MBTA Systemwide Passenger Survey

Commuter Boat and Inner Harbor Ferry 2008–09

WATER TRANSPORTATION

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

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Commuter Boat and Inner Harbor Ferry

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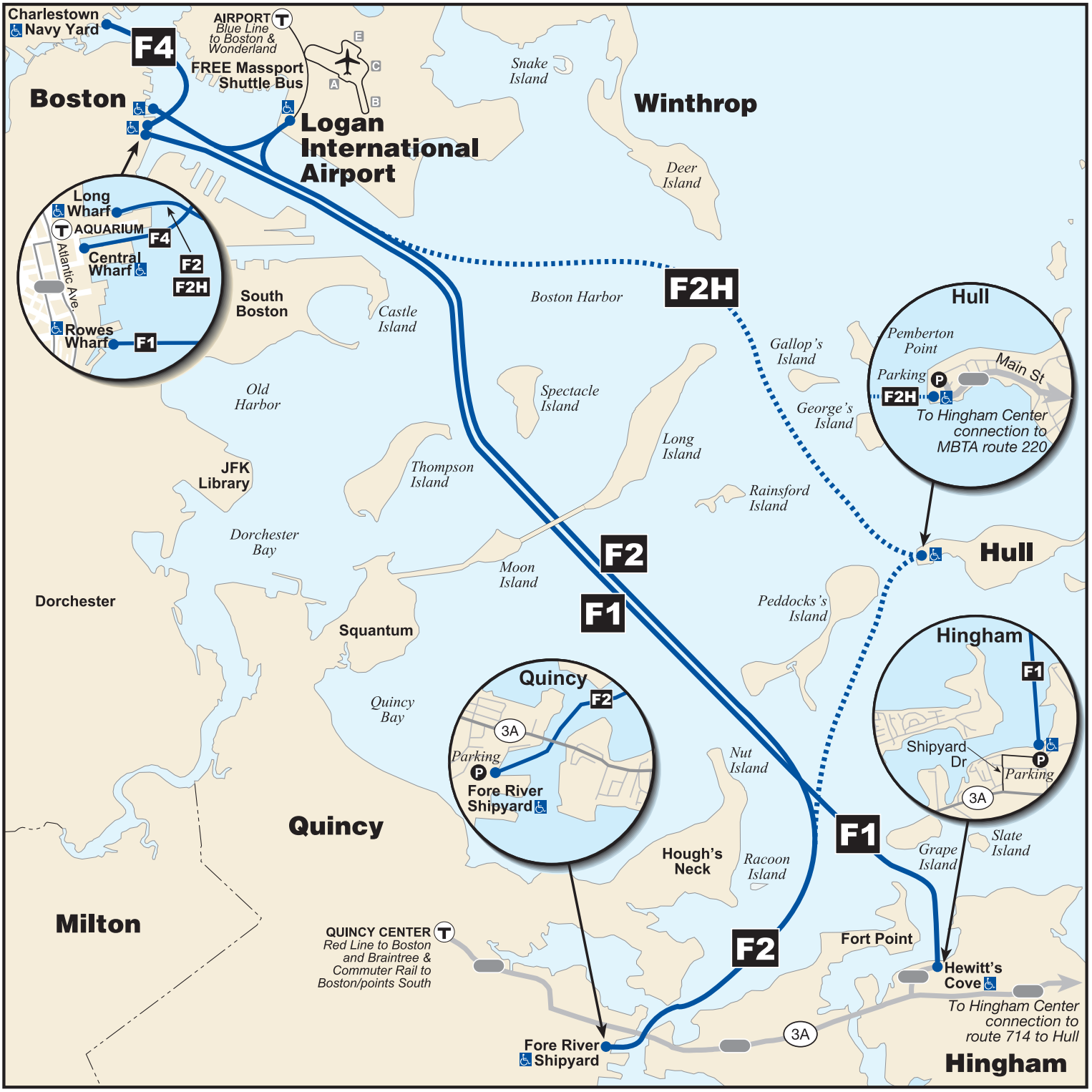
MBTA Water Transit System



ABSTRACT

This water transportation 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, heavy rail (the Blue, Red, and Orange Lines), light rail (the Green Line and the Mattapan High-Speed Line), commuter rail, and boat.[1] 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 2 appendices. In the chapters, data tables and summary text present information about Commuter Boat and Inner Harbor Ferry travel, 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 Commuter Boat and Inner Harbor Ferry riders, as well as their automobile ownership, how they pay their fares, and how they perceive the quality of MBTA water transportation services. The second chapter of this report provides an overview of the results for the entire water transportation system, while each subsequent chapter covers one or more types of data on a dock-by-dock basis.

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

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EXHIBITS

KEYWORDS

systemwide survey
water transportation system
MBTA

1 Introduction

1.1 THE SYSTEMWIDE SURVEY

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

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

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

1.2 COMMUTER BOAT AND INNER HARBOR FERRY SURVEY METHOD

This volume presents the survey results for passengers riding the Hingham and Quincy/Hull commuter boat routes and the Charlestown Inner Harbor Ferry,

which together make up the water transportation services component of the MBTA system.

The commuter boat and Inner Harbor Ferry survey forms, copies of which may be found in Appendix C, each contained 24 questions (34 and 32 questions, respectively, 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 passenger 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 aboard each commuter boat or ferry between 6:00 AM and 3:00 PM on a typical summer weekday in 2008. (Boat surveys were done in the summer at the request of the MBTA because ridership is highest on these routes in that season.) This distribution strategy was designed to provide approximately 85% of the weekday riders on each boat line with an opportunity to receive a survey form during what would be considered typical summer travel conditions.[2] On most trips, surveys were distributed by members of the boat crews, but CTPS survey distributors rode some trips to provide additional coverage. Completed survey forms could be returned to boat crew members or CTPS survey distributors, or could be mailed in postage-free. Also, the riders were informed that they could use online survey forms instead of the paper forms.

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 boat route were weighted to equal typical boardings during the survey hours using the most recently available ridership figures provided to the MBTA by the contract operators of the boats.

The survey results were entered into computerized databases 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 for the entire water transportation system, each chapter presents a certain type (or set of types) of data by route by boarding or alighting point. Each chapter's data are either for the riders who

[2] 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.

began their boat trips at the dock specified or who completed their boat trips there.

In each chapter, there is a table or set of tables for each dock. 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 Water Transportation Services System as a Whole: Provides an overview of the results for the water transportation services as a whole.

3 Trip Purpose, Reasons for Using the MBTA Water Transportation Service, and Alternative Means: For each route and boarding dock, presents the following data on the riders who were boarding or leaving a boat there:

- Why riders made their trips
- Why riders used commuter boats or ferries 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 commuter boat or ferry.

4 Origin Locations and Activities: For each commuter boat or ferry route and boarding dock, presents the following data on the riders who boarded a boat there:

- 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 Water Transportation System: For each commuter boat or ferry line and dock, presents the following data on the riders who were beginning there boat trips there:

- What mode riders used to access the boat, such as walking, biking, other transit mode, etc.
- For riders who accessed the boat by any mode other than transferring to it from a fixed-route transit service, how long it took them to travel from where their trip began to the dock where they boarded the boat
- If riders transferred to the commuter boat or ferry from a fixed-route bus (MBTA or other), rail rapid transit, commuter rail, or another boat, which service they transferred from. In the case of transfers from rapid transit or commuter rail, initial boarding stations are shown.

6 **Egress from the Water Transportation System:** For each commuter boat or ferry line and dock, presents the following data on the riders who alighted from a boat there:

- How riders completed their trips after leaving the boat (walk, bike, other transit mode, etc.)
- For riders who completed their trips in any manner other than by transferring to a fixed-route transit service, how long it took them to reach their final destinations after leaving the boat
- If riders transferred from the commuter boat or ferry to a fixed-route bus (MBTA or other), rail rapid transit, commuter rail, or another boat, which service they transferred to. In the case of transfers to rapid transit or commuter rail, final alighting stations are shown.

7 **Destination Locations and Activities:** For each commuter boat or ferry line and dock presents the following data on the riders who were exiting the water transportation system there:

- 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 commuter boat or ferry line and dock, presents the following data on the riders who boarded a boat there:

- Where they began their trips (by city, town, or neighborhood)
- Where they ended their trips (by city, town, or neighborhood)

9 **Socioeconomic Characteristics:** For each commuter boat or ferry line and dock, presents the following data on the riders who boarded a boat there:

- Their age, gender, household income, and ethnicity

10 **Usage Rates and Fare Types:** For each commuter boat or ferry line and dock, presents the following data on the riders who boarded a boat there:

- How frequently riders used the boat
- How riders paid their fares
- How the different fare-payment methods were related to how frequently riders used the boat

11 **Vehicle Availability:** For each commuter boat or ferry line and dock, presents the following data on the riders who boarded a boat there:

- 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 boat riders

12 **Customer Service Perceptions:** For each commuter boat or ferry line and dock, presents the following data on the riders who boarded a boat there:

- Riders' perceptions regarding several aspects of MBTA water transportation service quality.

2 Results for Water Transportation Services as a Whole

This chapter provides an overview of the survey results for the MBTA commuter boat and Inner Harbor Ferry services as a whole and highlights some of the more important findings. The tables and text in this chapter summarize the survey statistics for all boat lines, while each of the subsequent chapters presents a particular category (or set of categories) of data on a line-by-line basis for each boat dock. Explanations of the nature of the data categories are provided in the subsequent chapters. In those chapters, the data tables present, for each dock, findings either on the riders who boarded a commuter boat or ferry at that dock or on those who alighted there.

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 MBTA WATER TRANSPORTATION SERVICES, AND ALTERNATIVE MEANS

Trip Purpose Nearly 95% of the trips made on the commuter boat lines, and 72% of those on the Inner Harbor Ferry were in one of the seven categories that are "home-based" (that is, home was either the origin or destination of the trip). On the commuter boats, most of these (72% of all commuter boat trips) were "home-based work" (either heading to work from home or to home from work). Home-based social activity accounted for more than half of the rest (11% of the total).

In contrast, only 41% of Inner Harbor Ferry trips were home-based work trips. The second-largest group (23%) was non-home/non-work-based trips, reported mostly by visitors going to or from their hotels.

"Work-based" trips (those with one end at work and the other end not at home) accounted for 5% of Inner Harbor Ferry trips and 4% of commuter boat trips.

Reasons for Using the MBTA Respondents could check as many reasons as applied from a list of eight, and a write-in line was provided for other reasons. The most common reason checked by Inner Harbor Ferry riders was convenience (84%), but for commuter boat riders "avoid driving/traffic" was slightly ahead (83% to 82%), followed by "travel time/speed" (64%). Among ferry riders, "avoid driving/traffic" was a distant second (59%), with travel

time/speed fourth (54%). "Avoid parking at destination" was of similar importance among ferry riders (56%) and commuter boat riders (54%). The least common reason was "only transportation available" (1% for commuter boat and 7% for ferry).

Alternative Means When asked whether they made the same trip by other means on days that they did not use water transportation, 55% of the commuter boat respondents and 50% of the Inner Harbor Ferry respondents answered "yes." Of those commuter boat riders, the largest share (63%) indicated that they sometimes drove alone, and 55% reported that they sometimes used other MBTA service. Among ferry riders who sometimes used other means of travel, 41% checked "drive alone" and 24% checked "other MBTA service" but the largest group "45% checked "other." Of these, the majority specified walking and the rest specified taxi.

2.2 ORIGIN LOCATIONS AND ACTIVITIES

Approximately 71% of the origin locations of riders on the Inner Harbor ferries were in the Boston neighborhoods where the two terminals are located: Charlestown (67%) and Waterfront (4%). The commuter boats had a larger traffic base, with only 51% originating in the municipalities or neighborhoods served directly: Hingham (31%), Hull (16%), Quincy (3%) and the Boston Waterfront (1%). The most common "activity" before boarding a boat was "home," reported by 89% of commuter boat riders and 67% of ferry riders. Home exceeded 91% of the origin activities at each of the five largest ridership sources on the commuter boats: Hingham (98%), Hull (97%), Scituate (99%), Cohasset (99%), and Weymouth (91%). On the ferry, 82% of the riders with origins in Charlestown started from home, but very few of the riders with downtown Boston origins did.

2.3 ACCESS TO THE WATER TRANSPORTATION SYSTEM

The most common mode of access to the commuter boats overall was driving and parking, which accounted for 81% of the trips. Among passengers boarding at Hingham, Hull, and Quincy combined, 87% reported park-and-ride access, with drop-offs next, at 6%, and most of the rest walking. In contrast, at Rowes Wharf, walking access was used by 86% of the riders, and connecting transit services by the rest.

On the Inner Harbor Ferry overall, 80% reported walking access, but patterns differed significantly between the two terminals. At Charlestown, 98% walked in and the rest (one actual survey) drove and parked. At Long Wharf, 41% walked in, and the rest transferred from other transit services. Overall, of riders who accessed commuter boats by private transportation, those who walked had the shortest mean access times, at 11 minutes, but mean times by other modes were only slightly longer. Quincy riders had the shortest mean walk-in times (8 minutes), and Hingham riders had the longest (12 minutes). Quincy had the longest mean driving access times (18 minutes).

On the ferry, the only private access mode with reported access time was walking. The average for that mode was 6 minutes, and was similar at both terminals.

The Hingham, Hull, and Quincy docks can all be accessed by bus, but only riders boarding at Hull reported having transferred from buses (5%). Rowes Wharf is not served directly by rapid transit, but 15% of the riders boarding there reported having used that mode for access. These riders probably walked to Rowes Wharf from Aquarium or South Station.

No riders reported transferring to the ferry from other transit services at Charlestown, although it is possible to get near to the dock by bus. The Aquarium rapid transit station is at Long Wharf, but was not used by all of the 37% of the riders who reported rapid transit access to that dock. There is no direct commuter rail connection to Long Wharf, but 18% of the ferry riders boarding there used that mode for access.

2.4 EGRESS FROM THE WATER TRANSPORTATION SYSTEM

The most common commuter boat egress mode (83%) was walking directly from the dock to the destination of the trip. Among those alighting at Rowes Wharf or Long Wharf, the figure was 91%, versus 17% at Hingham and none at Logan Airport. (There were no survey responses from riders alighting at Quincy or Hull.) Transfers to other transit services accounted for 7% of the egress trips from Rowes Wharf and Long Wharf combined, with small numbers reporting other modes. At Hingham, 73% used driving egress.

All of the ferry riders alighting at Charlestown walked to their final destinations, as did 88% of those alighting at Long Wharf. Another 10% of riders alighting at Long Wharf transferred to other fixed-route transit services, and the rest took taxis.

The longest mean walking egress times from commuter boats were reported by riders alighting at Hingham (22 minutes) and the shortest mean walking times were from Rowes Wharf (9 minutes). Walking egress times from the ferry also averaged 9 minutes.

2.5 DESTINATION LOCATIONS AND ACTIVITIES

The majority of riders using water transportation services during the survey period (77% on commuter boats, 62% on Inner Harbor ferries) were destined for downtown Boston. The Financial/Retail District was the most common destination for commuter boat riders (38%), followed by the downtown waterfront, at 13%. Among ferry riders, the Financial/Retail District and Charlestown were tied for first place at 32% each, with the waterfront third, at 13%. The South Boston Industrial Area was the most common destination outside downtown Boston, both on commuter boats (7%) and the ferry (4%). Among commuter boat riders, “work” accounted for 60% to 100% of the destinations in each downtown Boston neighborhood except the North End (32%). However, among ferry riders, the overall importance of work trips in

downtown neighborhood destinations, was much lower, ranging from 39% to 100%.

"Home" was the most common destination activity for outbound riders on commuter boats, including destinations in Hingham (73%), Cohasset (100%), and Hull (100%). On the ferry, the only reported Home destinations were in Charlestown, and even there, they accounted for only 19%.

2.6 ORIGIN-DESTINATION CROSS-TABULATION

The most common origin-destination pair for passengers using commuter boats was Hingham to the Financial/Retail District (15%). Among just the passengers boarding at the Hingham dock, 23% had this origin and destination. For passengers on the Inner Harbor Ferry, the most common origin-destination pair was Charlestown to the Financial/Retail District (30%). Among those boarding at Long Wharf, the most common pair was from the Financial/Retail District to Charlestown (21%).

2.7 SOCIOECONOMIC CHARACTERISTICS

On the commuter boat lines, 89% of the riders were between the ages of 25 and 64, 3% were college age (19–24), and 6% were over the age of 65. Only 2% of the respondents were under the age of 19. On the Inner Harbor Ferry, 78% of the riders were between the ages of 25 and 64, 2% were college age, 3% were under the age of 19, and 18% were over the age of 65. Many of the seniors on the ferry were making midday recreational trips.

On the commuter boats, ridership was nearly equally divided between males (51%) and females (49%), with less than 1% of riders identifying themselves as transgender. In contrast, on the ferry, 63% of respondents were female, 37% were male, and none self-identified as transgender.

Substantial majorities of riders reported household incomes greater than $60,000, both on commuter boats (92%) and on the ferry (87%). The single most common income bracket selected by riders on these services was "$100,000 or more," at 73% and 72%, respectively. Possible explanations for this are that the question's check-off choices did not include enough higher income ranges for 2008-09 incomes[3] or that people may have (intentionally or unintentionally) inflated their incomes in their answers. This question was left blank by many people. The average reported household size was 3.03 on commuter boats and 2.20 on the ferry, partly reflecting differences in types of housing in the suburban versus urban areas served.

The majority of riders self-identified themselves as white, both on commuter boats (95%) and on the ferry (93%). Asian was the second-most-common group, at 2% and 4%. No other race listed on the survey forms was checked by

[3] 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.

as many as 1% of riders. On a separate question, which asked riders if they were "Hispanic/Latino," nearly 3% of those on the ferry but less than 1% on commuter boats answered "yes."

2.8 USAGE RATES AND FARE TYPES

When the survey was conducted, the Inner Harbor Ferry route had service seven days a week. The Hingham commuter boat operated only on weekdays. The Quincy/Hull route served Quincy seven days a week, but served Hull only on weekdays. On the combined commuter boat routes, over half the riders (57%) reported that they used this service five days a week, but less than 1% reported using it six or seven days. Riding on three days, four days, and under one day a week each accounted for 9% to 11%, and 6% of riders were "just visiting." In contrast, only 28% of Inner Harbor Ferry riders used that service five days a week, with another 8% riding on six or seven days. The second-largest group was "just visiting (19%) followed by three-day (15%), four-day (11%) and less than one-day (9%) riders. Many of the ferry riders reported walking as an alternative on days when they did not use the ferry.

Both of the water transportation survey forms asked riders if their frequency of use varied by season, and if so, if they rode less often in winter or more often in summer. On the commuter boats, 73% of riders reported no seasonal variation in their use, 12% reported less frequent winter use, and 15% reported more frequent summer use. On the Inner Harbor Ferry, 66% of riders reported no seasonal variation in their use, 12% reported less frequent winter use, and 16% reported more frequent summer use.

On the commuter boats, the most common method of fare payment was the 10-ride ticket (43%), followed by some form of monthly pass (35%), and one-way full fare (15%). On the Inner Harbor Ferry, consistent with the less frequent average use rate, the most common fare payment method was one-way full fare (28%), followed by some form of monthly pass (23%), the 60-ride ticket (20%) and Senior citizen half fare (17%).The 10-ride commuter boat ticket and the 60-ride ferry ticket each provided a 10% discount compared with the same number of full fares.

2.9 VEHICLE AVAILABILITY

Almost all water transportation users (97% both on commuter boats and on the Inner Harbor Ferry) were licensed to drive. The percentage living in households with at least one vehicle was slightly lower among ferry riders (92%) than among commuter boat riders (99%), but the difference in households with two or more vehicles was much greater (46% versus 83%). On the survey day, 70% of the ferry riders had a vehicle available to use instead, compared with 93% of commuter boat riders. Many of the latter used these vehicles for park-and-ride access to the boarding dock. Much of the difference in the number of vehicles per household was related to the smaller average household sizes of ferry riders. Per capita vehicle ownership was 1.00 or

greater for 53% of ferry riders, compared with only 46% of commuter boar riders.

2.10 SERVICE QUALITY

Survey respondents were asked to rate MBTA commuter boat or Inner Harbor Ferry service on a scale from "1" (poor) to "5" (excellent) by nine measures of service quality. The rating "3" was labeled "average." Most respondents rated the service quality for most measures as "3," "4," or "5."

On the commuter boats, the two service quality measures with the highest percentage of "excellent" ("5") ratings were reliability (77%) and parking availability (70%). The measure with the highest percentage of "1" and "2" ratings by far was amenities at terminals (26%).

On the Inner Harbor Ferry, the two service quality measures with the highest percentage of "excellent" ("5") ratings were safety and security (76%) and reliability (74%). The measure with the highest percentage of "1" and "2" ratings by far was parking availability (38%) followed by amenities at terminals (28%).

Based on an averaging of all respondents' ratings, the measure rated most favorably by commuter boat riders was reliability, followed by a three-way tie for safety and security, courtesy of boat crews, and parking availability. The three measures rated least favorably were amenities at terminals, frequency of service, and cleanliness/condition of boats, but all three nevertheless were rated better than average.

Among ferry riders, there was a three-way tie between reliability, safety and security, and availability of seating on ferries for most favorably rated measure. The two measures rated least favorably were parking availability and amenities at terminals.

Respondents were also asked to indicate which three of the nine service quality measures were most important to them. Among commuter boat riders, the top three were reliability, frequency, and travel time. Among ferry riders, the top three were reliability, 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 statements such as "Love the boats!" to specific suggestions such as "add an extra boat from Charlestown to Boston in the early morning and two extra boats from Boston to Charlestown late evening." Many riders used the Comments/Suggestions field to suggest ideas about how the MBTA could improve their transit experience; others used the space to complain about a specific issue. The most frequent comments were praise for reliable service, courteous MBTA personnel, and the usefulness of the service.

In general, the passengers who wrote comments were satisfied with the commuter boat and Inner Harbor Ferry services; however, a significant number of riders requested that more service be provided in the early morning and late evening, as well as on Friday nights and weekends.

MBTA Surveys: 2008–09

Ferry Survey

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

All Inner Harbor Ferry Docks

Expanded Results

Entry Dock: All Docks

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	216	41.4%	41.4%
Home-based School	0	0.0%	41.4%
Home-based Shopping	12	2.2%	43.6%
Home-based Social Activity	81	15.5%	59.1%
Home-based Personal Business	23	4.3%	63.5%
Home-based Work-related	36	6.9%	70.4%
Home-based Other	10	2.0%	72.3%
Work-based	26	5.0%	77.3%
Non-Home/Non-Work-based	118	22.7%	100.0%
TOTAL	523		
No Answer	0		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	422	83.9%
Speed/travel time	269	53.5%
Avoid driving/traffic	298	59.3%
Avoid parking at destination	283	56.3%
Environmentally responsible	225	44.7%
Less expensive	136	27.0%
Can read/do work	163	32.5%
Only transportation available	33	6.6%
Other	87	17.3%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	503	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	258	49.3%
No	265	50.7%
TOTAL	523	100.0%
No Answer	0	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	103	40.7%
Non-MBTA bus	32	12.8%
Carpool/vanpool	21	8.3%
Bicycle	7	2.8%
Other MBTA service	60	23.5%
Other	114	44.9%
TOTAL RIDERS GIVING AT LEAST 1 OTHER MODE:	254	
(No other modes reported)	4	

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

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Commuter Boat Survey

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

All Commuter Boat Docks

Expanded Results

Entry Dock: All Docks

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	1,586	78.8%	78.8%
Home-based School	0	0.0%	78.8%
Home-based Shopping	0	0.0%	78.8%
Home-based Social Activity	227	11.3%	90.1%
Home-based Personal Business	8	0.4%	90.5%
Home-based Work-related	43	2.1%	92.6%
Home-based Other	42	2.1%	94.7%
Work-based	73	3.6%	98.4%
Non-Home/Non-Work-based	33	1.6%	100.0%
TOTAL	2,012		
No Answer	25		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	1,648	81.5%
Speed/travel time	1,296	64.1%
Avoid driving/traffic	1,671	82.7%
Avoid parking at destination	1,082	53.5%
Environmentally responsible	870	43.0%
Less expensive	473	23.4%
Can read/do work	1,236	61.1%
Only transportation available	15	0.7%
Other	388	19.2%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	2,021	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	1,173	60.3%
No	774	39.7%
TOTAL	1,947	100.0%
No Answer	90	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	710	63.2%
Non-MBTA bus	12	1.0%
Carpool/vanpool	56	5.0%
Bicycle	5	0.5%
Other MBTA service	616	54.8%
Other	20	1.8%
TOTAL RIDERS GIVING AT LEAST 1 OTHER MODE:	1,123	
(No other modes reported)	50	

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

MBTA Surveys: 2008–09

Ferry Survey

Origin Locations and Activities

All Inner Harbor Ferry Docks

Expanded Results

Entry Dock: All Docks

ORIGIN LOCATION			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Boston: Charlestown	354	67.7%		80.6%	1.5%	3.6%			1.5%	5.8%	7.0%
Boston: Financial/Retail	34	6.5%						26.9%		73.1%	
Boston: Waterfront	19	3.6%		8.0%						43.7%	48.3%
Boston: Dwntwn Unspecified	12	2.4%				33.8%				66.2%	
Boston: Prudential/Hancock	9	1.7%									100.0%
Quincy	8	1.6%		100.0%							
Cambridge: Harvard Square	8	1.6%								100.0%	
Cambridge: North Cambridge	8	1.6%				100.0%					
Cohasset	8	1.6%								100.0%	
Everett	8	1.6%		100.0%							
Provincetown	8	1.6%								100.0%	
Weymouth	6	1.1%		100.0%							
Medford	5	0.9%		100.0%							
Lynn	5	0.9%		100.0%							
Boston: Hyde Park	4	0.8%		100.0%							
Hull	4	0.7%		100.0%							
Plymouth	3	0.6%		100.0%							
Barrington, RI	3	0.6%		100.0%							
Hingham	3	0.6%		100.0%							
Braintree	3	0.5%		100.0%							
Wellesley	3	0.5%		100.0%							
Other (< 0.5 % of riders)	7	1.3%		100.0%							
OVERALL TOTAL	523	100.0%		66.6%	1.0%	4.8%		1.7%	1.0%	16.6%	8.2%

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

MBTA Surveys: 2008–09

Commuter Boat Survey

Origin Locations and Activities

All Commuter Boat Docks

Expanded Results

Entry Dock: All Docks

ORIGIN LOCATION			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Hingham	632	31.0%		97.7%	0.3%			0.9%		1.1%	
Hull	319	15.6%		96.6%	0.6%					2.8%	
Scituate	209	10.2%		99.1%	0.9%						
Cohasset	208	10.2%		99.1%	0.9%						
Weymouth	185	9.1%		91.3%		8.0%		0.7%			
Norwell	64	3.1%		100.0%							
Braintree	63	3.1%		61.1%		38.9%					
Quincy	62	3.0%		57.0%						43.0%	
Boston: Financial/Retail	60	3.0%				60.0%			40.0%		
Marshfield	54	2.7%		100.0%							
Boston: Waterfront	25	1.3%				5.2%				94.8%	
Bridgewater	17	0.8%		100.0%							
Orleans	17	0.8%		100.0%							
Stoughton	15	0.7%		100.0%							
Pembroke	14	0.7%		100.0%							
Hanover	12	0.6%		100.0%							
Boston: Govt Center	12	0.6%				100.0%					
Boston: So Bos Indust	12	0.6%								100.0%	
Newton	12	0.6%				100.0%					
Duxbury	11	0.6%		100.0%							
Other (< 0.5 % of riders)	33	1.6%		100.0%							
OVERALL TOTAL	2037	100.0%		89.3%	0.4%	5.0%		0.3%	1.2%	3.9%	

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

MBTA Surveys: 2008–09

Ferry Survey

Access to the Ferry

All Inner Harbor Ferry Docks

Expanded Results

Entry Dock: All Docks

Access Mode:	Number of Riders	Percent of Riders
Walk Access	417	80.0%
Drive/Park Access	7	1.3%
Drop-off Access	0	0.0%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	424	81.3%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	60	11.6%
Commuter Rail	29	5.5%
Boat	8	1.6%
Other	0	0.0%
Total Public Trans.	97	18.7%
TOTAL	521	100.0%
No Answer	1	

Trip time from trip origin to dock by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	238	61.5%							238	61.5%
6-10	122	31.5%							122	31.5%
11-15	20	5.1%	(No responses)		(No responses)		(No responses)		20	5.1%
16-20	6	1.5%							6	1.5%
21-30	1	0.3%							1	0.3%
31-45	0	0.0%							0	0.0%
Over 45	0	0.0%							0	0.0%
TOTAL	387	100.0%							387	100.0%
No Answer	30		7						37	
Avg. Time (min)	6.1								6.1	

MBTA Surveys: 2008–09

Ferry Survey

Transfers to the Ferry

All Inner Harbor Ferry Docks

Expanded Results

Entry Dock: All Docks

Transferring from:

Commuter Rail, Boarded at Station Indicated:	Number of Riders
Nantasket Junction	8
Weymouth Landing	4
Fairmount	4
Kingston	3
Providence	3
Wellesley Farms	3
West Roxbury	2
East Weymouth	2
TOTAL	29

Rapid Transit, Boarded at Station Indicated:	Number of Riders
Prudential	9
North Quincy	8
Unspecified	8
Sullivan Square	8
Harvard	8
Alewife	8
Wonderland	5
Quincy Adams	3
Massachusetts Ave	2
Other	1
TOTAL	60

Connecting MBTA Bus Routes:	Number of Riders
(None identified)	

Nonconnecting* MBTA Bus Routes:	Number of Riders
105	8
TOTAL	8

Other Connecting Bus Routes:	Number of Riders
(None identified)	

Other Nonconnecting* Bus Routes:	Number of Riders
(None identified)	

Boat, Boarded at Dock Indicated:	Number of Riders
Hingham	5
Hull	4
TOTAL	8

Other:	Number of Riders
(None identified)	

* Nonconnecting indicates that the specified route(s) was used at some point during the riders' trips, but the route(s) did not connect directly to the dock

MBTA Surveys: 2008–09

Commuter Boat Survey

Access to the Commuter Boat

All Commuter Boat Docks

Expanded Results

Entry Dock: All Docks

Access Mode:	Number of Riders	Percent of Riders
Walk Access	203	10.0%
Drive/Park Access	1,642	81.2%
Drop-off Access	111	5.5%
Taxi Access	3	0.2%
Shuttle/Van Access	0	0.0%
Bicycle Access	27	1.3%
Other Access	0	0.0%
Total Private Trans.	1,986	98.3%
MBTA Bus	16	0.8%
Other Bus	0	0.0%
Rapid Transit	19	1.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	35	1.7%
TOTAL	2,021	100.0%
No Answer	16	

Trip time from trip origin to dock by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	35	21.7%	312	19.7%	28	26.3%	5	16.6%	380	20.2%
6-10	87	53.6%	476	30.1%	47	43.6%	11	35.8%	621	33.0%
11-15	16	9.6%	334	21.2%	9	8.7%	9	30.0%	368	19.6%
16-20	20	12.2%	276	17.5%	17	15.3%	2	6.0%	314	16.7%
21-30	1	0.9%	140	8.8%	5	4.4%	2	6.0%	148	7.8%
31-45	3	2.1%	25	1.6%	2	1.7%	2	5.6%	32	1.7%
Over 45	0	0.0%	17	1.1%	0	0.0%	0	0.0%	17	0.9%
TOTAL	162	100.0%	1,581	100.0%	108	100.0%	30	100.0%	1,881	100.0%
No Answer	41		61		3		0		105	
Avg. Time (min)	10.7		13.9		11.1		13.2		13.4	

MBTA Surveys: 2008–09

Commuter Boat Survey

Transfers to Commuter Boat

All Commuter Boat Docks

Expanded Results

Entry Dock: All Docks

Transferring from:

Commuter Rail, Alighted at Station Indicated:	Number of Riders
(None identified)	

Rapid Transit, Alighted at Station Indicated:	Number of Riders
Newton Centre	12
Copley	5
Brookline Village	1
Back Bay	1
TOTAL	19

Connecting MBTA Bus Routes:	Number of Riders
714	16
TOTAL	16

Nonconnecting* MBTA Bus Routes:	Number of Riders
(None identified)	

Other Connecting Bus Routes:	Number of Riders
(None identified)	

Other Nonconnecting* Bus Routes:	Number of Riders
(None identified)	

Boat, Alighted at Dock Indicated:	Number of Riders
(None identified)	

Other:	Number of Riders
(None identified)	

* Nonconnecting indicates that the specified route(s) was used at some point during the riders' trips, but the route(s) did not connect directly to the dock

MBTA Surveys: 2008–09

Ferry Survey

Egress from the Ferry

All Inner Harbor Ferry Docks

Expanded Results

Exit Dock: All Docks

Egress Mode:	Number of Riders	Percent of Riders
Walk Egress	481	92.1%
Drive/Park Egress	0	0.0%
Pick-up Egress	0	0.0%
Taxi Egress	7	1.3%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	488	93.3%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	33	6.4%
Commuter Rail	0	0.0%
Boat	2	0.3%
Other	0	0.0%
Total Public Trans.	35	6.7%
TOTAL	523	100.0%
No Answer	0	

Trip time from dock 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	160	38.4%					0	0.0%	160	37.8%
6-10	167	40.0%					0	0.0%	167	39.4%
11-15	82	19.6%	(No responses)		(No responses)		7	100.0%	88	20.8%
16-20	9	2.1%					0	0.0%	9	2.1%
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	418	100.0%					7	100.0%	425	100.0%
No Answer	63						0		63	
Avg. Time (min.)	8.7						15.0		8.8	

MBTA Surveys: 2008–09

Ferry Survey

Transfers from the Ferry

All Inner Harbor Ferry Docks

Expanded Results

Exit Dock: All Docks

Transferring from:

Commuter Rail, Alighted at Station Indicated:	Number of Riders
(None identified)	

Rapid Transit, Alighted at Station Indicated:	Number of Riders
Back Bay	7
Arlington	6
Chestnut Hill	5
Government Center	5
Airport	4
NE Medical Center	3
Wonderland	1
Orange Line: Unspecified	1
Longwood Medical Area	1
TOTAL	33

Connecting MBTA Bus Routes:	Number of Riders
(None identified)	

Nonconnecting* MBTA Bus Routes:	Number of Riders
(None identified)	

Other Connecting Bus Routes:	Number of Riders
(None identified)	

Other Nonconnecting* Bus Routes:	Number of Riders
MPA Shuttle	4
TOTAL	4

Boat, Alighted at Dock Indicated:	Number of Riders
World Trade Center	2
TOTAL	2

Other:	Number of Riders
(None identified)	

* Nonconnecting indicates that the specified route(s) was used at some point during the riders' trips, but the route(s) did not connect directly to the dock

MBTA Surveys: 2008–09

Commuter Boat Survey

Egress from the Commuter Boat

All Commuter Boat Docks

Expanded Results

Exit Dock: All Docks

Egress Mode:	Number of Riders	Percent of Riders
Walk Egress	1,659	83.2%
Drive/Park Egress	97	4.8%
Pick-up Egress	19	1.0%
Taxi Egress	12	0.6%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	21	1.0%
Other Egress	0	0.0%
Total Private Trans.	1,806	90.6%
MBTA Bus	0	0.0%
Other Bus	52	2.6%
Rapid Transit	106	5.3%
Commuter Rail	3	0.2%
Boat	25	1.3%
Other	0	0.0%
Total Public Trans.	187	9.4%
TOTAL	1,993	100.0%
No Answer	44	

Trip time from dock 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	451	30.9%	0	0.0%	12	63.7%	4	14.4%	466	29.4%
6-10	615	42.1%	48	57.1%	0	0.0%	15	59.9%	677	42.7%
11-15	274	18.7%	24	28.6%	0	0.0%	3	11.9%	301	18.9%
16-20	76	5.2%	0	0.0%	7	36.3%	3	13.8%	86	5.4%
21-30	41	2.8%	12	14.3%	0	0.0%	0	0.0%	53	3.3%
31-45	4	0.3%	0	0.0%	0	0.0%	0	0.0%	4	0.2%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	1,459	100.0%	84	100.0%	19	100.0%	24	100.0%	1,587	100.0%
No Answer	199		12		0		8		219	
Avg. Time (min)	9.5		12.9		10.4		11.0		9.7	

MBTA Surveys: 2008–09

Commuter Boat Survey

Transfers from Commuter Boat

All Commuter Boat Docks

Expanded Results

Exit Dock: All Docks

Transferring from:

Commuter Rail, Alighted at Station Indicated:	Number of Riders
Anderson RTC	2
Greenbush	1
TOTAL	3

Rapid Transit, Alighted at Station Indicated:	Number of Riders
Harvard	14
Kendall/MIT	11
Prudential	9
Back Bay	7
Northeastern University	6
Hynes Convention Center	5
Government Center	4
Chinatown	4
NE Medical Center	4
Other	42
TOTAL	106

Connecting MBTA Bus Routes:	Number of Riders
(None identified)	

Nonconnecting* MBTA Bus Routes:	Number of Riders
749	2
114	1
TOTAL	3

Other Connecting Bus Routes:	Number of Riders
MPA Shuttle	52
TOTAL	52

Other Nonconnecting* Bus Routes:	Number of Riders
(None identified)	

Boat, Alighted at Dock Indicated:	Number of Riders
Salem	18
Charlestown Navy Yard	7
TOTAL	25

Other:	Number of Riders
(None identified)	

* Nonconnecting indicates that the specified route(s) was used at some point during the riders' trips, but the route(s) did not connect directly to the dock

MBTA Surveys: 2008–09

Ferry Survey

Destination Locations and Activities

All Inner Harbor Ferry Docks

Expanded Results

Exit Dock: All Docks

DESTINATION LOCATION			DESTINATION ACTIVITIES								
City/Neighborhood Destinations	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Boston: Charlestown	164	31.4%		18.2%		30.6%			5.0%	41.2%	5.0%
Boston: Financial/Retail	161	30.8%				47.1%	10.5%	5.1%	17.5%	19.8%	
Boston: Waterfront	65	12.4%				56.5%			11.4%	32.1%	
Boston: Dwntwn Unspecified	33	6.2%		5.1%					19.6%	55.2%	20.2%
Boston: Govt Center	29	5.6%				81.9%		18.1%			
Boston: So Bos Indust	20	3.8%				46.4%				47.3%	6.4%
Boston: North End	10	1.9%							12.7%	87.3%	
Boston: Back Bay	9	1.8%				100.0%					
Boston: Prudential/Hancock	9	1.7%				38.6%				61.4%	
Boston: Park Square	6	1.2%				100.0%					
Brookline: Chestnut Hill	5	1.0%								100.0%	
Boston: South End	4	0.8%				100.0%					
Boston: Logan Airport	4	0.7%				44.9%					55.1%
Other (< 0.5 % of riders)	4	0.7%				64.5%				35.5%	
OVERALL TOTAL	523	100.0%		6.0%		42.6%	3.2%	2.6%	9.9%	32.2%	3.5%

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

MBTA Surveys: 2008–09

Commuter Boat Survey

Destination Locations and Activities

All Commuter Boat Docks

Expanded Results

Exit Dock: All Docks

DESTINATION LOCATION			DESTINATION ACTIVITIES								
City/Neighborhood Destinations	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Boston: Financial/Retail	753	37.0%		0.2%		98.6%			1.2%		
Boston: Waterfront	253	12.4%				71.4%			3.1%	25.5%	
Boston: Dwntwn Unspecified	166	8.1%	6.7%			59.8%				32.7%	0.8%
Boston: So Bos Indust	148	7.3%				90.7%				9.3%	
Boston: Govt Center	143	7.0%				94.3%		5.7%			
Boston: North End	141	6.9%				31.5%	12.2%			56.3%	
Hingham	83	4.1%		72.9%		27.1%					
Boston: Logan Airport	52	2.6%				18.6%					81.4%
Boston: Beacon Hill	42	2.1%				100.0%					
Cohasset	36	1.8%		100.0%							
Boston: Prudential/Hancock	32	1.6%				100.0%					
Boston: Fenway	26	1.3%	7.4%			66.3%				26.3%	
Boston: Park Square	24	1.2%				100.0%					
Salem	18	0.9%								100.0%	
Unspecified	17	0.8%	70.2%	19.8%		10.0%					
Cambridge: Harvard Square	14	0.7%				85.8%			14.2%		
Cambridge: Kendall/MIT	13	0.7%				100.0%					
Hull	12	0.6%		100.0%							
Boston: Charlestown	11	0.6%				100.0%					
Boston: Back Bay	10	0.5%				100.0%					
Other (< 0.5 % of riders)	42	2.1%		3.2%		90.2%				6.6%	
OVERALL TOTAL	2037	100.0%	1.2%	5.7%		77.1%	0.8%	0.4%	0.9%	11.7%	2.1%

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

MBTA Surveys: 2008–09

Ferry Survey

Origin-Destination Cross-tabulation

All Inner Harbor Ferry Docks

Expanded Results

Entry Dock: All Docks

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Charlestown	Boston: Financial/Retail	Boston: Waterfront	Boston: Dwntwn Unspecifie	Boston: Govt Center	Boston: So Bos Indust	Boston: North End	Boston: Back Bay	Boston: Prudential/ Hancock	Boston: Park Square	Other & % of Row	Row Total & % of Overall
Boston: Charlestown	0	161	60	33	29	20	10	9	9	6	12	354
											3.3%	*67.7%*
Boston: Financial/Retail	34	0	0	0	0	0	0	0	0	0	0	34
											0.0%	*6.5%*
Boston: Waterfront	19	0	0	0	0	0	0	0	0	0	0	19
											0.0%	*3.6%*
Boston: Dwntwn Unspecified	12	0	0	0	0	0	0	0	0	0	0	12
											0.0%	*2.4%*
Boston: Prudential/Hancock	9	0	0	0	0	0	0	0	0	0	0	9
											0.0%	*1.7%*
Quincy	8	0	0	0	0	0	0	0	0	0	0	8
											0.0%	*1.6%*
Cambridge: North Cambridge	8	0	0	0	0	0	0	0	0	0	0	8
											0.0%	*1.6%*
Cambridge: Harvard Square	8	0	0	0	0	0	0	0	0	0	0	8
											0.0%	*1.6%*
Cohasset	8	0	0	0	0	0	0	0	0	0	0	8
											0.0%	*1.6%*
Everett	8	0	0	0	0	0	0	0	0	0	0	8
											0.0%	*1.6%*
Provincetown	8	0	0	0	0	0	0	0	0	0	0	8
											0.0%	*1.6%*
Weymouth	6	0	0	0	0	0	0	0	0	0	0	6
											0.0%	*1.1%*
Medford	0	0	5	0	0	0	0	0	0	0	0	6
											0.0%	*1.1%*
Lynn	5	0	0	0	0	0	0	0	0	0	0	5
											0.0%	*0.9%*
Boston: Hyde Park	4	0	0	0	0	0	0	0	0	0	0	4
											0.0%	*0.8%*
Hull	4	0	0	0	0	0	0	0	0	0	0	4
											0.0%	*0.7%*
Plymouth	3	0	0	0	0	0	0	0	0	0	0	3
											0.0%	*0.6%*
Barrington, RI	3	0	0	0	0	0	0	0	0	0	0	3
											0.0%	*0.6%*
Other & % of Column	13	0	0	0	0	0	0	0	0	0	0	13
	7.7%	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*2.4%*
Column Total & % of Overall	164	161	65	33	29	20	10	9	9	6	12	**523**
	31.4%	*30.8%*	*12.4%*	*6.2%*	*5.6%*	*3.8%*	*1.9%*	*1.8%*	*1.7%*	*1.2%*	*2.2%*	

MBTA Surveys: 2008–09

Commuter Boat Survey

Origin-Destination Cross-tabulation

Expanded Results

All Commuter Boat Docks

Entry Dock: All Docks

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Financial/Retail	Boston: Waterfront	Boston: Dwntwn Unspecifie	Boston: So Bos Indust	Boston: Govt Center	Boston: North End	Hingham	Boston: Logan Airport	Boston: Beacon Hill	Cohasset	Other & % of Row	Row Total & % of Overall
Hingham	303	65	56	60	46	12	0	12	22	0	49	632
											7.7%	*31.0%*
Hull	107	26	24	13	19	42	0	0	13	0	65	319
											20.3%	*15.6%*
Scituate	100	26	12	34	14	4	0	1	0	0	14	209
											6.7%	*10.2%*
Cohasset	96	31	11	18	12	3	0	5	0	0	25	208
											12.0%	*10.2%*
Weymouth	55	32	20	10	26	18	0	13	0	0	5	185
											2.5%	*9.1%*
Norwell	43	0	1	2	3	0	0	3	7	0	4	64
											6.0%	*3.1%*
Braintree	8	26	18	1	1	0	0	7	0	0	1	63
											2.2%	*3.1%*
Quincy	3	0	8	0	0	37	0	11	0	0	3	62
											5.3%	*3.0%*
Boston: Financial/Retail	0	0	0	0	0	0	36	0	0	24	0	60
											0.0%	*3.0%*
Marshfield	10	27	5	6	2	0	0	0	0	0	5	54
											9.2%	*2.7%*
Boston: Waterfront	0	0	0	0	0	0	24	0	0	0	1	25
											5.2%	*1.3%*
Orleans	0	0	0	0	17	0	0	0	0	0	0	17
											0.0%	*0.8%*
Bridgewater	0	0	0	0	0	17	0	0	0	0	0	17
											0.0%	*0.8%*
Stoughton	0	15	0	0	0	0	0	0	0	0	0	15
											0.0%	*0.7%*
Pembroke	5	2	0	0	0	7	0	0	0	0	0	14
											0.0%	*0.7%*
Hanover	6	2	0	0	2	0	0	0	0	0	3	12
											24.7%	*0.6%*
Newton	0	0	0	0	0	0	12	0	0	0	0	12
											0.0%	*0.6%*
Boston: So Bos Indust	0	0	0	0	0	0	0	0	0	12	0	12
											0.0%	*0.6%*
Other & % of Column	18	0	10	4	1	0	10	0	0	0	1	45
	2.4%	*0.0%*	*6.1%*	*2.5%*	*0.9%*	*0.0%*	*12.5%*	*0.0%*	*0.0%*	*0.0%*	*3.0%*	*2.2%*
Column Total & % of Overall	753	253	166	148	143	141	83	52	42	36	188	**2037**
	37.0%	*12.4%*	*8.1%*	*7.3%*	*7.0%*	*6.9%*	*4.1%*	*2.6%*	*2.1%*	*1.8%*	*9.2%*	

Socioeconomic Characteristics

Expanded Results

All Inner Harbor Ferry Docks

Entry Dock: All Docks

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	13	2.5%	2.5%
19 - 24	11	2.1%	4.6%
25 - 34	61	12.1%	16.7%
35 - 44	68	13.5%	30.3%
45 - 64	264	52.2%	82.5%
65 and Older	89	17.5%	100.0%
TOTAL	506	100.0%	100.0%
No Answer	16		

Gender of Riders:	Number of Riders	Percent of Riders
Male	176	36.9%
Female	301	63.1%
Transgender	0	0.0%
TOTAL	477	100.0%
No Answer	46	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	8	2.0%	2.0%
$20,000 - $29,999	7	1.6%	3.5%
$30,000 - $39,999	13	3.1%	6.7%
$40,000 - $49,999	19	4.4%	11.1%
$50,000 - $59,999	8	2.0%	13.1%
$60,000 - $74,999	15	3.5%	16.6%
$75,000 - $99,999	47	11.2%	27.8%
$100,000 or more	303	72.2%	100.0%
TOTAL	419	100.0%	100.0%
No Answer	104		

Mean Household Size: 2.20

Ethnicity of Riders

All Inner Harbor Ferry Docks

Expanded Results

Entry Dock: All Docks

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	1	0.2%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	21	4.4%
White	445	93.1%
Other	11	2.3%
Riders who gave at least 1 response	478	

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	14	2.9%
No	469	97.1%
TOTAL	483	100.0%
No Answer	40	

Socioeconomic Characteristics

All Commuter Boat Docks

Expanded Results

Entry Dock: All Docks

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	40	2.0%	2.0%
19 - 24	65	3.2%	5.2%
25 - 34	259	12.9%	18.2%
35 - 44	538	26.8%	45.0%
45 - 64	987	49.2%	94.2%
65 and Older	116	5.8%	100.0%
TOTAL	2,005	100.0%	100.0%
No Answer	32		

Gender of Riders:	Number of Riders	Percent of Riders
Male	995	50.7%
Female	959	48.9%
Transgender	7	0.4%
TOTAL	1,960	100.0%
No Answer	77	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	9	0.5%	0.5%
$20,000 - $29,999	3	0.2%	0.7%
$30,000 - $39,999	57	3.3%	4.0%
$40,000 - $49,999	24	1.4%	5.4%
$50,000 - $59,999	44	2.5%	7.9%
$60,000 - $74,999	164	9.5%	17.4%
$75,000 - $99,999	162	9.4%	26.7%
$100,000 or more	1,269	73.3%	100.0%
TOTAL	1,732	100.0%	100.0%
No Answer	305		

Mean Household Size: 3.03

Ethnicity of Riders

All Commuter Boat Docks

Expanded Results

Entry Dock: All Docks

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	8	0.4%
Black or African-American	9	0.5%
Native Hawaiian or Other Pacific Islander	9	0.5%
Asian	39	2.0%
White	1,841	95.5%
Other	28	1.4%
Riders who gave at least 1 response	1,929	

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	12	0.6%
No	1,850	99.4%
TOTAL	1,862	100.0%
No Answer	175	

Usage Rates and Fare Types

All Inner Harbor Ferry Docks

Expanded Results

Entry Dock: All Docks

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	45	8.5%	8.5%
One Day	8	1.5%	10.0%
Two Days	47	9.0%	19.0%
Three Days	76	14.6%	33.6%
Four Days	56	10.7%	44.2%
Five Days	147	28.1%	72.3%
Six Days	33	6.3%	78.7%
Seven Days	11	2.1%	80.7%
Only Visiting	101	19.3%	100.0%
TOTAL	523	100.0%	100.0%
No Answer	0		

Seasonal Use Patterns:	Number of Riders	Percent of Riders*
Doesn't vary by season	298	66.0%
Use less often in winter	53	11.6%
Use more often in summer	74	16.4%
Other	40	8.8%
TOTAL RIDERS GIVING AT LEAST 1 RESPONSE:	452	

**Note: Percent of riders may total to more than 100 percent due to multiple responses.*

Fare Types and Pass Usage

All Inner Harbor Ferry Docks

Expanded Results

Entry Dock: All Docks

Usage Rates by Fare Type: Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Line Used/Wk.
Adult one-way full fare	146	28.4%	3.2
60-ride ticket	102	19.8%	4.0
Monthly pass	120	23.4%	4.8
Senior citizen half fare	88	17.1%	2.8
Student half fare	0	0.0%	0.0
1-day LinkPass	8	1.6%	0.0
Blind Access Card	0	0.0%	0.0
Disability half fare	1	0.2%	5.0
Child under age 12 free fare	8	1.6%	3.0
7-day LinkPass	41	8.0%	2.0
No Fare Payment Type Selected	8		
All Payment Types	515	100.0%	0.0

Monthly Pass Users by Type of Pass: Pass/Zone Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
Zone 1A	84	16.4%	4.9
1	9	1.7%	5.4
2	6	1.1%	5.0
3	8	1.6%	2.0
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	8	1.6%	5.0
Boat	6	1.1%	5.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	120	23.4%	4.8

Usage Rates and Fare Types

All Commuter Boat Docks

Expanded Results

Entry Dock: All Docks

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	213	10.6%	10.6%
One Day	26	1.3%	11.9%
Two Days	105	5.2%	17.1%
Three Days	187	9.3%	26.4%
Four Days	200	9.9%	36.3%
Five Days	1,148	56.9%	93.2%
Six Days	3	0.1%	93.4%
Seven Days	13	0.6%	94.0%
Only Visiting	121	6.0%	100.0%
TOTAL	2,016	100.0%	100.0%
No Answer	21		

Seasonal Use Patterns:	Number of Riders	Percent of Riders*
Doesn't vary by season	1,438	73.4%
Use less often in winter	242	12.3%
Use more often in summer	299	15.2%
Other	69	3.5%
TOTAL RIDERS GIVING AT LEAST 1 RESPONSE:	1,960	

**Note: Percent of riders may total to more than 100 percent due to multiple responses.*

Fare Types and Pass Usage

All Commuter Boat Docks

Expanded Results

Entry Dock: All Docks

Usage Rates by Fare Type: Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Line Used/Wk
Adult one-way full fare	314	15.4%	1.9
Monthly pass	709	34.8%	4.7
10-ride ticket	871	42.8%	4.1
Senior citizen half fare	98	4.8%	2.5
Student half fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
Disability half fare	4	0.2%	5.0
Child under age 12 free fare	30	1.5%	0.5
Other	10	0.5%	2.5
No Fare Payment Type Selected	2		
All Payment Types	2,035	100.0%	0.0

Monthly Pass Users by Type of Pass: Pass/Zone Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk
Boat	562	27.6%	4.8
Zone 5	21	1.0%	3.8
6	5	0.3%	1.1
7	4	0.2%	4.1
8	3	0.2%	1.0
No Pass Selected	113	5.6%	5.0
Total Riders Using Monthly Passes	709	34.8%	4.1

MBTA Surveys: 2008–09

Ferry Survey

Vehicle Availability

All Inner Harbor Ferry Docks

Expanded Results

Entry Dock: All Docks

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	488	96.8%
Not Licensed	16	3.2%
TOTAL	505	100.0%
No Answer	18	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	38	7.6%
1 vehicle	235	46.6%
2 vehicles	167	33.1%
3 or more vehicles	64	12.7%
TOTAL	505	100.0%
No Answer	18	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	354	69.8%
No	153	30.2%
TOTAL	506	100.0%
No Answer	16	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	38	8.0%	8.0%
0.01 to 0.49 vehicles	43	8.9%	16.9%
0.50 to 0.99 vehicles	143	29.8%	46.7%
1.00 to 1.49 vehicles	224	46.7%	93.4%
1.50 to 1.99 vehicles	24	5.0%	98.4%
2 or more vehicles	8	1.6%	100.0%
TOTAL RESPONSES	479		

Vehicle Availability

All Commuter Boat Docks

Expanded Results

Entry Dock: All Docks

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	1,965	97.4%
Not Licensed	52	2.6%
TOTAL	2,016	100.0%
No Answer	21	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	30	1.5%
1 vehicle	300	15.0%
2 vehicles	1,198	60.1%
3 or more vehicles	464	23.3%
TOTAL	1,991	100.0%
No Answer	46	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	1,863	92.8%
No	144	7.2%
TOTAL	2,007	100.0%
No Answer	30	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	18	0.9%	0.9%
0.01 to 0.49 vehicles	231	11.9%	12.9%
0.50 to 0.99 vehicles	790	40.7%	53.6%
1.00 to 1.49 vehicles	774	39.9%	93.5%
1.50 to 1.99 vehicles	88	4.5%	98.1%
2 or more vehicles	37	1.9%	100.0%
TOTAL RESPONSES	1,938		

MBTA Surveys: 2008–09

Ferry Survey

Service Quality

Expanded Results

All Inner Harbor Ferry Docks

Entry Dock: All Docks

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	4.7	0.0%	2.0%	4.2%	20.3%	73.5%	482	41	246
Safety and security	4.7	0.0%	0.0%	4.8%	19.2%	75.9%	491	31	148
Cleanliness/condition of ferries	4.1	0.0%	3.4%	22.7%	35.8%	38.0%	483	40	57
Courtesy of ferry crews	4.5	0.0%	0.0%	12.5%	25.8%	61.6%	490	33	44
Availability of seating on ferries	4.7	0.0%	0.0%	4.9%	23.5%	71.5%	484	39	16
Frequency of service	4.2	0.0%	4.3%	19.0%	29.5%	47.3%	494	29	179
Travel time/speed	4.6	0.0%	0.0%	6.3%	29.7%	64.0%	482	41	63
Parking availability	2.9	29.7%	8.6%	26.5%	13.1%	22.1%	211	311	6
Amenities at terminals	3.1	14.7%	13.6%	37.4%	19.2%	15.0%	375	148	16

* 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.

Service Quality

Expanded Results

All Commuter Boat Docks

Entry Dock: All Docks

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	4.7	1.1%	1.0%	4.1%	17.1%	76.8%	1954	83	1179
Safety and security	4.6	0.2%	0.9%	5.3%	25.9%	67.7%	1936	101	374
Cleanliness/condition of boats	4.3	0.8%	1.4%	14.5%	36.1%	47.2%	1953	84	215
Courtesy of ferry crews	4.6	0.2%	0.4%	6.0%	24.9%	68.5%	1952	85	139
Availability of seating on boats	4.4	0.5%	1.3%	10.4%	34.6%	53.1%	1937	100	275
Frequency of service	4.0	2.5%	7.8%	16.8%	34.8%	38.0%	1959	78	689
Travel time/speed	4.4	0.4%	1.5%	10.6%	36.1%	51.5%	1952	85	535
Parking availability	4.6	0.5%	0.6%	3.8%	25.3%	69.6%	1896	141	195
Amenities at terminals	3.3	10.8%	15.0%	33.7%	18.1%	22.4%	1750	287	35

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

3 Trip Purpose, Reasons for Using MBTA Water Transportation, 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 MBTA commuter boat and Inner Harbor Ferry riders making? Why did they choose to use water transportation service? What were their alternatives?

The tables (at the end of the chapter) present these data by route and dock. For each dock, three tables presenting the three respective types of data are grouped on a single page. The data for each dock are based on the survey responses from riders who started the commuter boat or ferry portions of their trips at that dock.

3.1 TRIP PURPOSE

3.1.1 DESCRIPTION OF TABLE

The trip purposes table for each dock 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 for commuter boat or question 3 for Inner Harbor Ferry (Where were you before starting this entire one-way trip?) and question 9a for both forms (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

boarding the commuter boat or ferry at the dock 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

At the time of the survey, the MBTA commuter boat system comprised two routes. The Hingham route had two stops: the Hingham Shipyard and Rowes Wharf, on the Boston Waterfront. The Quincy/Hull route had four stops: at the Fore River Shipyard in Quincy, at Pemberton Point in Hull, at Logan Airport, and at Long Wharf on the Boston Waterfront. However, no surveys were returned by passengers boarding at Logan Airport or Long Wharf. The Inner Harbor Ferry had only one route: from the Charlestown Navy Yard to Long Wharf. (Passengers on commuter boats and ferries operated independent of the MBTA were not surveyed.)

Trip purposes varied among routes and boarding locations. Home based work trips accounted for almost all of the boardings at Hingham (93%) and at Hull (97%). However among passengers boarding at Quincy, the most common trip purpose was home-based social activity (41%), with home-based work second (30%).

Among riders boarding at Rowes Wharf, home-based work trips were most common, at 45%, including 37% that were trips home from work. Home-based social activity trips were second in importance (28%).

Work-based trips accounted for only 1% of the boardings at Hingham and 2% of those at Hull, but for 9% at Rowes Wharf and 12% at Quincy.

On the Inner Harbor Ferry route, among passengers boarding in Charlestown, home-based work trips were the most common trip purpose, at 45%, with home-based social activity second, at 16% and non-home/non-work-based third, at 14%. Among those boarding at Long Wharf, 41% were making non-home/non-work-based trips, 33% were making home-based work trips, and 15% were making home-based social activity trips. Most of those making non-home/non-work-based trips were visitors going to or from their hotels. Work-based trips accounted for 5% of the boardings at each end of the ferry route.

The trip purpose results may have been affected by the survey distribution strategy, which captured riders boarding boats between the hours of 6:00 AM and 3:00 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 would be under-represented.

3.2 REASONS FOR USING MBTA WATER TRANSPORTATION

3.2.1 DESCRIPTION OF TABLE

The table for each route and dock showing the reasons for using MBTA commuter boat or ferry service summarizes the results of question 22 on the survey. This question listed eight possible reasons riders might have for using water transportation rather than some other mode These included "convenience," "travel time/speed," "avoid driving/traffic," "avoid parking at destination," "environmentally responsible," "less expensive than other choices," "can read/do work on the boat/ferry," 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

For passengers boarding at each of the commuter boat docks, the top two reasons for using the service were "convenience" and "avoid driving/traffic," but the order of priority varied. At Hull, these two reasons were tied at 91% each. At Hingham and at Quincy, "avoid driving/traffic" was slightly ahead of "convenience" 87% to 84% and 66% to 63%, but at Rowes Wharf "convenience" was far ahead, 88% to 67%.

At both ferry docks, "convenience" was the most common reason for using the service, leading "avoid driving/traffic" 91% to 63% at Charlestown and 69% to 51% at Long Wharf. Among all the boat routes, service from Hull to Boston offers the greatest travel time advantage compared with the alternatives available to its users. This was reflected in the 81% of Hull riders who checked "travel time/speed" as a reason for riding. At the other boat docks the percentage of riders checking this reason ranged from 70% at Hingham to 35% at Quincy.

On the ferry route, 61% boarding at Charlestown, but only 37% boarding at Long Wharf checked travel time/speed. Among those boarding at Charlestown, 90% used the ferry for the entire transit portion of their trips, but 60% of those boarding at Long Wharf were using the ferry as one segment of a longer transit journey.

The least common reason cited for using water transportation service at any of the docks was "only transportation available." No riders boarding at Hingham or Rowes Wharf and less than 1% of those boarding at Quincy checked this reason. However, it was checked by 6% of those boarding commuter boats at

Hull, by 6% of the ferry riders at Charlestown, and by 8% of those at Long Wharf. At each dock, between 14% and 22% of riders checked "other" as a reason for riding, with the majority of these writing in enjoyment of riding the boat as the reason.

3.3 ALTERNATIVE MEANS OF TRANSPORTATION

3.3.1 DESCRIPTION OF TABLES

For each boat line and dock, the two tables on alternative means of transportation summarize the results of question 13, which asked riders to indicate whether they used other means of making the same trip on days when they did not use the commuter boat or ferry, 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

Overall, 55% of the commuter boat survey respondents and 50% of the ferry respondents indicated that they made the same trip by other means of transportation on days when they did not take the boats. At the commuter boat docks, this ranged from 67% at Hingham down to 18% at Rowes Wharf. On the ferry route, 57% at Charlestown but only 31% at Long Wharf sometimes used other means.

Among riders boarding at Hingham, driving alone was the most common alternative, cited by 66% of those who reported any other means, and other MBTA service was second, at 54%. The only additional means checked by more than 1% there was carpool/vanpool, at 4%. At Hull, 64% of those who used any other means checked "other MBTA service," and 55% checked "drive alone," with "carpool/vanpool," at 1%, being the only other means checked.

Among Quincy riders using other means, drive alone and other MBTA service were tied, at 44% each, carpool/vanpool was checked by 18%, and "other" (unspecified) by 14%. At Rowes Wharf, the only alternate means checked were

"other MBTA service," by 80%, and "drive alone," by 76%.

Among ferry riders at Charlestown using other means of travel, drive alone, at 45%, was slightly ahead of "other," at 44%, with most of the latter who gave any detail specifying walking, and the rest specifying taxi. At Long Wharf, "other" was the top alternative, at 50%, with walk or taxi again being the only means specified. "Other MBTA service" was second, at 35%, followed by non-MBTA bus, at 30%, and drive alone, at 26%. (Non-MBTA bus likely referred to private shuttles.)

MBTA Surveys: 2008–09

Ferry Survey

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

Charlestown

Expanded Results

Entry Dock: Charlestown Navy Yard

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	162	45.2%	45.2%
Home-based School	0	0.0%	45.2%
Home-based Shopping	12	3.2%	48.4%
Home-based Social Activity	56	15.7%	64.2%
Home-based Personal Business	14	3.8%	67.9%
Home-based Work-related	36	10.0%	78.0%
Home-based Other	10	2.9%	80.8%
Work-based	18	5.0%	85.8%
Non-Home/Non-Work-based	51	14.2%	100.0%
TOTAL	359		
No Answer	0		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	315	90.5%
Speed/travel time	212	60.9%
Avoid driving/traffic	220	63.1%
Avoid parking at destination	218	62.6%
Environmentally responsible	162	46.5%
Less expensive	96	27.7%
Can read/do work	124	35.6%
Only transportation available	21	5.9%
Other	65	18.8%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	348	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	203	56.7%
No	155	43.3%
TOTAL	359	100.0%
No Answer	0	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	91	44.5%
Non-MBTA bus	17	8.4%
Carpool/vanpool	17	8.3%
Bicycle	4	2.1%
Other MBTA service	42	20.7%
Other	89	43.6%
TOTAL RIDERS GIVING AT LEAST 1 OTHER MODE:	203	
(No other modes reported)	0	

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

MBTA Surveys: 2008–09

Ferry Survey

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

Boston

Expanded Results

Entry Dock: Long Wharf

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	54	33.1%	33.1%
Home-based School	0	0.0%	33.1%
Home-based Shopping	0	0.0%	33.1%
Home-based Social Activity	25	15.1%	48.2%
Home-based Personal Business	9	5.6%	53.7%
Home-based Work-related	0	0.0%	53.7%
Home-based Other	0	0.0%	53.7%
Work-based	8	5.0%	58.8%
Non-Home/Non-Work-based	68	41.2%	100.0%
TOTAL	164		
No Answer	0		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	107	69.0%
Speed/travel time	57	37.0%
Avoid driving/traffic	79	50.9%
Avoid parking at destination	65	42.3%
Environmentally responsible	63	40.6%
Less expensive	39	25.4%
Can read/do work	40	25.7%
Only transportation available	12	8.0%
Other	22	14.0%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	155	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	55	33.3%
No	109	66.7%
TOTAL	164	100.0%
No Answer	0	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	13	25.5%
Non-MBTA bus	15	30.2%
Carpool/vanpool	4	8.3%
Bicycle	3	6.0%
Other MBTA service	18	35.1%
Other	25	50.1%
TOTAL RIDERS GIVING AT LEAST 1 OTHER MODE:	50	
(No other modes reported)	4	

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

MBTA Surveys: 2008–09

Commuter Boat Survey

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

Boston

Expanded Results

Entry Dock: Rowes Wharf

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	60	44.8%	44.8%
Home-based School	0	0.0%	44.8%
Home-based Shopping	0	0.0%	44.8%
Home-based Social Activity	38	28.1%	72.9%
Home-based Personal Business	0	0.0%	72.9%
Home-based Work-related	24	18.1%	91.0%
Home-based Other	0	0.0%	91.0%
Work-based	12	9.0%	100.0%
Non-Home/Non-Work-based	0	0.0%	100.0%
TOTAL	134		
No Answer	0		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	117	87.7%
Speed/travel time	78	58.7%
Avoid driving/traffic	90	67.4%
Avoid parking at destination	60	45.1%
Environmentally responsible	84	63.2%
Less expensive	77	57.7%
Can read/do work	78	58.7%
Only transportation available	0	0.0%
Other	29	21.5%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	134	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	24	17.8%
No	110	82.2%
TOTAL	134	100.0%
No Answer	0	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	18	76.1%
Non-MBTA bus	0	0.0%
Carpool/vanpool	0	0.0%
Bicycle	0	0.0%
Other MBTA service	19	80.3%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 OTHER MODE:	24	
(No other modes reported)	0	

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

MBTA Surveys: 2008–09

Commuter Boat Survey

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

Quincy

Expanded Results

Entry Dock: Fore River Shipyard

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	107	29.9%	29.9%
Home-based School	0	0.0%	29.9%
Home-based Shopping	0	0.0%	29.9%
Home-based Social Activity	145	40.6%	70.5%
Home-based Personal Business	1	0.3%	70.8%
Home-based Work-related	0	0.0%	70.8%
Home-based Other	37	10.4%	81.2%
Work-based	43	12.2%	93.4%
Non-Home/Non-Work-based	24	6.6%	100.0%
TOTAL	357		
No Answer	0		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	222	63.0%
Speed/travel time	122	34.8%
Avoid driving/traffic	232	66.0%
Avoid parking at destination	210	59.6%
Environmentally responsible	87	24.7%
Less expensive	66	18.7%
Can read/do work	67	19.0%
Only transportation available	1	0.4%
Other	75	21.4%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	352	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	114	33.1%
No	231	66.9%
TOTAL	345	100.0%
No Answer	12	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	46	43.8%
Non-MBTA bus	6	6.0%
Carpool/vanpool	19	18.4%
Bicycle	0	0.0%
Other MBTA service	46	43.8%
Other	15	14.3%
TOTAL RIDERS GIVING AT LEAST 1 OTHER MODE:	105	
(No other modes reported)	9	

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

MBTA Surveys: 2008–09

Commuter Boat Survey

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

Hingham

Expanded Results

Entry Dock: Hingham Shipyard

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	1,222	92.8%	92.8%
Home-based School	0	0.0%	92.8%
Home-based Shopping	0	0.0%	92.8%
Home-based Social Activity	45	3.4%	96.2%
Home-based Personal Business	7	0.5%	96.7%
Home-based Work-related	16	1.2%	97.9%
Home-based Other	5	0.4%	98.3%
Work-based	13	1.0%	99.3%
Non-Home/Non-Work-based	9	0.7%	100.0%
TOTAL	1,317		
No Answer	23		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	1,122	84.4%
Speed/travel time	929	69.8%
Avoid driving/traffic	1,162	87.4%
Avoid parking at destination	695	52.3%
Environmentally responsible	581	43.7%
Less expensive	274	20.6%
Can read/do work	977	73.5%
Only transportation available	0	0.0%
Other	253	19.0%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	1,330	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	928	72.9%
No	345	27.1%
TOTAL	1,272	100.0%
No Answer	68	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	589	66.1%
Non-MBTA bus	5	0.6%
Carpool/vanpool	35	4.0%
Bicycle	5	0.6%
Other MBTA service	485	54.4%
Other	5	0.6%
TOTAL RIDERS GIVING AT LEAST 1 OTHER MODE:	891	
(No other modes reported)	36	

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

MBTA Surveys: 2008–09

Commuter Boat Survey

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

Hull

Expanded Results

Entry Dock: Pemberton Point

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	197	96.8%	96.8%
Home-based School	0	0.0%	96.8%
Home-based Shopping	0	0.0%	96.8%
Home-based Social Activity	0	0.0%	96.8%
Home-based Personal Business	0	0.0%	96.8%
Home-based Work-related	3	1.3%	98.1%
Home-based Other	0	0.0%	98.1%
Work-based	4	1.9%	100.0%
Non-Home/Non-Work-based	0	0.0%	100.0%
TOTAL	204		
No Answer	2		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	187	90.9%
Speed/travel time	167	81.0%
Avoid driving/traffic	186	90.6%
Avoid parking at destination	117	56.9%
Environmentally responsible	118	57.2%
Less expensive	56	27.2%
Can read/do work	113	55.1%
Only transportation available	13	6.4%
Other	30	14.6%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	206	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders
Yes	108	54.9%
No	88	45.1%
TOTAL	196	100.0%
No Answer	10	

Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Drive alone	57	55.3%
Non-MBTA bus	0	0.0%
Carpool/vanpool	1	1.4%
Bicycle	0	0.0%
Other MBTA service	65	63.6%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 OTHER MODE:	103	
(No other modes reported)	5	

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

4 Origin Locations and Activities

The data in this chapter show where commuter boat and Inner Harbor Ferry riders started their trips (by city, town, or neighborhood), and indicate what their activities were at each of those origin locations (home, school, work, etc.). This information is useful in defining the market area of each of the water transportation routes and for understanding the types of trips made on these routes. Additional information regarding the reasons for making trips is presented in Chapters 3 and 7.

A table presenting these data is provided by route for each boarding dock; the tables are at the end of the chapter. Each table shows both the origins and origin activities for the riders who boarded a boat at the dock in question. (No surveys were returned by passengers boarding Quincy/Hull route commuter boats at Logan Airport or Long Wharf.)

Chapter 2 addresses the same categories of data that are addressed in the present chapter, but at the level of the water transportation system 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 boarding dock's table, the left side summarizes the results of commuter boat survey question 4b and ferry survey question 4, which asked where riders began the entire one-way trips they were making when surveyed. The data show origin locations by cities, towns, or neighborhoods. In the systemwide passenger survey of which this water transportation survey is a part, the origin locations are aggregated by city or town, except in Boston, Cambridge, Somerville, and Brookline. Boston origins were broken into twenty-six neighborhoods, Cambridge origins into six, Somerville into four, and 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 dock were aggregated and placed in the "other" category; therefore, not all cities, towns, and

neighborhoods from which boat 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. Depending on the amount of information provided, some of the "unspecified" origins were identified as being from a state, geographical area, or unspecified neighborhood within Boston, Cambridge, Somerville or Brookline.

4.1.2 OVERVIEW OF RESULTS

The size of the market for each dock depends on a number of factors that influence a rider's choice to use that dock instead of another one, or a different mode of transportation. These include, in addition to the dock's proximity to the rider's origin, its proximity to other transit services, the relative ease of access, and the amount of parking available. Among the commuter boat docks, the one at Hull had the smallest market area, with 100% of the reported trip origins being within the same town. The Hull dock is located at the outer end of a peninsula, is less accessible from points outside the town than the Hingham and Quincy docks, and has less frequent service and more limited parking facilities than those docks.

The Quincy dock attracted riders from the greatest number of towns, but the Hingham dock had much greater total boardings. Only 17% of the Quincy dock boardings originated in that city, with another 43% coming from the adjoining municipalities of Weymouth and Braintree. The rest were divided among 12 other cities and towns, with shares ranging from 10% to under 0.5% each.

Nearly half of the riders boarding at the Hingham dock (46%) reported trip origins in that town. Another 26% came from the adjoining municipalities of Cohasset and Weymouth, and the non-adjoining town of Scituate. (All of these top four sources had also been served by the Greenbush commuter rail line starting the year before the survey was conducted.) The rest of the origins were divided among nine other towns, with shares ranging from 6% to less than 0.5% each.

At Rowes Wharf, 45% of the riders reported origins in the Boston Financial/Retail District and 33% reported origins in other Boston Proper neighborhoods. There were also reported origins in four other locations, but there was only one returned survey from each of those.

The Inner Harbor Ferry is used both as a stand-alone service and as a link to Charlestown for people arriving in downtown Boston via other transportation modes. Consequently, its Long wharf terminal had the largest number of reported origins of any of the docks surveyed. Origins within Boston Proper accounted for 46% of the boardings there, but the rest were scattered among 18 other cities, towns, and neighborhoods, with none individually accounting for more than 5%. In contrast, at the opposite end of the route 99% of the riders

reported trip origins in Charlestown, with only one actual survey return from elsewhere.

4.2 ORIGIN ACTIVITIES

4.2.1 DESCRIPTION OF THE ORIGIN ACTIVITIES SECTION OF THE TABLE

In each boarding dock's table, the right side summarizes the results of survey question 3 from the Inner Harbor Ferry survey or question 4a from the commuter boat survey, "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 boarding dock, the number of survey responses from which the results in the table were expanded was greatest for locations in the upper rows, and smallest 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 docks in the same general area, the resulting distribution of activities by origin location is more reliable than the results for individual docks.

4.2.2 OVERVIEW OF RESULTS

The most common "activity" before boarding a boat was "home," reported by 89% of commuter boat riders and 67% of ferry riders. Among riders boarding at the Hingham dock, home was the reported origin activity of 98% to 100% of those starting from each origin except Hull, where 91% came from home. At the Hull dock, where all riders started from Hull, 98% started from home.

At the Quincy dock, 81% of the riders started from home. Among the top three ridership sources there, boardings from Weymouth and Braintree were mostly split between home and work origins (82% and 17%, and 61% and 39%, respectively), while those from Quincy were split between home and social/recreational origins (57% and 43%). All of the trips from other locations originated from home.

At Rowes Wharf, 93% of the origin activities were "work," "work-related," or "social/recreational."

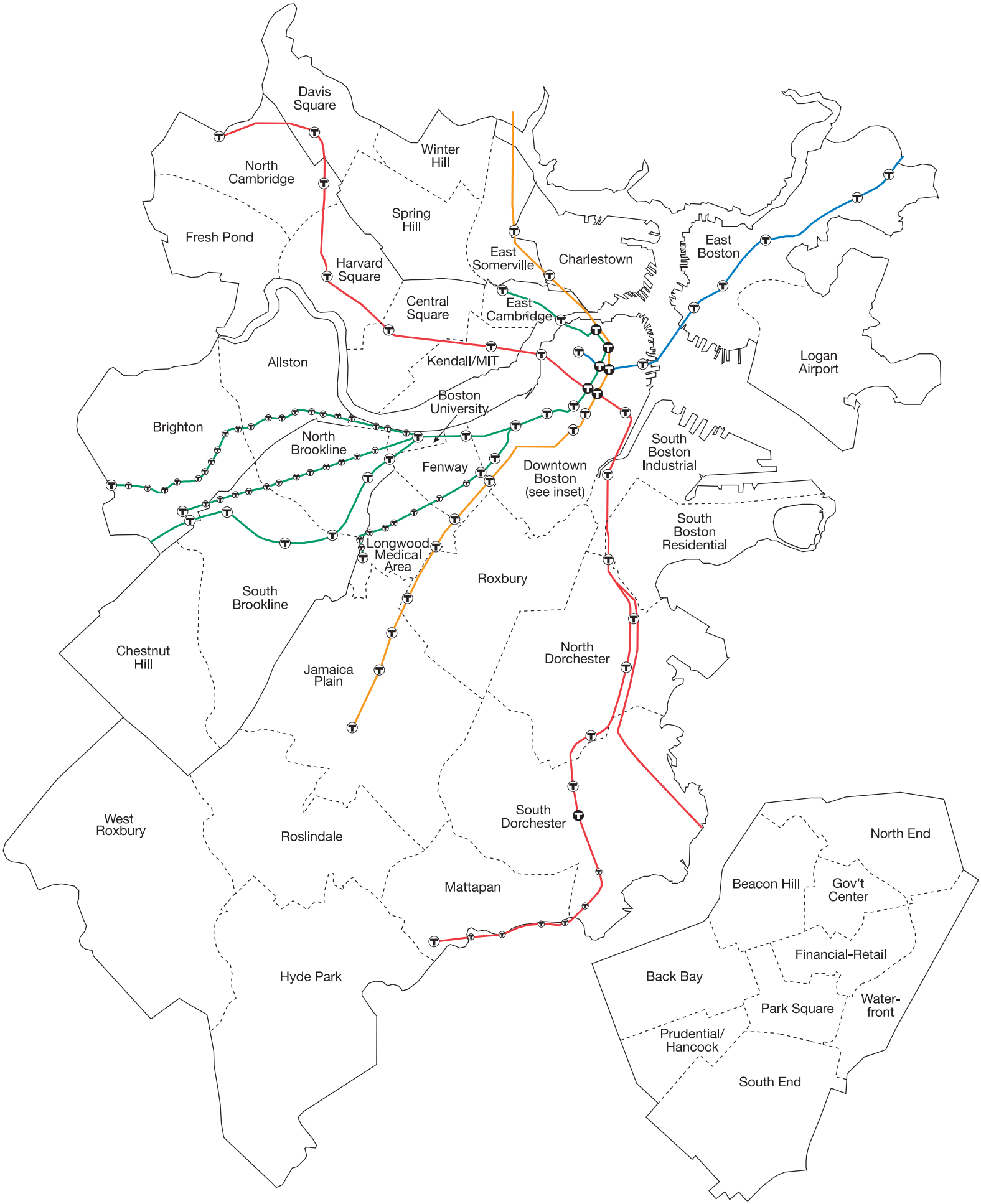
Among ferry riders boarding at Long Wharf, origins other than home were reported by most of those starting from downtown Boston locations, while nearly all those using the ferry to complete trips from outlying areas started from home. Overall, 40% of the riders boarding at Long Wharf had "social/recreational" origin activities, 37% had home origins, and the rest were

divided among “work,”, “personal business,” and “other.”

At Charlestown, 81% of the riders boarding the ferry were starting from home. The second largest group (7%) reported “other” origin activity (mostly hotels), and the third-largest (6%) reported “social/recreational” activity.

Figure 4-1

Neighborhood Boundaries



MBTA Surveys: 2008–09

Ferry Survey

Origin Locations and Activities

Charlestown

Expanded Results

Entry Dock: Chalestown Navy Yard

ORIGIN LOCATION			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Boston: Charlestown	354	98.7%		80.6%	1.5%	3.6%			1.5%	5.8%	7.0%
Medford	5	1.3%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	359	100.0%		80.8%	1.5%	3.5%			1.5%	5.7%	6.9%

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

MBTA Surveys: 2008–09

Ferry Survey

Origin Locations and Activities

Boston

Expanded Results

Entry Dock: Long Wharf

ORIGIN LOCATION			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Boston: Financial/Retail	34	20.6%						26.9%		73.1%	
Boston: Waterfront	19	11.5%		8.0%						43.7%	48.3%
Boston: Dwntwn Unspecified	12	7.6%				33.8%				66.2%	
Boston: Prudential/Hancock	9	5.6%									100.0%
Quincy	8	5.1%		100.0%							
Cambridge: Harvard Square	8	5.0%								100.0%	
Cambridge: North Cambridge	8	5.0%				100.0%					
Cohasset	8	5.0%								100.0%	
Everett	8	5.0%		100.0%							
Provincetown	8	5.0%								100.0%	
Weymouth	6	3.5%		100.0%							
Lynn	5	2.8%		100.0%							
Boston: Hyde Park	4	2.6%		100.0%							
Hull	4	2.3%		100.0%							
Plymouth	3	2.0%		100.0%							
Barrington, RI	3	1.8%		100.0%							
Hingham	3	1.8%		100.0%							
Braintree	3	1.7%		100.0%							
Wellesley	3	1.7%		100.0%							
Boston: Fenway	2	0.9%		100.0%							
Boston: North End	2	0.9%		100.0%							
Boston: West Roxbury	2	0.9%		100.0%							
Norwell	2	0.9%		100.0%							
Boston: East Boston	1	0.6%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	164	100.0%		35.6%		7.6%		5.6%		40.2%	11.1%

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

MBTA Surveys: 2008–09

Commuter Boat Survey

Origin Locations and Activities

Boston

Expanded Results

Entry Dock: Rowes Wharf

ORIGIN LOCATION			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Boston: Financial/Retail	60	45.1%				60.0%			40.0%		
Boston: Waterfront	25	19.1%				5.2%				94.8%	
Boston: Govt Center	12	9.0%				100.0%					
Boston: So Bos Indust	12	9.0%								100.0%	
Newton	12	9.0%				100.0%					
Boston: Back Bay	6	4.5%		100.0%							
Boston: Allston	4	3.2%		100.0%							
Brookline: South Brookline	1	1.0%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	134	100.0%		8.7%		46.1%			18.1%	27.1%	

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

MBTA Surveys: 2008–09

Commuter Boat Survey

Origin Locations and Activities

Quincy

Expanded Results

Entry Dock: Fore River Shipyard

ORIGIN LOCATION			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Weymouth	90	25.1%		82.0%		16.6%		1.4%			
Braintree	63	17.5%		61.1%		38.9%					
Quincy	62	17.3%		57.0%						43.0%	
Hull	35	9.8%		100.0%							
Cohasset	19	5.4%		100.0%							
Hingham	19	5.3%		100.0%							
Bridgewater	17	4.8%		100.0%							
Orleans	17	4.8%		100.0%							
Stoughton	15	4.2%		100.0%							
Scituate	9	2.4%		100.0%							
Norwell	5	1.3%		100.0%							
Hanover	3	0.8%		100.0%							
Whitman	2	0.6%		100.0%							
Other (< 0.5 % of riders)	2	0.7%		100.0%							
OVERALL TOTAL	357	100.0%		81.2%		11.0%		0.4%		7.5%	

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

MBTA Surveys: 2008–09

Commuter Boat Survey

Origin Locations and Activities

Hingham

Expanded Results

Entry Dock: Hingham Shipyard

ORIGIN LOCATION			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Hingham	613	45.7%		97.6%	0.3%			0.9%		1.1%	
Scituate	200	14.9%		99.1%	0.9%						
Cohasset	188	14.1%		99.0%	1.0%						
Weymouth	96	7.1%		100.0%							
Hull	78	5.8%		91.2%						8.8%	
Norwell	59	4.4%		100.0%							
Marshfield	54	4.1%		100.0%							
Pembroke	14	1.1%		100.0%							
Duxbury	11	0.8%		100.0%							
Hanover	9	0.7%		100.0%							
Unspecified	9	0.7%		100.0%							
Other (< 0.5 % of riders)	8	0.6%		100.0%							
OVERALL TOTAL	1340	100.0%		98.1%	0.4%			0.4%		1.0%	

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

MBTA Surveys: 2008–09

Commuter Boat Survey

Origin Locations and Activities

Hull

Expanded Results

Entry Dock: Pemberton Point

ORIGIN LOCATION			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Hull	206	100.0%		98.1%	0.9%					0.9%	
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	206	100.0%		98.1%	0.9%					0.9%	

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

5 Access to the Water Transportation System

The data presented in this chapter describe aspects of riders' travel between the origins of their entire trips and the boat docks where they began their water transportation trips. These data consist of two types. One is the modes of transportation used by riders to access the commuter boat or Inner Harbor Ferry; for riders who used more than one mode previous to the commuter boat or Inner Harbor Ferry, this "access mode" is the one used immediately before accessing the boat dock. The other 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 access trips from their trip origins to the boat dock. For trips to water transportation services in which the access mode was a public transportation mode, additional details are given about the service used: for bus trips, the specific routes; for rapid transit and commuter rail trips, the initial boarding stations; and for boat trips, the initial boarding docks.

The tables (at the end of the chapter) present these data by boat route and boarding location. For each dock, the table on access mode and the one on access trip time appear together on one page, and the eight tables specifying bus routes and initial stations or docks are on the following page. The data for each dock are based on the survey responses from riders who started the water transportation portions of their trips at that dock.

Chapter 2 addresses the same categories of data that are addressed in the present chapter, but at the level of the water transportation system as a whole. It includes tables and discussion.

5.1 ACCESS MODE

5.1.1 DESCRIPTION OF TABLE

The access mode table for each boarding dock shows the distribution of trips among 12 transportation modes that riders used immediately before accessing that station. Seven of the modes are private: walk, drive, drop-off, taxi, shuttle/van, bicycle, and "other." Five are public: MBTA bus, other bus, commuter rail, boat, and "other." The private and public access modes are grouped separately in the table. As explained above, further details on the access trips made by public transportation are given in eight subsequent tables.

Two columns present, respectively, the number and the percent of riders who reported using each mode to access the boat dock for which the tables were 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

Survey responses were received from riders boarding commuter boats at the three South Shore docks (Hingham, Quincy, and Hull) and at Rowes Wharf, in Boston, but no surveys were received from riders boarding at Long Wharf or Logan Airport. "Driving and parking" was the most frequently reported access mode to each of the three South Shore docks. This accounted for 91% of the trips to Hingham, 89% of those to Quincy, and 56% of the trips to Hull. None of the riders boarding at Rowes Wharf drove there.

Drop-offs were the second-largest access group at the three South Shore docks, accounting for a combined 6% of the boardings there. Hull had the highest drop-off rate (12%). Quincy had the next-highest drop-off rate (9%), but only 4% of Hingham riders were dropped off. No riders were dropped off at Rowes Wharf.

Walk-ins accounted for the third-largest share of access trips to the South Shore docks, at 5%. Hull had by far the highest walk-in rate of the three (19%). Hingham was second (4%), but less than 1% of Quincy boarding riders walked in. At Rowes Wharf, walking was the access mode of the great majority of riders during the survey span (86%).

Bicycle access accounted for slightly over 1% of all access trips to the South Shore docks. It was reported by 5% of riders at Hull and 1% at Hingham, but none at Quincy or Rowes Wharf. No other individual access mode accounted for as much as 1% of trips to the South Shore docks combined, but 8% of the Hull dock access trips were made by a bus route operated under contract for the MBTA,

At Rowes Wharf, 15% of the riders reported transferring from rapid transit, although no station on that mode serves that location directly. Aquarium Station on the Blue Line is about one-quarter of a mile away, and South Station on the Red Line is about one-third of a mile away. On the survey form, passengers indicated their initial rapid transit boarding stations but not their final alighting stations. All of the rapid transit transfer riders at Rowes Wharf started at stations on the Orange Line or the Green Line. They most likely transferred to the Blue Line and left the rapid transit system at Aquarium. No access modes other than walking and rapid transit were reported at Rowes Wharf.

On the ferry, almost all of the riders boarding at Charlestown (98%) walked in. The rest (based on one survey return) drove and parked. At Long Wharf, no individual access mode was used by a majority of riders. The most common

single mode was walking (41%). This was also the only private transportation access mode reported there, with the other 59% split between various transit modes.

The most common transit access mode to Long Wharf (37% of all access trips) was rapid transit. The only rapid transit line serving Long Wharf directly is the Blue Line, but only about one-quarter of the reported rapid transit transfers originated on that line. The Red Line, which does not connect directly with the Blue Line, originated nearly half of the transfer trips to Long Wharf. These riders may either have walked to Long Wharf from South Station, or used intermediate transit links. The rest of the rapid transit origins were about evenly divided between the Orange and Green Lines, and were probably completed by transferring to the Blue Line.

5.2 TRIP TIME FOR ACCESS VIA PRIVATE TRANSPORTATION

5.2.1 DESCRIPTION OF TABLE

For each dock, this table summarizes the reported access times, from trip origin to commuter boat and Inner Harbor Ferry docks, 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 a commuter boat or Inner Harbor Ferry 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 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 overall average time for the mode.

5.2.2 OVERVIEW OF RESULTS

Access times are related to the size of the market area of each dock. For docks on the Boston Waterfront, the market areas served by private transportation access are relatively small, because there is little or no parking near them. Much of the commuter boat ridership at Rowes Wharf and the ferry ridership at Long Wharf consists of transfers from other transit services, but the access time summary tables for these docks include only riders getting there entirely by private transportation. No surveys were returned by riders boarding commuter boats at Long Wharf. The distribution of access modes of passengers boarding there was probably similar to the distribution of egress modes of passengers alighting there.

Among riders boarding commuter boats at the three South Shore docks, those who drove and parked had the longest average access times. Trips of over 20 minutes were reported by 12% of these riders, and the mean driving access time to these docks was 14 minutes. The Quincy dock had the largest driving

attraction area, with a mean time of 18 minutes for this mode, and 16% exceeding 20 minutes. However, the Hingham dock, with a mean driving access time of 14 minutes, served nearly four times as many total park-and-ride trips as the Quincy dock. The Hull dock, which had no reported users from outside the town of Hull, had the shortest average driving access trips, with a mean of 6 minutes, and only 2% over 20 minutes. No riders boarding at Rowes Wharf reported driving there.

The mean reported walking access time to the three South Shore docks was 11 minutes. Hingham had the longest reported walk-in time, at 12 minutes. The mean walking time to the Hull dock was 9 minutes. Only one rider reported walking to the Quincy dock, with a time of 8 minutes. The mean reported walking time to Rowes Wharf was 11 minutes, with 5% over 20 minutes.

Drop-off access times to the three South Shore docks averaged 11 minutes, ranging from 7 minutes at Hull to 14 minutes at Quincy. There were no reported drop-offs at Rowes Wharf.

The “other” access trips in the table of access times were all bicycle trips at Hingham and Hull, with respective means of 13 and 7 minutes, At Quincy, the ”other” access time included only taxi, and was based on one survey, with a time of 7 minutes. There were no reported “other” access trips to Rowes Wharf.

On the ferry, the only private access mode reported at Long Wharf was walking, with a mean time of 7 minutes, and no times over 15 minutes. At Charlestown, the only driving trips (based on one survey) had no reported access times. Walk-in riders there had a mean access time of 6 minutes, with less than 1% over 20 minutes.

5.3 TRANSFERS TO WATER TRANSPORTATION SERVICES FROM RAPID TRANSIT, COMMUTER RAIL, BUS, OR BOAT

5.3.1 DESCRIPTION OF TABLE

These tables provide further details on the transit access modes shown in the Access Mode table. In that report, five public transit modes (MBTA Bus, Other Bus, Commuter Rail, Commuter Boat, and Other) are listed, with all reported trips within each mode combined. The transfer tables list the individual commuter rail stations, bus routes, and boat docks where transit trips began.

For each boarding dock, eight tables provide further details on the public-access-mode trips shown in the access mode table. For riders transferring to water transportation from commuter rail, one table gives the commuter rail stations at which riders boarded (the commuter rail *line* that was boarded at each station listed is not, however, specified). Likewise, for transfers from a rapid transit line or commuter boat or ferry, two tables, respectively, give the station or boat dock at which riders boarded. Four other tables indicate specific bus routes for riders who transferred from an MBTA or non-MBTA bus to a commuter boat or Inner Harbor Ferry. No Non-MBTA routes were reported in

commuter boat or ferry access trips. Differences in the totals of the values shown in the transfer tables and those in the Access Mode tables are a result of rounding off of weighted records at different levels of aggregation.

5.3.2 OVERVIEW OF RESULTS

The Hingham and Quincy docks had no reported transit access trips, although both could be accessed by MBTA bus service. At Hull, 8% of the reported access trips were made on bus Route 714, operated by JBL Bus Lines under contract with the MBTA.

At Rowes Wharf, all of the reported transit access trips were made via rapid transit. The reported origin stations included Back Bay on the Orange Line, Copley on the Green Line Central Subway, and Brookline Village and Newton Centre on the surface segment of the Green Line D Branch. A larger sample would probably have shown some additional stations.

On the ferry, there were no reported transit access trips to the Charlestown dock, although it can be accessed by MBTA bus service. At Long Wharf, there were reported access trips by rapid transit, commuter rail, and other boats. The reported rapid transit origins included Alewife and Harvard on the northern end of the Red Line, and North Quincy and Quincy Adams on the South Shore branch of the Red Line. Orange Line riders to Long Wharf started at Sullivan Square on the northern end and Massachusetts Avenue on the southern end. Green Line riders came from Prudential Station on the Central Subway. Blue Line riders going to Long Wharf boarded at Wonderland and at other unspecified stations in East Boston.

All of the reported transfers to Long Wharf from commuter rail were from South Side lines. Boarding points included stations on the Framingham/ Worcester, Needham, Providence, Fairmount, Kingston, and Greenbush Lines. These riders would either have had to walk over one-half mile from South Station to Long Wharf or use unspecified intermediate transit links. Nevertheless, the majority of them were making home-to-work trips, and claimed to be five-day-a-week riders. Transfers to the ferry from commuter boats were almost equally divided between passengers from the Hull boat (which goes to Long Wharf) and from the Hingham boat (which goes to Rowes Wharf.)

MBTA Surveys: 2008–09

Ferry Survey

Access to the Ferry

Charlestown

Expanded Results

Entry Dock: Charlestown Navy Yard

Access Mode:	Number of Riders	Percent of Riders
Walk Access	351	98.1%
Drive/Park Access	7	1.9%
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.	357	100.0%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	0	0.0%
TOTAL	357	100.0%
No Answer	1	

Trip time from trip origin to dock by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	202	61.4%							202	61.4%
6-10	104	31.7%							104	31.7%
11-15	16	4.8%	(No responses)		(No responses)		(No responses)		16	4.8%
16-20	6	1.8%							6	1.8%
21-30	1	0.4%							1	0.4%
31-45	0	0.0%							0	0.0%
Over 45	0	0.0%							0	0.0%
TOTAL	329	100.0%							329	100.0%
No Answer	22		7						29	
Avg. Time (min)	5.9								5.9	

MBTA Surveys: 2008–09

Ferry Survey

Transfers to the Ferry

Charlestown

Expanded Results

Entry Dock: Charlestown Navy Yard

Transferring from:

Commuter Rail, Boarded at Station Indicated:	Number of Riders
(None identified)	

Rapid Transit, Boarded at Station Indicated:	Number of Riders
(None identified)	

Connecting MBTA Bus Routes:	Number of Riders
(None identified)	

Nonconnecting* MBTA Bus Routes:	Number of Riders
(None identified)	

Other Connecting Bus Routes:	Number of Riders
(None identified)	

Other Nonconnecting* Bus Routes:	Number of Riders
(None identified)	

Boat, Boarded at Dock Indicated:	Number of Riders
(None identified)	

Other:	Number of Riders
(None identified)	

* Nonconnecting indicates that the specified route(s) was used at some point during the riders' trips, but the route(s) did not connect directly to the dock

MBTA Surveys: 2008–09

Ferry Survey

Access to the Ferry

Boston

Expanded Results

Entry Dock: Long Wharf

Access Mode:	Number of Riders	Percent of Riders
Walk Access	67	40.6%
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.	67	40.6%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	60	36.8%
Commuter Rail	29	17.5%
Boat	8	5.0%
Other	0	0.0%
Total Public Trans.	97	59.4%
TOTAL	164	100.0%
No Answer	0	

Trip time from trip origin to dock by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	36	62.0%							36	62.0%
6-10	18	30.8%							18	30.8%
11-15	4	7.2%	(No responses)		(No responses)		(No responses)		4	7.2%
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	58	100.0%							58	100.0%
No Answer	8								8	
Avg. Time (min)	6.7								6.7	

MBTA Surveys: 2008–09

Ferry Survey

Transfers to the Ferry

Boston

Expanded Results

Entry Dock: Long Wharf

Transferring from:

Commuter Rail, Boarded at Station Indicated:	Number of Riders
Nantasket Junction	8
Weymouth Landing	4
Fairmount	4
Kingston	3
Providence	3
Wellesley Farms	3
West Roxbury	2
East Weymouth	2
TOTAL	29

Rapid Transit, Boarded at Station Indicated:	Number of Riders
Prudential	9
North Quincy	8
Unspecified	8
Sullivan Square	8
Harvard	8
Alewife	8
Wonderland	5
Quincy Adams	3
Massachusetts Ave	2
Other	1
TOTAL	60

Connecting MBTA Bus Routes:	Number of Riders
(None identified)	

Nonconnecting* MBTA Bus Routes:	Number of Riders
105	8
TOTAL	8

Other Connecting Bus Routes:	Number of Riders
(None identified)	

Other Nonconnecting* Bus Routes:	Number of Riders
(None identified)	

Boat, Boarded at Dock Indicated:	Number of Riders
Hingham	5
Hull	4
TOTAL	8

Other:	Number of Riders
(None identified)	

* Nonconnecting indicates that the specified route(s) was used at some point during the riders' trips, but the route(s) did not connect directly to the dock

MBTA Surveys: 2008–09

Commuter Boat Survey

Access to the Commuter Boat

Boston

Expanded Results

Entry Dock: Rowes Wharf

Access Mode:	Number of Riders	Percent of Riders
Walk Access	114	85.5%
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.	114	85.5%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	19	14.5%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	19	14.5%
TOTAL	134	100.0%
No Answer	0	

Trip time from trip origin to dock by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	12	16.4%							12	16.4%
6-10	48	65.5%							48	65.5%
11-15	1	1.8%	(No responses)		(No responses)		(No responses)		1	1.8%
16-20	12	16.4%							12	16.4%
21-30	0	0.0%							0	0.0%
31-45	0	0.0%							0	0.0%
Over 45	0	0.0%							0	0.0%
TOTAL	74	100.0%							74	100.0%
No Answer	41								41	
Avg. Time (min)	10.6								10.6	

MBTA Surveys: 2008–09

Commuter Boat Survey

Transfers to Commuter Boat

Boston

Expanded Results

Entry Dock: Rowes Wharf

Transferring from:

Commuter Rail, Alighted at Station Indicated:	Number of Riders
(None identified)	

Rapid Transit, Alighted at Station Indicated:	Number of Riders
Newton Centre	12
Copley	5
Brookline Village	1
Back Bay	1
TOTAL	19

Connecting MBTA Bus Routes:	Number of Riders
(None identified)	

Nonconnecting* MBTA Bus Routes:	Number of Riders
(None identified)	

Other Connecting Bus Routes:	Number of Riders
(None identified)	

Other Nonconnecting* Bus Routes:	Number of Riders
(None identified)	

Boat, Alighted at Dock Indicated:	Number of Riders
(None identified)	

Other:	Number of Riders
(None identified)	

* Nonconnecting indicates that the specified route(s) was used at some point during the riders' trips, but the route(s) did not connect directly to the dock

MBTA Surveys: 2008–09

Commuter Boat Survey

Access to the Commuter Boat

Quincy

Expanded Results

Entry Dock: Fore River Shipyard

Access Mode:	Number of Riders	Percent of Riders
Walk Access	1	0.4%
Drive/Park Access	319	89.3%
Drop-off Access	33	9.4%
Taxi Access	3	0.9%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	357	100.0%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	0	0.0%
TOTAL	357	100.0%
No Answer	0	

Trip time from trip origin to dock 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%	58	19.4%	3	11.1%	0	0.0%	62	18.4%
6-10	1	100.0%	80	26.7%	13	43.5%	3	100.0%	98	29.2%
11-15	0	0.0%	40	13.3%	3	10.9%	0	0.0%	43	12.9%
16-20	0	0.0%	75	25.0%	8	26.3%	0	0.0%	83	24.7%
21-30	0	0.0%	29	9.5%	2	8.2%	0	0.0%	31	9.3%
31-45	0	0.0%	1	0.4%	0	0.0%	0	0.0%	1	0.4%
Over 45	0	0.0%	17	5.7%	0	0.0%	0	0.0%	17	5.1%
TOTAL	1	100.0%	301	100.0%	30	100.0%	3	100.0%	336	100.0%
No Answer	0		19		3		0		22	
Avg. Time (min)	8.0		17.6		13.6		7.0		17.1	

MBTA Surveys: 2008–09

Commuter Boat Survey

Transfers to Commuter Boat

Quincy

Expanded Results

Entry Dock: Fore River Shipyard

Transferring from:

Commuter Rail, Alighted at Station Indicated:	Number of Riders
(None identified)	

Rapid Transit, Alighted at Station Indicated:	Number of Riders
(None identified)	

Connecting MBTA Bus Routes:	Number of Riders
(None identified)	

Nonconnecting* MBTA Bus Routes:	Number of Riders
(None identified)	

Other Connecting Bus Routes:	Number of Riders
(None identified)	

Other Nonconnecting* Bus Routes:	Number of Riders
(None identified)	

Boat, Alighted at Dock Indicated:	Number of Riders
(None identified)	

Other:	Number of Riders
(None identified)	

* Nonconnecting indicates that the specified route(s) was used at some point during the riders' trips, but the route(s) did not connect directly to the dock

MBTA Surveys: 2008–09

Commuter Boat Survey

Access to the Commuter Boat

Hingham

Expanded Results

Entry Dock: Hingham Shipyard

Access Mode:	Number of Riders	Percent of Riders
Walk Access	49	3.7%
Drive/Park Access	1,208	91.1%
Drop-off Access	54	4.0%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	16	1.2%
Other Access	0	0.0%
Total Private Trans.	1,326	100.0%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	0	0.0%
TOTAL	1,326	100.0%
No Answer	14	

Trip time from trip origin to dock by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	6	11.7%	195	16.5%	12	22.2%	5	31.3%	218	16.8%
6-10	25	52.3%	357	30.2%	25	46.2%	3	20.9%	411	31.6%
11-15	10	21.3%	294	24.9%	4	7.8%	2	14.6%	311	24.0%
16-20	4	7.8%	201	17.0%	9	16.0%	2	11.3%	215	16.6%
21-30	0	0.0%	109	9.3%	2	4.4%	2	11.3%	114	8.7%
31-45	3	6.9%	24	2.0%	2	3.4%	2	10.6%	31	2.4%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	49	100.0%	1,181	100.0%	54	100.0%	16	100.0%	1,299	100.0%
No Answer	0		27		0		0		27	
Avg. Time (min)	12.2		13.6		11.9		14.8		13.4	

MBTA Surveys: 2008–09

Commuter Boat Survey

Transfers to Commuter Boat

Hingham

Expanded Results

Entry Dock: Hingham Shipyard

Transferring from:

Commuter Rail, Alighted at Station Indicated:	Number of Riders
(None identified)	

Rapid Transit, Alighted at Station Indicated:	Number of Riders
(None identified)	

Connecting MBTA Bus Routes:	Number of Riders
(None identified)	

Nonconnecting* MBTA Bus Routes:	Number of Riders
(None identified)	

Other Connecting Bus Routes:	Number of Riders
(None identified)	

Other Nonconnecting* Bus Routes:	Number of Riders
(None identified)	

Boat, Alighted at Dock Indicated:	Number of Riders
(None identified)	

Other:	Number of Riders
(None identified)	

* Nonconnecting indicates that the specified route(s) was used at some point during the riders' trips, but the route(s) did not connect directly to the dock

MBTA Surveys: 2008–09

Commuter Boat Survey

Access to the Commuter Boat

Hull

Expanded Results

Entry Dock: Pemberton Point

Access Mode:	Number of Riders	Percent of Riders
Walk Access	38	18.8%
Drive/Park Access	115	56.3%
Drop-off Access	24	11.9%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	11	5.3%
Other Access	0	0.0%
Total Private Trans.	189	92.4%
MBTA Bus	16	7.6%
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.	16	7.6%
TOTAL	204	100.0%
No Answer	1	

Trip time from trip origin to dock by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	17	45.2%	58	59.2%	13	54.3%	0	0.0%	89	51.6%
6-10	12	31.0%	39	39.4%	9	37.8%	4	38.2%	64	37.2%
11-15	4	10.0%	0	0.0%	2	8.0%	7	61.8%	13	7.3%
16-20	4	10.0%	0	0.0%	0	0.0%	0	0.0%	4	2.2%
21-30	1	3.8%	1	1.5%	0	0.0%	0	0.0%	3	1.7%
31-45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	38	100.0%	99	100.0%	24	100.0%	11	100.0%	172	100.0%
No Answer	0		16		0		0		16	
Avg. Time (min)	9.2		6.3		6.5		12.7		7.3	

MBTA Surveys: 2008–09

Commuter Boat Survey

Transfers to Commuter Boat

Hull

Expanded Results

Entry Dock: Pemberton Point

Transferring from:

Commuter Rail, Alighted at Station Indicated:	Number of Riders
(None identified)	

Rapid Transit, Alighted at Station Indicated:	Number of Riders
(None identified)	

Connecting MBTA Bus Routes:	Number of Riders
714	16
TOTAL	16

Nonconnecting* MBTA Bus Routes:	Number of Riders
(None identified)	

Other Connecting Bus Routes:	Number of Riders
(None identified)	

Other Nonconnecting* Bus Routes:	Number of Riders
(None identified)	

Boat, Alighted at Dock Indicated:	Number of Riders
(None identified)	

Other:	Number of Riders
(None identified)	

* Nonconnecting indicates that the specified route(s) was used at some point during the riders' trips, but the route(s) did not connect directly to the dock

6 Egress from the Water Transportation System

The data presented in this chapter describe aspects of riders' travel between the commuter boat or Inner Harbor Ferry where they ended their water transportation trips and the destinations of their entire trips. These data consist of two types. One is the modes of transportation used by riders when leaving the boat; for riders who used more than one mode following their boat trips, this "egress mode" is the one used immediately after leaving the boat dock. The other 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 egress trips from the boat dock to their trip destinations.

For trips from the commuter boat or ferry in which the egress mode was a public transportation mode (a.k.a. transfers), additional details are given about the service used: for bus trips, the specific routes; for rapid transit and commuter rail trips, the final exiting stations; and for boat trips, the final exiting docks.

The tables (at the end of the chapter) present all of these data by dock. For each station, the table on egress mode and the one on egress trip time appear together on one page, and the eight tables specifying bus routes and final stations or docks are on the following page. The data for each dock are based on the survey responses from riders who completed the water transportation portions of their trips at that dock.

Surveys were returned by commuter boat passengers alighting at the Rowes Wharf and Long Wharf terminals on the Boston Waterfront; at the Logan Airport dock, and at the Hingham dock on the South Shore. However, no surveys were returned by passengers alighting at Quincy or Hull. Surveys were returned by Inner Harbor Ferry passengers alighting at Long Wharf and at the Charlestown Navy Yard.

Chapter 2 addresses the same categories of data that are addressed in the present chapter, but at the level of the water transportation system as a whole. It includes tables and discussion.

6.1 EGRESS MODE

6.1.1 DESCRIPTION OF TABLE

The egress mode table shows distribution of trips among 12 transportation modes that riders used immediately after departing each dock. Seven of the modes are private: walk, drive/park, pick-up, taxi, shuttle/van, bicycle, and "other." Five are public: MBTA bus, other bus, commuter rail, boat, and "other." The private and public egress modes are grouped separately in the table. As explained above, further details on the egress trips made by public transportation are given in eight subsequent tables.

Two columns present, respectively, the number and the percent of riders who reported using each mode to depart the dock for which the table was generated. Each column includes subtotals for 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.

6.1.2 OVERVIEW OF RESULTS

Walking was the most frequently reported mode of egress from the commuter boats overall. However, this was not the case at every dock. The downtown Boston docks had the highest walk-out rates, including 94% of the riders alighting at Rowes Wharf and 83% of those alighting at Long Wharf. However, only 17% of the riders alighting at Hingham and none of those alighting at Logan Airport reported completing their trips by walking.

Transfers to rapid transit accounted for the second-largest share of commuter boat egress trips overall, but were feasible only from Long Wharf, where they accounted for 12%, and at Rowes Wharf, where 4% used such egress. No commuter boat riders reported transferring directly to MBTA buses for egress, but a few made indirect bus connections, and 93% of the riders alighting at the Logan Airport dock transferred there to Massport shuttle buses to complete their trips. (The other 7% of Logan Airport alighting riders, based on one survey, left by bicycle.)

All of the reported driving egress trips were at the Hingham dock, where 73% used this mode. Another 9% at Hingham were picked up, but less than 1% were picked up at any of the other docks. Most of the reported boat-to-boat transfers were made at Long Wharf, where 4% of alighting passengers reported doing that.

The only reported egress mode from the ferry at Charlestown was walking. At Long Wharf, 88% of the alighting riders walked away. Most of the rest (9%) transferred to rapid transit. The only other egress mode with over 1% there was taxi (2%)

6.2 TRIP TIME FOR EGRESS VIA PRIVATE TRANSPORTATION

6.2.1 DESCRIPTION OF TABLE

For each dock, this table summarizes the reported egress times, from boat dock to trip destination, for riders who made their egress trips entirely by private transportation. Trips in which riders transferred from a commuter boat or ferry to an intermediate, public mode and then used private transportation as their final egress mode are not included. The egress times are summarized by seven ranges starting with 0 to 5 minutes and continuing at varying intervals up to open-ended 45 minutes or more.

The table shows the number of riders with reported times in each range for the walk, drive/park, and pickup access 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 overall average time for the mode.

6.2.2 OVERVIEW OF RESULTS

Egress times are closely related to the size of the market area of each station. For downtown docks, the market areas served by private transportation egress are relatively small, because few boat riders keep personal vehicles nearby. The majority of commuter boat riders alighting at Rowes Wharf and Long Wharf completed their trips by walking. The mean reported walking time was 9 minutes from Rowes Wharf and 11 minutes from Long Wharf. At the opposite extreme, no riders alighting at the Logan Airport dock reported completing their trips by walking from there. At Hingham, walking accounted for 17% of the egress trips, and the mean time was 22 minutes. Most of those who walked from Hingham were going to work and would not have had private vehicles at that end of the trip.

The Hingham dock was the only one where driving was reported as an egress mode. There, 73% of the alighting riders drove away, and their mean egress time was 13 minutes. (No surveys were returned by riders alighting at Hull or Quincy).

Only one respondent each at Rowes Wharf and Hingham and none at the other docks reported being picked up by private vehicles. Bicycle egress was used by about 1% of the alighting riders at Rowes Wharf and Long Wharf, with mean times of 8 and 12 minutes, respectively. Only one respondent each at Hingham and Logan reported bicycle egress, with the latter showing a 10-minute egress time and the former not reporting the time. No other private transportation mode accounted for more than 1% of the egress trips at any dock.

On the ferry, all riders alighting at Charlestown completed their trips by walking, and their mean egress time was 8 minutes. At Long Wharf, 88% of the alighting ferry riders walked away, with a mean egress time of 9 minutes. The only other private transportation mode reported there was taxis, with 2% of the total and a mean egress time of 9 minutes.

6.3 TRANSFERS FROM WATER TRANSPORTATION SERVICES TO RAPID TRANSIT, COMMUTER RAIL, BUS, OR BOAT

6.3.1 DESCRIPTION OF TABLE

For each dock, eight tables provide further details on the egress trips shown in the egress mode table that were made by a public transportation mode. For riders transferring from a commuter boat or ferry to commuter rail, one table gives the commuter rail stations at which riders alighted (however, for each station, the commuter rail *line* from which riders alighted is not specified). Likewise, for transfers to a rapid transit line or to another boat, respectively, two tables give the station or boat dock at which riders alighted. Five other tables indicate specific bus routes for riders who transferred from a boat to, respectively, an MBTA or non-MBTA bus. The only non-MBTA bus route reported by commuter boat or ferry riders ware the Massport shuttles at Logan Airport, identified as MPA in the Transfers from Commuter Boat tables.

Differences in the totals of the values shown in the transfer tables and of those shown in the egress mode tables are a result of rounding weighted records at different levels of aggregation.

6.3.2 OVERVIEW OF RESULTS

The Logan Airport dock was the only one where public transportation was used by the majority of alighting riders. There, 93% of the egress trips were made on the MPA buses, but none on other forms of mass transit. (This result was consistent with past direct observations of passengers alighting there.)

Long Wharf, which is served directly by the Blue Line's Aquarium Station, had the second-highest use of public transportation egress, with 12% continuing their trips on rapid transit and 4% on other boat lines, but none on other transit modes. The final destination stations at which riders alighted after transferring at Long Wharf to rapid transit were widely dispersed, with three to five different stations each listed on the Blue, Orange, and Red Lines, and the Green Line Central Subway, along with nine surface stops on Green Line branches. There was also one response from a rider going to a North Side commuter rail station, but the method of travel used between Long Wharf and North Station was not specified. The boat transfers were based on three responses, with one completing a work trip via the Inner Harbor Ferry and two making nonrepetitive recreational trips on the summer-only Salem ferry. (The Salem ferry is owned by the City of Salem, for which it is operated under contract.)

At Rowes Wharf, 4% of alighting riders continued their trips via public transportation, with almost all of these making indirect connections to rapid transit. The final destination stations at which riders alighted after transferring at Rowes Wharf to rapid transit included one to four each on the Orange and Red Lines, the Green Line Central Subway, and two surface Green Line stops. One respondent used rail rapid transit as a bridge to Silver Line Washington

Street. The passengers who transferred to other boats for their egress (less than 1% of total egress trips from Rowes Wharf) all took the ferry to Charlestown.

At Hingham, the only reported transit egress was by one rider who walked from the dock to the West Hingham commuter rail station and continued by train to Greenbush.

On the Inner Harbor Ferry, no transfers to other public transportation were reported by riders alighting at Charlestown. At Long Wharf, 10% of alighting riders continued their trips by public transportation, with most of these transferring to rapid transit. The final destination stations listed included two each on the Blue and Orange Lines, the Green Line Central Subway, and surface Green Line branches. In addition, two respondents used rapid transit as a bridge to MPA shuttles at Airport Station, and one used rail rapid transit as a bridge to Silver Line Washington Street. One respondent transferred to a privately operated ferry running between Rowes Wharf and the World Trade Center.

MBTA Surveys: 2008–09

Ferry Survey

Egress from the Ferry

Charlestown

Expanded Results

Exit Dock: Charlestown Navy Yard

Egress Mode:	Number of Riders	Percent of Riders
Walk Egress	164	100.0%
Drive/Park Egress	0	0.0%
Pick-up Egress	0	0.0%
Taxi Egress	0	0.0%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	164	100.0%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	0	0.0%
TOTAL	164	100.0%
No Answer	0	

Trip time from dock 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	68	53.7%							68	53.7%
6-10	33	25.9%							33	25.9%
11-15	26	20.4%	(No responses)		(No responses)		(No responses)		26	20.4%
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	127	100.0%							127	100.0%
No Answer	37								37	
Avg. Time (min.)	7.5								7.5	

MBTA Surveys: 2008–09

Ferry Survey

Transfers from the Ferry

Charlestown

Expanded Results

Exit Dock: Charlestown Navy Yard

Transferring from:

Commuter Rail, Alighted at Station Indicated:	Number of Riders
(None identified)	

Rapid Transit, Alighted at Station Indicated:	Number of Riders
(None identified)	

Connecting MBTA Bus Routes:	Number of Riders
(None identified)	

Nonconnecting* MBTA Bus Routes:	Number of Riders
(None identified)	

Other Connecting Bus Routes:	Number of Riders
(None identified)	

Other Nonconnecting* Bus Routes:	Number of Riders
(None identified)	

Boat, Alighted at Dock Indicated:	Number of Riders
(None identified)	

Other:	Number of Riders
(None identified)	

* Nonconnecting indicates that the specified route(s) was used at some point during the riders' trips, but the route(s) did not connect directly to the dock

MBTA Surveys: 2008–09

Ferry Survey

Egress from the Ferry

Boston

Expanded Results

Exit Dock: Long Wharf

Egress Mode:	Number of Riders	Percent of Riders
Walk Egress	317	88.4%
Drive/Park Egress	0	0.0%
Pick-up Egress	0	0.0%
Taxi Egress	7	1.8%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	324	90.3%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	33	9.3%
Commuter Rail	0	0.0%
Boat	2	0.5%
Other	0	0.0%
Total Public Trans.	35	9.7%
TOTAL	359	100.0%
No Answer	0	

Trip time from dock 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	92	31.7%					0	0.0%	92	31.0%
6-10	134	46.1%					0	0.0%	134	45.1%
11-15	56	19.2%	(No responses)		(No responses)		7	100.0%	63	21.0%
16-20	9	3.0%					0	0.0%	9	2.9%
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	291	100.0%					7	100.0%	298	100.0%
No Answer	26						0		26	
Avg. Time (min.)	9.2						15.0		9.3	

MBTA Surveys: 2008–09

Ferry Survey

Transfers from the Ferry

Boston

Expanded Results

Exit Dock: Long Wharf

Transferring from:

Commuter Rail, Alighted at Station Indicated:	Number of Riders
(None identified)	

Rapid Transit, Alighted at Station Indicated:	Number of Riders
Back Bay	7
Arlington	6
Chestnut Hill	5
Government Center	5
Airport	4
NE Medical Center	3
Wonderland	1
Orange Line: Unspecified	1
Longwood Medical Area	1
TOTAL	33

Connecting MBTA Bus Routes:	Number of Riders
(None identified)	

Nonconnecting* MBTA Bus Routes:	Number of Riders
(None identified)	

Other Connecting Bus Routes:	Number of Riders
(None identified)	

Other Nonconnecting* Bus Routes:	Number of Riders
MPA Shuttle	4
TOTAL	4

Boat, Alighted at Dock Indicated:	Number of Riders
World Trade Center	2
TOTAL	2

Other:	Number of Riders
(None identified)	

* Nonconnecting indicates that the specified route(s) was used at some point during the riders' trips, but the route(s) did not connect directly to the dock

MBTA Surveys: 2008–09

Commuter Boat Survey

Egress from the Commuter Boat

Boston

Expanded Results

Exit Dock: Long Wharf and Aquarium

Egress Mode:	Number of Riders	Percent of Riders
Walk Egress	418	82.8%
Drive/Park Egress	0	0.0%
Pick-up Egress	0	0.0%
Taxi Egress	1	0.3%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	6	1.1%
Other Egress	0	0.0%
Total Private Trans.	425	84.2%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	58	11.5%
Commuter Rail	2	0.4%
Boat	20	4.0%
Other	0	0.0%
Total Public Trans.	80	15.8%
TOTAL	505	100.0%
No Answer	2	

Trip time from dock 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	69	27.5%					0	0.0%	69	26.7%
6-10	75	30.1%					4	58.8%	80	30.9%
11-15	68	27.2%	(No responses)		(No responses)		3	41.2%	71	27.6%
16-20	23	9.1%					0	0.0%	23	8.9%
21-30	13	5.3%					0	0.0%	13	5.1%
31-45	2	0.8%					0	0.0%	2	0.7%
Over 45	0	0.0%					0	0.0%	0	0.0%
TOTAL	251	100.0%					7	100.0%	258	100.0%
No Answer	168						0		168	
Avg. Time (min)	10.6						11.2		10.6	

MBTA Surveys: 2008–09

Commuter Boat Survey

Transfers from Commuter Boat

Boston

Expanded Results

Exit Dock: Long Wharf and Aquarium

Transferring from:

Commuter Rail, Alighted at Station Indicated:	Number of Riders
Anderson RTC	2
TOTAL	2

Rapid Transit, Alighted at Station Indicated:	Number of Riders
Prudential	7
Government Center	4
Northeastern University	4
Chinatown	4
Fenway	4
Ruggles	3
Brigham Circle	3
Longwood	3
Back Bay	2
Other	24
TOTAL	58

Connecting MBTA Bus Routes:	Number of Riders
(None identified)	

Nonconnecting* MBTA Bus Routes:	Number of Riders
114	1
TOTAL	1

Other Connecting Bus Routes:	Number of Riders
(None identified)	

Other Nonconnecting* Bus Routes:	Number of Riders
(None identified)	

Boat, Alighted at Dock Indicated:	Number of Riders
Salem	18
Charlestown Navy Yard	2
TOTAL	20

Other:	Number of Riders
(None identified)	

* Nonconnecting indicates that the specified route(s) was used at some point during the riders' trips, but the route(s) did not connect directly to the dock

MBTA Surveys: 2008–09

Commuter Boat Survey

Egress from the Commuter Boat

Logan Airport

Expanded Results

Exit Dock: Airport

Egress Mode:	Number of Riders	Percent of Riders
Walk Egress	0	0.0%
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	4	7.2%
Other Egress	0	0.0%
Total Private Trans.	4	7.2%
MBTA Bus	0	0.0%
Other Bus	52	92.8%
Rapid Transit	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	52	92.8%
TOTAL	56	100.0%
No Answer	0	

Trip time from dock 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							0	0.0%	0	0.0%
6-10							4	100.0%	4	100.0%
11-15	(No responses)		(No responses)		(No responses)		0	0.0%	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							4	100.0%	4	100.0%
No Answer							0		0	
Avg. Time (min)							10.0		10.0	

MBTA Surveys: 2008–09

Commuter Boat Survey

Transfers from Commuter Boat

Logan Airport

Expanded Results

Exit Dock: Airport

Transferring from:

Commuter Rail, Alighted at Station Indicated:	Number of Riders
(None identified)	

Rapid Transit, Alighted at Station Indicated:	Number of Riders
(None identified)	

Connecting MBTA Bus Routes:	Number of Riders
(None identified)	

Nonconnecting* MBTA Bus Routes:	Number of Riders
(None identified)	

Other Connecting Bus Routes:	Number of Riders
MPA Shuttle	52
TOTAL	52

Other Nonconnecting* Bus Routes:	Number of Riders
(None identified)	

Boat, Alighted at Dock Indicated:	Number of Riders
(None identified)	

Other:	Number of Riders
(None identified)	

* Nonconnecting indicates that the specified route(s) was used at some point during the riders' trips, but the route(s) did not connect directly to the dock

MBTA Surveys: 2008–09

Commuter Boat Survey

Egress from the Commuter Boat

Boston

Expanded Results

Exit Dock: Rowes Wharf

Egress Mode:	Number of Riders	Percent of Riders
Walk Egress	1,218	93.8%
Drive/Park Egress	0	0.0%
Pick-up Egress	7	0.5%
Taxi Egress	10	0.8%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	10	0.8%
Other Egress	0	0.0%
Total Private Trans.	1,245	95.9%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	48	3.7%
Commuter Rail	0	0.0%
Boat	5	0.4%
Other	0	0.0%
Total Public Trans.	53	4.1%
TOTAL	1,298	100.0%
No Answer	42	

Trip time from dock 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	382	32.2%			0	0.0%	4	26.5%	385	31.9%
6-10	533	44.9%			0	0.0%	6	48.2%	540	44.7%
11-15	201	16.9%	(No responses)		0	0.0%	0	0.0%	201	16.7%
16-20	53	4.5%			7	100.0%	3	25.3%	63	5.2%
21-30	16	1.3%			0	0.0%	0	0.0%	16	1.3%
31-45	2	0.2%			0	0.0%	0	0.0%	2	0.1%
Over 45	0	0.0%			0	0.0%	0	0.0%	0	0.0%
TOTAL	1,186	100.0%			7	100.0%	13	100.0%	1,207	100.0%
No Answer	32				0		7		38	
Avg. Time (min)	9.0				20.0		11.2		9.1	

MBTA Surveys: 2008–09

Commuter Boat Survey

Transfers from Commuter Boat

Boston

Expanded Results

Exit Dock: Rowes Wharf

Transferring from:

Commuter Rail, Alighted at Station Indicated:	Number of Riders
(None identified)	

Rapid Transit, Alighted at Station Indicated:	Number of Riders
Harvard	12
Kendall/MIT	9
Back Bay	5
Hynes Convention Center	5
Lechmere	4
Central	4
NE Medical Center	2
Prudential	2
St Paul Street-B	2
Other	3
TOTAL	48

Connecting MBTA Bus Routes:	Number of Riders
(None identified)	

Nonconnecting* MBTA Bus Routes:	Number of Riders
749	2
TOTAL	2

Other Connecting Bus Routes:	Number of Riders
(None identified)	

Other Nonconnecting* Bus Routes:	Number of Riders
(None identified)	

Boat, Alighted at Dock Indicated:	Number of Riders
Charlestown Navy Yard	5
TOTAL	5

Other:	Number of Riders
(None identified)	

* Nonconnecting indicates that the specified route(s) was used at some point during the riders' trips, but the route(s) did not connect directly to the dock

MBTA Surveys: 2008–09

Commuter Boat Survey

Egress from the Commuter Boat

Hingham

Expanded Results

Exit Dock: Hingham Shipyard

Egress Mode:	Number of Riders	Percent of Riders
Walk Egress	22	16.8%
Drive/Park Egress	97	72.2%
Pick-up Egress	12	9.0%
Taxi Egress	0	0.0%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	1	1.0%
Other Egress	0	0.0%
Total Private Trans.	132	99.0%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Rapid Transit	0	0.0%
Commuter Rail	1	1.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	1	1.0%
TOTAL	134	100.0%
No Answer	0	

Trip time from dock 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	0	0.0%	0	0.0%	12	100.0%			12	10.1%
6-10	6	26.8%	48	57.1%	0	0.0%			54	45.6%
11-15	4	19.3%	24	28.6%	0	0.0%	(No responses)		28	23.9%
16-20	0	0.0%	0	0.0%	0	0.0%			0	0.0%
21-30	12	53.9%	12	14.3%	0	0.0%			24	20.3%
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	22	100.0%	84	100.0%	12	100.0%			119	100.0%
No Answer	0		12		0		1		13	
Avg. Time (min)	21.6		12.9		5.0				13.7	

MBTA Surveys: 2008–09

Commuter Boat Survey

Transfers from Commuter Boat

Hingham

Expanded Results

Exit Dock: Hingham Shipyard

Transferring from:

Commuter Rail, Alighted at Station Indicated:	Number of Riders
Greenbush	1

Rapid Transit, Alighted at Station Indicated:	Number of Riders
(None identified)	

TOTAL 1

Connecting MBTA Bus Routes:	Number of Riders
(None identified)	

Nonconnecting* MBTA Bus Routes:	Number of Riders
(None identified)	

Other Connecting Bus Routes:	Number of Riders
(None identified)	

Other Nonconnecting* Bus Routes:	Number of Riders
(None identified)	

Boat, Alighted at Dock Indicated:	Number of Riders
(None identified)	

Other:	Number of Riders
(None identified)	

* Nonconnecting indicates that the specified route(s) was used at some point during the riders' trips, but the route(s) did not connect directly to the dock

7 Destination Locations and Activities

The data tables in this chapter show where commuter boat or ferry riders 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 of the water transportation routes and for understanding the types of trips made on these routes. Additional information regarding the reasons for making trips is presented in Chapters 3 and 4.

A table presenting these data is provided for each dock; the tables are at the end of the chapter. Each table shows both the destinations and destination activities for the riders who exited the water transportation system at the dock in question. The data include not only the riders who left the entire transit system when they left the commuter boat or ferry portion of that system at these docks, but also riders who continued through transfers to bus, rapid transit, commuter rail, or other boats. (Details on the means of transportation between boat docks and destinations are provided in Chapter 6.)

7.1 DESTINATION LOCATIONS

7.1.1 DESCRIPTION OF THE DESTINATION LOCATIONS SECTION OF THE TABLE

In each dock'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 water transportation 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 commuter boat or ferry 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. (Depending on the amount of information provided, some of the "unspecified" destinations were identified as going to somewhere in downtown Boston, but not to a specific neighborhood.) The destination locations are listed in descending order, based on the number of riders.

7.1.2 OVERVIEW OF RESULTS

Surveys were returned by inbound and outbound riders on the Hingham route, but only by inbound riders on the Quincy/Hull route. Therefore, no information was obtained on the destinations of riders alighting at the Hull or Quincy docks. Returns from riders alighting from the Quincy/Hull route at the Aquarium dock (used instead of Long Wharf by two inbound AM peak-period trips) are included in the report for alightings at Long Wharf, which it adjoins.

Among riders alighting from commuter boats at Rowes Wharf, 50% reported destinations in the Financial/Retail District. Another 34% were destined to other neighborhoods within Boston Proper, and 10% to the South Boston Industrial Area.[4] The remaining 5% were destined either to other Boston neighborhoods or to Cambridge.

Among riders alighting from commuter boats at Long Wharf or the Aquarium dock, only 19% reported destinations in the Financial/Retail District. Another 67% were destined to other neighborhoods within Boston Proper, and 2% to the South Boston Industrial Area. The remaining 12% were disbursed among other Boston and Cambridge neighborhoods, with a few more distant cities and towns accounting for under 0.5% each. Transfers to the summer-only Salem ferry accounted for 4%.

At the Logan Airport dock, 93% of the alighting riders were destined for points within the airport grounds. The rest (based on one survey) had other East Boston destinations.

Among riders alighting at the Hingham dock, 62% had final destinations in Hingham, 27% went to Cohasset, 9% to Hull, and 2% to Scituate.

All of the riders alighting from the Inner Harbor Ferry at the Charlestown dock reported final destinations in Charlestown. Among those alighting from the ferry at Long Wharf, 46% reported destinations in the Financial/Retail District. Another 45% were destined to other neighborhoods within Boston Proper, and 6% to the South Boston Industrial Area. The remaining 3% were almost all destined to other Boston neighborhoods. (One rider transferred tot the Blue Line to go to Revere).

[4] Boston Proper is defined as the part of Boston enclosed approximately by the Charles River, Boston Inner Harbor, Fort Point Channel, the Southeast Expressway, and Massachusetts Avenue

7.2 DESTINATION ACTIVITIES

7.2.1 DESCRIPTION OF THE DESTINATION ACTIVITIES SECTION OF THE TABLE

In each dock'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 exit dock, 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 docks in the same general area, the resulting distribution of activities by destination location is more reliable than the results for individual stations.

7.2.2 OVERVIEW OF RESULTS

For commuter boat riders alighting at the Boston Waterfront docks, work was the most common destination activity. At Rowes Wharf, 92% of the alighting riders were going to work, and at most of the individual city, town, and neighborhood destinations reported, between 84% and 100% were going to work.

At Long Wharf, 59% of alighting commuter boat riders overall were going to work. At many of the destinations, 100% were going to work. However, social/recreational trips were ahead of work trips at three of the top four destinations: Waterfront (67% versus 30%), North End (67% versus 15%), and Boston Downtown unspecified (56% versus 42%).

Only 24% of the riders alighting at the Logan Airport dock were going to work. The rest were all going to "other" activities, consisting mostly of catching flights.

The Inner Harbor Ferry had a greater variety of destinations than the commuter boats. Among riders alighting at Long Wharf, 48% were going to work, 28% to social/recreational destinations, and 12% to work-related destinations, with a few to each of the other check-off destination, except school. At Charlestown, 41% were going to social/recreational destinations, 31% to work, 18% to home, and 5% each to work-related and "other" destinations.

Destination Locations and Activities

Charlestown

Expanded Results

Exit Dock: Chalestown Navy Yard

DESTINATION LOCATION			DESTINATION ACTIVITIES								
City/Neighborhood Destinations	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Boston: Charlestown	164	100.0%		18.2%		30.6%			5.0%	41.2%	5.0%
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	164	100.0%		18.2%		30.6%			5.0%	41.2%	5.0%

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

MBTA Surveys: 2008–09

Ferry Survey

Destination Locations and Activities

Boston

Expanded Results

Exit Dock: Long Wharf

DESTINATION LOCATION			DESTINATION ACTIVITIES								
City/Neighborhood Destinations	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Boston: Financial/Retail	161	45.0%				47.1%	10.5%	5.1%	17.5%	19.8%	
Boston: Waterfront	65	18.1%				56.5%			11.4%	32.1%	
Boston: Dwntwn Unspecified	33	9.1%		5.1%					19.6%	55.2%	20.2%
Boston: Govt Center	29	8.2%				81.9%		18.1%			
Boston: So Bos Indust	20	5.5%				46.4%				47.3%	6.4%
Boston: North End	10	2.8%							12.7%	87.3%	
Boston: Back Bay	9	2.6%				100.0%					
Boston: Prudential/Hancock	9	2.4%				38.6%				61.4%	
Boston: Park Square	6	1.7%				100.0%					
Brookline: Chestnut Hill	5	1.5%								100.0%	
Boston: South End	4	1.2%				100.0%					
Boston: Logan Airport	4	1.0%				44.9%					55.1%
Other (< 0.5 % of riders)	4	1.0%				64.5%				35.5%	
OVERALL TOTAL	359	100.0%		0.5%		48.1%	4.7%	3.8%	12.1%	28.0%	2.8%

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

Destination Locations and Activities

Boston

Expanded Results

Exit Dock: Long Wharf and Aquarium

DESTINATION LOCATION			DESTINATION ACTIVITIES								
City/Neighborhood Destinations	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Boston: North End	114	22.5%				15.6%	15.0%			69.5%	
Boston: Financial/Retail	90	17.7%				100.0%					
Boston: Waterfront	85	16.7%				32.8%			3.2%	64.0%	
Boston: Dwntwn Unspecified	57	11.3%				43.0%				54.7%	2.4%
Boston: Govt Center	47	9.3%				97.4%		2.6%			
Salem	18	3.6%								100.0%	
Boston: Beacon Hill	16	3.2%				100.0%					
Boston: Prudential/Hancock	12	2.3%				100.0%					
Boston: So Bos Indust	11	2.2%				100.0%					
Boston: Fenway	11	2.1%	18.1%			81.9%					
Boston: Park Square	9	1.7%				100.0%					
Boston: Longwood Med Area	8	1.6%				100.0%					
Boston: Charlestown	8	1.6%				100.0%					
Boston: South End	4	0.8%				100.0%					
Boston: Back Bay	3	0.7%				100.0%					
Other (< 0.5 % of riders)	14	2.7%				89.8%				10.2%	
OVERALL TOTAL	507	100.0%	0.4%			58.9%	3.4%	0.2%	0.5%	36.3%	0.3%

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

Destination Locations and Activities

Logan Airport
Exit Dock: Airport

Expanded Results

DESTINATION LOCATION			DESTINATION ACTIVITIES								
City/Neighborhood Destinations	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Boston: Logan Airport	52	92.8%				18.6%					81.4%
Boston: East Boston	4	7.2%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	56	100.0%				24.4%					75.6%

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

Destination Locations and Activities

Boston

Expanded Results

Exit Dock: Rowes Wharf

DESTINATION LOCATION			DESTINATION ACTIVITIES								
City/Neighborhood Destinations	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Boston: Financial/Retail	664	49.5%		0.3%		98.4%			1.3%		
Boston: Waterfront	168	12.5%				90.9%			3.0%	6.1%	
Boston: So Bos Indust	137	10.2%				89.9%				10.1%	
Boston: Dwntwn Unspecified	109	8.1%	10.2%			68.7%				21.2%	
Boston: Govt Center	96	7.1%				92.8%		7.2%			
Boston: North End	27	2.0%				100.0%					
Boston: Beacon Hill	26	1.9%				100.0%					
Boston: Prudential/Hancock	20	1.5%				100.0%					
Unspecified	17	1.3%	70.2%	19.8%		10.0%					
Boston: Park Square	16	1.2%				100.0%					
Boston: Fenway	15	1.2%				55.5%				44.5%	
Cambridge: Harvard Square	12	0.9%				83.5%			16.5%		
Cambridge: Kendall/MIT	11	0.9%				100.0%					
Boston: Back Bay	7	0.5%				100.0%					
Other (< 0.5 % of riders)	17	1.2%				100.0%					
OVERALL TOTAL	1340	100.0%	1.7%	0.4%		92.2%		0.5%	1.2%	4.0%	

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

Destination Locations and Activities

Hingham

Expanded Results

Exit Dock: Hingham Shipyard

DESTINATION LOCATION			DESTINATION ACTIVITIES								
City/Neighborhood Destinations	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/ Rec.	Other
Hingham	83	61.9%		72.9%		27.1%					
Cohasset	36	27.1%		100.0%							
Hull	12	9.0%		100.0%							
Scituate	3	2.0%		50.0%						50.0%	
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	134	100.0%		82.2%		16.8%				1.0%	

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 began their commuter boat or Inner Harbor Ferry trips at each dock, the origin locations of their entire trips by city, town, or neighborhood. The tables in Chapter 7 show the final destination locations, by city, town, or neighborhood of riders who completed the boat segments of their trips at each alighting dock. In this chapter, the type of table presented provides, for the passengers who boarded a commuter boat or ferry at each dock, a cross-tabulation between the origins of the passengers' entire trips and the final destinations of these trips, regardless of the means of transportation used in completing the trips. (The Inner Harbor Ferry and the Hingham commuter boat each operate between only two docks. The Quincy/Hull commuter boat stops at five docks.[5])

Chapter 2 addresses the same categories of data that are addressed in the present chapter, but at the level of the water transportation system as a whole. It includes tables and discussion.

8.1 DESCRIPTION OF TABLE

The origin-destination cross-tabulation table for each entry dock is based on the responses to survey question 4 for the Inner Harbor Ferry and question 4b for commuter boats, along with question 9b for both. 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 boat or connecting 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 water transportation survey is a part, the responses about origin and destination locations were aggregated by city or town, except in four municipalities: in Boston they were broken into

[5] For purposes of analysis throughout this report, surveys from passengers alighting from Quincy/Hull boats at the New England Aquarium dock have been combined with those from passengers alighting at Long Wharf, which it adjoins.

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 with definitions that have been used by CTPS in previous surveys, and 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 dock shows a maximum of 18 origins (in rows) and 10 destinations (in columns). For each boarding dock or group of docks, the origins included are those with the largest total numbers of reported trip beginnings, regardless of reported destination. The rows or origins are arranged in descending order of size. Any origins below the top 18 are combined as "Other" in the 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 the eleventh column.

At each entry dock, 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 destinations not shown for each origin listed and the importance of origins not shown for each destination listed. If information on specific "other" origins or destinations is desired, custom reports can be generated.

8.2 OVERVIEW OF RESULTS

For passengers boarding commuter boats at Hingham, the most common origin-destination pairs were from Hingham, Cohasset, and Scituate to the Boston Financial/Retail District, at 23%, 7%, and 7%, respectively. At the Hull dock, where all boarding passengers originated in Hull, the most common destinations were the Financial/Retail District (32%), the Boston Waterfront (9%), and Government Center (8%).

Origin-destination pairs for riders boarding at Quincy were less concentrated. Trips from Quincy to the Boston North End were first (10%), followed by trips from Hull to the North End (9%). Trips from Braintree to the Boston Waterfront were third (7%). (Riders from Hull who boarded boats at Quincy did so on trips that did not also stop at the Hull dock.)

Among Quincy/Hull boat riders alighting at the Logan Airport dock, most of whom had destinations on the airport grounds, the most common origins were Weymouth (23%), Hingham (21%), and Quincy (20%).

For riders boarding at Rowes Wharf, the most common origin-destination pair was from the Financial/Retail District to Hingham (27%). Trips from the Financial/Retail District to Cohasset and from the Boston Waterfront to Hingham were tied for second place, at 18% each.

On the ferry, at the Charlestown dock where almost all of the riders originated in Charlestown, the most common origin-destination pairs were from that neighborhood to the Financial/Retail District (27%), the downtown Boston Waterfront (18%), and Government Center (7%). At Long Wharf, where all of the boarding riders were destined for Charlestown, the most reported origins were the Financial/Retail District (21%), the Boston Waterfront (12%), and the Prudential/Hancock District (6%).

MBTA Surveys: 2008–09

Ferry Survey

Origin-Destination Cross-tabulation

Charlestown

Expanded Results

Entry Dock: Charlestown Navy Yard

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Financial/Retail	Boston: Waterfront	Boston: Dwntwn Unspecifie	Boston: Govt Center	Boston: So Bos Indust	Boston: North End	Boston: Back Bay	Boston: Prudential/ Hancock	Boston: Park Square	Brookline: Chestnut Hill	Other & % of Row	Row Total & % of Overall
Boston: Charlestown	161	60	33	29	20	10	9	9	6	5	7	354
											2.1%	*98.7%*
Medford	0	5	0	0	0	0	0	0	0	0	0	5
											0.0%	*1.3%*
Column Total & % of Overall	161	65	33	29	20	10	9	9	6	5	7	**359**
	45.0%	*18.1%*	*9.1%*	*8.2%*	*5.5%*	*2.8%*	*2.6%*	*2.4%*	*1.7%*	*1.5%*	*2.0%*	

MBTA Surveys: 2008–09

Ferry Survey

Origin-Destination Cross-tabulation

Boston

Expanded Results

Entry Dock: Long Wharf

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Charlestown											Row Total & % of Overall
Boston: Financial/Retail	34											34
												20.6%
Boston: Waterfront	19											19
												11.5%
Boston: Dwntwn Unspecified	12											12
												7.6%
Boston: Prudential/Hancock	9											9
												5.6%
Quincy	8											8
												5.1%
Cambridge: North Cambridge	8											8
												5.0%
Cambridge: Harvard Square	8											8
												5.0%
Cohasset	8											8
												5.0%
Everett	8											8
												5.0%
Provincetown	8											8
												5.0%
Weymouth	6											6
												3.5%
Lynn	5											5
												2.8%
Boston: Hyde Park	4											5
												2.8%
Hull	4											4
												2.3%
Plymouth	3											3
												2.0%
Hingham	3											3
												1.8%
Barrington, RI	3											3
												1.8%
Wellesley	3											3
												1.7%
Other & % of Column	7											7
	4.3%											*4.3%*
Column Total & % of Overall	164											**164**
	100.0%											

MBTA Surveys: 2008–09

Commuter Boat Survey

Origin-Destination Cross-tabulation

Boston

Expanded Results

Entry Dock: Rowes Wharf

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Hingham	Cohasset	Hull	Scituate								Row Total & % of Overall
Boston: Financial/Retail	36	24	0	0								60
												45.1%
Boston: Waterfront	24	0	0	1								25
												19.1%
Newton	12	0	0	0								12
												9.0%
Boston: So Bos Indust	0	12	0	0								12
												9.0%
Boston: Govt Center	0	0	12	0								12
												9.0%
Boston: Back Bay	6	0	0	0								6
												4.5%
Boston: Allston	4	0	0	0								4
												3.2%
Brookline: South Brookline	0	0	0	1								1
												1.0%
Column Total & % of Overall	83	36	12	3								**134**
	61.9%	*27.1%*	*9.0%*	*2.0%*								

MBTA Surveys: 2008–09

Commuter Boat Survey

Origin-Destination Cross-tabulation

Quincy

Expanded Results

Entry Dock: Fore River Shipyard

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: North End	Boston: Waterfront	Boston: Logan Airport	Boston: Dwntwn Unspecifie	Boston: Govt Center	Boston: Financial/R etail	Salem	Boston: Beacon Hill	Boston: Prudential/ Hancock	Boston: Longwood Med Area	Other & % of Row	Row Total & % of Overall
Weymouth	18	20	13	15	12	6	0	0	3	0	1	90
											1.5%	*25.1%*
Braintree	0	26	7	18	1	8	0	0	0	0	3	63
											4.3%	*17.5%*
Quincy	37	0	11	8	0	3	3	0	0	0	0	62
											0.0%	*17.3%*
Hull	34	0	0	0	0	1	0	0	0	0	0	35
											0.0%	*9.8%*
Cohasset	0	0	5	0	0	0	15	0	0	0	0	19
											0.0%	*5.4%*
Hingham	0	1	12	0	0	1	0	3	0	0	1	19
											7.5%	*5.3%*
Orleans	0	0	0	0	17	0	0	0	0	0	0	17
											0.0%	*4.8%*
Bridgewater	17	0	0	0	0	0	0	0	0	0	0	17
											0.0%	*4.8%*
Stoughton	0	15	0	0	0	0	0	0	0	0	0	15
											0.0%	*4.2%*
Scituate	0	3	1	0	0	4	0	0	0	0	0	9
											0.0%	*2.4%*
Norwell	0	0	3	1	0	0	0	0	0	0	0	5
											0.0%	*1.3%*
Hanover	0	0	0	0	0	0	0	0	0	3	0	3
											0.0%	*0.8%*
Whitman	0	0	0	2	0	0	0	0	0	0	0	3
											0.0%	*0.8%*
Rockland	0	0	0	1	0	0	0	0	0	0	0	1
											0.0%	*0.4%*
Plymouth	0	0	0	0	1	0	0	0	0	0	0	1
											0.0%	*0.3%*
Column Total & % of Overall	105	65	52	45	32	24	18	3	3	3	5	**357**
	29.5%	*18.3%*	*14.6%*	*12.6%*	*8.8%*	*6.6%*	*5.1%*	*0.9%*	*0.8%*	*0.8%*	*1.5%*	

MBTA Surveys: 2008–09

Commuter Boat Survey

Origin-Destination Cross-tabulation

Hingham

Expanded Results

Entry Dock: Hingham Shipyard

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Financial/Retail	Boston: Waterfront	Boston: So Bos Indust	Boston: Dwntwn Unspecifie	Boston: Govt Center	Boston: North End	Boston: Beacon Hill	Boston: Prudential/ Hancock	Unspecified	Boston: Park Square	Other & % of Row	Row Total & % of Overall
Hingham	301	64	60	56	46	12	19	7	14	0	32	613
											5.2%	*45.7%*
Scituate	96	23	34	12	14	4	0	2	3	4	0	200
											0.0%	*14.9%*
Cohasset	96	31	18	11	12	3	0	7	0	8	2	188
											1.0%	*14.1%*
Weymouth	49	12	10	5	14	0	0	4	0	2	0	96
											0.0%	*7.1%*
Hull	39	7	3	12	3	0	0	0	0	2	4	78
											5.5%	*5.8%*
Norwell	43	0	2	0	3	0	7	0	0	0	4	59
											6.4%	*4.4%*
Marshfield	10	27	6	5	2	0	0	0	0	0	5	54
											9.2%	*4.1%*
Pembroke	5	2	0	0	0	7	0	0	0	0	0	14
											0.0%	*1.1%*
Duxbury	8	0	4	0	0	0	0	0	0	0	0	11
											0.0%	*0.8%*
Hanover	6	2	0	0	2	0	0	0	0	0	0	9
											0.0%	*0.7%*
Unspecified	2	0	0	7	0	0	0	0	0	0	0	9
											0.0%	*0.7%*
Plymouth	5	0	0	0	0	0	0	0	0	0	0	5
											0.0%	*0.4%*
Rockland	3	0	0	0	0	0	0	0	0	0	0	5
											0.0%	*0.4%*
Column Total & % of Overall	664	168	137	109	96	27	26	20	17	16	47	**1340**
	49.5%	*12.5%*	*10.2%*	*8.1%*	*7.1%*	*2.0%*	*1.9%*	*1.5%*	*1.3%*	*1.2%*	*3.5%*	

MBTA Surveys: 2008–09

Commuter Boat Survey

Origin-Destination Cross-tabulation

Hull

Expanded Results

Entry Dock: Pemberton Point

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Financial/Retail	Boston: Waterfront	Boston: Govt Center	Boston: Beacon Hill	Boston: Dwntwn Unspecifie	Boston: So Bos Indust	Boston: Fenway	Boston: Prudential/ Hancock	Boston: North End	Boston: Park Square	Other & % of Row	Row Total & % of Overall
Hull	66	19	16	13	12	10	9	9	9	9	26	206
											12.7%	*100.0%*
Column Total & % of Overall	66	19	16	13	12	10	9	9	9	9	26	**206**
	32.1%	*9.4%*	*7.7%*	*6.4%*	*5.9%*	*4.8%*	*4.5%*	*4.3%*	*4.2%*	*4.1%*	*12.7%*	

Socioeconomic Characteristics

This chapter presents data on the age, gender, income, and ethnicity of commuter boat and Inner Harbor Ferry riders. Tables (at the end of the chapter) present these data by dock. For each dock, three tables presenting, respectively, the age, gender, and income data are grouped on one page. Ethnicity data for that dock's riders are shown in two tables on the following page. The data for each dock are based on the survey responses from riders who started the water transportation portions of their trips at that dock. Chapter 2 addresses the same categories of data that are addressed in the present chapter, but at the level of the water transportation system as a whole. It includes tables and discussion.

9.1 AGE OF RIDERS

9.1.1 DESCRIPTION OF TABLE

The first table for each station 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

On the commuter boat lines overall, 89% of the riders were between the ages of 25 and 64. This figure ranged from 89% to 92% at the Hull, Rowes Wharf, and Hingham docks, but dropped to 76% at Quincy. Non-work trips contributed to unusually large numbers of riders in the oldest and youngest age groups at Quincy. Riders aged 65 and older accounted for 13% of Quincy boardings, compared with 0% to 6% at the other three docks. Riders aged 18 and under accounted for 9% of Quincy boardings, compared with under 1% at each of the other three docks. The share of college-age riders (19–24) was highest at Rowes Wharf (9%), but ranged from 3% to 5% at the other three docks.

On the Inner Harbor Ferry, 78% of riders were between the ages of 25 and 64, including 81% at Long Wharf and 77% at Charlestown. However, the upper

and lower age group distributions varied significantly between the two terminals. At Charlestown, 22% of riders were age 65 and older, versus 6% at Long Wharf. Less than 1% of riders at Charlestown were aged 18 and under, and less than 1% were aged 19 to 24, compared with 8% and 6%, respectively, at Long Wharf.

9.2 GENDER OF RIDERS

9.2.1 DESCRIPTION OF TABLE

The gender table for each station 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 the commuter boats, overall ridership was almost evenly divided between males (51%) and females (49%), but the pattern varied widely among boarding locations. At Hingham, males significantly outnumbered females (59% to 41%), but females were predominant at Quincy (59% to 41%), Hull (62% to 38%), and Rowes Wharf (86% to 14%). Females likewise outnumbered males on the ferry at Charlestown (58% to 42%) and at Long Wharf (75% to 25%).

The only boarding location where any riders self-identified as transgender was Hingham (less than 1%, based on one survey).

9.3 ANNUAL HOUSEHOLD INCOME

9.3.1 DESCRIPTION OF TABLE

Each dock'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 at the dock.

9.3.2 OVERVIEW OF RESULTS

The overall survey results indicated a high average household income among water transportation users, with 73% of those on the commuter boat and 72% on the ferry reporting incomes of $100,000 or more. However, the averages were heavily influenced by a few of the boarding locations. Specifically, on the

Hingham commuter boat, 81% of those boarding at Hingham and 79% of those boarding at Rowes Wharf were in the $100,000 or more range. In contrast, on the Quincy/Hull route, only 48% of those boarding at Quincy and 56% boarding at Hull were in this top range. The only one of these four boarding points with more than 1% reporting incomes of under $30,000 was Hull, at 4%.

On the ferry, of those boarding at Charlestown, 77% reported incomes of $100,000 or more, and 2% were below $30,000. At long Wharf, 60% were above $100,000 and 7% below $30,000,

Average household income would be expected to be related to some extent to average household size, but the survey did not ask for the number of household members in the workforce. Overall, commuter boat riders with average household incomes of $100,000 or more had average household sizes of 3.28, while those with average household incomes of under $30,000 had average household sizes of 2.85. Ferry riders with average household incomes of $100,000 or more had average household sizes of 2.29, while those with average household incomes of under $30,000 had average household sizes of 1.87. These household size differences alone were too small to account for differences in household income.

9.4 ETHNICITY OF RIDERS

9.4.1 DESCRIPTION OF TABLES

For each dock, ethnicity is reported using two tables. The first summarizes the results from survey question 20, “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 21a, “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 21a could have checked any of the races listed in question 21. However, the number of responses from commuter boat and ferry riders who self-identified as Hispanic/Latino was too small to provide meaningful breakdowns of their additional racial identities.

9.4.2 OVERVIEW OF RESULTS

The majority of riders who boarded water transportation services at each dock were white, both on commuter boats (95%) and on the ferry (93%). At the three South Shore commuter boat terminals, 96% to 99% of the riders self-

identified as white. The downtown terminal at Rowes Wharf had greater diversity, with 73% white, 14% Asian, 4% black or African-American, and 10% "other."

On the ferry, 95% of those boarding at Charlestown were white, and almost all the rest were Asian. At Long Wharf, 87% were white, 6% Asian, and 7% "other."

On the commuter boat, 1% or less at each dock answered "yes" as to whether they were Hispanic/Latino. On the ferry, 1% at Charlestown and 7% at Long Wharf answered "yes" to this question.

This chapter's tables begin
on the following page.

MBTA Surveys: 2008–09

Ferry Survey

Socioeconomic Characteristics

Charlestown

Expanded Results

Entry Dock: Charlestown Navy Yard

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	1	0.4%	0.4%
19 - 24	3	0.7%	1.1%
25 - 34	51	14.3%	15.4%
35 - 44	51	14.2%	29.6%
45 - 64	172	48.0%	77.6%
65 and Older	80	22.4%	100.0%
TOTAL	359	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	141	41.6%
Female	198	58.4%
Transgender	0	0.0%
TOTAL	338	100.0%
No Answer	20	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	0	0.0%	0.0%
$20,000 - $29,999	7	2.2%	2.2%
$30,000 - $39,999	6	2.0%	4.1%
$40,000 - $49,999	14	4.8%	8.9%
$50,000 - $59,999	8	2.7%	11.6%
$60,000 - $74,999	15	4.8%	16.5%
$75,000 - $99,999	20	6.5%	22.9%
$100,000 or more	233	77.1%	100.0%
TOTAL	302	100.0%	100.0%
No Answer	56		

Mean Household Size: 1.99

Ethnicity of Riders

Charlestown

Expanded Results

Entry Dock: Charlestown Navy Yard

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	1	0.3%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	13	3.8%
White	323	95.4%
Other	2	0.5%
Riders who gave at least 1 response	339	

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	3	1.0%
No	332	99.0%
TOTAL	336	100.0%
No Answer	23	

MBTA Surveys: 2008–09

Ferry Survey

Socioeconomic Characteristics

Boston

Expanded Results

Entry Dock: Long Wharf

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	11	7.7%	7.7%
19 - 24	8	5.6%	13.3%
25 - 34	10	6.8%	20.1%
35 - 44	18	11.9%	32.0%
45 - 64	92	62.4%	94.4%
65 and Older	8	5.6%	100.0%
TOTAL	148	100.0%	100.0%
No Answer	16		

Gender of Riders:	Number of Riders	Percent of Riders
Male	35	25.4%
Female	103	74.6%
Transgender	0	0.0%
TOTAL	138	100.0%
No Answer	26	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	8	7.1%	7.1%
$20,000 - $29,999	0	0.0%	7.1%
$30,000 - $39,999	7	6.2%	13.3%
$40,000 - $49,999	4	3.6%	16.9%
$50,000 - $59,999	0	0.0%	16.9%
$60,000 - $74,999	0	0.0%	16.9%
$75,000 - $99,999	27	23.4%	40.3%
$100,000 or more	70	59.7%	100.0%
TOTAL	116	100.0%	100.0%
No Answer	48		

Mean Household Size: 2.71

MBTA Surveys: 2008–09

Ferry Survey

Ethnicity of Riders

Boston

Expanded Results

Entry Dock: Long Wharf

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	0	0.0%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	8	5.9%
White	122	87.4%
Other	9	6.6%
Riders who gave at least 1 response	139	

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	11	7.4%
No	137	92.6%
TOTAL	148	100.0%
No Answer	16	

Socioeconomic Characteristics

Boston

Expanded Results

Entry Dock: Rowes Wharf

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	0	0.0%	0.0%
19 - 24	12	9.0%	9.0%
25 - 34	10	7.7%	16.8%
35 - 44	24	18.1%	34.8%
45 - 64	87	65.2%	100.0%
65 and Older	0	0.0%	100.0%
TOTAL	134	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	19	14.3%
Female	115	85.7%
Transgender	0	0.0%
TOTAL	134	100.0%
No Answer	0	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	0	0.0%	0.0%
$20,000 - $29,999	0	0.0%	0.0%
$30,000 - $39,999	0	0.0%	0.0%
$40,000 - $49,999	12	12.4%	12.4%
$50,000 - $59,999	6	5.8%	18.2%
$60,000 - $74,999	1	1.4%	19.6%
$75,000 - $99,999	1	1.4%	20.9%
$100,000 or more	77	79.1%	100.0%
TOTAL	97	100.0%	100.0%
No Answer	36		

Mean Household Size: 3.43

MBTA Surveys: 2008–09

Commuter Boat Survey

Ethnicity of Riders

Boston

Expanded Results

Entry Dock: Rowes Wharf

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	5	3.8%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	16	13.5%
White	88	72.8%
Other	12	9.9%
Riders who gave at least 1 response	122	

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

Are You Hispanic/Latino?:	Number of Responses	Percent of Responses
Yes	1	1.1%
No	119	98.9%
TOTAL	120	100.0%
No Answer	13	

Socioeconomic Characteristics

Quincy

Expanded Results

Entry Dock: Fore River Shipyard

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	31	8.9%	8.9%
19 - 24	9	2.5%	11.4%
25 - 34	37	10.6%	22.0%
35 - 44	63	18.2%	40.2%
45 - 64	163	47.2%	87.4%
65 and Older	43	12.6%	100.0%
TOTAL	346	100.0%	100.0%
No Answer	11		

Gender of Riders:	Number of Riders	Percent of Riders
Male	133	41.2%
Female	190	58.8%
Transgender	0	0.0%
TOTAL	324	100.0%
No Answer	34	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	2	0.7%	0.7%
$20,000 - $29,999	0	0.0%	0.7%
$30,000 - $39,999	44	16.3%	17.0%
$40,000 - $49,999	1	0.5%	17.5%
$50,000 - $59,999	5	1.8%	19.2%
$60,000 - $74,999	54	20.1%	39.3%
$75,000 - $99,999	36	13.2%	52.5%
$100,000 or more	128	47.5%	100.0%
TOTAL	269	100.0%	100.0%
No Answer	88		

Mean Household Size: 2.97

Ethnicity of Riders

Quincy

Expanded Results

Entry Dock: Fore River Shipyard

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	1	0.4%
Black or African-American	0	0.0%
Native Hawaiian or Other Pacific Islander	2	0.6%
Asian	0	0.0%
White	335	99.0%
Other	0	0.0%
Riders who gave at least 1 response	338	

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	3	1.0%
No	328	99.0%
TOTAL	331	100.0%
No Answer	26	

MBTA Surveys: 2008–09

Commuter Boat Survey

Socioeconomic Characteristics

Hingham

Expanded Results

Entry Dock: Hingham Shipyard

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	9	0.7%	0.7%
19 - 24	34	2.5%	3.2%
25 - 34	199	15.1%	18.3%
35 - 44	418	31.7%	49.9%
45 - 64	600	45.4%	95.4%
65 and Older	61	4.6%	100.0%
TOTAL	1,320	100.0%	100.0%
No Answer	21		

Gender of Riders:	Number of Riders	Percent of Riders
Male	767	58.8%
Female	530	40.7%
Transgender	7	0.5%
TOTAL	1,304	100.0%
No Answer	36	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	0	0.0%	0.0%
$20,000 - $29,999	3	0.3%	0.3%
$30,000 - $39,999	13	1.1%	1.4%
$40,000 - $49,999	7	0.6%	1.9%
$50,000 - $59,999	18	1.5%	3.4%
$60,000 - $74,999	83	7.0%	10.4%
$75,000 - $99,999	104	8.6%	19.0%
$100,000 or more	972	81.0%	100.0%
TOTAL	1,200	100.0%	100.0%
No Answer	140		

Mean Household Size: 3.08

Ethnicity of Riders

Hingham

Expanded Results

Entry Dock: Hingham Shipyard

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	7	0.5%
Black or African-American	0	0.0%
Native Hawaiian or Other Pacific Islander	7	0.5%
Asian	22	1.8%
White	1,226	96.5%
Other	14	1.1%
Riders who gave at least 1 response	1,271	

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	7	0.6%
No	1,214	99.4%
TOTAL	1,221	100.0%
No Answer	120	

Socioeconomic Characteristics

Hull

Expanded Results

Entry Dock: Pemberton Point

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	0	0.0%	0.0%
19 - 24	11	5.2%	5.2%
25 - 34	13	6.6%	11.7%
35 - 44	33	15.9%	27.6%
45 - 64	137	66.7%	94.2%
65 and Older	12	5.8%	100.0%
TOTAL	206	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	76	38.0%
Female	123	62.0%
Transgender	0	0.0%
TOTAL	199	100.0%
No Answer	7	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	7	4.1%	4.1%
$20,000 - $29,999	0	0.0%	4.1%
$30,000 - $39,999	0	0.0%	4.1%
$40,000 - $49,999	4	2.3%	6.4%
$50,000 - $59,999	15	9.4%	15.8%
$60,000 - $74,999	25	15.2%	31.0%
$75,000 - $99,999	22	13.0%	44.0%
$100,000 or more	92	56.0%	100.0%
TOTAL	165	100.0%	100.0%
No Answer	41		

Mean Household Size: 2.62

Ethnicity of Riders

Hull

Expanded Results

Entry Dock: Pemberton Point

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	0	0.0%
Black or African-American	4	2.0%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	0	0.0%
White	192	97.0%
Other	2	1.0%
Riders who gave at least 1 response	198	

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	189	100.0%
TOTAL	189	100.0%
No Answer	16	

10 Usage Rates and Fare Types

The data tables in this chapter show how frequently commuter boat and Inner Harbor Ferry riders used those services. The tables also show how these riders paid their fares and how these different payment methods were related to how frequently riders used the boats.

The tables (at the end of the chapter) present data by boarding dock. For each dock, 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 boats boarding at that dock; the second shows their seasonal variation in boat use. The third shows how many riders used each fare type and how often the users of each fare type used water transportation. The data for each dock are based on the survey responses from riders who boarded a commuter boat or ferry at that dock.

Chapter 2 addresses the same categories of data that are addressed in the present chapter, but at the level of the water transportation system 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 dock summarizes the results of survey question 11, which asked how many days a week riders used the commuter boat or ferry. Nine check boxes were provided on the survey form: one for each 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

When the survey was conducted, the Inner Harbor Ferry route had service seven days a week. The Hingham commuter boat operated only on weekdays. The Quincy/Hull route served Quincy seven days a week, but served Hull only on weekdays.

On the Hingham route, the most common reported usage frequency among riders boarding at Hingham was five days a week, reported by 67%, with four days second, at 13%, and three days next, at 9%. “Less than one day” and “just visiting” accounted for 2% each. Riders reporting use greater than five days probably used the Quincy route on weekends.

Outbound riders on the Hingham route had a much different usage pattern, with “less than one day” being first, at 46%, and five days second, at 31%.

On the Quincy/Hull route, among those boarding at Quincy, “less than one day” was first, at 32%, “just visiting” was second, at 28%, and five-day use was third, at 19%. At Hull, 73% rode five days a week, there were no reported visitors, and only 5% rode less than once a week.

On the Inner Harbor Ferry, only 28% of the riders boarding at each end were five-day riders. At Long Wharf, 36% were “just visiting,” but only 12% were in this category at Charlestown. Riders using the service less than one day a week accounted for 10% at Long Wharf and 8% at Charlestown.

10.2 SEASONAL USE PATTERNS

10.2.1 DESCRIPTION OF TABLE

The seasonal use patterns table summarizes the results of survey question 12, which asked riders if they used their commuter boats or ferries at the same frequency in all seasons, less often in winter, or more often in summer, with space to write in some other pattern of variation. (The surveys were distributed in July, which typically has the highest average ridership of any month on the boat routes.) For each seasonal use pattern, the table shows the number and percent of riders.

10.2.2 OVERVIEW OF RESULTS

Commuter boat riders boarding at Hingham and Hull had the most stable ridership patterns, with 81% and 79% reporting, respectively, that their use did not vary by season. At Hingham, 10% reported less frequent winter use and 9% reported more frequent summer use. At Hull, these seasonal variations were each reported by 8%.

At Quincy, only 43% reported no seasonal variation in use, with 25% reporting reduced winter use and 41% reporting increased summer use. At Rowes Wharf, 57% reported no seasonal variation, 14% reported reduced winter use, and 29% reported increased summer use.

On the Inner Harbor Ferry, 70% of those boarding in Charlestown reported no seasonal variation in use, 11% reported reduced winter use, and 9% reported increased summer use. At Long Wharf, 57% reported no seasonal variation in use, 13% reported reduced winter use, and 34% reported increased summer use.

10.3 USAGE RATES BY FARE TYPE

10.3.1 DESCRIPTION OF TABLE

The fare payment table summarizes the results of survey question 7: "What type of fare did you pay for this boat/ferry trip?" The commuter boats and the Inner Harbor Ferry have separate fare options, so the check-off choices differed somewhat between the two, as do the summary tables. The commuter boat survey provided nine check-off choices and the ferry survey provided eleven, with the final choice on each form being "Other" with space for write-ins. Riders using commuter rail monthly passes on the boats could also circle the zone number.

The first two columns of the fare usage tables present data regarding the mix of fare payment methods by showing the number and percentage of riders who used each of the listed fare payment types. The third column shows usage rates by fare type as the average number of days per week riders using each type of fare payment reported riding the boat or ferry, in question 11. Riders reporting usage of less than one day per week were assumed to have ridden an average of 0.5 days. Survey returns with no answer or "just visiting" in the frequency question were excluded from the calculations.

10.3.2 OVERVIEW OF RESULTS

Mix of Fare Payment Types

The first two columns of the table show that for the commuter boat routes overall, the most common method of fare payment was a 10-ride ticket, reported by 43% of all riders. This average was heavily influenced by the Hingham route, on which 52% of the riders boarding at Hingham and 53% at Rowes Wharf used these tickets. On the Quincy/Hull route, only 31% at Hull and 13% at Quincy used 10-ride tickets. (These tickets provided a 10% discount compared with 10 full fares.)

The second-most-common fare-payment method on commuter boats was some form of monthly pass, reported by 35% of the riders overall The minimum pass level accepted on these boats at the time of the survey was the Boat Pass, priced the same as 33 one-way full fares. These passes were also valid on all MBTA rapid transit and bus routes, the Inner Harbor Ferry, and commuter rail lines up to Zone 4. Commuter rail passes of Zone 5 or above were also accepted.

Pass use was highest among riders boarding at the Hull dock (57%), with no reported use of pass types other than the Boat Pass. Pass use was second-highest among riders boarding at the Hingham dock (40%). This included 30% who specified that they used Boat Passes, and 3% who reported use of Zone 5 or higher commuter rail passes. The other 7% did not specify the type of pass used. At the other end of the Hingham route, none of the riders surveyed at Rowes Wharf used monthly passes.

Among riders boarding at Quincy, 16% used monthly passes. This included 12% who reported use of Boat Passes, and 4% who did not specify the pass types. Based on their reported origin locations, almost all of the Hingham and Quincy riders with unspecified pass types would not have needed to have passes of a higher level than Boat Passes for use on their most likely alternate transit services.

The third-most-common fare-payment method on the commuter boats was Adult one-way full fares, at 15% overall. This share varied substantially among boarding points. At the low end, 5% of Hingham boardings and 6% of Hull boardings were made at full fare. At the high end, 45% at Rowes Wharf and 50% at Quincy paid full fares.

Senior citizen half fares accounted for 5% of overall commuter boat fares, ranging from 1% at Rowes Wharf to 4% each at Hingham and Hull, and 11% at Quincy. Free rides for children under the age of 12 accounted for 8% of boardings at Quincy, but none at the other three docks.

On the Inner Harbor Ferry, Adult one-way full fares were most common overall, used by 28% of the riders. This figure was slightly higher at Long Wharf (31%), and slightly lower at Charlestown (27%). Monthly passes were second overall, at 23%, and were also second at Long Wharf (29%), but only fourth at Charlestown (21%).

No monthly pass was issued specifically for the ferry. The minimum valid pass level was Zone 1A, which could also be used on MBTA rapid transit and local bus service and for commuter rail Zone 1A trips. At Long Wharf, the 29% using passes included 13% Zone 1A, 13% various commuter rail passes, and 4% boat passes. All of the Zone 1A pass users either rode only the ferry or transferred from a rapid transit line. The commuter rail pass users all transferred from South Side commuter rail lines, and the Boat Pass users transferred from the Hingham or Hull boats.

At Charlestown, the 21% of riders who used passes included 18% Zone 1A passes and 3% various commuter rail passes. All of the Zone 1A riders either rode only the ferry or transferred to rapid transit. The commuter rail pass users may have been using the boat for secondary trips, as they did not report commuter rail transfers.

At Charlestown, 60-ride tickets were the most common fare-payment form, at 28%, just ahead of Adult one-way full fares, but no riders boarding at Long Wharf used these tickets. The use of 7-Day LinkPasses was reported by 24% of the riders boarding at Long Wharf, but by only 1% of those boarding at Charlestown. (The majority of these passes at both docks were used by tourists visiting the U.S.S. *Constitution*.)

The only other fare payment method used by more than 2% of all ferry riders was Senior citizen half fares, at 17% overall. These accounted for 22% of the fares at Charlestown, but only 5% at Long Wharf.

Usage Rates by Fare Type

As discussed above, the final column of this table shows the average number of days per week that riders reporting use of each fare payment type used a commuter boat or ferry.

Monthly Pass

Unlimited-use passes typically show higher average usage rates than pay-per-ride options, because the most frequent riders have the most incentive to purchase passes. On the commuter boats, the average usage rate for all monthly pass forms combined was 4.7 days per week. This result was dominated by the average of 4.7 at Hingham, although averages were slightly higher at Hull (4.8) and Quincy (5.0).

On the ferry, monthly passes were used an average of 4.8 days per week, ranging from 4.5 at Charlestown to 5.3 at Long Wharf.

Multiple-Ride Tickets

Ten-ride tickets were used somewhat less frequently than monthly passes on commuter boats, with an overall average of 4.1 days per week. This ranged from 3.3 at Quincy to 4.2 at Hingham. On the ferry, 60-ride tickets, reported only by riders boarding at Charlestown, were used an average of 4.0 days per week.

Adult One-Way Full Fare

The Adult one-way full-fare resulted in the highest cost per ride of any fare option on any of the water transportation services. As would be expected, full-fare riders were among the least frequent boat riders. On the commuter boats, full-fare riders averaged 1.9 days of riding per week. This ranged from 1.4 days at Quincy and Rowes Wharf to 3.3 at Hingham and 3.5 at Hull. (The break-even point between a one-way fare and a monthly pass would have been about 3.8 days per week for a round-trip rider.)

On the ferry, full-fare riders averaged 3.2 days per week of riding, including 2.8 days at Charlestown and 4.4 at Long Wharf. (The break-even point between a one-way full fare and a Zone 1A pass would have been about 4.0 round-trips per week.)

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. No special monthly passes for riders eligible for reduced fares were offered on the commuter boats or the ferry.

On the commuter boats, the average use rate of Senior citizen half fares was 2.5 days per week. This ranged from 0.5 days at Rowes Wharf to 3.9 at Hingham. On the ferry, the average use rate of Senior citizen half fares was 2.8

days per week. This ranged from 0.5 days at Long Wharf to 3.2 at Charlestown.

No Student half fares were reported on the commuter boats or the ferry, and the number of Disability fares on these services was too small to allow meaningful calculations of average use.

This chapter's tables begin
on the following page.

MBTA Surveys: 2008–09

Ferry Survey

Usage Rates

Charlestown

Expanded Results

Entry Dock: Charlestown Navy Yard

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	28	7.9%	7.9%
One Day	8	2.1%	10.0%
Two Days	47	13.1%	23.1%
Three Days	68	19.0%	42.0%
Four Days	30	8.4%	50.4%
Five Days	101	28.1%	78.5%
Six Days	33	9.2%	87.7%
Seven Days	3	0.7%	88.5%
Only Visiting	41	11.5%	100.0%
TOTAL	359	100.0%	100.0%
No Answer	0		

Seasonal Use Patterns:	Number of Riders	Percent of Riders*
Doesn't vary by season	224	69.8%
Use less often in winter	36	11.1%
Use more often in summer	30	9.2%
Other	40	12.3%
TOTAL RIDERS GIVING AT LEAST 1 RESPONSE:	322	

**Note: Percent of riders may total to more than 100 percent due to multiple responses.*

Fare Types and Pass Usage

Charlestown

Expanded Results

Entry Dock: Charlestown Navy Yard

Usage Rates by Fare Type: Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Line Used/Wk.
Adult one-way full fare	98	27.2%	2.8
60-ride ticket	102	28.4%	4.0
Monthly pass	75	20.8%	4.5
Senior citizen half fare	80	22.2%	3.2
Student half fare	0	0.0%	0.0
1-day LinkPass	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
Disability half fare	1	0.4%	5.0
Child under age 12 free fare	0	0.0%	0.0
7-day LinkPass	4	1.1%	5.0
No Fare Payment Type Selected	0		
All Payment Types	359	100.0%	0.0

Monthly Pass Users by Type of Pass: Pass/Zone Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
Zone 1A	65	18.0%	4.7
1	3	0.9%	6.0
2	0	0.0%	0.0
3	5	1.5%	0.5
4	0	0.0%	0.0
5	0	0.0%	0.0
6	0	0.0%	0.0
7	0	0.0%	0.0
8	2	0.5%	5.0
Boat	0	0.0%	0.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	75	20.8%	4.5

MBTA Surveys: 2008–09

Ferry Survey

Usage Rates

Boston

Expanded Results

Entry Dock: Long Wharf

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	16	10.0%	10.0%
One Day	0	0.0%	10.0%
Two Days	0	0.0%	10.0%
Three Days	8	5.0%	15.1%
Four Days	26	15.7%	30.8%
Five Days	46	28.0%	58.8%
Six Days	0	0.0%	58.8%
Seven Days	8	5.0%	63.8%
Only Visiting	59	36.2%	100.0%
TOTAL	164	100.0%	100.0%
No Answer	0		

Seasonal Use Patterns:	Number of Riders	Percent of Riders*
Doesn't vary by season	74	56.6%
Use less often in winter	17	12.9%
Use more often in summer	45	34.2%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 RESPONSE:	130	

**Note: Percent of riders may total to more than 100 percent due to multiple responses.*

Fare Types and Pass Usage

Boston

Expanded Results

Entry Dock: Long Wharf

Usage Rates by Fare Type: Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Line Used/Wk.
Adult one-way full fare	48	31.0%	4.4
60-ride ticket	0	0.0%	0.0
Monthly pass	46	29.3%	5.3
Senior citizen half fare	8	5.3%	0.5
Student half fare	0	0.0%	0.0
1-day LinkPass	8	5.3%	0.0
Blind Access Card	0	0.0%	0.0
Disability half fare	0	0.0%	0.0
Child under age 12 free fare	8	5.3%	3.0
7-day LinkPass	37	23.8%	1.7
No Fare Payment Type Selected	8		
All Payment Types	156	100.0%	0.0

Monthly Pass Users by Type of Pass: Pass/Zone Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
Zone 1A	20	12.6%	5.6
1	6	3.7%	5.0
2	6	3.7%	5.0
3	3	1.8%	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	6	4.1%	5.0
Boat	6	3.5%	5.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	46	29.3%	5.3

MBTA Surveys: 2008–09

Commuter Boat Survey

Usage Rates

Boston

Expanded Results

Entry Dock: Rowes Wharf

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	62	46.1%	46.1%
One Day	0	0.0%	46.1%
Two Days	1	1.0%	47.1%
Three Days	17	12.5%	59.7%
Four Days	12	9.0%	68.7%
Five Days	42	31.3%	100.0%
Six Days	0	0.0%	100.0%
Seven Days	0	0.0%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	134	100.0%	100.0%
No Answer	0		

Seasonal Use Patterns:	Number of Riders	Percent of Riders*
Doesn't vary by season	77	57.4%
Use less often in winter	18	13.5%
Use more often in summer	39	29.1%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 RESPONSE:	134	

**Note: Percent of riders may total to more than 100 percent due to multiple responses.*

Fare Types and Pass Usage

Boston

Expanded Results

Entry Dock: Rowes Wharf

Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Line Used/Wk
Adult one-way full fare	60	45.1%	1.4
Monthly pass	0	0.0%	0.0
10-ride ticket	71	52.9%	3.6
Senior citizen half fare	1	1.0%	0.5
Student half fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
Disability half fare	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Other	1	1.0%	2.0
No Fare Payment Type Selected	0		
All Payment Types	134	100.0%	0.0

Monthly Pass Users by Type of Pass:

(No Passes Reported)

MBTA Surveys: 2008–09

Commuter Boat Survey

Usage Rates

Quincy

Expanded Results

Entry Dock: Fore River Shipyard

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	113	32.2%	32.2%
One Day	3	0.9%	33.0%
Two Days	31	8.7%	41.8%
Three Days	34	9.5%	51.3%
Four Days	1	0.4%	51.7%
Five Days	66	18.6%	70.3%
Six Days	3	0.9%	71.2%
Seven Days	4	1.1%	72.3%
Only Visiting	98	27.7%	100.0%
TOTAL	352	100.0%	100.0%
No Answer	5		

Seasonal Use Patterns:	Number of Riders	Percent of Riders*
Doesn't vary by season	137	43.1%
Use less often in winter	79	24.9%
Use more often in summer	130	40.9%
Other	9	2.8%
TOTAL RIDERS GIVING AT LEAST 1 RESPONSE:	318	

**Note: Percent of riders may total to more than 100 percent due to multiple responses.*

Fare Types and Pass Usage

Quincy

Expanded Results

Entry Dock: Fore River Shipyard

Usage Rates by Fare Type: **Fare Payment Type**	Number of Riders	Percent of Riders	Avg. No. of Days Line Used/Wk
Adult one-way full fare	179	50.0%	1.4
Monthly pass	56	15.7%	5.0
10-ride ticket	45	12.6%	3.3
Senior citizen half fare	40	11.1%	0.8
Student half fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
Disability half fare	0	0.0%	0.0
Child under age 12 free fare	30	8.3%	0.5
Other	9	2.4%	2.6
No Fare Payment Type Selected	0		
All Payment Types	357	100.0%	0.0

Monthly Pass Users by Type of Pass: **Pass/Zone Type**	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk
Boat	43	12.0%	5.0
Zone 5	0	0.0%	0.0
6	0	0.0%	0.0
7	0	0.0%	0.0
8	0	0.0%	0.0
No Pass Selected	13	3.6%	5.0
Total Riders Using Monthly Passes	56	15.7%	3.3

Usage Rates

Hingham

Expanded Results

Entry Dock: Hingham Shipyard

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	28	2.1%	2.1%
One Day	21	1.6%	3.7%
Two Days	67	5.1%	8.8%
Three Days	113	8.5%	17.4%
Four Days	177	13.4%	30.8%
Five Days	891	67.2%	98.0%
Six Days	0	0.0%	98.0%
Seven Days	3	0.3%	98.3%
Only Visiting	23	1.7%	100.0%
TOTAL	1,325	100.0%	100.0%
No Answer	16		

Seasonal Use Patterns:	Number of Riders	Percent of Riders*
Doesn't vary by season	1,061	81.4%
Use less often in winter	128	9.9%
Use more often in summer	114	8.7%
Other	41	3.2%
TOTAL RIDERS GIVING AT LEAST 1 RESPONSE:	1,303	

**Note: Percent of riders may total to more than 100 percent due to multiple responses.*

Usage Rates and Fare Types

Quincy

Expanded Results

Entry Dock: Fore River Shipyard

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	113	32.2%	32.2%
One Day	3	0.9%	33.0%
Two Days	31	8.7%	41.8%
Three Days	34	9.5%	51.3%
Four Days	1	0.4%	51.7%
Five Days	66	18.6%	70.3%
Six Days	3	0.9%	71.2%
Seven Days	4	1.1%	72.3%
Only Visiting	98	27.7%	100.0%
TOTAL	352	100.0%	100.0%
No Answer	5		

Seasonal Use Patterns:	Number of Riders	Percent of Riders*
Doesn't vary by season	137	43.1%
Use less often in winter	79	24.9%
Use more often in summer	130	40.9%
Other	9	2.8%
TOTAL RIDERS GIVING AT LEAST 1 RESPONSE:	318	

**Note: Percent of riders may total to more than 100 percent due to multiple responses.*

MBTA Surveys: 2008–09

Commuter Boat Survey

Usage Rates

Boston

Expanded Results

Entry Dock: Rowes Wharf

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	62	46.1%	46.1%
One Day	0	0.0%	46.1%
Two Days	1	1.0%	47.1%
Three Days	17	12.5%	59.7%
Four Days	12	9.0%	68.7%
Five Days	42	31.3%	100.0%
Six Days	0	0.0%	100.0%
Seven Days	0	0.0%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	134	100.0%	100.0%
No Answer	0		

Seasonal Use Patterns:	Number of Riders	Percent of Riders*
Doesn't vary by season	77	57.4%
Use less often in winter	18	13.5%
Use more often in summer	39	29.1%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 RESPONSE:	134	

**Note: Percent of riders may total to more than 100 percent due to multiple responses.*

MBTA Surveys: 2008–09

Ferry Survey

Usage Rates and Fare Types

Boston

Expanded Results

Entry Dock: Long Wharf

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	16	10.0%	10.0%
One Day	0	0.0%	10.0%
Two Days	0	0.0%	10.0%
Three Days	8	5.0%	15.1%
Four Days	26	15.7%	30.8%
Five Days	46	28.0%	58.8%
Six Days	0	0.0%	58.8%
Seven Days	8	5.0%	63.8%
Only Visiting	59	36.2%	100.0%
TOTAL	164	100.0%	100.0%
No Answer	0		

Seasonal Use Patterns:	Number of Riders	Percent of Riders*
Doesn't vary by season	74	56.6%
Use less often in winter	17	12.9%
Use more often in summer	45	34.2%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 RESPONSE:	130	

**Note: Percent of riders may total to more than 100 percent due to multiple responses.*

11 Vehicle Availability

The four types of data presented in this chapter describe the potential for commuter boat and Inner Harbor Ferry riders 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 and household size question (for the latter, see Chapter 9).

The tables (at the end of the chapter) present these data by boarding dock. For each dock, four tables presenting the four respective types of data for passengers who boarded there are grouped on a single page.

Chapter 2 addresses the same categories of data that are addressed in the present chapter, but at the level of the water transportation system as a whole. It includes tables and discussion.

11.1 LICENSED DRIVERS

11.1.1 DESCRIPTION OF TABLE

Each dock's table on licensed drivers shows both the numbers and percentages of boat riders who were 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

Most commuter boat and ferry riders boarding at every dock were licensed to drive. For all commuter boat docks combined, 97% of survey respondents were licensed. The lowest percentage of riders with licenses was at Quincy (87%). All of the unlicensed riders there were either children under age 12 or seniors. At Hingham, Hull, and Rowes Wharf, 98% or more of the riders were licensed.

On the ferry, 98% of the riders boarding at Charlestown and 92% of those boarding at Long Wharf were licensed drivers. About half of the unlicensed riders were students going to summer jobs in Charlestown.

11.2 USABLE VEHICLES PER HOUSEHOLD

11.2.1 DESCRIPTION OF TABLE

Each dock's table showing usable vehicles per household summarizes the results of survey question 15a, which asked how many usable vehicles (including autos, trucks, or motorcycles) a household had. Riders 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

Consistent with the high rates of licensed drivers, the majority of boat riders were from households with at least one usable vehicle. Among riders boarding at Quincy, Hingham, and Hull, 98% were from households with at least one vehicle. At Quincy and Hingham, 84% and 85%, respectively, reported two or more usable household vehicles, as did 75% at Hull. Among Rowes Wharf riders, 13% were from no-vehicle households, but 82% were from households with two or more vehicles.

Overall, vehicle ownership was lower among users of the ferry than among those of the commuter boats. At Charlestown, 97% of the riders were from households with at least one vehicle, but only 45% had two or more vehicles. At Long Wharf, 81% were from households with at least one vehicle, and 49% were from households with two or more vehicles. To some extent, these figures reflect a choice of some urban dwellers to rely on public transportation rather than owning many vehicles. About half of the Long Wharf riders from households with two or more vehicles were suburban residents who transferred to the ferry from commuter rail or commuter boat lines.

11.3 RIDERS WITH A HOUSEHOLD VEHICLE AVAILABLE FOR THE TRIP

11.3.1 DESCRIPTION OF TABLE

Each dock'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 commuter boat or ferry 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

Among the commuter boat riders, 93% overall had household vehicles available for the trips made on the survey day. The lowest reported percentage (86%) was at Quincy, and the highest was at Rowes Wharf (100%). On the

ferry, only 70% overall had vehicles available. All of the riders boarding at Charlestown had vehicles available, but only 46% of those boarding at Long Wharf did.

11.4 VEHICLES OWNED PER CAPITA

11.4.1 DESCRIPTION OF TABLE

For each dock's table 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 either question 15a or question 18a were not included in the calculations.

11.4.2 OVERVIEW OF RESULTS

Although households with no vehicles would also have no vehicles per capita, the numbers in the second and fourth tables may differ slightly because some riders who reported having no vehicles did not answer the household size question.

On the commuter boat lines overall, 54% of boarding riders had less than 1.0 vehicles per capita. The dock with the highest percentage of riders with 1.0 or more vehicles per capita was Hull (56%). Riders boarding at Rowes Wharf had the lowest per capita vehicle ownership, with 68% having less than 1.0 vehicle and none above 1.5 vehicles.

On the Inner Harbor Ferry overall, 47% of riders had less than 1.0 vehicles per capita. Among the riders boarding at Charlestown, only 39% had less than 1.0 vehicle per capita, and 8% had 1.5 or more. In contrast, among riders boarding at Long Wharf, 65% had less than 1.0 vehicle per capita, and only 3% had 1.5 or more. Although the average number of vehicles per household was higher for commuter boat riders than for ferry riders, ferry riders had more vehicles per capita, on average, because of smaller household sizes.

MBTA Surveys: 2008–09

Ferry Survey

Vehicle Availability

Charlestown

Expanded Results

Entry Dock: Charlestown Navy Yard

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	353	98.9%
Not Licensed	4	1.1%
TOTAL	357	100.0%
No Answer	2	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	11	3.0%
1 vehicle	188	52.3%
2 vehicles	120	33.3%
3 or more vehicles	41	11.3%
TOTAL	359	100.0%
No Answer	0	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	74	100.0%
No	0	0.0%
TOTAL	74	100.0%
No Answer	285	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	11	3.2%	3.2%
0.01 to 0.49 vehicles	14	4.1%	7.3%
0.50 to 0.99 vehicles	109	32.0%	39.3%
1.00 to 1.49 vehicles	180	52.7%	92.0%
1.50 to 1.99 vehicles	21	6.2%	98.1%
2 or more vehicles	6	1.9%	100.0%
TOTAL RESPONSES	341		

Vehicle Availability

Boston

Expanded Results

Entry Dock: Long Wharf

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	135	91.6%
Not Licensed	12	8.4%
TOTAL	148	100.0%
No Answer	16	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	27	18.7%
1 vehicle	48	32.6%
2 vehicles	48	32.6%
3 or more vehicles	23	16.1%
TOTAL	146	100.0%
No Answer	18	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	68	46.4%
No	79	53.6%
TOTAL	148	100.0%
No Answer	16	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	27	19.9%	19.9%
0.01 to 0.49 vehicles	29	20.9%	40.7%
0.50 to 0.99 vehicles	33	24.2%	65.0%
1.00 to 1.49 vehicles	44	31.9%	96.9%
1.50 to 1.99 vehicles	3	2.0%	98.9%
2 or more vehicles	2	1.1%	100.0%
TOTAL RESPONSES	138		

Vehicle Availability

Boston

Expanded Results

Entry Dock: Rowes Wharf

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	132	99.0%
Not Licensed	1	1.0%
TOTAL	134	100.0%
No Answer	0	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	18	13.3%
1 vehicle	6	4.5%
2 vehicles	86	64.2%
3 or more vehicles	24	18.1%
TOTAL	134	100.0%
No Answer	0	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	24	100.0%
No	0	0.0%
TOTAL	24	100.0%
No Answer	110	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	6	4.7%	4.7%
0.01 to 0.49 vehicles	12	9.9%	14.6%
0.50 to 0.99 vehicles	65	53.5%	68.0%
1.00 to 1.49 vehicles	39	32.0%	100.0%
1.50 to 1.99 vehicles	0	0.0%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	122		

MBTA Surveys: 2008–09

Commuter Boat Survey

Vehicle Availability

Quincy

Expanded Results

Entry Dock: Fore River Shipyard

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	308	87.4%
Not Licensed	45	12.6%
TOTAL	352	100.0%
No Answer	5	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	0	0.0%
1 vehicle	52	15.7%
2 vehicles	181	54.3%
3 or more vehicles	100	30.0%
TOTAL	334	100.0%
No Answer	23	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	295	85.5%
No	50	14.5%
TOTAL	345	100.0%
No Answer	12	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	0	0.0%	0.0%
0.01 to 0.49 vehicles	23	6.8%	6.8%
0.50 to 0.99 vehicles	138	41.7%	48.5%
1.00 to 1.49 vehicles	162	49.1%	97.5%
1.50 to 1.99 vehicles	1	0.4%	97.9%
2 or more vehicles	7	2.1%	100.0%
TOTAL RESPONSES	331		

Vehicle Availability

Hingham

Expanded Results

Entry Dock: Hingham Shipyard

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	1,325	99.9%
Not Licensed	2	0.1%
TOTAL	1,327	100.0%
No Answer	14	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	9	0.7%
1 vehicle	194	14.7%
2 vehicles	822	62.4%
3 or more vehicles	294	22.3%
TOTAL	1,318	100.0%
No Answer	22	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	1,282	96.5%
No	47	3.5%
TOTAL	1,329	100.0%
No Answer	12	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	9	0.7%	0.7%
0.01 to 0.49 vehicles	177	13.8%	14.5%
0.50 to 0.99 vehicles	522	40.6%	55.1%
1.00 to 1.49 vehicles	475	37.0%	92.1%
1.50 to 1.99 vehicles	79	6.1%	98.2%
2 or more vehicles	23	1.8%	100.0%
TOTAL RESPONSES	1,285		

Vehicle Availability

Hull

Expanded Results

Entry Dock: Pemberton Point

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	200	98.0%
Not Licensed	4	2.0%
TOTAL	204	100.0%
No Answer	2	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	4	2.0%
1 vehicle	48	23.2%
2 vehicles	108	52.5%
3 or more vehicles	46	22.3%
TOTAL	206	100.0%
No Answer	0	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	176	88.2%
No	24	11.8%
TOTAL	200	100.0%
No Answer	6	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	4	2.0%	2.0%
0.01 to 0.49 vehicles	19	9.6%	11.6%
0.50 to 0.99 vehicles	65	32.1%	43.7%
1.00 to 1.49 vehicles	98	48.7%	92.4%
1.50 to 1.99 vehicles	7	3.6%	96.0%
2 or more vehicles	8	4.0%	100.0%
TOTAL RESPONSES	201		

Service Quality

The data tables in this chapter summarize the ratings that commuter boat and Inner Harbor Ferry riders gave to nine measures of service quality that were listed in question 24 on the survey form. The question asked for the riders' feelings "about MBTA commuter boat or Inner Harbor Ferry service." This question differed from the others on the form in that it dealt with subjective opinions rather than descriptions 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 commuter boats or the ferry because of strong negative perceptions of one or more service attributes.

After rating the nine 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, overall importance levels were defined as follows: very low (first quartile); low (second quartile); moderate (third quartile); and high (fourth quartile). The results may vary among boarding locations; if there are significant variations, they 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 nine attributes and the ratings they received are discussed below in the order that they appeared on the survey forms. The importance level appears at the end of each subsection heading. Tables (at the end of the chapter) present the service quality data by dock. For each dock, one table presents both the ratings and importance rankings for each of the service quality measures. The data for each dock are based on the survey responses from riders who started the rapid transit portions of their trips at that station.

Chapter 2 addresses the same categories of data that are addressed in the present chapter, but at the level of the water transportation system as a whole. It includes tables and discussion.

12.1 DESCRIPTION OF TABLE

Respondents ranked the quality of nine attributes of MBTA commuter boat and Inner Harbor Ferry service on a scale from poor (1) to excellent (5) and also indicated which three of the nine attributes were most important to them. The table for each dock gives, for each attribute, the percent of respondents at that dock who checked each of the ratings (excluding those who gave no rating), and it also gives the mean rating. The final column in the table shows the number of riders checking each attribute as one of the three most important.

12.2 OVERVIEW OF RESULTS

Reliability (On-Time Performance) *Relative Importance: High*

Among passengers boarding commuter boats at all locations combined, 98% rated reliability average or better, as did at least 94% at each individual boarding dock. The overall mean rating was 4.7 on the scale of 1 to 5. The lowest mean ratings were at Hull and Quincy (4.3 each) and the highest was at Hingham (4.8).

On the Inner Harbor Ferry, reliability was rated as average or better by 97% of riders boarding at Long Wharf, with a mean of 4.5, and by 98% at Charlestown, with a mean of 4.7.

Reliability ranked as the most important service quality at every boarding location on the commuter boat routes and the ferry.

Safety and Security *Relative Importance: Moderate to High*

Among passengers boarding at all commuter boat docks combined, 99% rated safety and security average or better, as did at least 98% at each individual boarding dock. The overall mean rating was 4.6 on the scale of 1 to 5. This was in a three-way tie for the second-highest overall rating given by commuter boat riders to any of the nine attributes. The lowest mean ratings for safety and security were at Hull and Quincy (4.5), and the highest was at Rowes Wharf (4.8).

On the ferry 100% of the riders at both Long Wharf and Charlestown rated safety and security as average or better, with overall ratings of 4.7 and 4.8, respectively. This was the highest rating given to any measure at Long Wharf, and it was in a three-way tie for first place at Charlestown.

On the commuter boats, safety and security ranked as the fourth-most-important service quality overall, and ranged from second to fourth at the individual docks. On the ferry, it ranked second or third at each dock.

Cleanliness/Condition of Boats *Relative Importance: Medium*

On the survey form, this attribute referred to cleanliness/condition of boats rather than boarding locations. However, passengers making the longest or most frequent boat trips, and therefore spending the most time on board, would

be likely to have stronger impressions than those making shorter or less frequent trips.

Among passengers boarding at all commuter boat docks combined, 98% rated cleanliness/condition of boats as average or better, as did at least 97% at each individual dock. The overall mean rating was 4.3 on the scale of 1 to 5. The lowest mean rating for cleanliness/condition of boats was at Hull (4.2), and the highest was at Rowes Wharf (4.6).

On the ferry, 95% of the riders at Charlestown and 100% at Long Wharf rated cleanliness/condition of boats as average or better, with mean ratings of 4.1 at both locations.

The relative importance given to cleanliness/condition of boats varied among routes and docks. It was ranked sixth overall on commuter boats, ranging from second in importance at Quincy to least important at Rowes Wharf. On the ferry it was ranked fourth in importance at Long Wharf and sixth at Charlestown.

Courtesy of Boat Crews *Relative Importance: Low to Very Low*

Among passengers boarding at all commuter boat docks combined, 99% rated the courtesy of boat crews as average or better, as did over 97% at each individual dock. The overall mean rating was 4.6 on the scale of 1 to 5, as was the rating at each individual dock.

On the ferry, 100% of riders at both docks rated the courtesy of crews as average or better. However, a lower share of "5" ratings and a higher share of "3" ratings compared with commuter boats resulted in means of 4.5 for this measure at both ferry docks.

The courtesy of boat crews ranked as the eighth-most-important service quality (second-lowest) overall on the commuter boats, ranging from fifth at Hull to eighth or ninth at the other docks. On the ferry, this measure was ranked fifth at Charlestown and seventh at Rowes Wharf. Boat crews have more direct interaction with passengers than crews or operators of most MBTA rail and bus services have, so rider evaluations of boat crews may provide a more accurate picture of their courtesy levels.

Availability of Seating on Boats *Relative Importance: Low to Very Low*

Among passengers boarding at all commuter boat docks combined, 98% rated the availability of seating on boats as average or better, as did at least 96% at each individual boat dock. The overall mean rating was 4.4 on the scale of 1 to 5. This was also the rating at Hingham, Rowes Wharf, and Quincy. The lowest ratings (96% rating it average or better, with a mean of 4.2) were at Hull, where inbound AM peak-period riders were served by boats that had already picked up passengers at Quincy.

On the Inner Harbor Ferry, all riders at both docks rated the availability of seating on boats as average or better. The mean rating was 4.7 at Charlestown and 4.6 at Long Wharf.

On the commuter boats, the availability of seating was ranked fifth in importance among the nine attributes, ranging from fifth to eighth at individual boarding docks. On the ferry, it was seventh at Charlestown, but was not among the three most important measures checked by any Long Wharf riders.

Frequency of Service *Relative Importance: High*

Among passengers boarding commuter boats at all docks combined, 89% rated the frequency of service average or better. However, the ratings varied widely among boarding locations, reflecting differences in the levels of service provided. The highest percentages of average or better ratings were given by riders boarding at Hingham (95%) and Quincy (94%). At Rowes Wharf, 34% of riders rated frequency as below average, although none rated it as poor. At Hull, which was served by the fewest daily trips of the four docks, 26% rated frequency as below average, and 16% rated it as poor.

The overall mean rating was 4.0 on the scale of 1 to 5, making it the second-lowest-rated of the nine measures. At individual docks, the mean was 4.3 at Quincy, 4.1 at Hingham, 3.5 at Rowes Wharf, and 3.0 at Hull.

On the ferry, frequency was rated average or better by 96% of riders, varying only slightly between docks. The mean rating was 4.2 at both Charlestown and Long Wharf.

Frequency was ranked as the second-most-important service quality attribute overall, both on the commuter boats and on the ferry. It was also second at each individual commuter boat dock except Quincy, where it was only fifth. On the ferry, frequency ranked second at Charlestown, but only third at Long Wharf.

Travel Time/Speed *Relative Importance: Medium*

Among passengers boarding at all commuter boat docks combined, 98% rated travel time/speed average or better, as did at least 97% at each individual dock. The overall mean rating was 4.4 on the scale of 1 to 5, ranging from 4.3 at Quincy and Rowes Wharf to 4.6 at Hull. (Because of geography, the Hull route has a much greater time savings compared with land transportation than is possible from the other boat docks.)

All riders boarding the Inner Harbor Ferry at either Charlestown or Long Wharf rated travel time as average or better. The mean rating was 4.6 at Charlestown and 4.4 at Long Wharf.

Travel time/speed was ranked as the third-most-important of the nine attributes on the commuter boats overall, and also at Hingham and Hull. However, it was only fourth at Rowes Wharf, and was last at Quincy. This latter figure implies that the majority of Quincy boat riders are aware that faster and more frequent

travel options are available, but choose to use the boat anyway. Of the riders boarding at Quincy, 28% were visitors, many of whom were riding the boat as a means of touring Boston Harbor. None of the visitors checked travel time/speed as one of the three most important service measures. Most of the riders who did check this measure as one of the three most important were going from home to work and were frequent users of the boat.

Among ferry riders, travel time ranked fourth in importance at Charlestown and sixth at Long Wharf.

Parking Availability *Relative Importance: Low*

At all commuter boat docks combined, 81% of commuter boat riders reported using park-and-ride access, and even among those who did not, the majority applied ratings to parking availability. Overall, parking availability was rated as average or better by 99% of commuter boat riders, ranging from 98% at Quincy to 100% at Rowes Wharf. The overall mean rating was 4.6, ranging from 4.4 at Hull to 4.8 at Rowes Wharf.

Parking availability was rated much less favorably among Inner Harbor Ferry riders, although only 2% reported having accessed the service by driving and parking. Overall, 62% rated this measure as average or better, and 30% rated it as poor. At Long Wharf, 83% rated parking as average or better, but at Charlestown only 53% did. The mean rating was 3.5 at Long Wharf (second-lowest) and 2.6 at Charlestown (lowest of the nine measures).

Despite the heavy use of park-and-ride access by commuter boat riders, relatively few ranked parking availability as one of the three most important service quality measures. It was seventh in importance at Hingham and Hull, fourth at Quincy, and in a four-way tie for least important at Rowes Wharf.

Parking was also of little importance to ferry riders, placing eighth in importance at Charlestown and last at Long Wharf.

Amenities at Terminals *Relative Importance: Very Low*

Among passengers boarding at all commuter boat docks combined from which surveys were returned, 74% rated amenities at terminals as average or better. Passengers boarding at Quincy and Rowes Wharf were most inclined to give ratings of average or better (91% and 88%, respectively), while those boarding at Hingham and Hull were least likely to (70% and 63%). The overall mean rating was 3.3, ranging from 3.1 at Hingham and Hull to 3.9 at Rowes Wharf.

On the ferry, 86% of the riders boarding at Long Wharf, but only 63% of those boarding at Charlestown, rated amenities at terminals as average or better.

Despite the low ratings for amenities at terminals, boat riders did not seem very concerned. Overall, this attribute was rated the lowest in importance among the nine measures at all the commuter boat docks except Quincy, where it was eleventh. On the ferry, it was ninth at Charlestown but fifth at Long Wharf.

MBTA Surveys: 2008–09

Ferry Survey

Service Quality

Expanded Results

Charlestown

Entry Dock: Charlestown Navy Yard

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	4.7	0.0%	1.6%	2.4%	15.7%	80.3%	327	32	184
Safety and security	4.7	0.0%	0.0%	6.0%	20.3%	73.7%	337	22	108
Cleanliness/condition of ferries	4.1	0.0%	5.1%	19.6%	36.9%	38.5%	328	31	30
Courtesy of ferry crews	4.5	0.0%	0.0%	12.1%	26.1%	61.8%	335	24	40
Availability of seating on ferries	4.7	0.0%	0.0%	4.8%	22.5%	72.7%	329	30	16
Frequency of service	4.2	0.0%	3.7%	18.9%	31.9%	45.4%	342	17	142
Travel time/speed	4.6	0.0%	0.0%	6.8%	22.4%	70.8%	327	32	49
Parking availability	2.6	34.8%	12.3%	28.3%	2.4%	22.1%	148	210	6
Amenities at terminals	2.9	20.0%	17.0%	33.4%	14.9%	14.6%	234	125	0

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

MBTA Surveys: 2008–09

Ferry Survey

Service Quality

Expanded Results

Boston

Entry Dock: Long Wharf

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	4.5	0.0%	2.7%	8.0%	30.0%	59.2%	155	9	62
Safety and security	4.8	0.0%	0.0%	2.2%	17.0%	80.8%	155	9	39
Cleanliness/condition of ferries	4.1	0.0%	0.0%	29.4%	33.5%	37.0%	155	9	26
Courtesy of ferry crews	4.5	0.0%	0.0%	13.4%	25.4%	61.3%	155	9	3
Availability of seating on ferries	4.6	0.0%	0.0%	5.3%	25.6%	69.1%	155	9	0
Frequency of service	4.2	0.0%	5.4%	19.0%	24.1%	51.4%	152	12	36
Travel time/speed	4.4	0.0%	0.0%	5.3%	45.1%	49.6%	155	9	14
Parking availability	3.5	17.5%	0.0%	22.1%	38.1%	22.3%	63	101	0
Amenities at terminals	3.4	5.8%	8.0%	44.1%	26.3%	15.8%	141	23	16

* 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

Commuter Boat Survey

Service Quality

Expanded Results

Boston

Entry Dock: Rowes Wharf

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	4.7	0.0%	0.0%	11.2%	12.4%	76.5%	108	25	62
Safety and security	4.8	0.0%	0.0%	11.2%	1.2%	87.6%	108	25	38
Cleanliness/condition of boats	4.6	0.0%	0.0%	11.2%	22.3%	66.5%	108	25	0
Courtesy of ferry crews	4.6	0.0%	0.0%	0.0%	44.6%	55.4%	108	25	0
Availability of seating on boats	4.4	0.0%	0.0%	22.3%	12.4%	65.3%	108	25	12
Frequency of service	3.5	0.0%	33.5%	5.2%	34.7%	26.6%	108	25	38
Travel time/speed	4.3	0.0%	0.0%	11.2%	49.8%	39.0%	108	25	36
Parking availability	4.8	0.0%	0.0%	0.0%	15.6%	84.4%	86	48	0
Amenities at terminals	3.5	0.0%	11.6%	47.8%	24.5%	16.1%	104	30	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.

Service Quality

Expanded Results

Quincy

Entry Dock: Fore River Shipyard

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	4.3	3.6%	2.1%	6.7%	32.2%	55.5%	336	22	128
Safety and security	4.5	1.3%	0.8%	1.8%	39.7%	56.4%	351	7	60
Cleanliness/condition of boats	4.3	2.2%	1.7%	14.2%	32.3%	49.6%	349	8	60
Courtesy of ferry crews	4.6	0.0%	0.0%	11.0%	22.4%	66.6%	351	7	13
Availability of seating on boats	4.4	2.2%	0.0%	12.4%	30.8%	54.6%	349	9	28
Frequency of service	4.3	3.1%	3.0%	10.3%	32.8%	50.9%	349	9	30
Travel time/speed	4.3	2.2%	0.7%	11.1%	36.6%	49.4%	351	7	9
Parking availability	4.5	2.4%	0.0%	4.7%	33.1%	59.7%	345	12	50
Amenities at terminals	3.9	6.6%	2.9%	24.9%	29.9%	35.7%	310	47	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.

Service Quality

Expanded Results

Hingham

Entry Dock: Hingham Shipyard

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	4.8	0.3%	0.5%	1.7%	11.2%	86.3%	1306	35	883
Safety and security	4.6	0.0%	1.1%	6.0%	22.3%	70.6%	1285	55	244
Cleanliness/condition of boats	4.3	0.5%	1.5%	15.5%	35.7%	46.8%	1300	40	136
Courtesy of ferry crews	4.6	0.3%	0.5%	5.0%	23.4%	70.8%	1292	48	105
Availability of seating on boats	4.4	0.0%	1.6%	7.8%	37.3%	53.4%	1285	55	219
Frequency of service	4.1	0.5%	4.2%	18.8%	37.7%	38.8%	1301	39	551
Travel time/speed	4.4	0.0%	2.0%	11.3%	35.7%	50.9%	1290	50	442
Parking availability	4.7	0.0%	0.7%	3.3%	23.1%	72.9%	1291	50	128
Amenities at terminals	3.1	12.0%	17.9%	35.9%	14.7%	19.6%	1177	164	9

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

Service Quality

Expanded Results

Hull

Entry Dock: Pemberton Point

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor-tance*
Reliability (on-time performance)	4.3	2.8%	3.2%	10.8%	32.1%	51.0%	204	1	107
Safety and security	4.5	0.0%	0.0%	3.4%	38.7%	57.9%	192	14	32
Cleanliness/condition of boats	4.2	0.7%	1.0%	10.1%	53.3%	34.8%	195	11	19
Courtesy of ferry crews	4.6	0.0%	0.0%	7.6%	28.0%	64.4%	202	4	21
Availability of seating on boats	4.2	1.0%	2.7%	18.1%	36.1%	42.1%	195	11	16
Frequency of service	3.0	15.6%	25.8%	21.8%	19.7%	17.1%	202	4	70
Travel time/speed	4.6	0.0%	0.0%	4.8%	30.0%	65.1%	202	3	47
Parking availability	4.4	1.1%	1.9%	7.9%	31.1%	57.9%	174	32	17
Amenities at terminals	3.1	17.4%	19.2%	26.0%	15.7%	21.7%	160	46	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

Mode	Surveys Distributed	Surveys Returned	Response Rate	Ridership	Sample Rate
Rapid Transit	122,000	22,767	18.7%	296,200	7.7%
Bus	72,000	12,313	17.1%	209,700	5.9%
Commuter Rail	42,000	12,440	29.6%	55,550	22.4%
Greenbush CRR	1,475	526	35.7%	2,075	25.3%
Commuter Boat	1,500	693	46.2%	2,035	34.1%
Inner Harbor Ferry	300	178	59.3%	525	33.9%
Total	**239,275**	**48,917**	**20.4%**	**566,085**	**8.6%**

Results for the Greenbush commuter rail line are shown separately from those of the rest of the commuter rail system, because the Greenbush surveys included some questions pertaining only to the line, and the results are in a separate database. It should be noted that from a statistical standpoint, the absolute number of surveys returned may be more important than the percent sample rate, depending on the size of the population being surveyed.

Each survey form included a web address that respondents could use to fill out forms on-line instead of returning the paper form, but only small percentages of riders on each mode used the on-line option. On-line responses are included in the response and sampling rate calculations in the table above.

Passengers who made trips involving more than one of the modes in the table above would be included in the ridership totals for each of the modes they used, but if they received survey forms for more than one of these modes, they probably only completed one of them. To the extent that this occurred, the sample rate shown for the system as a whole understates the percentage of distinct individuals who were surveyed.

A.3 PROCESSING THE SURVEY FORMS

Before being entered in the databases, each survey form was checked for completeness. Forms which did not include responses to enough of the questions to be useful were either included only in the written comments databases, if applicable, or discarded completely. Likewise, forms on which most of the responses were evidently facetious were discarded. Forms that were mostly complete but were missing entries such as boarding station or stop that could be deduced from answers to other questions were corrected as needed.

The survey instructions called for passengers to describe one-way trips that they were making, but some described round trips and reported the same boarding and alighting station. If the correct alighting station could be determined from answers to other questions, it was used in place of the round-trip alighting station. For example, many of the surveys that reported the same boarding and alighting station nevertheless gave different addresses for origin and destination. If the alighting station could not be determined, it was changed to “unspecified.” If the reported origin and destination addresses were the

same, the destination was changed to "unspecified." Other editing changes included correcting transposition of lines in multi-line entries, such as town name on line for street address and vice-versa.

After the records were entered in the databases, additional checks were made for errors missed in the earlier editing process, and for data-entry errors. Missing boarding or station entry times were filled in based on the times reported on surveys from the same route or stations with serial numbers similar to the ones on the forms with the missing numbers. On surveys with origin or destination addresses in Boston, Cambridge, Somerville, or Brookline, standard neighborhood designations used by CTPS were added to the city or town based on the rest of the reported address or other information on the survey.

A.4 EXPANSION METHODS

To prevent differences in sampling rates among stations or routes from skewing the overall results, it was necessary to apply a weight factor to each survey record. These factors were calculated using the best available ridership data for each mode and line or station. The project budget did not allow for special control counts of ridership to be conducted. However, since the surveys were, to the extent possible, distributed on "representative" weekdays, any ridership count that is also supposed to be for a "representative" weekday should be acceptable for purposes of survey expansion.

As in the case of past surveys, separate weight factors were used for different times of day if enough surveys were returned from different time periods. In the 2008/2009 surveys, the maximum breakdown of time periods used for most modes was 6:00 to 8:29 AM and 8:30 AM or later. Separate weight factors were calculated for inbound and outbound travel unless there were too few responses from one of the directions to use separately.

For the rapid transit system, station entry totals by time period were calculated from the averages of Automated Fare Collection (AFC) data from several days in the Spring of 2009. At most stations, inbound and outbound riders use the same faregates. The AFC totals were split by direction on the basis of past CTPS counts. Similarly, at stations such as Downtown Crossing where faregates are shared by riders going to more than one route, past CTPS counts were used to split AFC totals by route as well as by direction.

Boarding totals for surface Green Line stops were estimated from the most recent CTPS counts at each stop, with adjustments for elimination of outbound free fares in 2007. (Boarding counts at about half of the stops had been done in the fall of 2006.) Boarding totals for stations on the Mattapan High Speed Line were based on counts conducted by CTPS in 2005.

For each bus route, ridership totals by direction and time period were based on the trip summaries from the most recent CTPS ridecheck. In several cases, two or more bus routes overlap for substantial portions of their routes, and riders who could make their trips interchangeably on any of them often listed all or

none of them as the route they were riding when surveyed. For such routes, composite weight factors were usually calculated for the combined routes and applied to all of them.

For the commuter rail system, peak loads by train were taken from the latest figures used by the MBTA's contract operator, Massachusetts Bay Commuter Railroad (MBCR) for purposes of equipment assignment. For inbound trains, boardings by station were estimated by applying factors from MBCR Train Audit reports to the peak load totals. These figures were then grouped to provide one weight factor for peak trains and one for off-peak trains for each station. During the survey hours, commuter rail ridership was much lower outbound than inbound, and no breakdowns of boardings by station were available. Therefore, weight factors were based on peak loads and survey responses, with separate factors at most for peak and off-peak trains but not for different boarding stations.

For the commuter boat and Inner Harbor Ferry services, ridership figures for each boat trip on each day in the week when surveys were distributed were obtained from the MBTA's contract operators of the boats. Ridership totals for the trip with each scheduled departure time on the three mid-week days (July 29, 30, and 31, 2008) were averaged and divided by the number of returned surveys from passengers who were surveyed on a boat departing at that time. In most cases, the ratio calculated for each trip in this manner was used as the weight factor for the records from surveys for that trip. However, when large differences in sampling in a sequence of trips would have resulted in large variations in the weights given to their records, composite factors based on the total ridership and returns for these trips were used instead.

A.5 POTENTIAL PROBLEMS WITH EXIT STATION TABLES

Because the surveys were expanded only to boarding counts, the summaries of data for exit stations for the rapid transit and commuter rail lines and exit docks for the boat lines, may not be well calibrated to the actual number of exits at each location. To the extent that there was bias in the response rates with respect to the exit station or dock, the total passengers shown exiting at that station or dock will vary from the number one would get through a passenger count. For example, suppose that during a certain time interval, 100 passengers enter Station A, and that of these, 50 are going to Station B and 50 are going to Station C. Further suppose that for whatever reason (amount of time on the train, general propensity to fill out surveys, ease of turning in completed surveys at stations), 20% of the riders going to Station C, but only 10% of those going to Station B return surveys. Ten surveys will be received from riders going to Station C, and 5 surveys from riders going to Station B, or a total of 15. Using a weight factor based only on the entry totals at Station A, each survey will be given a weight of 100/15 = 6.67. The summary tables will therefore show 33 passengers going from Station A to Station B and 67 from Station A to Station C instead of 50 to each.

Calculation of weight factors adjusted both for entry totals at boarding stations and exit totals at alighting stations would require a complex iterative procedure using data that cannot be readily obtained at present. Even then, because of the many different boarding and alighting station combinations and large differences in the actual numbers of riders traveling between each pair, survey samples much larger than those obtained either in 2008/2009 or in past MBTA surveys would be needed in order to obtain highly reliable data on station-to-station travel. When station-to-station totals from the 2008/2009 survey are further divided into origin-destination pairs by city, town, or neighborhood or to even finer levels of detail, very few have sufficient numbers of responses needed for high confidence levels and narrow confidence intervals.

APPENDIX B

Survey Forms

NO POSTAGE
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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 Commuter Boat Passenger Survey

*This survey is being conducted to help determine how commuter boat service can be improved. Please help us by answering as many questions as you can. After completing this survey, please either hand it to a member of the boat crew or drop it in the mail (no stamp is needed). You may fill out the survey online or get more information about the survey at **www.ctps.org/mbtaboat/**. All answers are confidential. You will not be put on any mailing lists. THANK YOU!*

1. What boat line were you riding when you got this survey form?
❑ Hingham–Rowes Wharf ❑ Quincy–Hull–Logan–Long Wharf

2. At what dock did you board the boat on that line?

_____

3. About what time did you board that boat?
[:] ❑ AM ❑ PM

4a. Where were you before starting this entire <u>one-way</u> 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 <u>intersection</u> or landmark)

_____ _____ _____
(city/town/neighborhood) (state) (zip code)

5a. Where did you first board a public transit vehicle on this <u>one-way</u> trip?
❑ At the dock reported in question 2
❑ At the _____rapid transit or commuter rail station
❑ At a bus or Silver Line stop at _____
on Route (number or name) _____
❑ At _____boat dock ❑ Other_____

5b. How did you get to the boarding place reported in question 5a?
❑ Walked directly (from work, school, home, etc.)
❑ Drove or rode in a personal vehicle and parked at or near boarding place
❑ Dropped off by personal vehicle that did not park ❑ Taxi ❑ THE RIDE
❑ Private shuttle van/shuttle bus ❑ Bicycle ❑ Other _____

6a. How long did it take to get from where this trip started to the first place where you boarded a public transit vehicle on this trip? _____minutes

6b. How long before boarding a boat did you arrive at the boat dock?
_____minutes

7. What type of fare did you pay for <u>this</u> boat trip?
❑ Adult one-way full fare
❑ Monthly pass (circle one): Boat; Commuter Rail Zone 5, 6, 7, 8
❑ 10-ride ticket ❑ Blind Access Card
❑ Senior citizen half fare ❑ Disability half fare
❑ Student half fare ❑ Child under age 12 free fare
❑ Other_____

8a. At which dock will you/did you leave the boat you were boarding/ riding when you got the survey? _____

MORE QUESTIONS INSIDE →

Please seal here with tape–do not staple.

8b. Where will you/did you last leave a public transit vehicle on this one-way trip? ❑ At the dock reported in question 8a
❑ At the _____rapid transit or commuter rail station
❑ At a bus or Silver Line stop at _____
on Route (number or name) _____
❑ At _____boat dock ❑ Other_____

9a. Where will/did this one-way trip end?
❑ At work ❑ At a doctor or other personal business
❑ At school ❑ At a work-related errand or meeting
❑ At home ❑ At a restaurant, or social or recreational activity
❑ At a store ❑ Other _____

9b. Where is the place in question 9a located?
_____
(address or nearest street intersection or landmark)
_____ _____ _____
(city/town/neighborhood) (state) (zip code)

9c. How will you/did you get there from the dock/stop in question 8b?
❑ Walk directly (to work, school, home, etc.)
❑ Drive or ride in personal vehicle parked at or near dock/stop
❑ Met at dock/stop by car or other personal vehicle ❑ Taxi ❑ THE RIDE
❑ Private shuttle van/shuttle bus ❑ Bicycle ❑ Other _____

10. How long will it/did it take to get to your destination (in question 9a/9b) from the dock/stop in question 8b? _____ minutes

11. How many days a week do you usually use this boat line?
❑ Less than 1 day ❑ 3 days ❑ 6 days
❑ 1 day ❑ 4 days ❑ 7 days
❑ 2 days ❑ 5 days ❑ I'm only visiting Boston

12. Does your use of this boat line vary by season? (check all that apply)
❑ No ❑ Yes, I ride less often in winter ❑ Yes, I ride more often in summer
❑ Yes (other) _____

13. On days when you do not use this boat line, do you make the same trip by other means? ❑ Yes ❑ No **If yes, check all that apply:**
❑ Drive alone ❑ Carpool/vanpool ❑ Other MBTA service
❑ Non-MBTA bus ❑ Bicycle ❑ Other _____

14. Do you have a valid driver's license? ❑ Yes ❑ No

15a. How many usable vehicles (autos, trucks, or motorcycles) does your household have? ❑ 0 ❑ 1 ❑ 2 ❑ 3 or more

15b. Could you have used one of these vehicles instead of riding the commuter boat on the day you got this survey? ❑ Yes ❑ No

16. What is your age?
❑ 18 or under ❑ 25–34 ❑ 45–64
❑ 19–24 ❑ 35–44 ❑ 65 or over

17. What is your primary occupation?
❑ Construction Trades/Manufacturing ❑ Professional/Business Services
❑ Retail/Sales ❑ Student ❑ Homemaker ❑ Retired/Unemployed
❑ Other _____

18. How many people are in your household, including yourself?
(the number of people living in your house or apartment) _____

19. What is your annual combined household income?
❑ Under $20,000 ❑ $40,000–$49,999 ❑ $75,000–$99,999
❑ $20,000–$29,999 ❑ $50,000–$59,999 ❑ $100,000 or more
❑ $30,000–$39,999 ❑ $60,000–$74,999

20. What is your gender? (For example: Male, Female)_____

21. How do you self-identify by race? (check all that apply)
❑ American Indian or Alaska Native ❑ Asian
❑ Black or African American ❑ White
❑ Native Hawaiian or other Pacific Islander ❑ Other _____

21a. Are you Hispanic/Latino? ❑ Yes ❑ No

22. What are your main reasons for using commuter boats? (check all that apply)
❑ Convenience ❑ Environmentally responsible
❑ Speed/travel time ❑ Less expensive than other choices
❑ Avoid driving/traffic ❑ Can read or do work on the boat
❑ Avoid parking at destination ❑ Only transportation available
❑ Other _____

23a. How do you obtain information about MBTA service? (check all that apply)
❑ By phone ❑ From MBTA website ❑ From SmarTraveler
❑ Get printed material at: __ticket office __information booth __station
__on boat __store __library ❑ Other _____

23b. Do you carry a cell phone when riding the MBTA? ❑ Yes ❑ No

23c. Since the opening of the Greenbush commuter rail line, has your use of commuter boats: ❑ Decreased ❑ Not changed ❑ Increased

24. Several measures of service quality are listed below. Please circle a number after each measure to indicate how you feel about MBTA commuter boat service. (Leave blank any measures that don't apply.) **Then place a check mark beside the three measures most important to you.**

	Poor		Average		Excellent	✔
Reliability (on-time performance)	1	2	3	4	5	____
Safety and security	1	2	3	4	5	____
Cleanliness/condition of boats	1	2	3	4	5	____
Courtesy of boat crews	1	2	3	4	5	____
Availability of seating on boats	1	2	3	4	5	____
Frequency of service	1	2	3	4	5	____
Travel time/speed	1	2	3	4	5	____
Parking availability	1	2	3	4	5	____
Amenities at terminals	1	2	3	4	5	____

Comments/Suggestions:

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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 Inner Harbor Ferry Passenger Survey

*This survey is being conducted to help determine how Inner Harbor Ferry service can be improved. Please help us by answering as many questions as you can. After completing this survey, please either hand it to a member of the ferry crew or drop it in the mail (no stamp is needed). You may fill out the survey online or get more information about the survey at **www.ctps.org/mbtaferry/**. All answers are confidential. You will not be put on any mailing lists. THANK YOU!*

1. At what dock did you board the ferry on which you got this survey form?
❑ Long Wharf ❑ Charlestown Navy Yard

2. About what time did you board that ferry?
[:] ❑ AM ❑ PM

3. Where were you before starting this entire <u>one-way</u> trip?
❑ At work ❑ At a doctor or other personal business
❑ At school ❑ At a work-related errand or meeting
❑ At home ❑ At a restaurant, or social or recreational activity
❑ At a store ❑ Other _____

4. Where is the place in question 3 located?
_____
(address or nearest street <u>intersection</u> or landmark)
_____ _____ _____
(city/town/neighborhood) (state) (zip code)

5a. Where did you first board a public transit vehicle on this one-way trip?
❑ At the dock reported in question 1
❑ At the _____rapid transit or commuter rail station
❑ At a bus or Silver Line stop at _____
on Route (number or name) _____
❑ At _____boat dock ❑ Other _____

5b. How did you get to the boarding place reported in question 5a?
❑ Walked directly (from work, school, home, etc.)
❑ Drove or rode in a personal vehicle and parked at or near boarding place
❑ Dropped off by personal vehicle that did not park ❑ Taxi ❑ THE RIDE
❑ Private shuttle van/shuttle bus ❑ Bicycle ❑ Other _____

6a. How long did it take to get from where this trip started to the first place where you boarded a public transit vehicle on this trip? _____minutes

6b. How long before boarding a boat did you arrive at the boat dock?
_____minutes

7. What type of fare did you pay for <u>this</u> ferry trip?
❑ Adult one-way full fare ❑ 60-ride ticket
❑ Monthly pass (circle one): Zone 1A, 1, 2, 3, 4, 5, 6, 7, 8, Boat, Inner Express Bus, Outer Express Bus
❑ Senior citizen half fare ❑ Disability half fare
❑ Student half fare ❑ Child under age 12 free fare
❑ 1-Day Link Pass ❑ 7-Day Link Pass
❑ Blind Access Card ❑ Other_____

8a. At which dock will you/did you leave the ferry you were boarding/ riding when you got the survey?
❑ Long Wharf ❑ Charlestown Navy Yard

MORE QUESTIONS INSIDE →

Please seal here with tape–do not staple.

8b. Where will you/did you last leave a public transit vehicle on this one-way trip? ❑ At the dock reported in question 8a
❑ At the _____rapid transit or commuter rail station
❑ At a bus or Silver Line stop at _____
on Route (number or name) _____
❑ At _____boat dock ❑ Other _____

9a. Where will/did this one-way trip end?
❑ At work ❑ At a doctor or other personal business
❑ At school ❑ At a work-related errand or meeting
❑ At home ❑ At a restaurant, or social or recreational activity
❑ At a store ❑ Other _____

9b. Where is the place in question 9a located?
_____
(address or nearest street intersection or landmark)
_____ _____ _____
(city/town/neighborhood) (state) (zip code)

9c. How will you/did you get there from the dock/stop in question 8b?
❑ Walk directly (to work, school, home, etc.)
❑ Drive or ride in personal vehicle parked at or near dock/stop
❑ Met at dock/stop by car or other personal vehicle ❑ Taxi ❑ THE RIDE
❑ Private shuttle van/shuttle bus ❑ Bicycle ❑ Other _____

10. How long will it/did it take to get to your destination (in question 9a/9b) from the dock/stop in question 8b? _____ minutes

11. How many days a week do you usually use Inner Harbor ferries?
❑ Less than 1 day ❑ 3 days ❑ 6 days
❑ 1 day ❑ 4 days ❑ 7 days
❑ 2 days ❑ 5 days ❑ I'm only visiting Boston

12. Does your use of the ferries vary by season? (check all that apply)
❑ No ❑ Yes, I ride less often in winter ❑ Yes, I ride more often in summer
❑ Yes (other) _____

13. On days when you do not use Inner Harbor ferries, do you make the same trip by other means? ❑ Yes ❑ No **If yes, check all that apply:**
❑ Drive alone ❑ Carpool/vanpool ❑ Other MBTA service
❑ Non-MBTA bus ❑ Bicycle ❑ Other _____

14. Do you have a valid driver's license? ❑ Yes ❑ No

15a. How many usable vehicles (autos, trucks, or motorcycles) does your household have? ❑ 0 ❑ 1 ❑ 2 ❑ 3 or more

15b. Could you have used one of these vehicles instead of riding the ferry on the day you got this survey? ❑ Yes ❑ No

16. What is your age?
❑ 18 or under ❑ 25–34 ❑ 45–64
❑ 19–24 ❑ 35–44 ❑ 65 or over

17. What is your primary occupation?
❑ Construction Trades/Manufacturing ❑ Professional/Business Services
❑ Retail/Sales ❑ Student ❑ Homemaker ❑ Retired/Unemployed
❑ Other _____

18. How many people are in your household, including yourself?
(the number of people living in your house or apartment) _____

19. What is your annual combined household income?
❑ Under $20,000 ❑ $40,000–$49,999 ❑ $75,000–$99,999
❑ $20,000–$29,999 ❑ $50,000–$59,999 ❑ $100,000 or more
❑ $30,000–$39,999 ❑ $60,000–$74,999

20. What is your gender? (For example: Male, Female)_____

21. How do you self-identify by race? (check all that apply)
❑ American Indian or Alaska Native ❑ Asian
❑ Black or African American ❑ White
❑ Native Hawaiian or other Pacific Islander ❑ Other_____

21a. Are you Hispanic/Latino? ❑ Yes ❑ No

22. What are your main reasons for using Inner Harbor ferries? (check all that apply)
❑ Convenience ❑ Environmentally responsible
❑ Speed/travel time ❑ Less expensive than other choices
❑ Avoid driving/traffic ❑ Can read or do work on the ferry
❑ Avoid parking at destination ❑ Only transportation available
❑ Other _____

23a. How do you obtain information about MBTA service? (check all that apply)
❑ By phone ❑ From MBTA website ❑ From SmarTraveler
❑ Get printed material at: __ticket office __information booth __station
__on boat __store __library ❑ Other _____

23b. Do you carry a cell phone when riding the MBTA? ❑ Yes ❑ No

24. Several measures of service quality are listed below. Please circle a number after each measure to indicate how you feel about MBTA Inner Harbor Ferry service. (Leave blank any measures that don't apply.) **Then place a check mark beside the three measures most important to you.**

	Poor		Average		Excellent	✔
Reliability (on-time performance)	1	2	3	4	5	____
Safety and security	1	2	3	4	5	____
Cleanliness/condition of ferries	1	2	3	4	5	____
Courtesy of ferry crews	1	2	3	4	5	____
Availability of seating on ferries	1	2	3	4	5	____
Frequency of service	1	2	3	4	5	____
Travel time/speed	1	2	3	4	5	____
Parking availability	1	2	3	4	5	____
Amenities at terminals	1	2	3	4	5	____

Comments/Suggestions: