	769	50.3%
Female	759	49.7%
Transgender	0	0.0%
TOTAL	1,528	100.0%
No Answer	79	

### Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	414	29.1%	29.1%
\$20,000 - \$29,999	202	14.2%	43.3%
\$30,000 - \$39,999	104	7.3%	50.5%
\$40,000 - \$49,999	98	6.9%	57.5%
\$50,000 - \$59,999	128	9.0%	66.5%
\$60,000 - \$74,999	227	15.9%	82.4%
\$75,000 - \$99,999	227	15.9%	98.3%
\$100,000 or more	25	1.7%	100.0%
TOTAL	1,424	100.0%	100.0%
No Answer	183		

Mean Household Size: 2.78



# MBTA Surveys: 2008-09

## Bus Survey

### Ethnicity of Riders

Expanded Results

Route: 225

Quincy Ctr Station - Weymouth Landing

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	25	1.6%
Black or African-American	153	10.0%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	350	22.9%
White	868	56.8%
Other	133	8.7%
TOTAL	1,528	

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	1,479	100.0%
TOTAL	1,479	100.0%
No Answer	128	



# MBTA Surveys: 2008-09

## Bus Survey

### Socioeconomic Characteristics

Route: 230

Expanded Results

Quincy Ctr Station - Montello

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	5	0.9%	0.9%
19 - 24	45	7.9%	8.7%
25 - 34	136	23.7%	32.4%
35 - 44	111	19.3%	51.7%
45 - 64	238	41.2%	93.0%
65 and Older	41	7.0%	100.0%
TOTAL	576	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	182	33.4%
Female	364	66.6%
Transgender	0	0.0%
TOTAL	546	100.0%
No Answer	30	

### Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	71	14.4%	14.4%
\$20,000 - \$29,999	46	9.3%	23.7%
\$30,000 - \$39,999	35	7.2%	30.9%
\$40,000 - \$49,999	86	17.5%	48.4%
\$50,000 - \$59,999	30	6.2%	54.6%
\$60,000 - \$74,999	40	8.2%	62.8%
\$75,000 - \$99,999	86	17.5%	80.4%
\$100,000 or more	96	19.6%	100.0%
TOTAL	490	100.0%	100.0%
No Answer	86		

Mean Household Size: 2.72



# MBTA Surveys: 2008-09

## Bus Survey

### Ethnicity of Riders

Expanded Results

Route: 230

Quincy Ctr Station - Montello

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	5	1.0%
Black or African-American	75	14.3%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	20	3.9%
White	390	74.2%
Other	56	10.6%
TOTAL	526	

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	35	6.5%
No	510	93.5%
TOTAL	546	100.0%
No Answer	30	



# MBTA Surveys: 2008-09

## Bus Survey

### Socioeconomic Characteristics

Route: 236

Expanded Results

Quincy Ctr Station - South Shore Plaza

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	30	9.1%	9.1%
19 - 24	59	18.2%	27.3%
25 - 34	59	18.2%	45.5%
35 - 44	39	12.1%	57.6%
45 - 64	108	33.3%	90.9%
65 and Older	30	9.1%	100.0%
TOTAL	325	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	167	56.7%
Female	128	43.3%
Transgender	0	0.0%
TOTAL	295	100.0%
No Answer	30	

### Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	59	26.1%	26.1%
\$20,000 - \$29,999	0	0.0%	26.1%
\$30,000 - \$39,999	0	0.0%	26.1%
\$40,000 - \$49,999	59	26.1%	52.2%
\$50,000 - \$59,999	79	34.7%	86.9%
\$60,000 - \$74,999	30	13.1%	100.0%
\$75,000 - \$99,999	0	0.0%	100.0%
\$100,000 or more	0	0.0%	100.0%
TOTAL	227	100.0%	100.0%
No Answer	98		

Mean Household Size: 2.83





# MBTA Surveys: 2008-09

## Bus Survey

### Ethnicity of Riders

Expanded Results

Route: 236

Quincy Ctr Station - South Shore Plaza

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	30	10.0%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	0	0.0%
White	227	76.7%
Other	39	13.3%
TOTAL	295	

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	295	100.0%
TOTAL	295	100.0%
No Answer	30	



# MBTA Surveys: 2008-09

## Bus Survey

### Socioeconomic Characteristics

Route: 238

Expanded Results

Quincy Ctr Station - Holbrook/Randolph

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	47	5.1%	5.1%
19 - 24	169	18.1%	23.2%
25 - 34	174	18.7%	41.8%
35 - 44	153	16.4%	58.2%
45 - 64	274	29.4%	87.6%
65 and Older	116	12.4%	100.0%
TOTAL	933	100.0%	100.0%
No Answer	26		

Gender of Riders:	Number of Riders	Percent of Riders
Male	316	35.5%
Female	575	64.5%
Transgender	0	0.0%
TOTAL	891	100.0%
No Answer	68	

### Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	148	15.7%	15.7%
\$20,000 - \$29,999	116	12.4%	28.1%
\$30,000 - \$39,999	74	7.9%	36.0%
\$40,000 - \$49,999	116	12.4%	48.3%
\$50,000 - \$59,999	95	10.1%	58.4%
\$60,000 - \$74,999	111	11.8%	70.2%
\$75,000 - \$99,999	95	10.1%	80.3%
\$100,000 or more	184	19.7%	100.0%
TOTAL	938	100.0%	100.0%
No Answer	21		

Mean Household Size: 2.90



# MBTA Surveys: 2008-09

## Bus Survey

### Ethnicity of Riders

Expanded Results

Route: 238

Quincy Ctr Station - Holbrook/Randolph

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	205	21.4%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	121	12.6%
White	580	60.4%
Other	53	5.5%
TOTAL	959	

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	74	8.1%
No	843	91.9%
TOTAL	917	100.0%
No Answer	42	



# MBTA Surveys: 2008-09

## Bus Survey

### Socioeconomic Characteristics

Route: 240

Expanded Results

Avon Sq/Holbrook/Randolph - Ashmont Station

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	55	3.9%	3.9%
19 - 24	301	21.2%	25.1%
25 - 34	239	16.9%	42.0%
35 - 44	116	8.2%	50.2%
45 - 64	574	40.6%	90.8%
65 and Older	130	9.2%	100.0%
TOTAL	1,415	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	567	40.7%
Female	827	59.3%
Transgender	0	0.0%
TOTAL	1,395	100.0%
No Answer	20	

### Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	185	16.5%	16.5%
\$20,000 - \$29,999	123	11.0%	27.5%
\$30,000 - \$39,999	157	14.0%	41.5%
\$40,000 - \$49,999	157	14.0%	55.5%
\$50,000 - \$59,999	75	6.7%	62.2%
\$60,000 - \$74,999	171	15.2%	77.5%
\$75,000 - \$99,999	116	10.4%	87.8%
\$100,000 or more	137	12.2%	100.0%
TOTAL	1,121	100.0%	100.0%
No Answer	294		

Mean Household Size: 2.95



# MBTA Surveys: 2008-09

## Bus Survey

### Ethnicity of Riders

Expanded Results

Route: 240

Avon Sq/Holbrook/Randolph - Ashmont Station

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	61	4.4%
Black or African-American	738	52.9%
Native Hawaiian or Other Pacific Islander	41	2.9%
Asian	96	6.9%
White	438	31.4%
Other	157	11.3%
TOTAL	1,395	

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	157	12.4%
No	1,107	87.6%
TOTAL	1,265	100.0%
No Answer	150	



# MBTA Surveys: 2008-09

## Bus Survey

### Socioeconomic Characteristics

Route: 245

Expanded Results

Quincy Ctr Station - Mattapan Station

Both Directions

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	0	0.0%	0.0%
19 - 24	8	3.8%	3.8%
25 - 34	48	24.1%	28.0%
35 - 44	41	20.3%	48.3%
45 - 64	63	31.4%	79.7%
65 and Older	41	20.3%	100.0%
TOTAL	200	100.0%	100.0%
No Answer	18		

Gender of Riders:	Number of Riders	Percent of Riders
Male	84	40.2%
Female	124	59.8%
Transgender	0	0.0%
TOTAL	208	100.0%
No Answer	10	

### Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	20	10.3%	10.3%
\$20,000 - \$29,999	0	0.0%	10.3%
\$30,000 - \$39,999	41	20.9%	31.1%
\$40,000 - \$49,999	18	9.1%	40.2%
\$50,000 - \$59,999	33	16.9%	57.1%
\$60,000 - \$74,999	35	18.1%	75.2%
\$75,000 - \$99,999	15	7.9%	83.1%
\$100,000 or more	33	16.9%	100.0%
TOTAL	195	100.0%	100.0%
No Answer	23		

Mean Household Size: 2.19



# MBTA Surveys: 2008-09

## Bus Survey

### Ethnicity of Riders

Expanded Results

Route: 245

Quincy Ctr Station - Mattapan Station

Both Directions

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	38	18.6%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	8	3.8%
White	142	70.1%
Other	15	7.6%
TOTAL	203	

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	195	100.0%
TOTAL	195	100.0%
No Answer	23	







## **Usage Rates and Fare Types**

The data presented in this chapter show how frequently the riders of each Quincy 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 Quincy 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 Quincy Garage bus routes except Route 211 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 Quincy Garage overall, 68% 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 214 (84%), 230 (80%), and 216 (75%). The highest percentages of six-or-seven-day usage were on Routes 211 (39%), 214 (34%), and 215 (30%). The highest percentages of less-than-one-day usage were on Routes 222 (14%) and 236 and 217 (both 13%).

## **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 Quincy Garage overall, the most frequently reported combinations of Saturday and Sunday usage were occasional use on both days (33%), followed by no use on both days (31%), and regular use on both days (15%).

The bus routes with the highest reported regular usage on both Saturday and Sunday were Routes 211 (42%), 214 (38%), and 202 (30%). Route 214 had the highest reported percentage of regular or occasional usage on Saturday (90%) and Route 211 had the highest reported percentage of regular or occasional usage on Sunday (86%).

## **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 Quincy Garage overall, the most common method of fare payment was some form of monthly pass, reported by 53% of all riders. Pay-per-ride using a CharlieCard was second, at 26% overall. Monthly pass use was most common on each surveyed bus route except Route 222.

The LinkPass was the most commonly used pass on each surveyed bus route except Routes 210, 211, 214, and 217. The bus routes with the highest reported usage of the LinkPass were Routes 202 (56%), 236 (55%), and 201 (52%). After the LinkPass, the next-most-common monthly pass category was the Local Bus Pass. The bus routes with the highest reported usage of the Local Bus Pass were Routes 217 (25%) and 245 and 214 (both 16%). Senior monthly passes, used by riders over age 65, were reported by 7% of Quincy Garage riders, with the highest rates on Routes 210 (24%) and 211 (20%). The highest reported usage of Zone passes, used by passengers who also use MBTA commuter rail or Inner Harbor ferry services, was on Route 238 (3%). Disability and Student monthly passes were reported, respectively, by 3% and 1% of Quincy Garage bus riders.

After monthly passes and pay-per-ride using CharlieCards, the two most common fare types overall 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 Routes 202 and 217 to 34% on Route 211. The use of 7-Day LinkPass ranged from 0% on several bus routes to 14% on Route 201.

#### 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 2.3 days per week on Route 217 to 5.8 days per week on Route 201; the overall Quincy Garage average was 4.6 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 2.0 days per week on Route 240 to 6.7 days per week on Route 220; the overall Quincy Garage average was 4.5 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 3.0 days per week on Route 236 to 5.4 days per week on Route 217; the overall Quincy 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 3.0 days per week on Route 240 to 5.2 days per week on Route 230; the overall Quincy Garage average was 4.0 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 1.3 days per week on Route 222 to 7.0 days per week on Route 236; the overall Quincy Garage average was 3.9 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. For the Quincy Garage, no returned surveys had the “Child Under Age 12 Free Fare” fare type checked.

***Blind Access Card***

Only one survey was returned by a Quincy Garage bus rider using a Blind Access Card as the fare type. This respondent rode an average of 7.0 days per week.

***1-Day LinkPass***

No surveys were returned by a Quincy Garage bus rider using a 1-Day LinkPass as the fare type.

***7-Day LinkPass***

The average usage rate by bus route for the 7-Day LinkPass ranged from 3.0 days per week on Route 215 to 7.0 days per week on Route 202; the overall Quincy Garage average was 4.7 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 Quincy Garage, no returned surveys had the “other” fare type checked.



# MBTA Surveys: 2008-09

## Bus Survey

### Bus Usage Rates

Route: 201

Expanded Results

Fields Cnr Loop via Neponset Ave

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	21	4.4%	4.4%
One Day	0	0.0%	4.4%
Two Days	50	10.4%	14.7%
Three Days	0	0.0%	14.7%
Four Days	65	13.6%	28.3%
Five Days	254	53.2%	81.5%
Six Days	52	10.9%	92.4%
Seven Days	36	7.6%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	478	100.0%	100.0%
No Answer	0		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	36 8.0%	31 6.8%	0 0.0%	21	68 14.7%
Occasionally	0 0.0%	99 21.5%	81 17.6%	0	179 39.2%
Not at all	0 0.0%	0 0.0%	211 46.1%	0	211 46.1%
No Answer	0	0	0	0	
Sunday Total	36 8.0%	130 28.3%	292 63.7%		458 *

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

**Fare Types and Pass Usage**
**Route: 201**

Expanded Results

**Fields Cnr Loop via Neponset Ave**
**Both Directions**
**Usage Rates by Fare Type:**

<b>Fare Payment Type</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>	<b>Avg. No. of Days Route Used/Wk.</b>
Pay-per-ride CharlieCard (plastic)	36	7.6%	5.8
Pay-per-ride CharlieTicket (paper)	8	1.6%	4.0
Monthly pass	299	62.4%	4.8
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	71	14.7%	2.8
<i>Student</i>	8	1.6%	5.0
<i>Senior</i>	21	4.4%	5.0
<i>Disability</i>	42	8.7%	1.3
<i>No Reduced Fare Selected</i>	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	65	13.6%	5.2
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	479	100.0%	4.6

**Monthly Pass Users by Type of Pass:**

<b>Pass Type</b>	<b>Number of Riders</b>	<b>Percent of All Riders Responding to Fare Question</b>	<b>Avg. No. of Days Route Used/Wk.</b>
Link (Subway + Bus)	247	51.6%	4.9
Student	0	0.0%	0.0
Senior	16	3.2%	4.5
Disability	0	0.0%	0.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	0	0.0%	0.0
Boat	0	0.0%	0.0
Local Bus	36	7.6%	4.2
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	299	62.4%	4.8

**Zones Reported by Users of Zone Passes:**

(No zones reported)



# MBTA Surveys: 2008-09

## Bus Survey

### Bus Usage Rates

Route: 202

Expanded Results

Fields Cnr Loop via Adams St

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	21	25.9%	25.9%
Four Days	0	0.0%	25.9%
Five Days	36	45.2%	71.1%
Six Days	8	9.6%	80.8%
Seven Days	16	19.2%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	81	100.0%	100.0%
No Answer	8		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	16 29.9%	0 0.0%	0 0.0%	0	16 29.9%
Occasionally	0 0.0%	0 0.0%	0 0.0%	8	0 0.0%
Not at all	0 0.0%	0 0.0%	36 70.1%	0	36 70.1%
No Answer	0	0	0	29	
Sunday Total	16 29.9%	0 0.0%	36 70.1%		52 *

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



**Fare Types and Pass Usage**
**Route: 202**

Expanded Results

**Fields Cnr Loop via Adams St**
**Both Directions**
**Usage Rates by Fare Type:**

<b>Fare Payment Type</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>	<b>Avg. No. of Days Route Used/Wk.</b>
Pay-per-ride CharlieCard (plastic)	16	17.6%	5.0
Pay-per-ride CharlieTicket (paper)	0	0.0%	0.0
Monthly pass	57	64.9%	4.4
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	0	0.0%	0.0
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	0	0.0%	0.0
<i>Disability</i>	0	0.0%	0.0
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	8	8.8%	7.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	8	8.8%	7.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	88	100.0%	5.0

**Monthly Pass Users by Type of Pass:**

<b>Pass Type</b>	<b>Number of Riders</b>	<b>Percent of All Riders Responding to Fare Question</b>	<b>Avg. No. of Days Route Used/Wk.</b>
Link (Subway + Bus)	50	56.1%	4.3
Student	0	0.0%	0.0
Senior	0	0.0%	0.0
Disability	0	0.0%	0.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	0	0.0%	0.0
Boat	0	0.0%	0.0
Local Bus	8	8.8%	5.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	57	64.9%	4.4

**Zones Reported by Users of Zone Passes:**

(No zones reported)



# MBTA Surveys: 2008-09

## Bus Survey

### Bus Usage Rates

Route: 210

Expanded Results

Quincy Ctr Station - North Quincy Stn

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	29	5.9%	5.9%
One Day	0	0.0%	5.9%
Two Days	47	9.6%	15.5%
Three Days	75	15.5%	31.0%
Four Days	65	13.4%	44.4%
Five Days	177	36.4%	80.7%
Six Days	75	15.5%	96.3%
Seven Days	18	3.7%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	486	100.0%	100.0%
No Answer	18		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	0 0.0%	0 0.0%	104 24.7%	18	104 24.7%
Occasionally	0 0.0%	140 33.3%	65 15.4%	65	205 48.8%
Not at all	0 0.0%	0 0.0%	112 26.5%	0	112 26.5%
No Answer	0	0	0	0	
Sunday Total	0 0.0%	140 33.3%	281 66.7%		421 *

\* 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

Route: 210

Expanded Results

Quincy Ctr Station - North Quincy Stn

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)	140	27.8%	3.6
Pay-per-ride CharlieTicket (paper)	0	0.0%	0.0
Monthly pass	299	59.3%	4.4
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	65	12.9%	4.8
<i>Student</i>	18	3.6%	0.0
<i>Senior</i>	29	5.7%	6.0
<i>Disability</i>	18	3.6%	3.0
<i>No Reduced Fare Selected</i>	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	504	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)	112	22.2%	4.6
Student	18	3.6%	5.0
Senior	122	24.2%	3.5
Disability	29	5.7%	6.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	0	0.0%	0.0
Boat	0	0.0%	0.0
Local Bus	18	3.6%	7.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	299	59.3%	4.4

#### Zones Reported by Users of Zone Passes:

(No zones reported)



# MBTA Surveys: 2008-09

## Bus Survey

### Bus Usage Rates

Route: 211

Expanded Results

Quincy Ctr Station - Squantum

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	47	10.3%	10.3%
One Day	18	4.0%	14.3%
Two Days	57	12.6%	26.9%
Three Days	18	4.0%	30.9%
Four Days	29	6.3%	37.2%
Five Days	109	24.0%	61.1%
Six Days	112	24.6%	85.7%
Seven Days	65	14.3%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	455	100.0%	100.0%
No Answer	47		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	166 41.8%	18 4.6%	0 0.0%	0	184 46.4%
Occasionally	47 11.8%	94 23.5%	0 0.0%	75	140 35.3%
Not at all	0 0.0%	18 4.6%	54 13.7%	0	73 18.3%
No Answer	0	0	0	29	
Sunday Total	213 53.6%	130 32.7%	54 13.7%		397 *

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

**Fare Types and Pass Usage**
**Route: 211**

Expanded Results

**Quincy Ctr Station - Squantum**
**Both Directions**
**Usage Rates by Fare Type:**

<b>Fare Payment Type</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>	<b>Avg. No. of Days Route Used/Wk.</b>
Pay-per-ride CharlieCard (plastic)	36	7.7%	3.5
Pay-per-ride CharlieTicket (paper)	18	3.8%	5.0
Monthly pass	223	47.3%	4.3
Full cash fare on-board bus	18	3.8%	5.0
Reduced fare	158	33.5%	4.9
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	57	12.1%	2.3
<i>Disability</i>	101	21.4%	6.8
<i>No Reduced Fare Selected</i>	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	18	3.8%	5.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	29		
All Payment Types	473	100.0%	4.5

**Monthly Pass Users by Type of Pass:**

<b>Pass Type</b>	<b>Number of Riders</b>	<b>Percent of All Riders Responding to Fare Question</b>	<b>Avg. No. of Days Route Used/Wk.</b>
Link (Subway + Bus)	54	11.5%	5.0
Student	29	6.1%	0.0
Senior	94	19.8%	3.7
Disability	29	6.1%	6.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	0	0.0%	0.0
Boat	0	0.0%	0.0
Local Bus	18	3.8%	3.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	223	47.3%	4.3

**Zones Reported by Users of Zone Passes:**

(No zones reported)



# MBTA Surveys: 2008-09

## Bus Survey

### Bus Usage Rates

Expanded Results

Route: 212

Quincy Ctr Station - North Quincy Stn

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	18	9.3%	9.3%
Three Days	47	24.0%	33.3%
Four Days	0	0.0%	33.3%
Five Days	94	48.0%	81.4%
Six Days	36	18.6%	100.0%
Seven Days	0	0.0%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	195	100.0%	100.0%
No Answer	0		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	0 0.0%	0 0.0%	18 9.3%	0	18 9.3%
Occasionally	0 0.0%	65 33.3%	36 18.6%	0	101 52.0%
Not at all	0 0.0%	0 0.0%	75 38.7%	0	75 38.7%
No Answer	0	0	0	0	
Sunday Total	0 0.0%	65 33.3%	130 66.7%		195 *

\* 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

Route: 212

Expanded Results

Quincy Ctr Station - North Quincy Stn

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)	47	24.0%	5.0
Pay-per-ride CharlieTicket (paper)	0	0.0%	0.0
Monthly pass	101	52.0%	3.9
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	47	24.0%	5.0
<i>Student</i>	18	9.3%	5.0
<i>Senior</i>	29	14.7%	5.0
<i>Disability</i>	0	0.0%	0.0
<i>No Reduced Fare Selected</i>	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	195	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)	65	33.3%	3.6
Student	0	0.0%	0.0
Senior	18	9.3%	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	0	0.0%	0.0
Boat	0	0.0%	0.0
Local Bus	18	9.3%	6.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	101	52.0%	3.9

#### Zones Reported by Users of Zone Passes:

(No zones reported)



# MBTA Surveys: 2008-09

## Bus Survey

### Bus Usage Rates

Route: 214

Expanded Results

Quincy Ctr Station - Germantown

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	101	12.2%	12.2%
Four Days	35	4.2%	16.3%
Five Days	412	49.6%	66.0%
Six Days	66	8.0%	74.0%
Seven Days	216	26.0%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	830	100.0%	100.0%
No Answer	0		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	265 38.0%	66 9.5%	63 9.1%	49	395 56.6%
Occasionally	0 0.0%	219 31.4%	17 2.5%	17	236 33.9%
Not at all	0 0.0%	0 0.0%	66 9.5%	32	66 9.5%
No Answer	0	0	0	35	
Sunday Total	265 38.0%	285 40.9%	147 21.1%		697 *

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



**Fare Types and Pass Usage**
**Route: 214**

Expanded Results

**Quincy Ctr Station - Germantown**
**Both Directions**
**Usage Rates by Fare Type:**

<b>Fare Payment Type</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>	<b>Avg. No. of Days Route Used/Wk.</b>
Pay-per-ride CharlieCard (plastic)	276	33.3%	5.2
Pay-per-ride CharlieTicket (paper)	0	0.0%	0.0
Monthly pass	386	46.5%	5.3
Full cash fare on-board bus	17	2.1%	3.0
Reduced fare	84	10.1%	5.4
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	35	4.2%	5.0
<i>Disability</i>	49	5.9%	5.7
<i>No Reduced Fare Selected</i>	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	8.0%	6.5
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	830	100.0%	5.3

**Monthly Pass Users by Type of Pass:**

<b>Pass Type</b>	<b>Number of Riders</b>	<b>Percent of All Riders Responding to Fare Question</b>	<b>Avg. No. of Days Route Used/Wk.</b>
Link (Subway + Bus)	87	10.4%	4.6
Student	52	6.3%	5.0
Senior	52	6.3%	6.7
Disability	63	7.6%	5.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	0	0.0%	0.0
Boat	0	0.0%	0.0
Local Bus	133	16.0%	5.4
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	386	46.5%	5.3

**Zones Reported by Users of Zone Passes:**

(No zones reported)



# MBTA Surveys: 2008-09

## Bus Survey

### Bus Usage Rates

Route: 215

Expanded Results

Quincy Ctr Station - North Quincy Stn via West Quincy

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	45	5.0%	5.0%
One Day	0	0.0%	5.0%
Two Days	43	4.8%	9.8%
Three Days	92	10.3%	20.2%
Four Days	180	20.2%	40.3%
Five Days	271	30.3%	70.7%
Six Days	175	19.7%	90.3%
Seven Days	86	9.7%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	892	100.0%	100.0%
No Answer	23		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	154 21.6%	66 9.3%	22 3.0%	46	242 33.8%
Occasionally	0 0.0%	155 21.8%	22 3.0%	89	177 24.8%
Not at all	23 3.2%	23 3.2%	249 34.9%	45	296 41.4%
No Answer	22	0	0	0	
Sunday Total	177 24.8%	245 34.3%	293 40.9%		714 *

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

**Fare Types and Pass Usage**
**Route: 215**

Expanded Results

**Quincy Ctr Station - North Quincy Stn via West Quincy**
**Both Directions**
**Usage Rates by Fare Type:**

<b>Fare Payment Type</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>	<b>Avg. No. of Days Route Used/Wk.</b>
Pay-per-ride CharlieCard (plastic)	223	24.4%	5.7
Pay-per-ride CharlieTicket (paper)	23	2.5%	5.0
Monthly pass	557	60.8%	4.4
Full cash fare on-board bus	23	2.5%	4.0
Reduced fare	23	2.5%	3.0
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	23	2.5%	3.0
<i>Disability</i>	0	0.0%	0.0
<i>No Reduced Fare Selected</i>	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	7.2%	3.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	916	100.0%	4.6

**Monthly Pass Users by Type of Pass:**

<b>Pass Type</b>	<b>Number of Riders</b>	<b>Percent of All Riders Responding to Fare Question</b>	<b>Avg. No. of Days Route Used/Wk.</b>
Link (Subway + Bus)	379	41.3%	4.4
Student	0	0.0%	0.0
Senior	45	4.9%	2.5
Disability	45	4.9%	4.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	0	0.0%	0.0
Boat	0	0.0%	0.0
Local Bus	89	9.7%	5.5
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	557	60.8%	4.4

**Zones Reported by Users of Zone Passes:**

(No zones reported)



# MBTA Surveys: 2008-09

## Bus Survey

### Bus Usage Rates

Route: 216

Expanded Results

Quincy Ctr Station - Hough's Neck

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	17	2.9%	2.9%
One Day	17	2.9%	5.7%
Two Days	17	2.9%	8.6%
Three Days	52	8.6%	17.2%
Four Days	49	8.1%	25.4%
Five Days	282	46.9%	72.2%
Six Days	17	2.9%	75.1%
Seven Days	150	24.9%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	601	100.0%	100.0%
No Answer	0		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	167 28.6%	52 8.9%	17 3.0%	17	236 40.4%
Occasionally	0 0.0%	202 34.5%	0 0.0%	0	202 34.5%
Not at all	32 5.4%	0 0.0%	115 19.7%	0	147 25.1%
No Answer	0	0	0	0	
Sunday Total	199 34.0%	254 43.4%	133 22.7%		585 *

\* 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

Route: 216

Expanded Results

Quincy Ctr Station - Hough's Neck

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)	199	33.0%	4.8
Pay-per-ride CharlieTicket (paper)	0	0.0%	0.0
Monthly pass	285	47.4%	4.8
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	66	11.0%	5.2
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	66	11.0%	5.2
<i>Disability</i>	0	0.0%	0.0
<i>No Reduced Fare Selected</i>	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	52	8.6%	5.7
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	602	100.0%	4.9

#### 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)	150	24.9%	5.1
Student	0	0.0%	0.0
Senior	49	8.1%	3.6
Disability	69	11.5%	5.5
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	0	0.0%	0.0
Boat	0	0.0%	0.0
Local Bus	17	2.9%	3.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	285	47.4%	4.8

#### Zones Reported by Users of Zone Passes:

(No zones reported)



# MBTA Surveys: 2008-09

## Bus Survey

### Bus Usage Rates

Route: 217

Expanded Results

Quincy Ctr Station - Ashmont Station

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	22	13.2%	13.2%
One Day	0	0.0%	13.2%
Two Days	0	0.0%	13.2%
Three Days	0	0.0%	13.2%
Four Days	22	13.2%	26.5%
Five Days	98	60.3%	86.8%
Six Days	0	0.0%	86.8%
Seven Days	22	13.2%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	164	100.0%	100.0%
No Answer	26		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	0 0.0%	0 0.0%	0 0.0%	22	0 0.0%
Occasionally	0 0.0%	22 18.6%	22 18.6%	26	43 37.2%
Not at all	0 0.0%	0 0.0%	73 62.8%	0	73 62.8%
No Answer	0	0	0	26	
Sunday Total	0 0.0%	22 18.6%	94 81.4%		116 *

\* 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

Route: 217

Expanded Results

Quincy Ctr Station - Ashmont Station

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)	43	22.9%	2.3
Pay-per-ride CharlieTicket (paper)	0	0.0%	0.0
Monthly pass	145	77.1%	5.4
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	0	0.0%	0.0
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	0	0.0%	0.0
<i>Disability</i>	0	0.0%	0.0
<i>No Reduced Fare Selected</i>	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	188	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)	26	13.6%	5.0
Student	22	11.4%	5.0
Senior	51	27.1%	5.0
Disability	0	0.0%	0.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	0	0.0%	0.0
Boat	0	0.0%	0.0
Local Bus	47	25.0%	5.9
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	145	77.1%	5.4

#### Zones Reported by Users of Zone Passes:

(No zones reported)



# MBTA Surveys: 2008-09

## Bus Survey

### Bus Usage Rates

Route: 220

Expanded Results

Quincy Ctr Station - Hingham Sq

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	13	1.2%	1.2%
One Day	31	2.8%	4.0%
Two Days	102	9.3%	13.3%
Three Days	97	8.8%	22.1%
Four Days	84	7.6%	29.7%
Five Days	498	45.1%	74.8%
Six Days	128	11.6%	86.5%
Seven Days	123	11.2%	97.6%
Only Visiting	26	2.4%	100.0%
TOTAL	1,102	100.0%	100.0%
No Answer	26		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	181 18.6%	115 11.9%	0 0.0%	45	296 30.5%
Occasionally	0 0.0%	325 33.5%	115 11.9%	13	440 45.4%
Not at all	0 0.0%	0 0.0%	233 24.1%	45	233 24.1%
No Answer	0	0	0	58	
Sunday Total	181 18.6%	440 45.4%	349 35.9%		970 *

\* 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

Route: 220

Expanded Results

Quincy Ctr Station - Hingham 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)	296	26.2%	4.7
Pay-per-ride CharlieTicket (paper)	45	3.9%	6.7
Monthly pass	679	60.1%	4.6
Full cash fare on-board bus	13	1.2%	0.0
Reduced fare	71	6.3%	3.1
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	26	2.3%	2.0
<i>Disability</i>	45	3.9%	3.5
<i>No Reduced Fare Selected</i>	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	26	2.3%	5.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	1,130	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)	385	34.1%	4.9
Student	0	0.0%	0.0
Senior	134	11.8%	3.3
Disability	26	2.3%	4.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	13	1.2%	0.5
Boat	0	0.0%	0.0
Local Bus	121	10.7%	5.7
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	679	60.1%	4.6

#### 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	13	1.2%	0.5
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	13	1.2%	0.5

**Bus Usage Rates**

Route: 221

Expanded Results

Quincy Ctr Station - Fort Point

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	39	19.5%	19.5%
Four Days	13	6.5%	26.0%
Five Days	136	67.5%	93.5%
Six Days	0	0.0%	93.5%
Seven Days	13	6.5%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	201	100.0%	100.0%
No Answer	0		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	0 0.0%	13 6.5%	0 0.0%	0	13 6.5%
Occasionally	0 0.0%	26 13.0%	31 15.6%	0	58 28.6%
Not at all	0 0.0%	0 0.0%	131 64.9%	0	131 64.9%
No Answer	0	0	0	0	
Sunday Total	0 0.0%	39 19.5%	163 80.5%		202 *

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

**Fare Types and Pass Usage**
**Route: 221**

Expanded Results

**Quincy Ctr Station - Fort Point**
**Both Directions**
**Usage Rates by Fare Type:**

<b>Fare Payment Type</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>	<b>Avg. No. of Days Route Used/Wk.</b>
Pay-per-ride CharlieCard (plastic)	13	6.5%	5.0
Pay-per-ride CharlieTicket (paper)	0	0.0%	0.0
Monthly pass	144	71.4%	4.7
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	45	22.1%	4.4
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	13	6.5%	3.0
<i>Disability</i>	31	15.6%	5.0
<i>No Reduced Fare Selected</i>	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	202	100.0%	4.7

**Monthly Pass Users by Type of Pass:**

<b>Pass Type</b>	<b>Number of Riders</b>	<b>Percent of All Riders Responding to Fare Question</b>	<b>Avg. No. of Days Route Used/Wk.</b>
Link (Subway + Bus)	92	45.5%	4.6
Student	0	0.0%	0.0
Senior	26	13.0%	4.0
Disability	0	0.0%	0.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	0	0.0%	0.0
Boat	0	0.0%	0.0
Local Bus	26	13.0%	6.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	144	71.4%	4.7

**Zones Reported by Users of Zone Passes:**

(No zones reported)



# MBTA Surveys: 2008-09

## Bus Survey

### Bus Usage Rates

Route: 222

Expanded Results

Quincy Ctr Station - East Weymouth

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	71	14.3%	14.3%
One Day	0	0.0%	14.3%
Two Days	76	15.3%	29.6%
Three Days	13	2.6%	32.3%
Four Days	0	0.0%	32.3%
Five Days	246	49.7%	82.0%
Six Days	58	11.6%	93.7%
Seven Days	31	6.3%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	495	100.0%	100.0%
No Answer	13		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	63 14.8%	26 6.2%	0 0.0%	58	89 21.0%
Occasionally	0 0.0%	181 42.6%	0 0.0%	0	181 42.6%
Not at all	0 0.0%	0 0.0%	155 36.4%	0	155 36.4%
No Answer	26	0	0	0	
Sunday Total	63 14.8%	207 48.8%	155 36.4%		425 *

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

**Fare Types and Pass Usage**
**Route: 222**

Expanded Results

**Quincy Ctr Station - East Weymouth**
**Both Directions**
**Usage Rates by Fare Type:**

<b>Fare Payment Type</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>	<b>Avg. No. of Days Route Used/Wk.</b>
Pay-per-ride CharlieCard (plastic)	249	49.0%	3.9
Pay-per-ride CharlieTicket (paper)	13	2.6%	6.0
Monthly pass	181	35.6%	4.3
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	26	5.2%	1.3
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	26	5.2%	1.3
<i>Disability</i>	0	0.0%	0.0
<i>No Reduced Fare Selected</i>	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	39	7.7%	5.3
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	508	100.0%	4.1

**Monthly Pass Users by Type of Pass:**

<b>Pass Type</b>	<b>Number of Riders</b>	<b>Percent of All Riders Responding to Fare Question</b>	<b>Avg. No. of Days Route Used/Wk.</b>
Link (Subway + Bus)	118	23.2%	4.5
Student	0	0.0%	0.0
Senior	31	6.2%	2.0
Disability	0	0.0%	0.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	0	0.0%	0.0
Boat	0	0.0%	0.0
Local Bus	31	6.2%	6.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	181	35.6%	4.3

**Zones Reported by Users of Zone Passes:**

(No zones reported)



# MBTA Surveys: 2008-09

## Bus Survey

### Bus Usage Rates

Route: 225

Expanded Results

Quincy Ctr Station - Weymouth Landing

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	25	1.6%	1.6%
One Day	133	8.6%	10.1%
Two Days	0	0.0%	10.1%
Three Days	133	8.6%	18.7%
Four Days	158	10.1%	28.8%
Five Days	729	46.8%	75.6%
Six Days	153	9.8%	85.5%
Seven Days	227	14.5%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	1,558	100.0%	100.0%
No Answer	49		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	172 13.3%	104 8.0%	0 0.0%	133	276 21.4%
Occasionally	54 4.2%	552 42.7%	49 3.8%	104	655 50.8%
Not at all	0 0.0%	0 0.0%	360 27.9%	0	360 27.9%
No Answer	54	0	25	0	
Sunday Total	227 17.6%	655 50.8%	409 31.7%		1,291 *

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

**Fare Types and Pass Usage**
**Route: 225**

Expanded Results

**Quincy Ctr Station - Weymouth Landing**
**Both Directions**
**Usage Rates by Fare Type:**

<b>Fare Payment Type</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>	<b>Avg. No. of Days Route Used/Wk.</b>
Pay-per-ride CharlieCard (plastic)	370	23.4%	5.0
Pay-per-ride CharlieTicket (paper)	158	10.0%	4.2
Monthly pass	768	48.5%	5.1
Full cash fare on-board bus	25	1.6%	5.0
Reduced fare	49	3.1%	3.5
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	25	1.6%	3.0
<i>Disability</i>	25	1.6%	4.0
<i>No Reduced Fare Selected</i>	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	212	13.4%	3.8
Other	0	0.0%	0.0
No Fare Payment Type Selected	25		
All Payment Types	1,582	100.0%	4.8

**Monthly Pass Users by Type of Pass:**

<b>Pass Type</b>	<b>Number of Riders</b>	<b>Percent of All Riders Responding to Fare Question</b>	<b>Avg. No. of Days Route Used/Wk.</b>
Link (Subway + Bus)	473	29.9%	5.1
Student	0	0.0%	0.0
Senior	0	0.0%	0.0
Disability	74	4.7%	5.7
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	25	1.6%	0.5
Boat	0	0.0%	0.0
Local Bus	197	12.4%	5.4
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	768	48.5%	5.1

**Zones Reported by Users of Zone Passes:**

<b>Zone</b>	<b>Number of Riders</b>	<b>Percent of All Riders Responding to Fare Question</b>	<b>Avg. No. of Days Route Used/Wk.</b>
1A	0	0.0%	0.0
1	0	0.0%	0.0
2	25	1.6%	0.5
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	25	1.6%	0.5



# MBTA Surveys: 2008-09

## Bus Survey

### Bus Usage Rates

Route: 230

Expanded Results

Quincy Ctr Station - Montello

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	40	7.0%	7.0%
Three Days	30	5.3%	12.3%
Four Days	46	7.9%	20.2%
Five Days	375	65.0%	85.2%
Six Days	55	9.5%	94.7%
Seven Days	30	5.3%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	576	100.0%	100.0%
No Answer	0		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	40 8.0%	10 2.0%	0 0.0%	15	50 9.9%
Occasionally	5 1.0%	263 52.1%	15 3.0%	20	283 56.1%
Not at all	0 0.0%	0 0.0%	172 34.0%	15	172 34.0%
No Answer	5	0	0	15	
Sunday Total	45 9.0%	273 54.0%	187 37.0%		505 *

\* 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

Route: 230

Expanded Results

Quincy Ctr Station - Montello

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)	182	31.5%	4.2
Pay-per-ride CharlieTicket (paper)	0	0.0%	0.0
Monthly pass	323	56.2%	5.2
Full cash fare on-board bus	20	3.5%	5.2
Reduced fare	51	8.8%	4.0
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	41	7.0%	3.6
<i>Disability</i>	10	1.7%	5.5
<i>No Reduced Fare Selected</i>	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	576	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)	288	50.0%	5.2
Student	0	0.0%	0.0
Senior	0	0.0%	0.0
Disability	5	0.9%	7.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	0	0.0%	0.0
Boat	0	0.0%	0.0
Local Bus	15	2.6%	6.0
No Pass Selected	15	2.7%	5.0
Total Riders Using Monthly Passes	323	56.2%	5.2

#### Zones Reported by Users of Zone Passes:

(No zones reported)



# MBTA Surveys: 2008-09

## Bus Survey

### Bus Usage Rates

Route: 236

Expanded Results

Quincy Ctr Station - South Shore Plaza

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	39	13.3%	13.3%
One Day	59	20.0%	33.3%
Two Days	30	10.0%	43.3%
Three Days	0	0.0%	43.3%
Four Days	0	0.0%	43.3%
Five Days	98	33.3%	76.7%
Six Days	39	13.3%	90.0%
Seven Days	30	10.0%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	295	100.0%	100.0%
No Answer	30		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	30 10.0%	0 0.0%	0 0.0%	30	30 10.0%
Occasionally	0 0.0%	98 33.3%	69 23.3%	0	167 56.7%
Not at all	0 0.0%	0 0.0%	98 33.3%	0	98 33.3%
No Answer	0	0	0	0	
Sunday Total	30 10.0%	98 33.3%	167 56.7%		295 *

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

**Fare Types and Pass Usage**
**Route: 236**

Expanded Results

**Quincy Ctr Station - South Shore Plaza**
**Both Directions**
**Usage Rates by Fare Type:**

<b>Fare Payment Type</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>	<b>Avg. No. of Days Route Used/Wk.</b>
Pay-per-ride CharlieCard (plastic)	30	9.1%	5.0
Pay-per-ride CharlieTicket (paper)	0	0.0%	0.0
Monthly pass	266	81.8%	3.0
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	30	9.1%	7.0
<i>Student</i>	30	9.1%	7.0
<i>Senior</i>	0	0.0%	0.0
<i>Disability</i>	0	0.0%	0.0
<i>No Reduced Fare Selected</i>	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	325	100.0%	3.6

**Monthly Pass Users by Type of Pass:**

<b>Pass Type</b>	<b>Number of Riders</b>	<b>Percent of All Riders Responding to Fare Question</b>	<b>Avg. No. of Days Route Used/Wk.</b>
Link (Subway + Bus)	177	54.5%	4.1
Student	0	0.0%	0.0
Senior	30	9.1%	1.0
Disability	30	9.1%	1.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	0	0.0%	0.0
Boat	0	0.0%	0.0
Local Bus	30	9.1%	2.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	266	81.8%	3.0

**Zones Reported by Users of Zone Passes:**

(No zones reported)

**Bus Usage Rates**
**Route: 238**

Expanded Results

**Quincy Ctr Station - Holbrook/Randolph**
**Both Directions**

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	106	11.0%	11.0%
One Day	0	0.0%	11.0%
Two Days	26	2.8%	13.8%
Three Days	26	2.8%	16.5%
Four Days	95	9.9%	26.4%
Five Days	622	64.8%	91.2%
Six Days	42	4.4%	95.6%
Seven Days	42	4.4%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	959	100.0%	100.0%
No Answer	0		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	42 5.0%	74 8.8%	53 6.3%	47	169 20.1%
Occasionally	21 2.5%	232 27.7%	47 5.7%	47	300 35.8%
Not at all	0 0.0%	0 0.0%	369 44.0%	0	369 44.0%
No Answer	0	0	0	26	
Sunday Total	63 7.5%	306 36.5%	469 56.0%		838 *

\* 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

Route: 238

Expanded Results

Quincy Ctr Station - Holbrook/Randolph

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)	190	19.8%	4.4
Pay-per-ride CharlieTicket (paper)	21	2.2%	5.0
Monthly pass	527	54.9%	4.6
Full cash fare on-board bus	74	7.7%	4.4
Reduced fare	74	7.7%	1.8
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	47	4.9%	2.5
<i>Disability</i>	26	2.8%	0.5
<i>No Reduced Fare Selected</i>	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	74	7.7%	5.3
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	959	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)	337	35.1%	4.6
Student	21	2.2%	5.0
Senior	68	7.1%	4.5
Disability	0	0.0%	0.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	26	2.8%	5.0
Boat	26	2.8%	4.0
Local Bus	47	4.9%	5.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	527	54.9%	4.6

#### 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	26	2.8%	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	26	2.8%	5.0

**Bus Usage Rates**
**Route: 240**

Expanded Results

**Avon Sq/Holbrook/Randolph - Ashmont Station**
**Both Directions**

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	75	5.3%	5.3%
One Day	130	9.2%	14.5%
Two Days	178	12.6%	27.1%
Three Days	109	7.7%	34.8%
Four Days	82	5.8%	40.6%
Five Days	561	39.6%	80.2%
Six Days	102	7.2%	87.4%
Seven Days	143	10.1%	97.6%
Only Visiting	34	2.4%	100.0%
TOTAL	1,414	100.0%	100.0%
No Answer	0		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	137 11.4%	116 9.7%	0 0.0%	41	253 21.0%
Occasionally	0 0.0%	410 34.1%	205 17.0%	61	615 51.1%
Not at all	0 0.0%	0 0.0%	335 27.8%	55	335 27.8%
No Answer	0	0	0	55	
Sunday Total	137 11.4%	526 43.8%	540 44.9%		1,203 *

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

**Fare Types and Pass Usage**
**Route: 240**

Expanded Results

**Avon Sq/Holbrook/Randolph - Ashmont Station**
**Both Directions**
**Usage Rates by Fare Type:**

<b>Fare Payment Type</b>	<b>Number of Riders</b>	<b>Percent of Riders</b>	<b>Avg. No. of Days Route Used/Wk.</b>
Pay-per-ride CharlieCard (plastic)	506	35.8%	4.2
Pay-per-ride CharlieTicket (paper)	41	2.9%	2.0
Monthly pass	519	36.7%	4.6
Full cash fare on-board bus	75	5.3%	3.0
Reduced fare	123	8.7%	2.5
<i>Student</i>	34	2.4%	3.0
<i>Senior</i>	68	4.8%	1.5
<i>Disability</i>	20	1.4%	5.0
<i>No Reduced Fare Selected</i>	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	150	10.6%	4.1
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	1,415	100.0%	4.1

**Monthly Pass Users by Type of Pass:**

<b>Pass Type</b>	<b>Number of Riders</b>	<b>Percent of All Riders Responding to Fare Question</b>	<b>Avg. No. of Days Route Used/Wk.</b>
Link (Subway + Bus)	417	29.5%	4.4
Student	20	1.4%	7.0
Senior	41	2.9%	6.0
Disability	0	0.0%	0.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	0	0.0%	0.0
Boat	0	0.0%	0.0
Local Bus	41	2.9%	4.5
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	519	36.7%	4.6

**Zones Reported by Users of Zone Passes:**

(No zones reported)



# MBTA Surveys: 2008-09

## Bus Survey

### Bus Usage Rates

Route: 245

Expanded Results

Quincy Ctr Station - Mattapan Station

Both Directions

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	10	4.6%	4.6%
One Day	10	4.6%	9.2%
Two Days	8	3.5%	12.7%
Three Days	38	17.3%	30.0%
Four Days	15	7.0%	37.0%
Five Days	122	56.0%	93.0%
Six Days	15	7.0%	100.0%
Seven Days	0	0.0%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	218	100.0%	100.0%
No Answer	0		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	0 0.0%	18 12.4%	18 12.4%	15	35 24.9%
Occasionally	0 0.0%	23 16.2%	15 10.8%	53	38 27.0%
Not at all	0 0.0%	10 7.0%	58 41.1%	0	68 48.1%
No Answer	0	0	0	8	
Sunday Total	0 0.0%	51 35.7%	91 64.3%		142 *

\* 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

Route: 245

Expanded Results

Quincy Ctr Station - Mattapan Station

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)	78	35.9%	4.0
Pay-per-ride CharlieTicket (paper)	0	0.0%	0.0
Monthly pass	112	51.4%	4.6
Full cash fare on-board bus	0	0.0%	0.0
Reduced fare	20	9.2%	1.8
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	10	4.6%	3.0
<i>Disability</i>	0	0.0%	0.0
<i>No Reduced Fare Selected</i>	10	4.6%	0.5
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	3.5%	5.0
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	218	100.0%	4.2

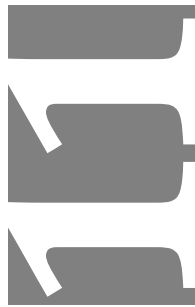
#### Monthly Pass Users by Type of Pass:

Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Route Used/Wk.
Link (Subway + Bus)	54	24.6%	5.0
Student	0	0.0%	0.0
Senior	23	10.6%	4.3
Disability	0	0.0%	0.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Zone	0	0.0%	0.0
Boat	0	0.0%	0.0
Local Bus	35	16.2%	4.2
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	112	51.4%	4.6

#### Zones Reported by Users of Zone Passes:

(No zones reported)





## **Vehicle Availability**

The four types of data presented in this chapter describe the potential for riders on Quincy 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 Quincy 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 Quincy Garage bus routes combined, 64% of survey respondents were licensed to drive. The lowest percentages of riders with licenses were on Routes 202 (19%), 236 (45%), and 216 (49%). The highest percentages were on Routes 230 (82%), 221 (81%), and 201 (74%).

## **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 217 (42%), 222 (33%), and 230 (31%). The bus routes with the highest percentages of riders with no household vehicle were Routes 202 (71%), 210 (61%), and 211 (53%).

## **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 222 (58%), 212 (57%), and 221 (52%). 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 202 (10%), 210 (13%), and 225 (19%).

## **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 221 (33%), 217 (31%), and 211 (30%). The highest percentages of riders from households with no vehicles were Routes 202 (71%), 210 (60%), and 211 (52%).

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).

**T** **MBTA Surveys: 2008-09**  
*Bus Survey*

**Vehicle Availability**

Route: 201

Expanded Results

Fields Cnr Loop via Neponset Ave

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	333	74.0%
Not Licensed	117	26.0%
TOTAL	450	100.0%
No Answer	29	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	203	48.2%
1 vehicle	114	27.1%
2 vehicles	75	17.9%
3 or more vehicles	29	6.8%
TOTAL	421	100.0%
No Answer	57	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	148	32.9%
No	302	67.1%
TOTAL	450	100.0%
No Answer	29	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	203	48.2%	48.2%
0.01 to 0.49 vehicles	31	7.4%	55.6%
0.50 to 0.99 vehicles	127	30.2%	85.8%
1.00 to 1.49 vehicles	60	14.2%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	421		

**T** **MBTA Surveys: 2008-09**  
*Bus Survey*

**Vehicle Availability**

Route: 202

Expanded Results

Fields Cnr Loop via Adams St

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	16	19.2%
Not Licensed	65	80.8%
TOTAL	81	100.0%
No Answer	8	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	57	71.1%
1 vehicle	23	28.9%
2 vehicles	0	0.0%
3 or more vehicles	0	0.0%
TOTAL	81	100.0%
No Answer	8	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	8	9.6%
No	73	90.4%
TOTAL	81	100.0%
No Answer	8	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	57	71.1%	71.1%
0.01 to 0.49 vehicles	16	19.2%	90.4%
0.50 to 0.99 vehicles	8	9.6%	100.0%
1.00 to 1.49 vehicles	0	0.0%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	81		

**T** **MBTA Surveys: 2008-09**  
*Bus Survey*

**Vehicle Availability**

Route: 210

Expanded Results

Quincy Ctr Station - North Quincy Stn

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	288	57.2%
Not Licensed	216	42.8%
TOTAL	504	100.0%
No Answer	0	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	309	61.4%
1 vehicle	166	33.0%
2 vehicles	29	5.7%
3 or more vehicles	0	0.0%
TOTAL	504	100.0%
No Answer	0	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	65	12.9%
No	439	87.1%
TOTAL	504	100.0%
No Answer	0	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	291	59.9%	59.9%
0.01 to 0.49 vehicles	83	17.1%	77.0%
0.50 to 0.99 vehicles	47	9.6%	86.6%
1.00 to 1.49 vehicles	65	13.4%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	486		



**T** **MBTA Surveys: 2008-09**  
*Bus Survey*

**Vehicle Availability**

Route: 211

Expanded Results

Quincy Ctr Station - Squantum

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	288	61.0%
Not Licensed	184	39.0%
TOTAL	473	100.0%
No Answer	29	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	242	53.1%
1 vehicle	91	20.0%
2 vehicles	86	18.9%
3 or more vehicles	36	8.0%
TOTAL	454	100.0%
No Answer	47	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	130	28.6%
No	325	71.4%
TOTAL	454	100.0%
No Answer	47	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	213	52.2%	52.2%
0.01 to 0.49 vehicles	36	8.9%	61.1%
0.50 to 0.99 vehicles	36	8.9%	70.0%
1.00 to 1.49 vehicles	122	30.0%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	408		

**T** **MBTA Surveys: 2008-09**  
*Bus Survey*

**Vehicle Availability**

Route: 212

Expanded Results

Quincy Ctr Station - North Quincy Stn

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	130	66.7%
Not Licensed	65	33.3%
TOTAL	195	100.0%
No Answer	0	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	18	9.3%
1 vehicle	158	81.4%
2 vehicles	18	9.3%
3 or more vehicles	0	0.0%
TOTAL	195	100.0%
No Answer	0	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	112	57.3%
No	83	42.7%
TOTAL	195	100.0%
No Answer	0	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	18	9.3%	9.3%
0.01 to 0.49 vehicles	65	33.3%	42.7%
0.50 to 0.99 vehicles	65	33.3%	76.0%
1.00 to 1.49 vehicles	47	24.0%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	195		

**T** **MBTA Surveys: 2008-09**  
*Bus Survey*

**Vehicle Availability**

Route: 214

Expanded Results

Quincy Ctr Station - Germantown

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	366	48.8%
Not Licensed	383	51.2%
TOTAL	749	100.0%
No Answer	81	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	349	45.7%
1 vehicle	297	38.9%
2 vehicles	101	13.2%
3 or more vehicles	17	2.3%
TOTAL	763	100.0%
No Answer	66	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	196	26.3%
No	547	73.7%
TOTAL	743	100.0%
No Answer	87	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	331	45.5%	45.5%
0.01 to 0.49 vehicles	251	34.4%	79.9%
0.50 to 0.99 vehicles	66	9.1%	88.9%
1.00 to 1.49 vehicles	81	11.1%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	729		

**T** **MBTA Surveys: 2008-09**  
*Bus Survey*

**Vehicle Availability**

Route: 215

Expanded Results

Quincy Ctr Station - North Quincy Stn via West Quincy

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	557	62.3%
Not Licensed	337	37.7%
TOTAL	894	100.0%
No Answer	22	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	334	38.3%
1 vehicle	359	41.1%
2 vehicles	134	15.3%
3 or more vehicles	46	5.3%
TOTAL	873	100.0%
No Answer	43	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	294	35.5%
No	534	64.5%
TOTAL	828	100.0%
No Answer	88	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	291	35.1%	35.1%
0.01 to 0.49 vehicles	135	16.3%	51.4%
0.50 to 0.99 vehicles	268	32.3%	83.7%
1.00 to 1.49 vehicles	112	13.5%	97.2%
1.50 to 1.99 vehicles	23	2.8%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	830		

**T** **MBTA Surveys: 2008-09**  
*Bus Survey*

**Vehicle Availability**

Route: 216

Expanded Results

Quincy Ctr Station - Hough's Neck

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	285	48.8%
Not Licensed	300	51.2%
TOTAL	585	100.0%
No Answer	17	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	282	46.9%
1 vehicle	254	42.1%
2 vehicles	17	2.9%
3 or more vehicles	49	8.1%
TOTAL	602	100.0%
No Answer	0	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	118	19.6%
No	484	80.4%
TOTAL	602	100.0%
No Answer	0	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	184	37.9%	37.9%
0.01 to 0.49 vehicles	181	37.3%	75.1%
0.50 to 0.99 vehicles	52	10.7%	85.8%
1.00 to 1.49 vehicles	52	10.7%	96.4%
1.50 to 1.99 vehicles	0	0.0%	96.4%
2 or more vehicles	17	3.6%	100.0%
TOTAL RESPONSES	487		

**T** **MBTA Surveys: 2008-09**  
*Bus Survey*

**Vehicle Availability**

Route: 217

Expanded Results

Quincy Ctr Station - Ashmont Station

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	94	57.8%
Not Licensed	69	42.2%
TOTAL	163	100.0%
No Answer	26	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	47	28.9%
1 vehicle	47	28.9%
2 vehicles	69	42.2%
3 or more vehicles	0	0.0%
TOTAL	163	100.0%
No Answer	26	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	69	50.0%
No	69	50.0%
TOTAL	137	100.0%
No Answer	51	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	47	28.9%	28.9%
0.01 to 0.49 vehicles	0	0.0%	28.9%
0.50 to 0.99 vehicles	65	39.7%	68.6%
1.00 to 1.49 vehicles	51	31.4%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	162		

**T** **MBTA Surveys: 2008-09**  
*Bus Survey*

**Vehicle Availability**

Route: 220

Expanded Results

Quincy Ctr Station - Hingham Sq

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	792	72.1%
Not Licensed	307	27.9%
TOTAL	1,098	100.0%
No Answer	31	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	404	35.7%
1 vehicle	453	40.1%
2 vehicles	260	23.0%
3 or more vehicles	13	1.2%
TOTAL	1,130	100.0%
No Answer	0	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	396	35.0%
No	734	65.0%
TOTAL	1,130	100.0%
No Answer	0	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	328	31.9%	31.9%
0.01 to 0.49 vehicles	176	17.1%	49.0%
0.50 to 0.99 vehicles	291	28.3%	77.3%
1.00 to 1.49 vehicles	233	22.7%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	1,027		

**T** **MBTA Surveys: 2008-09**  
*Bus Survey*

**Vehicle Availability**

Route: 221

Expanded Results

Quincy Ctr Station - Fort Point

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	163	80.5%
Not Licensed	39	19.5%
TOTAL	202	100.0%
No Answer	0	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	84	41.5%
1 vehicle	66	32.5%
2 vehicles	39	19.5%
3 or more vehicles	13	6.5%
TOTAL	202	100.0%
No Answer	0	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	105	52.0%
No	97	48.0%
TOTAL	202	100.0%
No Answer	0	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	84	41.5%	41.5%
0.01 to 0.49 vehicles	26	13.0%	54.5%
0.50 to 0.99 vehicles	26	13.0%	67.5%
1.00 to 1.49 vehicles	66	32.5%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	202		



**T** **MBTA Surveys: 2008-09**  
*Bus Survey*

**Vehicle Availability**

Route: 222

Expanded Results

Quincy Ctr Station - East Weymouth

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	349	70.4%
Not Licensed	147	29.6%
TOTAL	495	100.0%
No Answer	13	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	147	29.6%
1 vehicle	186	37.6%
2 vehicles	149	30.2%
3 or more vehicles	13	2.6%
TOTAL	495	100.0%
No Answer	13	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	296	58.2%
No	212	41.8%
TOTAL	508	100.0%
No Answer	0	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	134	27.7%	27.7%
0.01 to 0.49 vehicles	165	34.2%	61.9%
0.50 to 0.99 vehicles	105	21.8%	83.7%
1.00 to 1.49 vehicles	66	13.6%	97.3%
1.50 to 1.99 vehicles	13	2.7%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	482		

**T** **MBTA Surveys: 2008-09**  
*Bus Survey*

**Vehicle Availability**

Route: 225

Expanded Results

Quincy Ctr Station - Weymouth Landing

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	922	60.3%
Not Licensed	606	39.7%
TOTAL	1,528	100.0%
No Answer	79	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	666	41.4%
1 vehicle	783	48.8%
2 vehicles	79	4.9%
3 or more vehicles	79	4.9%
TOTAL	1,607	100.0%
No Answer	0	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	300	19.0%
No	1,282	81.0%
TOTAL	1,582	100.0%
No Answer	25	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	513	35.9%	35.9%
0.01 to 0.49 vehicles	434	30.3%	66.2%
0.50 to 0.99 vehicles	276	19.3%	85.5%
1.00 to 1.49 vehicles	183	12.8%	98.3%
1.50 to 1.99 vehicles	0	0.0%	98.3%
2 or more vehicles	25	1.7%	100.0%
TOTAL RESPONSES	1,430		

**T** **MBTA Surveys: 2008-09**  
*Bus Survey*

**Vehicle Availability**

Route: 230

Expanded Results

Quincy Ctr Station - Montello

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	450	81.7%
Not Licensed	101	18.3%
TOTAL	551	100.0%
No Answer	25	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	126	22.3%
1 vehicle	263	46.5%
2 vehicles	101	17.8%
3 or more vehicles	76	13.4%
TOTAL	566	100.0%
No Answer	10	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	238	42.3%
No	323	57.7%
TOTAL	561	100.0%
No Answer	15	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	126	24.8%	24.8%
0.01 to 0.49 vehicles	106	20.8%	45.6%
0.50 to 0.99 vehicles	212	41.5%	87.1%
1.00 to 1.49 vehicles	51	9.9%	97.0%
1.50 to 1.99 vehicles	15	3.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	510		

**T** **MBTA Surveys: 2008-09**  
*Bus Survey*

**Vehicle Availability**

Route: 236

Expanded Results

Quincy Ctr Station - South Shore Plaza

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	148	45.4%
Not Licensed	177	54.6%
TOTAL	325	100.0%
No Answer	0	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	59	18.2%
1 vehicle	207	63.6%
2 vehicles	59	18.2%
3 or more vehicles	0	0.0%
TOTAL	325	100.0%
No Answer	0	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	138	42.4%
No	187	57.6%
TOTAL	325	100.0%
No Answer	0	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	59	20.0%	20.0%
0.01 to 0.49 vehicles	128	43.3%	63.4%
0.50 to 0.99 vehicles	69	23.3%	86.7%
1.00 to 1.49 vehicles	39	13.3%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	295		

**T** **MBTA Surveys: 2008-09**  
*Bus Survey*

**Vehicle Availability**

Route: 238

Expanded Results

Quincy Ctr Station - Holbrook/Randolph

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	627	65.4%
Not Licensed	332	34.6%
TOTAL	959	100.0%
No Answer	0	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	285	30.5%
1 vehicle	395	42.4%
2 vehicles	137	14.7%
3 or more vehicles	116	12.4%
TOTAL	933	100.0%
No Answer	26	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	195	20.3%
No	764	79.7%
TOTAL	959	100.0%
No Answer	0	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	264	28.9%	28.9%
0.01 to 0.49 vehicles	142	15.6%	44.5%
0.50 to 0.99 vehicles	422	46.2%	90.8%
1.00 to 1.49 vehicles	84	9.2%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	912		

**T** **MBTA Surveys: 2008-09**  
*Bus Survey*

**Vehicle Availability**

Route: 240

Expanded Results

Avon Sq/Holbrook/Randolph - Ashmont Station

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	950	68.1%
Not Licensed	444	31.9%
TOTAL	1,395	100.0%
No Answer	20	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	383	28.2%
1 vehicle	595	43.7%
2 vehicles	321	23.6%
3 or more vehicles	61	4.5%
TOTAL	1,360	100.0%
No Answer	55	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	349	26.0%
No	991	74.0%
TOTAL	1,340	100.0%
No Answer	75	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	383	28.6%	28.6%
0.01 to 0.49 vehicles	355	26.5%	55.1%
0.50 to 0.99 vehicles	417	31.1%	86.2%
1.00 to 1.49 vehicles	185	13.8%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	1,340		

**T** **MBTA Surveys: 2008-09**  
*Bus Survey*

**Vehicle Availability**

Route: 245

Expanded Results

Quincy Ctr Station - Mattapan Station

Both Directions

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	137	67.4%
Not Licensed	66	32.6%
TOTAL	203	100.0%
No Answer	15	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	84	39.8%
1 vehicle	84	39.8%
2 vehicles	43	20.4%
3 or more vehicles	0	0.0%
TOTAL	210	100.0%
No Answer	8	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	84	38.4%
No	134	61.6%
TOTAL	218	100.0%
No Answer	0	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	84	39.8%	39.8%
0.01 to 0.49 vehicles	25	12.0%	51.8%
0.50 to 0.99 vehicles	78	37.2%	89.1%
1.00 to 1.49 vehicles	23	10.9%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	210		







## Service Quality

The data presented in this chapter summarize the ratings that riders on each Quincy 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 Quincy 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 217 (4.0) and 236 and 216 (both 3.8). The lowest average ratings were given by the riders of Routes 202 (2.1) and 215 and 240 (both 3.1). The average rating for reliability across all Quincy Garage bus routes was 3.4.

Reliability ranked as the most important service quality among the riders of each bus route except Route 217.

### **Safety and Security    *Relative Importance: High***

The bus routes on which riders gave the highest average ratings for “safety and security” to MBTA bus service were Routes 221 (4.2), 216 (4.1), and 217 (4.0). The lowest average ratings were given by the riders of Routes 240 and 202 (both 3.6) and 201 (3.7). The average rating for safety/security across all Quincy Garage bus routes was 3.8.

Safety/security ranked as the third-most-important service quality, based on the overall response of all riders on Quincy Garage bus routes, and as high as the second-most important, based on the responses of riders by route (Routes 210, 215, and 238).

### **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 216 (3.8) and 245 and 212 (both 3.6). The lowest average ratings were given by the riders of Routes 202 (2.2) and 236 and 240 (both 3.0). The average rating for cleanliness/condition of vehicles across all Quincy 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 Quincy Garage bus routes, and as high as the third-most-important, based on the responses of riders by route (Route 212).

**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 221 (4.2), 211 (4.1), and 216 (4.0). The lowest average ratings were given by the riders of Routes 202 (3.1) and 240 and 214 (both 3.3). The average rating for courtesy across all Quincy Garage bus routes was 3.7.

Courtesy ranked as the fifth-most-important service quality, based on the overall response of all riders on Quincy Garage bus routes, and as high as the second-most-important, based on the responses of riders by route (Routes 210 and 221).

**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 236 (4.3) and 212 and 245 (both 4.2). The lowest average ratings were given by the riders of Routes 202 (3.4), 225 (3.7), 221 (3.8). The average rating for stop announcements across all Quincy Garage bus routes was 4.0.

Stop announcements ranked as the tenth-most-important service quality, based on the overall response of all riders on Quincy Garage bus routes, and as high as the fifth-most-important, based on the responses of riders by route (Routes 212 and 245).

**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 217 (4.6) and 202 and 212 (both 4.1). The lowest average ratings were given by the riders of Routes 240 (3.3) and 225 and 238 (both 3.4). The average rating for seating availability across all Quincy Garage bus routes was 3.6.

Seating availability on buses ranked as the sixth-most-important service quality, based on the overall response of all riders on Quincy Garage bus routes, and as high as the fourth-most-important, based on the responses of riders by route (Routes 211, 220, and 236).

**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 216 (3.7) and 222 and 214 (both 3.4). The lowest average ratings were given by the riders of Routes 202 (2.2), 217 (2.5), and 245 (2.9). The average rating for frequency of service across all Quincy Garage bus routes was 3.2.

Frequency ranked as the second-most-important service quality, based on the overall response of all riders on Quincy Garage bus routes, and as high as the most important or tied for the most important, based on the responses of riders by route (Routes 212, 217, and 236).

**Travel Time/Speed    *Relative Importance: Medium***

The bus routes on which riders gave the highest average ratings for “travel time/speed” to MBTA bus service were Routes 236 and 217 (both 4.1) and 216 (3.9). The lowest average ratings were given by the riders of Routes 202 (2.8), 240 (3.1), and 238 (3.4). The average rating for travel time/speed across all Quincy Garage bus routes was 3.5.

Travel time/speed ranked as the fourth-most-important service quality, based on the overall response of all riders on Quincy Garage bus routes, and as high as the second-most-important, based on the responses of riders by route (Routes 202, 211, and 216).

**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 202 (4.0), 216 (3.9), and 225 (3.8). The lowest average ratings were given by the riders of Routes 201 (2.3), 217 (2.6), and 240 (2.8). The average rating for parking availability across all Quincy Garage bus routes was 3.3.

Parking availability ranked as the twelfth-most-important service quality, based on the overall response of all riders on Quincy Garage bus routes, and as high as the fifth-most-important, based on the responses of riders by route (Route 212).

**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 221 (3.5) and 211 and 210 (both 3.0). The lowest average ratings were given by the riders of Routes 217 (2.0) and 225 and 230 (both 2.4). The average rating for stop amenities across all Quincy Garage bus routes was 2.6.

Stop amenities ranked as the eighth-most-important service quality, based on the overall response of all riders on Quincy Garage bus routes, and as high as the fifth-most-important, based on the responses of riders by route (Routes 217 and 225).

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 221 and 202 (4.3) and 236 (4.2). The lowest average ratings were given by the riders of Routes 240 (3.2) and 225 and 214 (both 3.5). The average rating for the fare collection system across all Quincy 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 Quincy Garage bus routes, and as

high as the second-most-important, based on the responses of riders by route (Route 210).

**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 202 (4.6), 221 (4.3), and 236 (4.2). The lowest average ratings were given by the riders of Routes 201 and 240 (both 3.5) and 214 (3.6). The average rating for signage across all Quincy Garage bus routes was 3.8.

Signage ranked as the eleventh-most-important service quality, based on the overall response of all riders on Quincy Garage bus routes, and as high as the fifth-most-important, based on the responses of riders by route (Route 212).



# MBTA Surveys: 2008-09

## Bus Survey

### Service Quality

Expanded Results

Route: 201

Fields Cnr Loop via Neponset Ave

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.4	8.4%	5.4%	38.9%	32.3%	15.0%	434	44	83
Safety and security	3.7	6.6%	0.0%	37.1%	32.9%	23.4%	434	44	23
Cleanliness/condition of vehicles	3.2	6.9%	15.8%	37.7%	25.1%	14.4%	413	65	0
Courtesy of drivers	3.7	6.9%	1.9%	33.4%	30.8%	27.0%	413	65	21
Announcement of stops	4.1	2.0%	0.0%	24.4%	31.7%	41.9%	385	94	8
Availability of seating on buses	3.9	0.0%	1.8%	30.0%	42.5%	25.7%	434	44	16
Frequency of service	3.3	8.4%	13.8%	40.7%	18.6%	18.6%	434	44	68
Travel time/speed	3.5	6.9%	8.8%	27.0%	40.9%	16.3%	413	65	31
Parking availability	2.3	47.6%	9.8%	21.8%	3.6%	17.1%	213	265	8
Stop amenities	2.4	34.7%	16.8%	31.1%	3.7%	13.7%	419	60	8
Fare collection system	3.5	8.5%	10.4%	24.4%	31.1%	25.6%	427	52	0
Signage on vehicles	3.5	7.3%	5.3%	44.7%	15.1%	27.6%	396	83	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

Route: 202

Expanded Results

Fields Cnr Loop via Adams St

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	2.1	51.9%	19.2%	0.0%	28.9%	0.0%	81	8	29
Safety and security	3.6	0.0%	0.0%	55.2%	29.9%	14.9%	52	36	8
Cleanliness/condition of vehicles	2.2	45.2%	0.0%	45.2%	9.6%	0.0%	81	8	0
Courtesy of drivers	3.1	0.0%	25.9%	35.6%	38.5%	0.0%	81	8	8
Announcement of stops	3.4	26.0%	0.0%	13.0%	35.0%	26.0%	60	29	0
Availability of seating on buses	4.1	0.0%	0.0%	13.0%	61.0%	26.0%	60	29	0
Frequency of service	2.2	61.5%	0.0%	9.6%	19.2%	9.6%	81	8	21
Travel time/speed	2.8	40.3%	14.9%	0.0%	14.9%	29.9%	52	36	21
Parking availability	4.0	0.0%	0.0%	50.0%	0.0%	50.0%	16	73	0
Stop amenities	2.6	29.9%	0.0%	55.2%	14.9%	0.0%	52	36	0
Fare collection system	4.3	0.0%	14.9%	0.0%	29.9%	55.2%	52	36	0
Signage on vehicles	4.6	0.0%	0.0%	17.6%	0.0%	82.4%	44	44	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: 210

Quincy Ctr Station - North Quincy Stn

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.6	0.0%	13.7%	27.3%	47.0%	12.0%	475	29	112
Safety and security	3.9	4.0%	0.0%	22.7%	50.5%	22.7%	457	47	47
Cleanliness/condition of vehicles	3.3	5.9%	11.8%	46.0%	17.1%	19.3%	486	18	0
Courtesy of drivers	3.9	0.0%	7.2%	22.2%	46.4%	24.2%	504	0	47
Announcement of stops	4.0	6.4%	0.0%	16.9%	41.3%	35.5%	447	57	0
Availability of seating on buses	3.7	0.0%	15.0%	26.3%	29.4%	29.4%	504	0	0
Frequency of service	3.3	9.3%	7.2%	39.2%	35.0%	9.3%	504	0	36
Travel time/speed	3.6	0.0%	17.0%	18.6%	47.9%	16.5%	504	0	29
Parking availability	3.2	13.4%	31.8%	0.0%	30.8%	24.0%	270	234	0
Stop amenities	3.0	16.1%	23.9%	16.1%	31.6%	12.2%	468	36	0
Fare collection system	3.8	5.9%	19.3%	7.5%	23.0%	44.4%	486	18	47
Signage on vehicles	4.1	0.0%	0.0%	27.8%	36.6%	35.6%	504	0	18

\* 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: 211

Quincy Ctr Station - Squantum

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.3	7.7%	16.0%	36.8%	21.4%	18.2%	473	29	112
Safety and security	3.8	4.0%	0.0%	38.9%	28.6%	28.6%	454	47	0
Cleanliness/condition of vehicles	3.3	13.7%	7.7%	27.5%	37.4%	13.7%	473	29	29
Courtesy of drivers	4.1	3.8%	3.8%	13.7%	39.0%	39.6%	473	29	18
Announcement of stops	4.0	0.0%	8.0%	32.6%	14.3%	45.2%	454	47	0
Availability of seating on buses	3.6	3.8%	13.7%	27.5%	23.6%	31.3%	473	29	36
Frequency of service	3.3	4.4%	24.4%	28.7%	22.5%	20.0%	415	86	65
Travel time/speed	3.7	4.1%	6.4%	35.1%	22.8%	31.6%	444	57	83
Parking availability	3.4	23.6%	0.0%	13.2%	36.8%	26.4%	275	226	18
Stop amenities	3.0	17.6%	7.8%	47.2%	9.8%	17.6%	369	133	0
Fare collection system	3.9	4.4%	0.0%	33.1%	28.7%	33.8%	415	86	0
Signage on vehicles	3.6	7.4%	4.7%	38.3%	18.8%	30.9%	387	114	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: 212

Quincy Ctr Station - North Quincy Stn

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.7	0.0%	9.3%	42.7%	14.7%	33.3%	195	0	47
Safety and security	3.9	0.0%	0.0%	24.0%	57.3%	18.6%	195	0	0
Cleanliness/condition of vehicles	3.6	10.3%	10.3%	0.0%	69.2%	10.3%	177	18	29
Courtesy of drivers	3.7	9.3%	0.0%	33.3%	24.0%	33.3%	195	0	0
Announcement of stops	4.2	0.0%	16.2%	0.0%	26.5%	57.3%	177	18	0
Availability of seating on buses	4.1	0.0%	0.0%	18.6%	53.4%	28.0%	195	0	0
Frequency of service	3.1	10.3%	10.3%	42.7%	36.8%	0.0%	177	18	47
Travel time/speed	3.9	0.0%	0.0%	33.3%	48.0%	18.6%	195	0	18
Parking availability	3.4	0.0%	0.0%	62.0%	38.0%	0.0%	75	119	0
Stop amenities	2.8	0.0%	36.0%	50.0%	14.0%	0.0%	130	65	0
Fare collection system	3.8	0.0%	10.9%	21.8%	45.4%	21.8%	166	29	0
Signage on vehicles	4.1	0.0%	0.0%	31.6%	31.6%	36.8%	148	47	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: 214

Quincy Ctr Station - Germantown

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.3	8.5%	6.3%	50.9%	19.6%	14.8%	781	49	104
Safety and security	3.8	0.0%	6.4%	32.4%	37.4%	23.8%	763	66	52
Cleanliness/condition of vehicles	3.2	4.6%	19.6%	40.4%	24.2%	11.2%	749	81	0
Courtesy of drivers	3.3	12.3%	18.0%	19.1%	31.4%	19.1%	798	32	35
Announcement of stops	4.0	4.3%	0.0%	25.2%	31.9%	38.6%	732	98	0
Availability of seating on buses	3.5	6.3%	4.4%	46.5%	21.8%	21.0%	781	49	35
Frequency of service	3.4	13.1%	6.6%	27.0%	33.6%	19.7%	746	84	87
Travel time/speed	3.6	6.4%	8.3%	28.3%	37.8%	19.2%	763	66	69
Parking availability	3.6	0.0%	0.0%	51.5%	34.9%	13.7%	380	449	0
Stop amenities	2.7	22.5%	18.1%	33.2%	20.8%	5.3%	651	178	49
Fare collection system	3.5	6.3%	4.1%	38.0%	34.3%	17.4%	781	49	0
Signage on vehicles	3.6	4.5%	4.5%	36.0%	38.4%	16.5%	697	133	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: 215

Quincy Ctr Station - North Quincy Stn via West Quincy

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.1	8.0%	18.8%	37.8%	27.0%	8.4%	827	89	203
Safety and security	3.7	2.6%	7.6%	27.9%	38.8%	23.1%	873	43	91
Cleanliness/condition of vehicles	3.4	10.8%	5.4%	34.8%	35.7%	13.4%	828	88	45
Courtesy of drivers	3.6	0.0%	20.3%	26.1%	27.9%	25.7%	873	43	43
Announcement of stops	4.1	2.6%	10.8%	10.6%	21.7%	54.4%	830	86	0
Availability of seating on buses	3.7	4.9%	5.1%	25.6%	46.7%	17.6%	873	43	46
Frequency of service	3.1	8.2%	16.6%	39.2%	30.4%	5.5%	805	111	89
Travel time/speed	3.4	2.5%	15.9%	39.2%	24.1%	18.3%	851	65	69
Parking availability	3.4	5.0%	10.8%	36.3%	37.1%	10.8%	428	488	0
Stop amenities	2.5	32.3%	17.6%	26.5%	11.7%	11.9%	762	154	23
Fare collection system	3.6	11.0%	5.7%	22.1%	33.3%	27.8%	808	108	0
Signage on vehicles	3.9	3.0%	2.8%	26.8%	38.1%	29.2%	764	152	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: 216

Quincy Ctr Station - Hough's Neck

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.8	6.1%	9.1%	17.7%	37.9%	29.3%	571	32	184
Safety and security	4.1	3.1%	3.1%	12.0%	39.6%	42.2%	553	49	17
Cleanliness/condition of vehicles	3.8	3.1%	8.8%	24.5%	33.3%	30.2%	553	49	17
Courtesy of drivers	4.0	3.0%	3.0%	29.3%	20.7%	43.9%	571	32	52
Announcement of stops	4.1	3.2%	0.0%	27.4%	25.8%	43.5%	536	66	0
Availability of seating on buses	4.0	3.1%	3.1%	32.8%	15.6%	45.3%	553	49	49
Frequency of service	3.7	6.3%	9.4%	30.2%	20.8%	33.3%	553	49	66
Travel time/speed	3.9	3.1%	8.8%	18.2%	30.7%	39.0%	553	49	133
Parking availability	3.9	4.8%	4.8%	29.0%	14.5%	46.7%	358	245	0
Stop amenities	2.8	25.3%	15.2%	29.8%	14.5%	15.2%	455	147	0
Fare collection system	3.8	3.1%	5.7%	18.2%	54.2%	18.8%	553	49	0
Signage on vehicles	4.0	3.2%	9.1%	18.8%	22.0%	46.8%	536	66	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: 217

Quincy Ctr Station - Ashmont Station

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	4.0	0.0%	0.0%	0.0%	100.0%	0.0%	163	26	47
Safety and security	4.0	0.0%	0.0%	15.7%	65.7%	18.6%	137	51	26
Cleanliness/condition of vehicles	3.2	15.7%	0.0%	28.9%	55.4%	0.0%	163	26	0
Courtesy of drivers	3.8	0.0%	0.0%	44.6%	28.9%	26.5%	163	26	0
Announcement of stops	3.8	0.0%	0.0%	15.2%	84.8%	0.0%	141	47	0
Availability of seating on buses	4.6	0.0%	0.0%	0.0%	42.2%	57.8%	163	26	0
Frequency of service	2.5	15.7%	37.2%	31.4%	15.7%	0.0%	137	51	69
Travel time/speed	4.1	0.0%	0.0%	15.7%	57.8%	26.5%	163	26	22
Parking availability	2.6	37.2%	0.0%	31.4%	31.4%	0.0%	69	120	0
Stop amenities	2.0	42.2%	19.3%	38.6%	0.0%	0.0%	112	77	22
Fare collection system	3.8	0.0%	18.6%	15.7%	31.4%	34.3%	137	51	0
Signage on vehicles	4.0	0.0%	15.7%	0.0%	50.0%	34.3%	137	51	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: 220

Expanded Results

Quincy Ctr Station - Hingham Sq

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.5	8.5%	5.5%	33.2%	38.2%	14.7%	1,051	79	312
Safety and security	3.8	3.0%	4.9%	28.8%	31.8%	31.5%	1,064	66	163
Cleanliness/condition of vehicles	3.4	5.6%	7.6%	42.4%	32.0%	12.4%	1,033	97	79
Courtesy of drivers	3.7	1.2%	11.2%	23.8%	41.4%	22.4%	1,077	52	26
Announcement of stops	4.1	1.2%	6.7%	16.7%	33.7%	41.6%	1,051	79	13
Availability of seating on buses	3.8	4.1%	11.3%	20.9%	27.9%	35.8%	1,090	39	115
Frequency of service	3.3	13.6%	11.9%	21.7%	31.9%	20.9%	1,077	52	233
Travel time/speed	3.5	5.4%	7.1%	34.0%	37.7%	15.8%	1,064	66	79
Parking availability	3.4	12.6%	7.0%	30.8%	27.6%	22.0%	561	569	0
Stop amenities	2.6	23.2%	27.7%	25.0%	14.3%	9.8%	860	270	58
Fare collection system	3.7	4.4%	10.0%	32.4%	12.9%	40.4%	1,020	110	13
Signage on vehicles	3.9	3.2%	1.3%	31.2%	28.5%	35.8%	975	155	26

\* 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: 221

Quincy Ctr Station - Fort Point

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.6	0.0%	13.9%	30.5%	34.7%	20.8%	189	13	84
Safety and security	4.2	0.0%	0.0%	13.0%	52.0%	35.1%	202	0	31
Cleanliness/condition of vehicles	3.5	0.0%	6.5%	48.0%	39.0%	6.5%	202	0	13
Courtesy of drivers	4.2	0.0%	0.0%	32.5%	13.0%	54.5%	202	0	45
Announcement of stops	3.8	0.0%	6.9%	44.4%	13.9%	34.7%	189	13	0
Availability of seating on buses	3.9	0.0%	0.0%	39.0%	35.1%	26.0%	202	0	26
Frequency of service	3.3	13.0%	13.0%	13.0%	54.5%	6.5%	202	0	39
Travel time/speed	3.5	6.5%	0.0%	41.5%	45.5%	6.5%	202	0	13
Parking availability	3.5	0.0%	0.0%	59.4%	27.0%	13.5%	97	105	0
Stop amenities	3.5	7.5%	14.9%	22.4%	29.9%	25.4%	176	26	0
Fare collection system	4.3	0.0%	0.0%	0.0%	66.7%	33.3%	157	45	0
Signage on vehicles	4.3	0.0%	6.9%	6.9%	34.7%	51.4%	189	13	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: 222

Quincy Ctr Station - East Weymouth

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.4	2.6%	20.6%	28.6%	32.8%	15.3%	495	13	136
Safety and security	4.0	2.8%	0.0%	28.8%	31.1%	37.3%	464	45	39
Cleanliness/condition of vehicles	3.6	6.5%	12.0%	16.3%	49.5%	15.8%	482	26	13
Courtesy of drivers	3.8	9.0%	9.0%	14.3%	26.5%	41.3%	495	13	58
Announcement of stops	4.1	9.6%	0.0%	11.3%	26.6%	52.5%	464	45	0
Availability of seating on buses	3.7	2.6%	12.7%	24.9%	31.2%	28.6%	495	13	39
Frequency of service	3.4	2.7%	10.9%	47.8%	20.1%	18.5%	482	26	123
Travel time/speed	3.7	2.6%	9.0%	27.5%	36.5%	24.3%	495	13	79
Parking availability	3.3	12.8%	4.3%	37.6%	35.0%	10.3%	307	202	0
Stop amenities	2.6	29.5%	18.1%	29.5%	11.4%	11.4%	390	118	0
Fare collection system	3.9	5.4%	15.8%	8.2%	28.3%	42.4%	482	26	0
Signage on vehicles	4.0	3.1%	0.0%	23.8%	42.1%	31.1%	430	79	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: 225

Quincy Ctr Station - Weymouth Landing

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.6	8.7%	8.4%	26.1%	31.6%	25.2%	1,528	79	256
Safety and security	3.9	5.3%	3.6%	23.9%	31.8%	35.4%	1,503	104	25
Cleanliness/condition of vehicles	3.4	8.1%	12.3%	24.8%	38.4%	16.4%	1,528	79	0
Courtesy of drivers	3.8	1.7%	12.4%	25.4%	22.4%	38.1%	1,474	133	25
Announcement of stops	3.7	7.0%	6.7%	26.0%	25.7%	34.7%	1,479	128	0
Availability of seating on buses	3.4	8.2%	15.1%	32.1%	15.1%	29.5%	1,503	104	74
Frequency of service	3.3	6.7%	29.9%	19.4%	19.4%	24.8%	1,553	54	232
Travel time/speed	3.4	1.6%	17.1%	37.4%	25.2%	18.7%	1,503	104	128
Parking availability	3.8	3.1%	13.0%	25.3%	22.9%	35.8%	799	808	25
Stop amenities	2.4	38.5%	12.4%	34.6%	1.8%	12.7%	1,395	212	104
Fare collection system	3.5	7.4%	14.4%	21.8%	31.4%	25.0%	1,400	207	0
Signage on vehicles	3.8	6.0%	3.7%	30.2%	27.3%	32.8%	1,321	286	25

\* 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: 230

Quincy Ctr Station - Montello

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.6	8.2%	10.0%	19.1%	37.2%	25.5%	556	20	187
Safety and security	4.0	2.9%	6.6%	17.0%	37.7%	35.9%	536	40	71
Cleanliness/condition of vehicles	3.5	3.9%	10.8%	37.3%	28.4%	19.6%	515	61	0
Courtesy of drivers	4.0	6.3%	2.7%	21.7%	26.0%	43.3%	561	15	66
Announcement of stops	4.0	2.9%	6.8%	18.5%	28.0%	43.7%	520	56	5
Availability of seating on buses	3.6	13.9%	5.6%	20.6%	28.9%	31.0%	541	35	41
Frequency of service	3.1	18.2%	11.7%	24.5%	28.2%	17.3%	556	20	162
Travel time/speed	3.8	2.7%	3.7%	36.0%	25.9%	31.6%	546	30	35
Parking availability	3.2	16.4%	11.5%	24.5%	26.3%	21.3%	308	268	10
Stop amenities	2.4	38.5%	13.5%	20.7%	24.1%	3.2%	485	91	15
Fare collection system	4.0	4.0%	2.0%	25.7%	28.7%	39.6%	510	66	25
Signage on vehicles	3.8	6.4%	6.3%	28.4%	23.1%	35.8%	480	96	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: 236

Quincy Ctr Station - South Shore Plaza

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.8	0.0%	11.1%	11.1%	66.6%	11.1%	266	59	138
Safety and security	3.8	0.0%	0.0%	40.7%	37.0%	22.2%	266	59	0
Cleanliness/condition of vehicles	3.0	0.0%	33.3%	29.2%	37.5%	0.0%	236	89	30
Courtesy of drivers	3.7	0.0%	11.1%	25.9%	40.7%	22.2%	266	59	39
Announcement of stops	4.3	0.0%	0.0%	22.2%	29.6%	48.2%	266	59	0
Availability of seating on buses	3.7	14.8%	0.0%	22.2%	25.9%	37.0%	266	59	30
Frequency of service	3.4	0.0%	11.1%	40.7%	48.2%	0.0%	266	59	138
Travel time/speed	4.1	0.0%	0.0%	0.0%	88.9%	11.1%	266	59	0
Parking availability	3.7	0.0%	0.0%	53.8%	23.1%	23.1%	128	197	0
Stop amenities	2.8	15.8%	15.8%	36.8%	31.6%	0.0%	187	138	0
Fare collection system	4.2	0.0%	0.0%	14.8%	48.2%	37.0%	266	59	0
Signage on vehicles	4.2	0.0%	0.0%	17.4%	43.5%	39.2%	227	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: 238

Quincy Ctr Station - Holbrook/Randolph

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.6	6.8%	6.8%	28.3%	37.3%	20.9%	933	26	269
Safety and security	3.8	0.0%	9.8%	23.1%	45.1%	22.0%	912	47	248
Cleanliness/condition of vehicles	3.4	2.3%	7.5%	53.2%	26.6%	10.4%	912	47	74
Courtesy of drivers	3.6	0.0%	14.1%	28.8%	36.7%	20.3%	933	26	26
Announcement of stops	3.9	4.7%	10.1%	13.0%	34.9%	37.3%	891	68	26
Availability of seating on buses	3.4	6.8%	14.1%	27.1%	31.7%	20.3%	933	26	21
Frequency of service	2.9	14.8%	18.3%	34.9%	21.3%	10.7%	891	68	169
Travel time/speed	3.4	6.9%	5.2%	38.1%	44.5%	5.2%	912	47	53
Parking availability	3.1	16.1%	5.1%	35.4%	38.4%	5.1%	521	438	0
Stop amenities	2.7	20.5%	15.8%	44.5%	10.3%	8.9%	769	190	0
Fare collection system	4.0	4.6%	2.3%	20.2%	37.6%	35.3%	912	47	0
Signage on vehicles	4.0	0.0%	0.0%	34.5%	33.3%	32.2%	869	90	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: 240

Avon Sq/Holbrook/Randolph - Ashmont Station

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.1	15.6%	10.0%	38.2%	22.1%	14.1%	1,360	55	396
Safety and security	3.6	1.5%	7.1%	41.8%	32.1%	17.3%	1,340	75	191
Cleanliness/condition of vehicles	3.0	6.0%	15.6%	53.8%	17.1%	7.5%	1,360	55	20
Courtesy of drivers	3.3	8.5%	10.6%	44.2%	20.6%	16.1%	1,360	55	150
Announcement of stops	4.0	3.0%	5.5%	20.6%	30.2%	40.7%	1,360	55	20
Availability of seating on buses	3.3	6.0%	11.1%	44.2%	21.6%	17.1%	1,360	55	75
Frequency of service	2.9	13.9%	23.7%	27.8%	24.2%	10.3%	1,326	89	205
Travel time/speed	3.1	7.4%	15.9%	41.3%	26.5%	9.0%	1,292	123	171
Parking availability	2.8	14.0%	18.2%	53.7%	5.0%	9.1%	827	588	0
Stop amenities	2.5	25.1%	25.2%	33.9%	9.4%	6.4%	1,169	246	0
Fare collection system	3.2	12.4%	10.3%	38.4%	24.9%	14.0%	1,265	150	20
Signage on vehicles	3.5	1.7%	4.5%	48.6%	27.7%	17.5%	1,210	205	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: 245

Quincy Ctr Station - Mattapan Station

Both Directions

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.4	7.3%	7.3%	40.9%	27.7%	16.8%	210	8	91
Safety and security	4.0	3.8%	0.0%	27.6%	34.4%	34.1%	200	18	48
Cleanliness/condition of vehicles	3.6	0.0%	4.0%	44.6%	34.3%	17.1%	193	25	23
Courtesy of drivers	4.0	3.6%	8.4%	14.6%	32.5%	40.9%	210	8	10
Announcement of stops	4.2	0.0%	11.5%	7.7%	32.9%	47.9%	200	18	15
Availability of seating on buses	4.0	4.8%	3.6%	14.6%	39.8%	37.2%	210	8	0
Frequency of service	2.9	29.1%	17.1%	15.9%	10.4%	27.5%	193	25	66
Travel time/speed	3.8	0.0%	8.4%	30.3%	33.6%	27.7%	210	8	0
Parking availability	3.4	10.1%	20.2%	10.1%	36.4%	23.2%	76	142	0
Stop amenities	2.6	37.8%	13.0%	18.1%	18.1%	13.0%	195	23	10
Fare collection system	4.1	4.1%	4.1%	8.3%	43.6%	39.8%	185	33	10
Signage on vehicles	3.6	0.0%	8.6%	37.2%	35.5%	18.6%	177	41	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.





# 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**

<b>Mode</b>	<b>Surveys Distributed</b>	<b>Surveys Returned</b>	<b>Response Rate</b>	<b>Ridership</b>	<b>Sample Rate</b>
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%
<b>Total</b>	<b>239,275</b>	<b>48,917</b>	<b>20.4%</b>	<b>566,085</b>	<b>8.6%</b>

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.

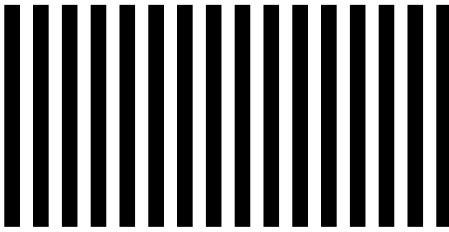




# **APPENDIX B**

## **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/](http://www.ctps.org/survey/bus/). All answers are confidential. You will not be put on any mailing lists.

THANK YOU!

1. **What bus route were you boarding/riding when you got this survey form?**  
Route number \_\_\_\_\_ and/or Route name \_\_\_\_\_
2. **At what stop did you board the bus on that route?**

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

3. **About what time did you board that bus?**

\_\_\_\_\_ : \_\_\_\_\_  AM  PM

- 4a. **Where were you before starting this entire one-way trip?**

- At work  At a doctor or other personal business  
 At school  At a work-related errand or meeting  
 At home  At a restaurant, or social or recreational activity  
 At a store  Other \_\_\_\_\_

- 4b. **Where is the place in question 4a located?**

\_\_\_\_\_ (address or nearest street intersection or landmark)

\_\_\_\_\_ (city/town/neighborhood) \_\_\_\_\_ (state) \_\_\_\_\_ (zip code)

- 5a. **Where did you first board a public transit vehicle on this one-way trip?**

- At the stop reported in question 2  
 At the \_\_\_\_\_ rapid transit or commuter rail station  
 At a bus or Silver Line stop at \_\_\_\_\_  
on Route (number or name) \_\_\_\_\_  
 At \_\_\_\_\_ boat dock  Other \_\_\_\_\_

- 5b. **How did you get to the station or stop reported in question 5a?**

- Walked directly (from work, school, home, etc.)  
 Drove or rode in a personal vehicle and parked at or near station/stop  
 Dropped off by personal vehicle that did not park  Taxi  THE RIDE  
 Private shuttle van/shuttle bus  Bicycle  Other \_\_\_\_\_

6. **How long did it take to get from where this trip started to the first place where you boarded a public transit vehicle on this trip?** \_\_\_\_\_ minutes

7. **What type of fare did you pay for this bus trip?**

- Pay-per-ride CharlieCard (plastic)  Pay-per-ride CharlieTicket (paper)  
 Monthly pass (circle one): Link (Subway + Bus); Student; Senior; Disability; Inner Express Bus; Outer Express Bus; Zone \_\_\_\_\_; Boat  
 Full cash fare on-board bus  
 Reduced fare (circle one): Student; Senior; Disability  
 Child under age 12 free fare  Blind Access Card  
 1-day Link Pass  7-day Link Pass  Other \_\_\_\_\_

- 8a. **At what stop will you/did you leave the bus you were boarding/riding when you got the survey?** \_\_\_\_\_

MORE QUESTIONS INSIDE →

Please seal with tape—do not staple.

- 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:**