

MBTA RIDER CENSUS: SYSTEMWIDE PASSENGER SURVEY

February 2018

Demographic Surveys

FTA Requirement

- In order to conduct Title VI analyses, the FTA requires large transit providers to survey riders every five years.
- These surveys must collect information about race, color, national origin, English proficiency, language spoken at home, household income, and travel patterns along with information about fare usage by fare type.

MBTA Efforts

- The last MBTA systemwide passenger survey to meet these requirements was in 2008–2009.
- Data collection for the current “Rider Census” began in fall 2015 and ended in spring 2017.
- Rider Census data will be used in Title VI analyses, the service planning process, and analysis of ridership trends.

Mode	Minority	Low-Income
Bus	48%	42%
Silver Line	42%	25%
Rail Rapid Transit	31%	26%
Commuter Rail	15%	7%
Boat	2%	4%
Systemwide	34%	29%

Data Collection

The 2015 – 2016 MBTA Rider Census continues...

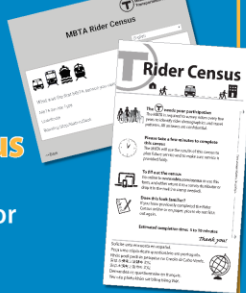
If we missed you, either:

fill it out online at

www.mbta.com/census

OR

get one from a survey distributor
on board or in a station



El censo de pasajeros de la MBTA 2015 – 2016 continúa...

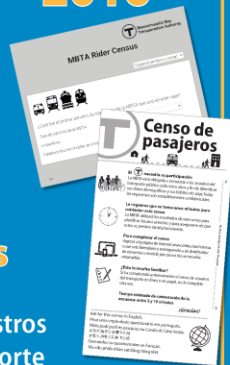
Si no ha participado, usted puede:

llenar la encuesta usando el siguiente enlace

www.mbta.com/census

O

pedirle la encuesta a uno de nuestros distribuidores a bordo del transporte público o en cualquier estación



Massachusetts Bay
Transportation Authority

Where do you take the T?



Fill out the **MBTA Rider Census**
so we can plan for you.

Go to www.mbta.com/census

- Began with an **online instrument** and continued **in stations and on vehicles** to supplement online responses
- **Advertised** online and throughout the MBTA system in stations and on buses
- Riders reported their **most recent trip** and their **demographics**
- Collected ~**35,000 forms** reporting ~**56,000** **unlinked trips**
- Achieved a reasonable sample at the **station level** for rail rapid transit, Silver Line, and commuter rail and at the **route level** for most buses and ferries

Analysis and Reporting

- Currently documenting the survey **methodology** and **results**, including a comparison with the 2008–2009 results
- Scheduled to release mid-March in a **report** and **interactive website** with ability to **download** data

Please tell us about the **most recent** one-way trip that you made using the MBTA. Please include the entire trip from your start location to your destination. Date of Trip (MM/DD/YY) ____ / ____ / ____

MY TRIP STARTED AT...

☐ My home ☐ My work ☐ My school
☐ Shopping ☐ Personal errand (bank, daycare, etc.)
☐ Medical or other appointment
☐ Social/recreational/entertainment activity
☐ Religious/civic/volunteer activity
☐ Intercity transfer (airport/Amtrak/intercity bus)
☐ Other _____

Nearest Intersection _____ at _____
 City or town _____ Zip code _____

I left this location at ____ : ____ AM ☐ PM ☐

HOW I GOT TO THE FIRST MBTA SERVICE

☐ Walked ☐ Bicycled
☐ Drove alone ☐ Carpooled and parked
☐ Dropped off by:
☐ Personal vehicle ☐ Taxi/rideshare company
☐ THE RIDE ☐ Private shuttle/other transit

How long did it take? _____ minutes

HOW I PAID MY FARE

Monthly pass
☐ Local Bus
☐ LinkPass (Subway + Bus)
☐ Student (M-5, M-7), Youth Pass
☐ Senior LinkPass
☐ TAP Pass
☐ Commuter Rail Zone _____
☐ mTicket Zone _____
☐ Boat
☐ Inner Express Bus
☐ Outer Express Bus

Pay-per-ride
☐ CharlieCard (plastic)
☐ CharlieTicket (paper)
☐ Full cash fare on board
☐ mTicket (single/multi-ride)
☐ 10-ride/single-ride ticket
☐ Student reduced fare (S-Card)
☐ Senior reduced fare
☐ Disability reduced fare
☐ 1-day LinkPass
☐ 7-day LinkPass
☐ Blind Access Card
☐ Other _____

FIRST MBTA SERVICE

Boarded at: _____ stop/station/dock

☐ Bus (Route #)
☐ Silver Line (#/name)
☐ Mattapan Trolley
☐ Red Line ☐ Orange Line ☐ Blue Line
☐ Green Line in subway, or at Lechmere or Science Park
☐ Green Line on surface: ☐ B ☐ C ☐ D ☐ E
☐ Commuter Rail Line (name)
☐ Commuter/Ferry Boat Line (name)

Exited or transferred at: _____ stop/station/dock

TRANSFER? Yes ☐ No ☐

SECOND MBTA SERVICE

☐ Bus (Route #)
☐ Silver Line (#/name)
☐ Mattapan Trolley
☐ Red Line ☐ Orange Line ☐ Blue Line
☐ Green Line in subway, or at Lechmere or Science Park
☐ Green Line on surface: ☐ B ☐ C ☐ D ☐ E
☐ Commuter Rail Line (name)
☐ Commuter/Ferry Boat Line (name)

Exited or transferred at: _____ stop/station/dock

TRANSFER? Yes ☐ No ☐

THIRD MBTA SERVICE

☐ Bus (Route #)
☐ Silver Line (#/name)
☐ Mattapan Trolley
☐ Red Line ☐ Orange Line ☐ Blue Line
☐ Green Line in subway, or at Lechmere or Science Park
☐ Green Line on surface: ☐ B ☐ C ☐ D ☐ E
☐ Commuter Rail Line (name)
☐ Commuter/Ferry Boat Line (name)

Exited or transferred at: _____ stop/station/dock

TRANSFER? Yes ☐ No ☐

Last MBTA service _____
 Exited at _____ stop/station/dock

HOW I GOT TO MY FINAL DESTINATION

☐ Walked ☐ Bicycled
☐ Drove alone ☐ Carpooled
☐ Picked up by:
☐ Personal vehicle ☐ THE RIDE
☐ Taxi/rideshare company
☐ Private shuttle/other transit

How long did it take? _____ minutes

MY TRIP ENDED AT...

☐ My home ☐ My work ☐ My school
☐ Shopping ☐ Personal errand
☐ Medical or other appointment
☐ Social/recreational/entertainment activity
☐ Religious/civic/volunteer activity
☐ Intercity transfer
☐ Other _____

Nearest Intersection _____ at _____
 City or town _____ Zip code _____

I arrived at this location at ____ : ____ AM ☐ PM ☐

I MAKE THIS TRIP ON THE MBTA ...

☐ 6-7 days a week
☐ 5 days a week
☐ 3-4 days a week
☐ 1-2 days a week
☐ 1-3 days a month
☐ Less than once a month

Do you sometimes make this trip another way?
☐ Yes ☐ No

OTHER WAYS I MAKE THIS TRIP

Please check all that apply:
☐ Walk ☐ Bicycle ☐ Drive alone
☐ Drive or ride in a carpool
☐ Take a taxi or use a rideshare company
☐ Take a private shuttle/other transit
☐ Different MBTA service
☐ Other _____

and now, about you

ABOUT ME

What is your age?
☐ Under 18 ☐ 18 to 21 ☐ 22 to 34
☐ 35 to 44 ☐ 45 to 64 ☐ 65 or over

Do you currently have a valid driver's license?
☐ Yes ☐ No

How many usable vehicles are in your household?
☐ 0 ☐ 1 ☐ 2 ☐ 3 or more

What is your gender?
☐ Man ☐ _____ (specify)
☐ Woman ☐ Prefer not to say

How do you self-identify by race?
 (Check all that apply.)
☐ American Indian or Alaska Native
☐ Asian
☐ Black or African American
☐ Native Hawaiian or other Pacific Islander
☐ White
☐ Other (specify) _____
☐ Prefer not to say

Are you Hispanic or Latino/Latina?
☐ Yes ☐ No ☐ Prefer not to say

How many people are in your household?
 (Include yourself) _____

What is your current household income?
☐ Less than \$14,500 ☐ \$76,000 to \$108,999
☐ \$14,500 to \$28,999 ☐ \$108,500 to \$151,999
☐ \$29,000 to \$43,499 ☐ \$152,000 or more
☐ \$43,500 to \$57,999 ☐ Prefer not to say
☐ \$58,000 to \$75,999

Are you generally able to understand basic directions spoken or written in English?
☐ Always ☐ Often ☐ Sometimes ☐ Never
☐ Prefer not to say

In what language do you prefer to receive information about riding the MBTA?
☐ English ☐ Other (specify) _____

Data Preview

- Data will include information at the **station level** for rail rapid transit, Silver Line, and commuter rail, and at the **route level** for buses and ferries
- Data will be weighted and provided at the aggregate levels above; **no individual responses will be identifiable**
- Where there is insufficient data at these levels, stations or routes will be clustered with similar services based on geography and ridership characteristics
- If there are no similar services, data will not be displayed (14 bus routes, 11 commuter rail stations, and one ferry line)



Use Alternative Modes?

Alternative Modes

