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.
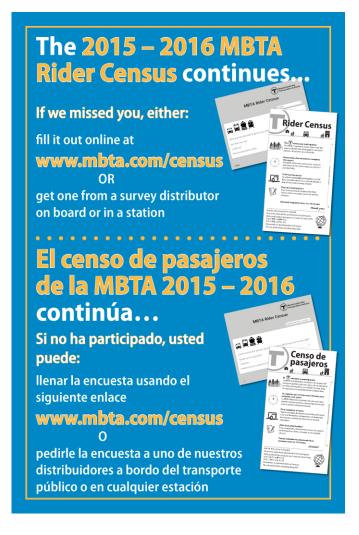
MBTA Efforts

- 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%

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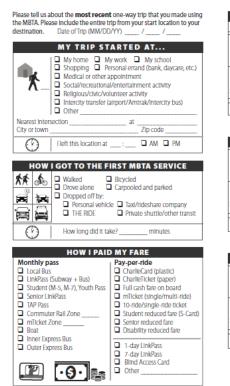
Data Collection

- 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
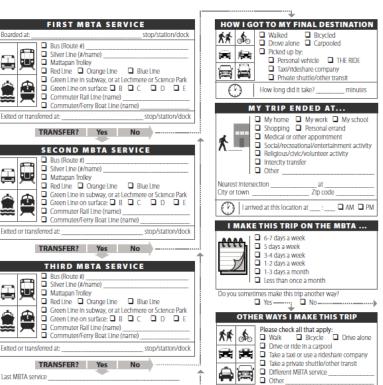
Analysis and Reporting

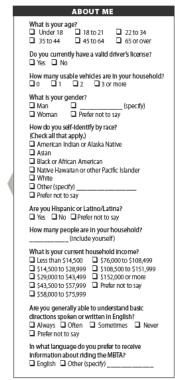- Currently documenting the survey methodology and results, including a comparison with the 2008–2009 results
- Scheduled to release mid-March in a report and interactive website with ability to download data

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

	Yes	No		Walk	Bicycle	Drive alone	Drive or ride in a carpool	Take a taxi or use a rideshare company	Take a private shuttle or other transit	Take a different MBTA service	Other
111	49 %	51 %		19 %	4 %	17 %	15 %	19 %	6 %	40 %	2 %

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