

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

MBTA Systemwide Passenger Survey

Rapid Transit 2008-09

ORANGE LINE



MBTA Systemwide Passenger Survey

RAPID TRANSIT 2008–09

Orange Line

Prepared for

MBTA Planning and Development
Joseph M. Cosgrove, Director

Project Manager

Thomas J. Humphrey

Project Principal

Elizabeth M. Moore

Primary Authors

Thomas J. Humphrey
Steven P. Andrews

Data Analysts

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

Graphics

Ken Dumas

Cover Design

Kim Noonan

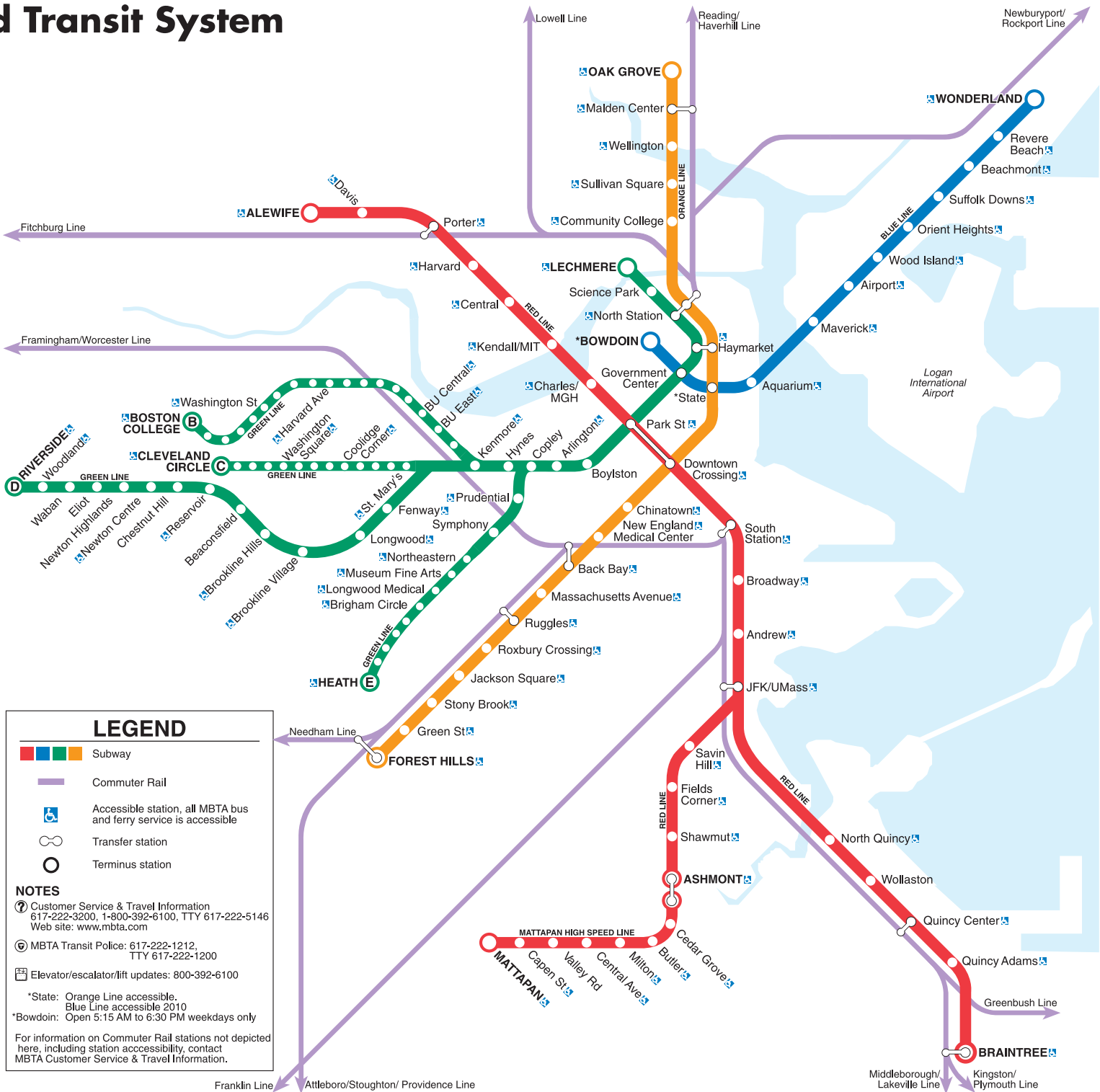
The preparation of this document was supported by the Federal Transit Administration through MBTA contract #X94PS25.

Central Transportation Planning Staff

Directed by the **Boston Region Metropolitan Planning Organization**. The MPO is composed of state and regional agencies and authorities, and local governments.

June 2010

MBTA Rail Rapid Transit System



ABSTRACT

This Orange Line 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,¹ heavy rail (the Blue, Red, and Orange Lines), light rail (the Green Line and the Mattapan High-Speed Line), commuter rail, and boat. The most recent comparable systemwide passenger survey was conducted during 1993–2000.

The purpose of the systemwide survey was to gather data that are not easily obtained through any other means. The data are used to update the regional travel-demand model that is routinely used by the Boston Region Metropolitan Planning Organization (MPO); they are also available for use by other entities, public and private, as well as interested individuals.

This report comprises 14 chapters and three appendices. In the chapters, data tables and summary text present information about Orange Line travel, including why trips are made, where riders are coming from and going to, how riders get to and from the service, and the stations at which they enter and exit the rapid transit system. Information is also provided on the demographics of Orange Line riders, as well as their automobile ownership, how they pay their fares, and how they perceive the quality of MBTA rapid transit service. The second chapter of this report provides an overview of the results for the entire Orange Line, while each subsequent chapter covers one or more types of data on a station-by-station 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.

CONTENTS

	List of Exhibits	viii
1	INTRODUCTION	1-1
1.1	The Systemwide Survey	1-1
1.2	Orange Line Survey Method	1-1
1.3	Organization of Data in This Report	1-2
2	RESULTS FOR THE ORANGE LINE AS A WHOLE	2-1
2.1	Trip Purpose, Reasons for Using the MBTA, and Alternative Means	2-1
2.2	Origin Locations and Activities	2-2
2.3	Access to the Rapid Transit System	2-2
2.4	Exits from the Rapid Transit System	2-3
2.5	Entries to the Rapid Transit System	2-3
2.6	Egress from the Rapid Transit System	2-4
2.7	Destination Locations and Activities	2-4
2.8	Origin-Destination Cross-tabulation	2-5
2.9	Socioeconomic Characteristics	2-5
2.10	Usage Rates and Fare Types	2-6
2.11	Vehicle Availability	2-6
2.12	Service Quality	2-6
2.13	Comments and Suggestions	2-7
3	TRIP PURPOSE, REASONS FOR USING THE MBTA, AND ALTERNATIVE MEANS	3-1
3.1	Trip Purpose	3-1
3.2	Reasons for Using the MBTA	3-3
3.3	Alternative Means of Transportation	3-5

4	ORIGIN LOCATIONS AND ACTIVITIES	4-1
4.1	Origin Locations	4-1
4.2	Origin Activities	4-2
5	ACCESS TO THE RAPID TRANSIT SYSTEM	5-1
5.1	Access Mode	5-1
5.2	Trip Time for Access via Private Transportation	5-3
5.3	Transfers to the Orange Line from Commuter Rail, Bus, or Boat	5-4
6	EXITS FROM THE RAPID TRANSIT SYSTEM	6-1
6.1	Description of Tables	6-1
6.2	Overview of Results	6-3
7	ENTRIES TO THE RAPID TRANSIT SYSTEM	7-1
7.1	Description of Tables	7-1
7.2	Overview of Results	7-3
8	EGRESS FROM THE RAPID TRANSIT SYSTEM	8-1
8.1	Egress Mode	8-1
8.2	Trip Time for Egress via Private Transportation	8-3
8.3	Transfers from the Orange Line from Commuter Rail, Bus, or Boat	8-3
9	DESTINATION LOCATIONS AND ACTIVITIES	9-1
9.1	Destination Locations	9-1
9.2	Destination Activities	9-3
10	ORIGIN-DESTINATION CROSS-TABULATION	10-1
10.1	Description of Table	10-1
10.2	Overview of Results	10-2
11	SOCIOECONOMIC CHARACTERISTICS	11-1
11.1	Age of Riders	11-1
11.2	Gender of Riders	11-2
11.3	Annual Household Income	11-3
11.4	Ethnicity of Riders	11-4
12	USAGE RATES AND FARE TYPES	12-1
12.1	Number of Days Used per Week	12-1
12.2	Weekend Usage	12-2
12.3	Fare Types and Pass Usage	12-3

13	VEHICLE AVAILABILITY	13-1
13.1	Licensed Drivers	13-1
13.2	Usable Vehicles per Household	13-2
13.3	Riders with a Household Vehicle Available for the Trip	13-3
13.4	Vehicles Owned per Capita	13-4
14	SERVICE QUALITY	14-1
14.1	Description of Table	14-2
14.2	Overview of Results	14-2

**APPENDIX A: SURVEY DISTRIBUTION, RESPONSE,
PROCESSING, AND EXPANSION**

**APPENDIX B: TRANSFER STATION RESULTS FOR
ALL RIDERS REGARDLESS OF LINE**

APPENDIX C: SURVEY FORM

EXHIBITS

Figure

4-1 Neighborhood Boundaries 4-5

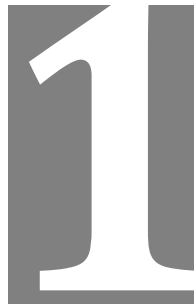
Table

5-1 Designations Used for Private and Other Non-MBTA Bus Services 5-4

A-1 2008-2009 Survey Distribution and Response by Mode A-4

KEYWORDS

systemwide survey
rapid transit system
Orange Line
MBTA



Introduction

1.1 THE SYSTEMWIDE SURVEY

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

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

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

1.2 ORANGE LINE SURVEY METHOD

This volume presents the survey results for passengers riding the Orange Line, which, along with the MBTA's other heavy rail lines and its light rail lines, belongs to the rapid transit component of the MBTA system.

The rapid transit survey form, a copy of which may be found in Appendix C,

contained 24 questions (33 questions, including subquestions). The questions were designed to gather data regarding the specific trip each rider was making when he or she received the survey form (such as trip origin, destination, and purpose), as well as demographic data (such as passenger age, gender, income, and ethnicity) and subjective views of the rider regarding service quality. In addition, 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 entering each Orange Line station between 6:00 AM and 3:00 PM on a typical weekday in 2008 or 2009. This distribution strategy was designed to provide approximately 85% of the weekday riders on the Orange Line with an opportunity to receive a survey form during what would be considered typical travel conditions.² Surveys were not given to riders transferring to the Orange Line at North Station, Haymarket, State, and Downtown Crossing Stations; such riders would have been covered at the station at which they first entered the rapid transit system. Completed survey forms could be returned to the survey distributors or Customer Service Agents in the stations, or could be mailed in postage-free. In addition, the riders were informed that they could use an online survey form instead of the paper form.

As in any survey with a response rate of less than 100%, the data that were collected needed to be “expanded.” The survey responses from each station were weighted to equal typical boardings during the survey hours using the most recently available ridership figures.

The survey results were entered into a computerized database from which responses to selected combinations of questions can be summarized at any level of aggregation. The particular data tables that have been generated and presented in this volume are ones that will be useful to this report’s anticipated users. Other, more specialized tables can be generated if needed.

1.3 ORGANIZATION OF DATA IN THIS REPORT

The types of data reported in each chapter are listed below. After Chapter 2’s overview of all of the types of data for the entire Orange Line, each chapter presents a certain type (or set of types) of data by station. Each chapter’s data are either for the riders who were entering the rapid transit system at the station where they were surveyed or for those who were exiting the system there.

In each chapter, there is a table or set of tables for each station. 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.

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.

Chapter

- 2 **Results for the Orange Line as a Whole:** Provides an overview of the results for the Orange Line as a whole.
- 3 **Trip Purpose, Reasons for Using the MBTA, and Alternative Means:** For each Orange Line station, presents the following data on the riders who were entering the rapid transit system there:
 - Why riders made their trips
 - Why riders used the MBTA to make their trips
 - What mode or modes each rider used if he or she sometimes made the same trip by means other than the Orange Line
- 4 **Origin Locations and Activities:** For each Orange Line station, presents the following data on the riders who were entering the rapid transit system 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 Rapid Transit System:** For each Orange Line station, presents the following data on the riders who were entering the rapid transit system there:
 - What mode riders used to access the Orange Line, such as walking, biking, other transit mode, etc.
 - For riders who accessed the Orange Line by any mode other than transferring to the Orange Line from a fixed-route transit service, how long it took them to travel from where their trip began to the station where they boarded the Orange Line
 - If riders transferred to the Orange Line from a commuter rail, boat, or fixed-route bus service (MBTA or other), which service they transferred from
- 6 **Exits from the Rapid Transit System:** For each Orange Line station, presents the following data on the riders who were entering the rapid transit system there:
 - The stations at which they exited the rapid transit system
- 7 **Entries to the Rapid Transit System:** For each Orange Line station, presents the following data on the riders who were exiting the rapid transit system there:
 - The stations at which they entered the rapid transit system (including passengers entering stations on the Red, Green, or Blue Line as well as the Orange Line)

- 8 Egress from the Rapid Transit System:** For each Orange Line station, presents the following data on the riders who were exiting the rapid transit system there:
- How riders completed their trips after leaving the Orange Line (walk, bike, bus, commuter rail, 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 Orange Line
 - For riders who transferred from the Orange Line to a commuter rail, boat, or fixed-route bus service (MBTA or other), which particular route or station they transferred to
- 9 Destination Locations and Activities:** For each Orange Line station, presents the following data on the riders who were exiting the rapid transit 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)
- 10 Origin-Destination Cross-tabulation:** For each Orange Line station, presents the following data on the riders who were entering the rapid transit system there:
- Where they began their trips (by city, town, or neighborhood)
 - Where they ended their trips (by city, town, or neighborhood)
- 11 Socioeconomic Characteristics:** For each Orange Line station, presents the following data on the riders who were entering the rapid transit system there:
- Their age, gender, household income, and ethnicity
- 12 Usage Rates and Fare Types:** For each Orange Line station, presents the following data on the riders who were entering the rapid transit system there:
- How frequently riders used the system
 - How riders paid their fares
 - How the different fare-payment methods were related to how frequently riders used the system
- 13 Vehicle Availability:** For each Orange Line station, presents the following data on the riders who were entering the rapid transit system 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 Orange Line riders

14 Service Quality: For each Orange Line station, presents the following data on the riders who were entering the rapid transit system there:

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

15 Summary of Comments and Suggestions: About half of the returned surveys included written comments and suggestions. The topics of these notes were tallied manually and summarized by theme in a series of spreadsheets. The final chapter of this volume discusses the most frequent comments and provides tabular summaries of the comments by station.

In Chapters 2–14, the data for North Station, and for Haymarket, State, and Downtown Crossing Stations, pertain only to Orange Line riders entering and exiting at those stations. However, Appendix B contains selected data for these four transfer stations that include all riders: Orange and Green Line riders at North Station and Haymarket, Orange and Blue Line riders at State, and Orange and Red Line riders at Downtown Crossing. The tables presenting these data are replicated in the Green, Blue, and Red Line volumes as well.

It should be noted that, throughout this volume, Orange Line stations are separated into two categories: north side stations and south side stations. Moving inbound towards Boston, the eight north side stations are Oak Grove, Malden, Wellington, Sullivan Square, Community College, North Station, Haymarket, and State. The 11 south side stations are Downtown Crossing, Chinatown, New England Medical Center (now named Tufts Medical Center), Back Bay, Massachusetts Avenue, Ruggles, Roxbury Crossing, Jackson Square, Stony Brook, Green Street, and Forest Hills.



Results for the Orange Line as a Whole

This chapter provides an overview of the survey results for the Orange Line as a whole and highlights some of the more important findings. The tables and text in this chapter summarize the survey statistics for all Orange Line stations, while each of the subsequent chapters presents a particular category (or set of categories) of data on a station-by-station basis. Explanations of the nature of the data categories are provided in the subsequent chapters. In those chapters, the data tables present, for each station, findings either on the riders who entered the rapid transit system at that station or on those who exited the system there.

Each of the following numbered sections except 2.13 corresponds to one or more tables that are located at the end of this chapter.

2.1 TRIP PURPOSE, REASONS FOR USING THE MBTA, AND ALTERNATIVE MEANS

Trip Purpose Over 85% of the rapid transit trips that started on the Orange Line were in one of the seven categories that are “home-based” (that is, home was either the origin or destination of the trip). Most of these (67% of all Orange Line trips) were “home-based work” (either heading to work from home or to home from work). Each of the other six types of home-based trips accounted for 3% to 6% of total trips.

“Work-based” trips (those with one end at work and the other end not at home) accounted for nearly 10% of all Orange Line trips. Combining those trips with home-based work trips and home-based, work-related trips shows that 78% of all trips had work or a work-related activity as one end of the trip.

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 for using rapid transit service was convenience (66%). The next-most-common responses were automobile-related: “avoid driving/traffic” (59%) and “avoid parking at destination” (52%). The least common reason was “only transportation available” (23%).

Alternative Means When asked whether they made the same trip by other means on days that they did not use the Orange Line, 43% of the respondents

answered “yes.” Of those riders, almost half (47%) indicated that they would drive alone. Fewer respondents from the south side (43%) indicated that they would drive alone compared to the north side (53%). The next-most-commonly selected travel mode option was another MBTA service (34%). A larger percentage of south side riders than north side riders chose this answer (38% versus 28%). Of riders from the north side, carpool/vanpool and “other” were each checked by 16% of the riders who sometimes made the same trip by other means.

2.2 ORIGIN LOCATIONS AND ACTIVITIES

The Orange Line provides direct service to nine Boston neighborhoods (Charlestown, North End, Government Center, the Financial/Retail District, Park Square, the Prudential/Hancock District, South End, Roxbury, and Jamaica Plain) and to two cities north of Boston (Medford and Malden). Together, these accounted for 56% of the reported origins of passengers starting rapid transit trips at Orange Line stations. During the hours when surveys were distributed, travel was heaviest towards downtown Boston from both ends of the line. Jamaica Plain, the outermost neighborhood on the south side, accounted for 12% of the origins. Malden, at the end of the north side, accounted for 11%. Each of the other directly served areas in between accounted for 4% to 6%, except for North End, Government Center, and the Prudential/Hancock District, at 2% each. Other Boston neighborhoods, most of which have bus connections to Orange Line stations or are within walking distance of one, accounted for another 15%.

The only other cities, towns, or neighborhoods with individual shares of at least 1% were Melrose and Everett (3% each), and the Winter Hill and East Somerville neighborhoods of Somerville (2% and 1%, respectively).

The most common “activity” before boarding the Orange Line was “home.” Looking at the responses by origin location: for the non-downtown origins, 58% to 100% of the responses were “home.” For the downtown origins, there was a much lower “home” percentage and a “work” percentage ranging from 23% to 40%. Only 5% of the riders originating from the Financial/Retail District reported that they were coming from home.

2.3 ACCESS TO THE RAPID TRANSIT SYSTEM

The most common mode of access to the Orange Line as a whole was walking, which accounted for 51% of the trips. The next-most-common modes were transferring from bus (23%), driving (11%), and transferring from commuter rail (9%). Private transportation modes (that is, any means other than using a fixed-route transit service) accounted for 68% of all access trips.

Access modes differed significantly between riders who entered at north side Orange Line stations and those who entered at south side stations. Walking was the most common mode of access to both segments, but accounted for 61% of south side entries and only 41% on the north side. Just over 17% of riders who

entered at north side stations drove there, but only 6% of south side riders used driving access.

Overall, among riders who used private transportation to access Orange Line stations, those who walked made the shortest trips (8 minutes on average). People who were dropped off had the second-lowest average access time (12 minutes), and riders who drove themselves had the longest travel times (18 minutes). Only 10% of the respondents who drove made trips longer than 30 minutes to access the Orange Line. Overall, respondents from the north side had slightly longer average walk and drive access times, but slightly lower drop-off times, than their south side counterparts.

There are direct connections with commuter rail at five Orange Line stations: Malden, North Station, Back Bay, Ruggles, and Forest Hills. Of the nearly 7,100 transfers from commuter rail, 53% transferred at south side stations, and 47% transferred at north side stations. Bus transfers were much more common than commuter rail transfers. The nearly 18,200 bus transfers were almost evenly divided between north side and south side stations.

2.4 EXITS FROM THE RAPID TRANSIT SYSTEM

People who entered the rapid transit system along the Orange Line most often also exited the system at an Orange Line station (84%).³ By far, the most common exit stations were State and Downtown Crossing (13% each) and Back Bay (15%), which together accounted for 41% of all exits. After the Orange Line, the next-most-common line from which Orange Line entry riders left the system was the Red Line, with 11% of all exits, almost half of which occurred at South Station, Harvard, and Kendall/MIT. The remainder of the exits were split between the Green (4%) and Blue (2%) Lines. Almost half of the Green Line exits (47%) occurred at stations in the Central Subway.⁴

2.5 ENTRIES TO THE RAPID TRANSIT SYSTEM

Of the people exiting the rapid transit system at Orange Line stations during the survey periods, 87% had also entered the system at Orange Line stations.⁵ The Orange Line stations with the highest percentages of entries were Forest Hills (11%) and Malden (9%).

Orange Line exit riders also included 8% who had entered on the Red Line, 3% who had entered on the Blue Line, and 2% who had entered on the Green Line. The non-Orange Line stations at which the highest percentages of Orange Line riders entered the rapid transit system were Quincy Center, North Quincy, and

³ To exit the system means to exit the entire rail rapid transit system and does not include alighting from a Orange Line train and transferring to another train.

⁴ For purposes of this report, the Central Subway includes all Green Line stations from Lechmere through Kenmore and Symphony, inclusive.

⁵ Entering the rapid transit system means entering from outside the system, not transferring to a Orange Line train from another train.

Maverick (with just under 1% each).

2.6 EGRESS FROM THE RAPID TRANSIT SYSTEM

The most common Orange Line egress mode (82%) was walking directly from the station to the destination of the trip. The next-most-common egress modes were transferring to an MBTA bus (8%), taking a shuttle/van (3%), and driving (3%).

The egress modes of the north and south side stations were more similar than the access modes were. During the survey hours, the majority of respondents had trip origins at home, and would have been much more likely to have vehicles for use on the access portions of their trips than on the egress portions. People who drove from the Orange Line to their destinations or were picked up at the exit stations had longer average egress trips (both 16 minutes) than those who walked (7 minutes). The overall average egress-trip length for the Orange Line was 7 minutes. Walking and driving egress times were both slightly shorter than access times via these means, but pick-up egress times were longer than drop-off access times. This disparity was greatest for north side stations (20 minutes pick-up egress versus 11 minutes drop-off access), but the access trips greatly outnumbered the egress trips.

2.7 DESTINATION LOCATIONS AND ACTIVITIES

Of the people exiting the rapid transit system from an Orange Line station during the survey period, 66% were destined for Boston Proper.⁶ The Financial/Retail District was the final destination of 19% of the respondents, and Government Center of 10%. The most common destinations outside of Boston Proper were Fenway (5%), Jamaica Plain (4%), Charlestown (4%), and Malden (3%). Most of the rest of the trips were to other Boston neighborhoods, but there were also a few suburban destinations.

The most common “activity” to which riders were destined at the downtown neighborhoods was “work,” accounting for over 70% of most neighborhoods’ trips. The next-most-common activity was “home,” representing people returning from non-work trips or people whose workdays ended before 3:00 PM. Almost all of these were to non-downtown destinations.

Locations where home accounted for the highest percentages of destination activities were Melrose (77%), Roslindale (65%), Malden (60%), and Jamaica Plain (45%).

⁶ 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.

2.8 ORIGIN-DESTINATION CROSS-TABULATION

The most common origin-destination pairs for passengers entering at an Orange Line station were to the Financial/Retail District from Jamaica Plain and from Malden (2% each), and from Jamaica Plain to Government Center (1%).

2.9 SOCIOECONOMIC CHARACTERISTICS

Over 80% of the Orange Line riders were between the ages of 25 and 64, 11% were college age (19–24), and 6% were over the age of 65. Only 1% of the respondents were under the age of 19. Comparisons with fare data indicate that the latter group is usually under-represented in MBTA passenger surveys.

Women made up over half of Orange Line ridership (60%), while men accounted for 40%, and less than 1% of the riders identified themselves as transgender.

The ages and genders of the riders were not significantly different between those who boarded at north and south side stations.

More than half of the riders reported household incomes greater than \$60,000. The single most common income bracket selected was “\$100,000 or more.” Possible explanations for this are that the question’s check-off choices did not include enough higher-income ranges for 2008–09 incomes or that people may have (intentionally or unintentionally) inflated their incomes in their answers.⁷ This question was left blank by many people.

Compared with riders boarding at north side stations, a larger percentage of the people who boarded at a south side station reported incomes under \$20,000, and a lower percentage had incomes greater than \$100,000. Apart from those points, the distributions were similar.

The average household size across the entire Orange Line was 2.47, varying only slightly between the north and south sides.

The majority of Orange Line riders self-identified themselves as white (71%). The next-most-common races were black or African-American (16%) and Asian (9%). Six percent of respondents chose “other,” which called for writing something in; many wrote in “Hispanic.” On a separate question, which asked riders if they were “Hispanic/Latino,” 8% of the respondents answered “yes.”

A much larger percentage of the riders who boarded at south side stations reported that they were black or African-American (21%) compared to people who boarded at north side stations (9%). In general, there was a larger percentage of non-white riders entering south side stations than north side stations.

⁷ 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.

2.10 USAGE RATES AND FARE TYPES

Just over half (53%) of those surveyed indicated that they used the Orange Line five days per week, and another 20% used the line six or seven days per week. Less than 6% of the riders reported that they used the Orange Line less than one day per week.

Riders from north side stations were more likely than riders from the south side stations to use the line five days per week, but were less likely to use the line six or seven days per week.

The largest percentage of the riders who used the Orange Line on the weekend used it occasionally on both Saturday and Sunday (48%), and 13% used it regularly on both Saturday and Sunday. Over 33% of the riders responded “not at all” to either the Saturday usage question, the Sunday usage question, or both.

The majority (67%) of the Orange Line riders paid their fares using a monthly pass, which they used five days per week on average. Approximately 23% of the riders paid by the ride, with 21% using CharlieCards and 2% using CharlieTickets. It is not surprising that many more riders who paid by the ride used the CharlieCard, as single-ride CharlieTicket users pay more per ride, and the process of paying with a CharlieTicket takes longer than with a CharlieCard.

2.11 VEHICLE AVAILABILITY

Most Orange Line riders (86%) were licensed to drive, and 76% lived in households with at least one vehicle. However, only about half (49%) of the respondents had a household vehicle available to use on the survey day instead of riding the Orange Line, and, on a per capita basis, almost 40% of the riders owned fewer than 0.5 vehicles.

A higher percentage of north side Orange Line riders than south side riders lived in households with at least one vehicle (79% versus 72%) and had a household vehicle available for use (54% versus 46%). Those who boarded at north side stations also had more vehicles per capita.

2.12 SERVICE QUALITY

Survey respondents were asked to rate MBTA rapid transit service on a scale from “1” (poor) to “5” (excellent) by 11 measures of service quality. The rating “3” was labeled “average.” Most Orange Line respondents rated the service quality for most measures as “3” or “4.” The two service quality measures with the highest percentage of “excellent” (“5”) ratings were fare collection (21%) and announcements (20%), while the measure with the highest percentage of “1” and “2” ratings was station amenities (40%).

Based on an averaging of all respondents’ ratings, the measures rated most favorably were fare collection, announcements, personal safety, and travel time, and the three measures rated least favorably were cleanliness, station

amenities, and parking.

Respondents were also asked to indicate which 3 of the 11 service quality measures were most important to them. The top 3 were reliability, frequency, and personal safety.

2.13 COMMENTS AND SUGGESTIONS

Approximately half of the returned survey forms had comments written on them (either in the form's Comments/Suggestions field or in the margins). These comments varied from vague positive and negative statements such as "Great job!" or "The T is run poorly" to specific suggestions such as "Add express runs from Oak Grave to Downtown Crossing." Many riders used the Comments/Suggestions field to complain about a specific issue; others used the space to suggest ideas about how the MBTA could improve their transit experience. The most common comments were complaints about unreliable service, discourtesy of MBTA personnel, overcrowded vehicles during peak hours, uncleanliness, and jerky stops and starts. Other common comments included requests for:

- More service (peak hour, early morning, late night, and weekend)
- More station amenities, especially bath rooms
- Better communication about delays
- Real-time information available online and at stations
- Better coordination of schedules between different modes

In general, the passengers who wrote comments felt that the service reliability and frequency should be improved; however, a significant number of them indicated that they were satisfied with the existing service.

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

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

Expanded Results

ORANGE LINE

Entry Station: All Stations

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	52,760	67.0%	67.0%
Home-based School	4,642	5.9%	72.8%
Home-based Shopping	1,934	2.5%	75.3%
Home-based Social Activity	1,439	1.8%	77.1%
Home-based Personal Business	3,608	4.6%	81.7%
Home-based Work-related	1,828	2.3%	84.0%
Home-based Other	2,606	3.3%	87.3%
Work-based	6,763	8.6%	95.9%
Non-Home/Non-Work-based	3,221	4.1%	100.0%
TOTAL	78,801		
No Answer	2,694		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	50,658	66.1%
Speed/travel time	29,052	37.9%
Avoid driving/traffic	45,148	58.9%
Avoid parking at destination	40,106	52.3%
Environmentally responsible	33,957	44.3%
Less expensive	31,260	40.8%
Can read/do work	26,311	34.3%
Only transportation available	17,718	23.1%
Other	1,550	2.0%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	76,629	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	31,996	42.5%	Drive alone	13,923	46.7%
No	43,290	57.5%	Non-MBTA bus	377	1.3%
TOTAL	75,286	100.0%	Carpool/vanpool	4,747	15.9%
No Answer	6,209		Bicycle	2,842	9.5%
			Other MBTA service	10,052	33.7%
			Other	4,647	15.6%
			TOTAL RIDERS GIVING AT LEAST 1 OTHER MODE:	29,800	
			(No other modes reported)	2,196	

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

Origin Locations and Activities

Expanded Results

ORANGE LINE

Entry Station: All Stations

City/Neighborhood Origins	ORIGIN LOCATIONS			ORIGIN ACTIVITIES							
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Jamaica Plain	9,343	11.5%	0.6%	91.6%	0.5%	3.0%	1.4%	1.4%	0.3%	0.5%	0.7%
Malden	8,817	10.8%	0.5%	90.9%	1.3%	3.3%	0.5%	0.7%	1.0%	0.2%	1.5%
Boston: Roxbury	4,844	5.9%	2.3%	78.7%	6.0%	5.7%		2.5%	1.1%	0.3%	3.5%
Boston: Park Square	3,730	4.6%	1.1%	13.5%	12.7%	23.7%	1.6%	26.0%	7.7%	6.2%	7.4%
Boston: Charlestown	3,601	4.4%	0.7%	57.7%	26.5%	9.6%		1.5%	2.3%	1.0%	0.7%
Boston: South End	3,547	4.4%		78.6%	2.0%	7.2%		4.1%	2.1%	2.0%	4.0%
Medford	3,452	4.2%	0.4%	95.3%	0.3%	0.4%	1.2%			0.8%	1.5%
Boston: Financial/Retail	3,329	4.1%	0.8%	5.0%		39.8%	23.0%	9.5%	8.8%	6.1%	7.1%
Boston: Roslindale	2,844	3.5%	1.6%	92.9%	1.2%	1.6%		1.2%		0.6%	0.9%
Melrose	2,290	2.8%		95.7%	0.3%	0.7%		2.2%	1.1%		
Boston: Fenway	2,270	2.8%		29.3%	42.7%	22.1%	2.1%		1.0%	1.5%	1.2%
Everett	2,195	2.7%		93.4%	2.1%	2.7%			0.6%		1.2%
Boston: Govt Center	1,774	2.2%	0.7%	8.0%	4.9%	39.9%	5.0%	9.6%	14.2%	4.2%	13.5%
Boston: North End	1,703	2.1%	0.8%	67.2%	1.5%	13.1%	3.0%	8.1%	2.9%	2.5%	0.9%
Unspecified	1,679	2.1%	16.6%	51.8%	0.9%	15.2%	5.8%	1.8%	0.9%	0.8%	6.2%
Boston: West Roxbury	1,510	1.9%	4.2%	89.4%	1.1%	2.0%		2.2%			1.1%
Somerville: Winter Hill	1,453	1.8%	0.9%	87.9%	2.6%	1.7%	0.9%	1.7%			4.3%
Boston: Prudential/Hancock	1,323	1.6%	2.8%	43.9%	3.6%	25.1%	12.1%	4.8%	3.5%	1.0%	3.2%
Boston: Hyde Park	1,195	1.5%	4.4%	92.9%		1.4%		1.3%			
Somerville: East Somerville	1,104	1.4%		93.1%		3.4%				2.2%	1.2%
Boston: North Dorchester	1,040	1.3%		91.2%	3.3%			5.6%			
Boston: Mattapan	1,009	1.2%	1.3%	94.1%		2.9%					1.7%
Boston: Longwood Med Area	921	1.1%		34.2%	14.0%	28.0%	3.4%	9.6%	3.4%	3.7%	3.7%
Boston: Back Bay	903	1.1%	1.5%	22.5%	1.7%	38.3%	2.6%	2.6%	7.7%	5.2%	18.0%
Boston: South Dorchester	764	0.9%		89.5%	2.2%	2.2%	6.2%				
Stoneham	616	0.8%		89.4%				7.8%			2.8%
Wakefield	580	0.7%	2.6%	93.1%	1.4%			1.4%		1.4%	
Salem	529	0.6%		92.5%		4.9%		2.6%			
Peabody	451	0.6%		97.2%		2.8%					
Saugus	449	0.6%		100.0%							
Chelsea	444	0.5%		96.6%		3.4%					
Lynn	422	0.5%	3.5%	96.5%							
Somerville: Spring Hill	422	0.5%		94.2%							5.8%
Other (< 0.5 % of riders)	10,908	13.4%	3.5%	87.6%	0.8%	3.9%	0.1%	1.5%	1.0%	0.4%	1.1%
OVERALL TOTAL	81,458	100.0%	1.6%	74.4%	4.3%	8.7%	2.0%	3.4%	1.9%	1.2%	2.5%



MBTA Surveys: 2008-09

Rapid Transit Survey

Access to the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: All Stations

<i>Access Mode:</i>	Number of Riders	Percent of Riders
Walk Access	41,368	51.4%
Drive/Park Access	8,983	11.2%
Drop-off Access	3,585	4.5%
Taxi Access	0	0.0%
Shuttle/Van Access	143	0.2%
Bicycle Access	288	0.4%
Other Access	230	0.3%
Total Private Trans.	54,596	67.9%
MBTA Bus	18,189	22.6%
Other Bus	298	0.4%
Commuter Rail	7,087	8.8%
Boat	167	0.2%
Other	101	0.1%
Total Public Trans.	25,842	32.1%
TOTAL	80,438	100.0%
No Answer	1,057	

Trip time from trip origin to station by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	16,993	47.6%	1,028	13.7%	1,001	32.2%	232	50.4%	19,254	41.2%
6-10	13,425	37.6%	1,790	23.9%	1,107	35.6%	109	23.6%	16,430	35.1%
11-15	3,502	9.8%	1,537	20.5%	428	13.8%	95	20.5%	5,562	11.9%
16-20	1,139	3.2%	1,231	16.4%	298	9.6%	25	5.4%	2,693	5.8%
21-30	670	1.9%	1,116	14.9%	140	4.5%	0	0.0%	1,926	4.1%
31-45	0	0.0%	619	8.3%	78	2.5%	0	0.0%	697	1.5%
Over 45	0	0.0%	170	2.3%	56	1.8%	0	0.0%	226	0.5%
TOTAL	35,728	100.0%	7,490	100.0%	3,108	100.0%	461	100.0%	46,788	100.0%
No Answer	5,640		1,493		476		200		7,808	
Avg. Time (min)		7.6		17.9		11.6		8.4		9.5

MBTA Surveys: 2008-09

Rapid Transit Survey

Transfers to the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: All Stations

Transferring from:

Commuter Rail, Boarded at Station Indicated:	Number of Riders
Salem	471
Mansfield	323
Lowell	262
Beverly	246
Framingham	239
Sharon	222
Canton Junction	213
Anderson/Woburn	211
West Medford	184
Reading	179
Route 128	168
Attleboro	162
Hyde Park	159
South Attleboro	152
Wakefield	138
Norwood Central	129
Stoughton	129
Swampscott	124
Winchester Center	122
Bellevue	111
Grafton	107
Worcester/Union Station	107
Wilmington	107
Natick	106
Walpole	103
Other stations	2,612

Boat, Boarded at Dock Indicated:	Number of Riders
Hingham	109
Hull	58

MBTA Bus Routes:	Number of Riders
101	1,010
32	899
34	821
89	762
106	741
108	558
749	546
23	496
36	478
136	462
110	446
44	434
21	370
134	365
99	363
104	361
22	361
28	348
109	328
35	324
30	316
37	311
51	294
95	293
31	292
93	278
111	278
100	270
132	269
86	263
Other routes	4,850

Other Bus Routes:	Number of Riders
PB	28
LRTA 11	15
CCO	13
CJ	13
Unspecified Bus	229



MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: All Stations

Red Line	Percent of			Orange Line	Percent of		
	Exits:	Riders	Transfers:*		Exits:	Riders	Transfers:*
Alewife	288	0.4%		Oak Grove	692	0.9%	
Davis	340	0.4%		Malden	1,918	2.4%	
Porter	202	0.2%		Wellington	1,185	1.5%	
Harvard	1,408	1.7%		Sullivan Square	1,689	2.1%	
Central	545	0.7%		Community College	1,106	1.4%	
Kendall/MIT	1,276	1.6%		North Station-O	5,050	6.2%	2,135
Charles/MGH	782	1.0%		Haymarket-O	2,799	3.5%	172
Park Street-R	52	0.1%		State-O	10,278	12.7%	1,425
Downtown Crossing-R	0	0.0%		Downtown Crossing-O	10,404	12.9%	9,280
South Station	1,487	1.8%		Chinatown	3,532	4.4%	17
Broadway	213	0.3%		NE Medical Center	3,630	4.5%	
Andrew	133	0.2%		Back Bay	11,942	14.8%	670
JFK/UMass	881	1.1%		Massachusetts Ave	3,522	4.4%	17
Savin Hill	24	0.0%		Ruggles	4,101	5.1%	
Fields Corner	97	0.1%		Roxbury Crossing	803	1.0%	
Shawmut	0	0.0%		Jackson Square	485	0.6%	
Ashmont-R	80	0.1%	31	Stony Brook	555	0.7%	
North Quincy	317	0.4%		Green Street	682	0.8%	
Wollaston	88	0.1%		Forest Hills	2,772	3.4%	
Quincy Center	231	0.3%		Orange Line: Unspecified	111	0.1%	
Quincy Adams	40	0.0%		Orange Line Total:	67,254	83.1%	
Braintree	126	0.2%					
Red Line: Unspecified	41	0.1%					
Red Line Total:	8,649	10.7%					
Blue Line				Mattapan High Speed Line			
Wonderland	160	0.2%		Ashmont-M	0	0.0%	
Revere Beach	41	0.1%		Cedar Grove	0	0.0%	
Beachmont	52	0.1%		Butler	0	0.0%	
Suffolk Downs	0	0.0%		Milton	14	0.0%	
Orient Heights	93	0.1%		Central Avenue	0	0.0%	
Wood Island	0	0.0%		Valley Road	0	0.0%	
Airport	370	0.5%		Capen Street	0	0.0%	
Maverick	223	0.3%		Mattapan	17	0.0%	
Aquarium	254	0.3%		Mattapan Line Total:	31	0.0%	
State-B	0	0.0%					
Government Center-B	17	0.0%					
Bowdoin	216	0.3%					
Blue Line: Unspecified	0	0.0%					
Blue Line Total:	1,425	1.8%					

* The role of transfers in these exit data tables is explained in section 6.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Entry Station: All Stations

Green Line	Percent of		Summary	Percent of	
	Exits:	Riders		Exits:	Riders
Lechmere	515	0.6%	Red Line Total:	8,649	10.7%
Science Park	42	0.1%	Mattapan Line Total:	31	0.0%
North Station-G	0	0.0%	Orange Line Total:	67,254	83.1%
Haymarket-G	0	0.0%	Blue Line Total:	1,425	1.8%
Government Center-G	81	0.1%	Green Line Total:	3,589	4.4%
Park Street-G	36	0.0%	Overall Total	80,949	100.0%
Boylston	41	0.1%	No Response	489	
Arlington	230	0.3%			
Copley	121	0.1%			
Hynes Convention Center	213	0.3%			
Kenmore	499	0.6%			
Prudential	0	0.0%			
Symphony	0	0.0%			
B Blandford-Babcock	322	0.4%			
B Pack.Cnr.-Warren St.	43	0.1%			
B Washington St.-BC	50	0.1%			
C St.Mary's-Summit/Winchest	229	0.3%			
C Brandon-Cleveland Cir.	30	0.0%			
D Fenway-Longwood	290	0.4%			
D Brook. Vill.-Brook.Hills	104	0.1%			
D Beaconsfield-Ches.Hill	58	0.1%			
D Newton Ctr.-Eliot	225	0.3%			
D Waban-Riverside	90	0.1%			
E Northeastern-Museum	30	0.0%			
E Long.Med.-Brig Cir.	201	0.2%			
E Fenwood Rd-Heath	31	0.0%			
Green Line: Unspecified	13	0.0%			
Green Line Subway: Unspecified	0	0.0%			
Green Line B: Unspecified	95	0.1%			
Green Line C: Unspecified	0	0.0%			
Green Line D: Unspecified	0	0.0%			
Green Line E: Unspecified	0	0.0%			
Green Line Total:	3,589	4.4%			

* The role of transfers in these exit data tables is explained in section 6.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Entries to the Rapid Transit System

Expanded Results

ORANGE LINE

Exit Station: All Stations

Red Line	Percent of			Orange Line	Percent of		
	Entries:	Riders	Transfers:*		Entries:	Riders	Transfers:*
Alewife	228	0.3%		Oak Grove	4,232	5.4%	
Davis	237	0.3%		Malden	6,925	8.9%	
Porter	122	0.2%		Wellington	4,701	6.0%	
Harvard	452	0.6%		Sullivan Square	5,001	6.4%	
Central	379	0.5%		Community College	1,889	2.4%	
Kendall/MIT	156	0.2%		North Station-O	3,798	4.9%	964
Charles/MGH	249	0.3%		Haymarket-O	2,268	2.9%	21
Park Street-R	19	0.0%		State-O	1,910	2.5%	2,479
Downtown Crossing-R	0	0.0%		Downtown Crossing-O	3,182	4.1%	6,875
South Station	462	0.6%		Chinatown	1,907	2.5%	
Broadway	223	0.3%		NE Medical Center	2,144	2.8%	
Andrew	411	0.5%		Back Bay	6,175	7.9%	93
JFK/UMass	498	0.6%		Massachusetts Ave	2,167	2.8%	
Savin Hill	108	0.1%		Ruggles	3,568	4.6%	
Fields Corner	280	0.4%		Roxbury Crossing	1,998	2.6%	
Shawmut	163	0.2%		Jackson Square	2,794	3.6%	
Ashmont-R	396	0.5%	143	Stony Brook	1,961	2.5%	
North Quincy	686	0.9%		Green Street	2,117	2.7%	
Wollaston	354	0.5%		Forest Hills	8,517	10.9%	
Quincy Center	733	0.9%		Orange Line: Unspecified	0	0.0%	
Quincy Adams	294	0.4%		Orange Line Total:	67,254	86.4%	
Braintree	355	0.5%					
Red Line: Unspecified	0	0.0%					
Red Line Total:	6,808	8.7%					
Blue Line				Mattapan High Speed Line			
Wonderland	450	0.6%		Ashmont-M	0	0.0%	
Revere Beach	298	0.4%		Cedar Grove	4	0.0%	
Beachmont	139	0.2%		Butler	32	0.0%	
Suffolk Downs	97	0.1%		Milton	9	0.0%	
Orient Heights	239	0.3%		Central Avenue	55	0.1%	
Wood Island	138	0.2%		Valley Road	3	0.0%	
Airport	403	0.5%		Capen Street	0	0.0%	
Maverick	615	0.8%		Mattapan	40	0.1%	
Aquarium	52	0.1%		Mattapan Line Total:	143	0.2%	
State-B	0	0.0%					
Government Center-B	0	0.0%					
Bowdoin	54	0.1%					
Blue Line: Unspecified	0	0.0%					
Blue Line Total:	2,486	3.2%					

* The role of transfers in these entry data tables is explained in section 7.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Entries to the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Exit Station: All Stations

Green Line	Percent of			Summary	Percent of	
	Entries:	Riders	Transfers:*		Entries:	Riders
Lechmere	127	0.2%		Red Line Total:	6,808	8.7%
Science Park	22	0.0%		Mattapan Line Total:	143	0.2%
North Station-G	0	0.0%		Orange Line Total:	67,254	86.4%
Haymarket-G	0	0.0%		Blue Line Total:	2,486	3.2%
Government Center-G	96	0.1%	132	Green Line Total:	1,133	1.5%
Park Street-G	31	0.0%	308	Overall Total	77,824	100.0%
Boylston	0	0.0%		No Response	0	
Arlington	123	0.2%				
Copley	18	0.0%				
Hynes Convention Center	67	0.1%				
Kenmore	88	0.1%				
Prudential	0	0.0%				
Symphony	28	0.0%				
B Blandford-Babcock	71	0.1%				
B Pack.Cnr.-Warren St.	147	0.2%				
B Washington St.-BC	49	0.1%				
C St.Mary's-Summit/Winchest	42	0.1%				
C Brandon-Cleveland Cir.	59	0.1%				
D Fenway-Longwood	35	0.0%				
D Brook. Vill.-Brook.Hills	29	0.0%				
D Beaconsfield-Ches.Hill	19	0.0%				
D Newton Ctr.-Eliot	13	0.0%				
D Waban-Riverside	30	0.0%				
E Northeastern-Museum	11	0.0%				
E Long.Med.-Brig Cir.	15	0.0%				
E Fenwood Rd-Heath	14	0.0%				
Green Line: Unspecified	0	0.0%				
Green Line Subway: Unspecified	0	0.0%				
Green Line B: Unspecified	0	0.0%				
Green Line C: Unspecified	0	0.0%				
Green Line D: Unspecified	0	0.0%				
Green Line E: Unspecified	0	0.0%				
Green Line Total:	1,133	1.5%				

* The role of transfers in these entry data tables is explained in section 7.1.

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Egress from the Rapid Transit System

ORANGE LINE

Expanded Results

Exit Station: All Stations

<i>Egress Mode:</i>	Number of Riders	Percent of Riders
Walk Egress	62,700	82.2%
Drive/Park Egress	1,900	2.5%
Pick-up Egress	837	1.1%
Taxi Egress	86	0.1%
Shuttle/Van Egress	2,318	3.0%
Bicycle Egress	48	0.1%
Other Egress	334	0.4%
Total Private Trans.	68,224	89.5%
MBTA Bus	6,400	8.4%
Other Bus	179	0.2%
Commuter Rail	1,315	1.7%
Boat	0	0.0%
Other	148	0.2%
Total Public Trans.	8,042	10.5%
TOTAL	76,266	100.0%
No Answer	1,739	

Trip time from station 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	32,796	61.5%	252	18.2%	52	8.9%	536	27.0%	33,637	58.7%
6-10	14,074	26.4%	284	20.5%	194	33.0%	686	34.6%	15,238	26.6%
11-15	4,546	8.5%	486	35.1%	180	30.5%	482	24.3%	5,695	9.9%
16-20	1,714	3.2%	104	7.5%	89	15.2%	115	5.8%	2,022	3.5%
21-30	168	0.3%	147	10.6%	0	0.0%	139	7.0%	454	0.8%
31-45	0	0.0%	101	7.3%	73	12.4%	24	1.2%	198	0.3%
Over 45	0	0.0%	12	0.9%	0	0.0%	0	0.0%	12	0.0%
TOTAL	53,298	100.0%	1,387	100.0%	588	100.0%	1,984	100.0%	57,256	100.0%
No Answer	9,402		514		249		803		10,968	
Avg. Time (min)	6.6		15.8		15.6		11.5		7.1	

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Transfers from the Rapid Transit System

ORANGE LINE

Expanded Results

Exit Station: All Stations

Transferring to:

Commuter Rail, Alighted at Station Indicated:	Number of Riders
Lowell	102
Newburyport	91
Route 128	74
Waltham	60
Salem	55
Framingham	55
Providence	51
North Billerica	50
Montserrat	49
West Concord	46
Concord	44
Norwood Central	41
Worcester/Union Station	37
Dedham Corporate Center	36
Wellesley Square	34
West Medford	32
Beverly Farms	31
Lincoln	31
Gloucester	31
Beverly	26
Wellesley Hills	24
Natick	24
Brandeis/Roberts	24
Hanson	23
Needham Center	21
Other stations	224
Boat, Alighted at Dock Indicated:	

(None identified)

MBTA Bus Routes:	Number of Riders
1	592
749	427
32	269
101	210
31	205
47	204
10	202
111	186
38	170
136	167
39	152
36	151
86	140
502	137
8	136
108	130
89	127
35	126
CT1	120
22	115
34	108
132	104
109	101
134	94
105	85
95	83
91	81
34E	78
11	77
CT3	73
Other routes	1,551

Other Bus Routes:	Number of Riders
SCH	12
Unspecified Bus	167

Destination Locations and Activities

ORANGE LINE

Expanded Results

Exit Station: All Stations

City/Neighborhood Destinations	DESTINATION LOCATIONS			DESTINATION ACTIVITIES							
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Financial/Retail	14,541	18.7%	1.1%	0.2%	1.2%	82.9%	3.9%	2.6%	2.3%	2.9%	2.9%
Boston: Govt Center	7,846	10.1%	1.5%	1.5%	1.5%	83.7%	1.4%	4.6%	3.4%	0.7%	1.7%
Boston: Park Square	7,632	9.8%	2.0%	2.0%	4.7%	73.9%	0.6%	8.0%	2.4%	3.8%	2.5%
Boston: Prudential/Hancock	7,207	9.3%	0.6%	1.3%	0.9%	82.5%	2.2%	3.6%	2.2%	2.6%	4.1%
Boston: North End	4,367	5.6%	1.2%	3.9%	0.3%	81.3%	2.5%	3.2%	4.6%	0.8%	2.1%
Boston: Back Bay	4,350	5.6%	2.4%	1.5%	2.6%	71.6%	3.7%	3.3%	2.8%	5.5%	6.6%
Boston: Fenway	3,659	4.7%	0.5%	5.9%	24.0%	61.0%	0.2%	1.0%	0.8%	4.4%	2.4%
Boston: South End	3,571	4.6%	1.2%	11.5%	2.7%	65.1%	1.8%	8.6%	3.3%	1.7%	4.2%
Boston: Jamaica Plain	3,157	4.1%	0.4%	45.8%	0.9%	36.4%		5.0%	3.3%	2.8%	5.3%
Boston: Charlestown	2,828	3.6%	1.2%	6.4%	30.9%	54.2%	2.8%	0.4%	1.4%	0.3%	2.3%
Malden	2,619	3.4%	0.3%	59.1%	1.2%	29.4%	1.2%	2.1%	1.0%	1.3%	4.4%
Boston: Longwood Med Area	1,923	2.5%	3.0%	3.9%	10.5%	72.7%		2.8%	5.1%		1.9%
Boston: Roxbury	1,788	2.3%	2.1%	27.2%	4.5%	54.1%		3.9%	2.0%		6.1%
Boston: Waterfront	1,306	1.7%	1.3%		0.6%	84.8%		3.3%	6.5%		3.4%
Medford	1,284	1.6%	2.9%	37.4%		44.6%		2.9%	2.3%	0.6%	9.3%
Boston: Beacon Hill	806	1.0%		8.5%		75.4%		13.1%	3.0%		
Unspecified	755	1.0%	18.1%	30.8%	1.6%	17.7%		8.9%	5.0%	4.2%	13.7%
Boston: Roslindale	698	0.9%		64.6%		21.7%		2.4%	5.5%	2.2%	3.5%
Boston: So Bos Indust	691	0.9%		2.5%		94.0%		3.5%			
Melrose	510	0.7%		77.5%		17.0%	3.0%	2.4%			
Boston: West Roxbury	434	0.6%		64.9%		14.5%	7.8%	10.8%		2.0%	
Somerville: East Somerville	412	0.5%		27.7%		55.0%			8.3%		9.1%
Boston: Hyde Park	396	0.5%		54.4%	13.6%	11.6%					20.5%
Other (< 0.5 % of riders)	5,092	6.5%	3.2%	39.4%	0.7%	41.6%	1.7%	3.3%	3.3%	1.6%	5.2%
OVERALL TOTAL	77,870	100.0%	1.5%	11.9%	4.0%	68.1%	1.9%	4.0%	2.8%	2.2%	3.6%

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

T *MBTA Surveys: 2008-09*
Rapid Transit Survey

Origin-Destination Cross-tabulation

Expanded Results

ORANGE LINE

Entry Station: All Stations

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Financial/R etail	Boston: Govt Center	Boston: Park Square	Boston: Prudential/ Hancock	Boston: Back Bay	Boston: Fenway	Boston: North End	Boston: South End	Boston: Jamaica Plain	Boston: Longwood Med Area	Other & % of Row	Row Total & % of Overall
Boston: Jamaica Plain	1737	1014	683	490	551	759	272	610	28	171	2919	9343
											31.2%	11.5%
Malden	1586	603	777	758	457	336	464	347	52	471	2615	8817
											29.7%	10.8%
Boston: Roxbury	581	514	325	432	473	299	153	120	102	24	1700	4844
											35.1%	5.9%
Boston: Park Square	335	91	21	82	111	160	186	162	188	99	2101	3730
											56.3%	4.6%
Boston: Charlestown	231	254	387	513	257	143	74	106	132	103	1387	3601
											38.5%	4.4%
Boston: South End	818	447	178	45	36	87	301	0	102	0	1369	3547
											38.6%	4.4%
Medford	890	307	316	307	200	156	187	82	0	272	724	3452
											21.0%	4.2%
Boston: Financial/Retail	13	0	58	325	139	125	111	203	422	112	1611	3329
											48.4%	4.1%
Boston: Roslindale	671	354	199	241	188	124	80	102	17	99	751	2844
											26.4%	3.5%
Melrose	562	277	192	158	132	58	71	39	0	85	648	2290
											28.3%	2.8%
Boston: Fenway	356	178	127	83	32	0	111	24	343	24	938	2270
											41.3%	2.8%
Everett	380	371	266	213	99	122	113	57	25	29	506	2195
											23.1%	2.7%
Boston: Govt Center	58	0	139	76	51	100	49	55	168	54	986	2195
											55.6%	2.7%
Boston: North End	70	15	191	249	100	39	0	240	26	11	710	1703
											41.7%	2.1%
Unspecified	291	172	248	55	28	57	161	37	13	52	521	1679
											31.0%	2.1%
Boston: West Roxbury	317	366	76	93	106	33	43	76	5	73	287	1510
											19.0%	1.9%
Somerville: Winter Hill	333	156	209	104	86	90	49	27	0	38	324	1453
											22.3%	1.8%
Boston: Prudential/Hancock	306	135	116	0	71	0	24	0	91	15	551	1323
											41.6%	1.6%
Other & % of Column	4264	2259	2097	1842	993	753	981	662	745	518	4854	20561
	30.5%	29.1%	31.2%	30.0%	23.9%	21.6%	28.5%	22.0%	30.3%	22.6%	23.6%	25.2%
Column Total & % of Overall	13975	7775	6712	6140	4155	3484	3443	3007	2460	2293	25817	81458
	17.2%	9.5%	8.2%	7.5%	5.1%	4.3%	4.2%	3.7%	3.0%	2.8%	31.7%	



MBTA Surveys: 2008-09

Rapid Transit Survey

Socioeconomic Characteristics

Expanded Results

ORANGE LINE

Entry Station: All Stations

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	767	1.0%	1.0%
19 - 24	8,548	10.6%	11.5%
25 - 34	21,696	26.9%	38.4%
35 - 44	15,999	19.8%	58.2%
45 - 64	28,648	35.5%	93.7%
65 and Older	5,054	6.3%	100.0%
TOTAL	80,712	100.0%	100.0%
No Answer	784		

Gender of Riders:	Number of Riders	Percent of Riders
Male	30,802	39.7%
Female	46,798	60.2%
Transgender	84	0.1%
TOTAL	77,684	100.0%
No Answer	3,812	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	7,671	10.4%	10.4%
\$20,000 - \$29,999	5,116	6.9%	17.4%
\$30,000 - \$39,999	5,310	7.2%	24.6%
\$40,000 - \$49,999	6,583	8.9%	33.5%
\$50,000 - \$59,999	6,565	8.9%	42.4%
\$60,000 - \$74,999	9,547	13.0%	55.4%
\$75,000 - \$99,999	11,273	15.3%	70.7%
\$100,000 or more	21,616	29.3%	100.0%
TOTAL	73,681	100.0%	100.0%
No Answer	7,815		

Mean Household Size: 2.47



MBTA Surveys: 2008-09

Rapid Transit Survey

Ethnicity of Riders

Expanded Results

ORANGE LINE

Entry Station: All Stations

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	1,083	1.4%
Black or African-American	11,934	15.6%
Native Hawaiian or Other Pacific Islander	146	0.2%
Asian	6,925	9.0%
White	54,281	70.7%
Other	4,443	5.8%
 Riders who gave at least 1 response	 76,745	

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	6,057	8.0%
No	69,896	92.0%
TOTAL	75,953	100.0%
No Answer	5,542	



MBTA Surveys: 2008-09

Rapid Transit Survey

Usage Rates

Expanded Results

ORANGE LINE

Entry Station: All Stations

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	4,319	5.7%	5.7%
One Day	2,021	2.6%	8.3%
Two Days	3,092	4.0%	12.4%
Three Days	4,784	6.3%	18.6%
Four Days	5,591	7.3%	25.9%
Five Days	40,425	52.9%	78.9%
Six Days	7,355	9.6%	88.5%
Seven Days	8,269	10.8%	99.4%
Only Visiting	493	0.6%	100.0%
TOTAL	76,349	100.0%	100.0%
No Answer	5,147		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	9,190 13.2%	3,371 4.8%	433 0.6%	1,564	12,994 18.6%
Occasionally	604 0.9%	33,244 47.6%	4,322 6.2%	3,612	38,170 54.7%
Not at all	82 0.1%	376 0.5%	18,203 26.1%	654	18,660 26.7%
No Answer	188	281	139	5,233	
Sunday Total	9,875 14.1%	36,990 53.0%	22,958 32.9%		69,824 *

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



MBTA Surveys: 2008-09

Rapid Transit Survey

Fare Types and Pass Usage

ORANGE LINE

Expanded Results

Entry Station: All Stations

Usage Rates by Fare Type: Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Line Used/Wk.
Pay-per-ride CharlieCard (plastic)	16,635	20.6%	3.8
Pay-per-ride CharlieTicket (paper)	1,852	2.3%	3.3
Monthly pass	53,855	66.5%	5.0
Full cash fare on-board trolley	0	0.0%	0.0
Reduced fare	4,919	6.1%	3.6
<i>Student</i>	295	0.4%	4.4
<i>Senior</i>	3,027	3.7%	3.0
<i>Disability</i>	1,563	1.9%	4.7
<i>No Reduced Fare Selected</i>	34	0.0%	3.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	29	0.0%	6.2
1-Day LinkPass	42	0.1%	3.0
7-Day LinkPass	3,384	4.2%	5.5
Other	211	0.3%	5.3
No Fare Payment Type Selected	569		
All Payment Types	80,927	100.0%	4.6

Monthly Pass Users by Type of Pass: Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
Link (Subway + Bus)	41,251	51.0%	5.1
Zone	9,412	11.6%	4.6
Boat	160	0.2%	4.9
Inner Express Bus	880	1.1%	4.8
Outer Express Bus	137	0.2%	3.3
Student	242	0.3%	5.7
Senior	1,041	1.3%	5.0
Disability	652	0.8%	4.3
No Pass Selected	80	0.1%	5.0
Total Riders Using Monthly Passes	53,855	66.5%	5.0

Zones Reported by Users of Zone Passes: Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
1A	1,365	1.7%	4.7
1	1,123	1.4%	4.6
2	1,299	1.6%	4.6
3	1,406	1.7%	4.7
4	1,159	1.4%	4.4
5	699	0.9%	4.7
6	1,079	1.3%	4.4
7	652	0.8%	4.6
8	541	0.7%	4.7
Interzone	51	0.1%	6.5
No Zone Selected	39	0.0%	5.9
Total Riders Using Zone Passes	9,412	11.6%	4.6

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Vehicle Availability

Expanded Results

ORANGE LINE

Entry Station: All Stations

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	65,456	85.6%
Not Licensed	11,033	14.4%
TOTAL	76,489	100.0%
No Answer	5,006	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	19,639	24.5%
1 vehicle	34,278	42.7%
2 vehicles	20,365	25.4%
3 or more vehicles	5,936	7.4%
TOTAL	80,218	100.0%
No Answer	1,277	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	37,171	49.0%
No	38,669	51.0%
TOTAL	75,840	100.0%
No Answer	5,656	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	18,361	23.9%	23.9%
0.01 to 0.49 vehicles	12,188	15.9%	39.8%
0.50 to 0.99 vehicles	25,116	32.7%	72.6%
1.00 to 1.49 vehicles	19,445	25.4%	97.9%
1.50 to 1.99 vehicles	913	1.2%	99.1%
2 or more vehicles	681	0.9%	100.0%
TOTAL RESPONSES	76,705		



MBTA Surveys: 2008-09

Rapid Transit Survey

Service Quality

Expanded Results

ORANGE LINE

Entry Station: All Stations

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.3	5.5%	12.2%	39.1%	35.0%	8.2%	73,900	7,596	37,595
Safety and security	3.5	2.7%	8.0%	36.9%	40.6%	11.9%	74,413	7,083	21,966
Cleanliness/condition of vehicles	2.9	9.3%	20.9%	46.7%	20.2%	2.9%	74,057	7,438	9,495
Courtesy of train crews	3.2	6.5%	14.9%	40.7%	28.8%	9.0%	72,778	8,717	2,904
Announcement of stations	3.5	5.4%	11.3%	29.8%	33.4%	20.1%	73,787	7,708	2,689
Availability of seating on trains	3.1	7.6%	15.7%	42.2%	27.5%	6.9%	74,252	7,243	6,488
Frequency of service	3.2	5.2%	15.7%	39.6%	31.6%	7.9%	73,828	7,667	27,345
Travel time/speed	3.5	3.3%	9.3%	35.3%	39.7%	12.4%	73,804	7,691	15,408
Parking availability	2.8	16.7%	18.7%	36.6%	19.5%	8.5%	42,482	39,014	2,800
Station amenities	2.7	15.0%	25.1%	42.2%	13.9%	3.7%	63,086	18,409	943
Fare collection system	3.6	5.7%	9.2%	28.6%	35.1%	21.4%	72,446	9,050	3,127

* 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.

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

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

Expanded Results

ORANGE LINE
 Entry Station: North Side Stations

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	26,998	73.8%	73.8%
Home-based School	2,021	5.5%	79.3%
Home-based Shopping	463	1.3%	80.6%
Home-based Social Activity	521	1.4%	82.0%
Home-based Personal Business	1,398	3.8%	85.8%
Home-based Work-related	762	2.1%	87.9%
Home-based Other	801	2.2%	90.1%
Work-based	2,620	7.2%	97.2%
Non-Home/Non-Work-based	1,017	2.8%	100.0%
TOTAL	36,599		
No Answer	812		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	20,602	62.6%
Speed/travel time	11,518	35.0%
Avoid driving/traffic	19,695	59.9%
Avoid parking at destination	17,334	52.7%
Environmentally responsible	13,623	41.4%
Less expensive	14,206	43.2%
Can read/do work	10,522	32.0%
Only transportation available	6,966	21.2%
Other	627	1.9%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	32,900	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	12,708	39.3%	Drive alone	6,203	52.9%
No	19,595	60.7%	Non-MBTA bus	184	1.6%
TOTAL	32,303	100.0%	Carpool/vanpool	2,061	17.6%
No Answer	5,108		Bicycle	690	5.9%
			Other MBTA service	3,264	27.8%
			Other	1,549	13.2%
			TOTAL RIDERS GIVING AT LEAST 1 OTHER MODE:	11,719	
			(No other modes reported)	989	

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

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

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

Expanded Results

ORANGE LINE
 Entry Station: South Side Stations

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	25,762	61.0%	61.0%
Home-based School	2,621	6.2%	67.3%
Home-based Shopping	1,471	3.5%	70.7%
Home-based Social Activity	918	2.2%	72.9%
Home-based Personal Business	2,210	5.2%	78.2%
Home-based Work-related	1,066	2.5%	80.7%
Home-based Other	1,806	4.3%	85.0%
Work-based	4,144	9.8%	94.8%
Non-Home/Non-Work-based	2,204	5.2%	100.0%
TOTAL	42,202		
No Answer	1,883		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	30,057	68.7%
Speed/travel time	17,534	40.1%
Avoid driving/traffic	25,454	58.2%
Avoid parking at destination	22,772	52.1%
Environmentally responsible	20,334	46.5%
Less expensive	17,054	39.0%
Can read/do work	15,788	36.1%
Only transportation available	10,752	24.6%
Other	924	2.1%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	43,729	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	19,288	44.9%	Drive alone	7,720	42.7%
No	23,695	55.1%	Non-MBTA bus	193	1.1%
TOTAL	42,983	100.0%	Carpool/vanpool	2,686	14.9%
No Answer	1,101		Bicycle	2,152	11.9%
			Other MBTA service	6,789	37.5%
			Other	3,098	17.1%
			TOTAL RIDERS GIVING AT LEAST 1 OTHER MODE:	18,081	
			(No other modes reported)	1,207	

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

Origin Locations and Activities
ORANGE LINE

Expanded Results

Entry Station: North Side Stations

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Malden	8,817	23.6%	0.5%	90.9%	1.3%	3.3%	0.5%	0.7%	1.0%	0.2%	1.5%
Boston: Charlestown	3,601	9.6%	0.7%	57.7%	26.5%	9.6%		1.5%	2.3%	1.0%	0.7%
Medford	3,452	9.2%	0.4%	95.3%	0.3%	0.4%	1.2%			0.8%	1.5%
Melrose	2,284	6.1%		95.7%	0.3%	0.7%		2.2%	1.1%		
Everett	2,195	5.9%		93.4%	2.1%	2.7%			0.6%		1.2%
Boston: North End	1,703	4.6%	0.8%	67.2%	1.5%	13.1%	3.0%	8.1%	2.9%	2.5%	0.9%
Somerville: Winter Hill	1,453	3.9%	0.9%	87.9%	2.6%	1.7%	0.9%	1.7%			4.3%
Boston: Govt Center	1,381	3.7%	0.9%	8.4%	0.9%	45.9%	5.3%	7.0%	15.5%	5.4%	10.8%
Somerville: East Somerville	1,104	3.0%		93.1%		3.4%				2.2%	1.2%
Boston: Financial/Retail	969	2.6%		7.0%		57.6%	9.5%	5.3%	12.7%	5.4%	2.5%
Unspecified	787	2.1%	11.4%	52.1%		23.1%	3.2%	1.8%	1.9%	1.7%	4.7%
Stoneham	616	1.6%		89.4%				7.8%			2.8%
Wakefield	580	1.5%	2.6%	93.1%	1.4%			1.4%		1.4%	
Salem	529	1.4%		92.5%		4.9%		2.6%			
Peabody	451	1.2%		97.2%		2.8%					
Saugus	449	1.2%		100.0%							
Chelsea	444	1.2%		96.6%		3.4%					
Lynn	422	1.1%	3.5%	96.5%							
Somerville: Spring Hill	422	1.1%		94.2%							5.8%
Reading	402	1.1%	2.7%	97.3%							
Woburn	359	1.0%		94.2%							5.8%
Beverly	320	0.9%	8.1%	91.9%							
Wilmington	273	0.7%		93.7%		6.3%					
Andover	271	0.7%	4.1%	79.0%		17.0%					
Winchester	270	0.7%		95.7%	4.3%						
Somerville: Davis Square	198	0.5%		100.0%							
Lawrence	191	0.5%		87.3%		12.7%					
Other (< 0.5 % of riders)	3,469	9.3%	1.3%	90.9%		1.8%		2.8%	1.3%	0.9%	1.1%
OVERALL TOTAL	37,411	100.0%	0.9%	81.9%	3.3%	6.9%	0.9%	1.8%	1.8%	0.9%	1.7%

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

Origin Locations and Activities
ORANGE LINE

Expanded Results

Entry Station: South Side Stations

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Jamaica Plain	9,343	21.2%	0.6%	91.6%	0.5%	3.0%	1.4%	1.4%	0.3%	0.5%	0.7%
Boston: Roxbury	4,844	11.0%	2.3%	78.7%	6.0%	5.7%		2.5%	1.1%	0.3%	3.5%
Boston: Park Square	3,730	8.5%	1.1%	13.5%	12.7%	23.7%	1.6%	26.0%	7.7%	6.2%	7.4%
Boston: South End	3,547	8.1%		78.6%	2.0%	7.2%		4.1%	2.1%	2.0%	4.0%
Boston: Roslindale	2,844	6.5%	1.6%	92.9%	1.2%	1.6%		1.2%		0.6%	0.9%
Boston: Financial/Retail	2,360	5.4%	1.1%	4.2%		32.5%	28.5%	11.2%	7.1%	6.3%	9.0%
Boston: Fenway	2,270	5.2%		29.3%	42.7%	22.1%	2.1%		1.0%	1.5%	1.2%
Boston: West Roxbury	1,510	3.4%	4.2%	89.4%	1.1%	2.0%		2.2%			1.1%
Boston: Prudential/Hancock	1,323	3.0%	2.8%	43.9%	3.6%	25.1%	12.1%	4.8%	3.5%	1.0%	3.2%
Boston: Hyde Park	1,195	2.7%	4.4%	92.9%		1.4%		1.3%			
Boston: North Dorchester	1,040	2.4%		91.2%	3.3%			5.6%			
Boston: Mattapan	1,009	2.3%	1.3%	94.1%		2.9%					1.7%
Boston: Longwood Med Area	921	2.1%		34.2%	14.0%	28.0%	3.4%	9.6%	3.4%	3.7%	3.7%
Boston: Back Bay	903	2.1%	1.5%	22.5%	1.7%	38.3%	2.6%	2.6%	7.7%	5.2%	18.0%
Unspecified	892	2.0%	21.2%	51.6%	1.7%	8.1%	8.1%	1.9%			7.5%
Boston: South Dorchester	764	1.7%		89.5%	2.2%	2.2%	6.2%				
Boston: Govt Center	393	0.9%		6.4%	19.0%	19.0%	3.9%	19.0%	9.5%		23.1%
Dedham	344	0.8%		100.0%							
Norwood	320	0.7%	4.3%	90.5%		5.2%					
Natick	269	0.6%	5.1%	94.9%							
Boston: Waterfront	244	0.6%				71.8%			11.6%		16.6%
Boston: So Bos Res	221	0.5%		93.0%			7.0%				
Other (< 0.5 % of riders)	3,763	8.5%	7.1%	85.0%	2.0%	2.1%		1.8%	1.0%	0.4%	0.6%
OVERALL TOTAL	44,047	100.0%	2.1%	68.1%	5.2%	10.1%	2.9%	4.8%	2.0%	1.5%	3.2%

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



MBTA Surveys: 2008-09

Rapid Transit Survey

Access to the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: North Side Stations

<i>Access Mode:</i>	Number of Riders	Percent of Riders
Walk Access	15,028	40.6%
Drive/Park Access	6,435	17.4%
Drop-off Access	2,474	6.7%
Taxi Access	0	0.0%
Shuttle/Van Access	106	0.3%
Bicycle Access	137	0.4%
Other Access	79	0.2%
Total Private Trans.	24,258	65.6%
MBTA Bus	9,111	24.6%
Other Bus	136	0.4%
Commuter Rail	3,350	9.1%
Boat	67	0.2%
Other	51	0.1%
Total Public Trans.	12,715	34.4%
TOTAL	36,973	100.0%
No Answer	438	

Trip time from trip origin to station by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	4,951	42.5%	751	14.1%	742	35.8%	78	40.2%	6,523	33.9%
6-10	4,388	37.6%	1,091	20.5%	715	34.5%	54	27.9%	6,249	32.4%
11-15	1,457	12.5%	957	17.9%	271	13.1%	50	25.7%	2,734	14.2%
16-20	534	4.6%	888	16.7%	165	8.0%	12	6.2%	1,599	8.3%
21-30	330	2.8%	927	17.4%	114	5.5%	0	0.0%	1,372	7.1%
31-45	0	0.0%	590	11.1%	65	3.1%	0	0.0%	654	3.4%
Over 45	0	0.0%	127	2.4%	0	0.0%	0	0.0%	127	0.7%
TOTAL	11,661	100.0%	5,331	100.0%	2,072	100.0%	194	100.0%	19,258	100.0%
No Answer	3,367		1,104		402		128		5,000	
Avg. Time (min)		8.3		19.1		11.0		9.5		11.6

MBTA Surveys: 2008-09

Rapid Transit Survey

Transfers to the Rapid Transit System

ORANGE LINE

Expanded Results

Entry Station: North Side Stations

Transferring from:

Commuter Rail, Boarded at Station Indicated:	Number of Riders
Salem	471
Lowell	262
Beverly	246
Anderson/Woburn	211
West Medford	184
Reading	179
Wakefield	138
Swampscott	124
Winchester Center	122
Wilmington	107
Haverhill	102
Lawrence	101
Hamilton/Wenham	97
Newburyport	89
Lynn	78
North Billerica	63
Gloucester	50
West Concord	50
Littleton/Route 495	48
Ipswich	46
Andover	44
Waltham	40
Rockport	37
Commuter Rail: Unspecified	35
Melrose Cedar Park	34
Other stations	394

Boat, Boarded at Dock Indicated:	Number of Riders
Hingham	47
Hull	20

MBTA Bus Routes:	Number of Riders
101	1,010
89	762
106	741
108	558
136	462
110	446
134	365
99	363
104	361
109	328
95	293
93	278
111	278
100	270
132	269
86	263
131	255
137	253
97	246
450	184
411	158
426	128
112	105
105	103
91	90
92	88
326	79
CT2	76
430	62
354	48
Other routes	189

Other Bus Routes:	Number of Riders
LRTA 11	15
CCO	13
CJ	13
Unspecified Bus	95



MBTA Surveys: 2008-09

Rapid Transit Survey

Access to the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: South Side Stations

<i>Access Mode:</i>	Number of Riders	Percent of Riders
Walk Access	26,340	60.6%
Drive/Park Access	2,548	5.9%
Drop-off Access	1,111	2.6%
Taxi Access	0	0.0%
Shuttle/Van Access	37	0.1%
Bicycle Access	151	0.3%
Other Access	151	0.3%
Total Private Trans.	30,338	69.8%
MBTA Bus	9,078	20.9%
Other Bus	162	0.4%
Commuter Rail	3,737	8.6%
Boat	100	0.2%
Other	51	0.1%
Total Public Trans.	13,127	30.2%
TOTAL	43,465	100.0%
No Answer	619	

Trip time from trip origin to station by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	12,042	50.0%	276	12.8%	259	25.0%	154	57.8%	12,731	46.2%
6-10	9,037	37.5%	698	32.3%	392	37.8%	55	20.5%	10,182	37.0%
11-15	2,045	8.5%	581	26.9%	157	15.2%	45	16.8%	2,827	10.3%
16-20	604	2.5%	343	15.9%	133	12.8%	13	4.9%	1,093	4.0%
21-30	340	1.4%	188	8.7%	26	2.5%	0	0.0%	554	2.0%
31-45	0	0.0%	30	1.4%	13	1.3%	0	0.0%	43	0.2%
Over 45	0	0.0%	43	2.0%	56	5.4%	0	0.0%	99	0.4%
TOTAL	24,068	100.0%	2,159	100.0%	1,036	100.0%	267	100.0%	27,530	100.0%
No Answer	2,273		389		75		72		2,808	
Avg. Time (min)		7.3		14.8		12.7		7.6		8.1



MBTA Surveys: 2008-09

Rapid Transit Survey

Transfers to the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: South Side Stations

Transferring from:

Commuter Rail, Boarded at Station Indicated:	Number of Riders
Mansfield	323
Framingham	239
Sharon	222
Canton Junction	213
Route 128	168
Attleboro	162
Hyde Park	159
South Attleboro	152
Norwood Central	129
Stoughton	129
Bellevue	111
Grafton	107
Worcester/Union Station	107
Natick	106
Walpole	103
Ashland	89
Wellesley Square	89
Franklin/Dean College	86
Canton Center	83
Roslindale Village	64
West Natick	64
Readville	64
West Roxbury	60
Providence	58
Southborough	57
Other stations	590

Boat, Boarded at Dock Indicated:	Number of Riders
Hingham	63
Hull	37

MBTA Bus Routes:	Number of Riders
32	899
34	821
749	546
23	496
36	478
44	434
21	370
22	361
28	348
35	324
30	316
37	311
51	294
31	292
38	257
34E	255
39	248
1	238
50	221
45	186
47	163
40	155
29	116
19	110
15	107
66	75
11	74
9	69
CT2	66
504	64
Other routes	383

Other Bus Routes:	Number of Riders
PB	28
Unspecified Bus	134

MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: North Side Stations

Red Line	Percent of			Orange Line	Percent of		
	Exits:	Riders	Transfers:*		Exits:	Riders	Transfers:*
Alewife	95	0.3%		Oak Grove	271	0.7%	
Davis	108	0.3%		Malden	795	2.1%	
Porter	34	0.1%		Wellington	524	1.4%	
Harvard	631	1.7%		Sullivan Square	677	1.8%	
Central	261	0.7%		Community College	573	1.5%	
Kendall/MIT	633	1.7%		North Station-O	2,434	6.5%	1,831
Charles/MGH	198	0.5%		Haymarket-O	1,089	2.9%	93
Park Street-R	0	0.0%		State-O	5,538	14.9%	426
Downtown Crossing-R	0	0.0%		Downtown Crossing-O	4,114	11.0%	4,102
South Station	589	1.6%		Chinatown	1,932	5.2%	17
Broadway	113	0.3%		NE Medical Center	2,293	6.2%	
Andrew	85	0.2%		Back Bay	6,689	18.0%	51
JFK/UMass	424	1.1%		Massachusetts Ave	857	2.3%	
Savin Hill	0	0.0%		Ruggles	1,760	4.7%	
Fields Corner	50	0.1%		Roxbury Crossing	164	0.4%	
Shawmut	0	0.0%		Jackson Square	124	0.3%	
Ashmont-R	44	0.1%	31	Stony Brook	123	0.3%	
North Quincy	172	0.5%		Green Street	121	0.3%	
Wollaston	49	0.1%		Forest Hills	645	1.7%	
Quincy Center	132	0.4%		Orange Line: Unspecified	0	0.0%	
Quincy Adams	40	0.1%		Orange Line Total:	30,723	82.5%	
Braintree	67	0.2%					
Red Line: Unspecified	17	0.0%					
Red Line Total:	3,741	10.0%					
Blue Line				Mattapan High Speed Line			
Wonderland	0	0.0%		Ashmont-M	0	0.0%	
Revere Beach	41	0.1%		Cedar Grove	0	0.0%	
Beachmont	0	0.0%		Butler	0	0.0%	
Suffolk Downs	0	0.0%		Milton	14	0.0%	
Orient Heights	20	0.1%		Central Avenue	0	0.0%	
Wood Island	0	0.0%		Valley Road	0	0.0%	
Airport	110	0.3%		Capen Street	0	0.0%	
Maverick	131	0.4%		Mattapan	17	0.0%	
Aquarium	78	0.2%		Mattapan Line Total:	31	0.1%	
State-B	0	0.0%					
Government Center-B	17	0.0%					
Bowdoin	29	0.1%					
Blue Line: Unspecified	0	0.0%					
Blue Line Total:	426	1.1%					

* The role of transfers in these exit data tables is explained in section 6.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Entry Station: North Side Stations

Green Line	Percent of		Summary	Percent of	
	Exits:	Riders		Exits:	Riders
Lechmere	179	0.5%	Red Line Total:	3,741	10.0%
Science Park	12	0.0%	Mattapan Line Total:	31	0.1%
North Station-G	0	0.0%	Orange Line Total:	30,723	82.5%
Haymarket-G	0	0.0%	Blue Line Total:	426	1.1%
Government Center-G	81	0.2%	Green Line Total:	2,314	6.2%
Park Street-G	36	0.1%	Overall Total	37,235	100.0%
Boylston	41	0.1%	No Response	176	
Arlington	230	0.6%			
Copley	121	0.3%			
Hynes Convention Center	213	0.6%			
Kenmore	218	0.6%			
Prudential	0	0.0%			
Symphony	0	0.0%			
B Blandford-Babcock	149	0.4%			
B Pack.Cnr.-Warren St.	17	0.0%			
B Washington St.-BC	17	0.0%			
C St.Mary's-Summit/Winchest	146	0.4%			
C Brandon-Cleveland Cir.	0	0.0%			
D Fenway-Longwood	274	0.7%			
D Brook. Vill.-Brook.Hills	104	0.3%			
D Beaconsfield-Ches.Hill	58	0.2%			
D Newton Ctr.-Eliot	102	0.3%			
D Waban-Riverside	53	0.1%			
E Northeastern-Museum	30	0.1%			
E Long.Med.-Brig Cir.	201	0.5%			
E Fenwood Rd-Heath	31	0.1%			
Green Line: Unspecified	0	0.0%			
Green Line Subway: Unspecified	0	0.0%			
Green Line B: Unspecified	0	0.0%			
Green Line C: Unspecified	0	0.0%			
Green Line D: Unspecified	0	0.0%			
Green Line E: Unspecified	0	0.0%			
Green Line Total:	2,314	6.2%			

* The role of transfers in these exit data tables is explained in section 6.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: South Side Stations

Red Line	Percent of		Orange Line	Percent of		
	Exits:	Riders		Exits:	Riders	
Alewife	193	0.4%	Oak Grove	421	1.0%	
Davis	232	0.5%	Malden	1,123	2.6%	
Porter	168	0.4%	Wellington	661	1.5%	
Harvard	776	1.8%	Sullivan Square	1,011	2.3%	
Central	284	0.6%	Community College	533	1.2%	
Kendall/MIT	644	1.5%	North Station-O	2,616	6.0%	303
Charles/MGH	584	1.3%	Haymarket-O	1,710	3.9%	79
Park Street-R	52	0.1%	State-O	4,740	10.8%	999
Downtown Crossing-R	0	0.0%	Downtown Crossing-O	6,290	14.4%	5,178
South Station	898	2.1%	Chinatown	1,600	3.7%	
Broadway	100	0.2%	NE Medical Center	1,336	3.1%	
Andrew	48	0.1%	Back Bay	5,253	12.0%	619
JFK/UMass	457	1.0%	Massachusetts Ave	2,665	6.1%	17
Savin Hill	24	0.1%	Ruggles	2,340	5.4%	
Fields Corner	47	0.1%	Roxbury Crossing	640	1.5%	
Shawmut	0	0.0%	Jackson Square	361	0.8%	
Ashmont-R	36	0.1%	Stony Brook	431	1.0%	
North Quincy	145	0.3%	Green Street	562	1.3%	
Wollaston	38	0.1%	Forest Hills	2,127	4.9%	
Quincy Center	99	0.2%	Orange Line: Unspecified	111	0.3%	
Quincy Adams	0	0.0%	Orange Line Total:	36,531	83.6%	
Braintree	60	0.1%				
Red Line: Unspecified	24	0.1%				
Red Line Total:	4,908	11.2%				

Blue Line	Percent of		Mattapan High Speed Line	Percent of	
	Exits:	Riders		Exits:	Riders
Wonderland	160	0.4%	Ashmont-M	0	0.0%
Revere Beach	0	0.0%	Cedar Grove	0	0.0%
Beachmont	52	0.1%	Butler	0	0.0%
Suffolk Downs	0	0.0%	Milton	0	0.0%
Orient Heights	73	0.2%	Central Avenue	0	0.0%
Wood Island	0	0.0%	Valley Road	0	0.0%
Airport	260	0.6%	Capen Street	0	0.0%
Maverick	92	0.2%	Mattapan	0	0.0%
Aquarium	177	0.4%	Mattapan Line Total:	0	0.0%
State-B	0	0.0%			
Government Center-B	0	0.0%			
Bowdoin	187	0.4%			
Blue Line: Unspecified	0	0.0%			
Blue Line Total:	999	2.3%			

* The role of transfers in these exit data tables is explained in section 6.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Entry Station: South Side Stations

Green Line	Percent of		Summary	Percent of	
	Exits:	Riders		Exits:	Riders
Lechmere	336	0.8%	Red Line Total:	4,908	11.2%
Science Park	30	0.1%	Mattapan Line Total:	0	0.0%
North Station-G	0	0.0%	Orange Line Total:	36,531	83.6%
Haymarket-G	0	0.0%	Blue Line Total:	999	2.3%
Government Center-G	0	0.0%	Green Line Total:	1,276	2.9%
Park Street-G	0	0.0%	Overall Total	43,714	100.0%
Boylston	0	0.0%	No Response	313	
Arlington	0	0.0%			
Copley	0	0.0%			
Hynes Convention Center	0	0.0%			
Kenmore	281	0.6%			
Prudential	0	0.0%			
Symphony	0	0.0%			
B Blandford-Babcock	172	0.4%			
B Pack.Cnr.-Warren St.	26	0.1%			
B Washington St.-BC	33	0.1%			
C St.Mary's-Summit/Winchest	83	0.2%			
C Brandon-Cleveland Cir.	30	0.1%			
D Fenway-Longwood	17	0.0%			
D Brook. Vill.-Brook.Hills	0	0.0%			
D Beaconsfield-Ches.Hill	0	0.0%			
D Newton Ctr.-Eliot	123	0.3%			
D Waban-Riverside	37	0.1%			
E Northeastern-Museum	0	0.0%			
E Long.Med.-Brig Cir.	0	0.0%			
E Fenwood Rd-Heath	0	0.0%			
Green Line: Unspecified	13	0.0%			
Green Line Subway: Unspecified	0	0.0%			
Green Line B: Unspecified	95	0.2%			
Green Line C: Unspecified	0	0.0%			
Green Line D: Unspecified	0	0.0%			
Green Line E: Unspecified	0	0.0%			
Green Line Total:	1,276	2.9%			

* The role of transfers in these exit data tables is explained in section 6.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Entries to the Rapid Transit System

Expanded Results

ORANGE LINE

Exit Station: North Side Stations

Red Line	Percent of			Orange Line	Percent of		
	Entries:	Riders	Transfers:*		Entries:	Riders	Transfers:*
Alewife	68	0.2%		Oak Grove	1,719	5.8%	
Davis	43	0.1%		Malden	2,820	9.6%	
Porter	31	0.1%		Wellington	2,056	7.0%	
Harvard	234	0.8%		Sullivan Square	2,295	7.8%	
Central	125	0.4%		Community College	607	2.1%	
Kendall/MIT	29	0.1%		North Station-O	1,143	3.9%	774
Charles/MGH	71	0.2%		Haymarket-O	418	1.4%	21
Park Street-R	0	0.0%		State-O	844	2.9%	645
Downtown Crossing-R	0	0.0%		Downtown Crossing-O	1,049	3.6%	3,188
South Station	248	0.8%		Chinatown	1,011	3.4%	
Broadway	191	0.7%		NE Medical Center	1,059	3.6%	
Andrew	223	0.8%		Back Bay	3,252	11.1%	
JFK/UMass	290	1.0%		Massachusetts Ave	715	2.4%	
Savin Hill	31	0.1%		Ruggles	1,454	4.9%	
Fields Corner	180	0.6%		Roxbury Crossing	500	1.7%	
Shawmut	102	0.3%		Jackson Square	735	2.5%	
Ashmont-R	228	0.8%	122	Stony Brook	221	0.8%	
North Quincy	284	1.0%		Green Street	593	2.0%	
Wollaston	165	0.6%		Forest Hills	2,226	7.6%	
Quincy Center	256	0.9%		Orange Line: Unspecified	0	0.0%	
Quincy Adams	156	0.5%		Orange Line Total:	24,716	84.0%	
Braintree	168	0.6%					
Red Line: Unspecified	0	0.0%					
Red Line Total:	3,121	10.6%					

Blue Line

Wonderland	41	0.1%
Revere Beach	124	0.4%
Beachmont	24	0.1%
Suffolk Downs	11	0.0%
Orient Heights	99	0.3%
Wood Island	33	0.1%
Airport	98	0.3%
Maverick	216	0.7%
Aquarium	5	0.0%
State-B	0	0.0%
Government Center-B	0	0.0%
Bowdoin	0	0.0%
Blue Line: Unspecified	0	0.0%
Blue Line Total:	652	2.2%

Mattapan High Speed Line

Ashmont-M	0	0.0%
Cedar Grove	4	0.0%
Butler	32	0.1%
Milton	5	0.0%
Central Avenue	40	0.1%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	40	0.1%
Mattapan Line Total:	122	0.4%

* The role of transfers in these entry data tables is explained in section 7.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Entries to the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Exit Station: North Side Stations

Green Line	Percent of		Summary	Percent of	
	Entries:	Riders		Entries:	Riders
Lechmere	98	0.3%	Red Line Total:	3,121	10.6%
Science Park	22	0.1%	Mattapan Line Total:	122	0.4%
North Station-G	0	0.0%	Orange Line Total:	24,716	84.0%
Haymarket-G	0	0.0%	Blue Line Total:	652	2.2%
Government Center-G	64	0.2%	Green Line Total:	806	2.7%
Park Street-G	31	0.1%	Overall Total	29,417	100.0%
Boylston	0	0.0%	No Response	0	
Arlington	92	0.3%			
Copley	18	0.1%			
Hynes Convention Center	67	0.2%			
Kenmore	62	0.2%			
Prudential	0	0.0%			
Symphony	28	0.1%			
B Blandford-Babcock	25	0.1%			
B Pack.Cnr.-Warren St.	103	0.4%			
B Washington St.-BC	7	0.0%			
C St.Mary's-Summit/Winchest	33	0.1%			
C Brandon-Cleveland Cir.	19	0.1%			
D Fenway-Longwood	35	0.1%			
D Brook. Vill.-Brook.Hills	20	0.1%			
D Beaconsfield-Ches.Hill	9	0.0%			
D Newton Ctr.-Eliot	10	0.0%			
D Waban-Riverside	24	0.1%			
E Northeastern-Museum	11	0.0%			
E Long.Med.-Brig Cir.	15	0.1%			
E Fenwood Rd-Heath	14	0.0%			
Green Line: Unspecified	0	0.0%			
Green Line Subway: Unspecified	0	0.0%			
Green Line B: Unspecified	0	0.0%			
Green Line C: Unspecified	0	0.0%			
Green Line D: Unspecified	0	0.0%			
Green Line E: Unspecified	0	0.0%			
Green Line Total:	806	2.7%			

* The role of transfers in these entry data tables is explained in section 7.1.

MBTA Surveys: 2008-09

Rapid Transit Survey

Entries to the Rapid Transit System

Expanded Results

ORANGE LINE

Exit Station: South Side Stations

Red Line	Percent of			Orange Line	Percent of		
	Entries:	Riders	Transfers:*		Entries:	Riders	Transfers:*
Alewife	160	0.3%		Oak Grove	2,513	5.2%	
Davis	195	0.4%		Malden	4,105	8.5%	
Porter	91	0.2%		Wellington	2,644	5.5%	
Harvard	218	0.5%		Sullivan Square	2,707	5.6%	
Central	254	0.5%		Community College	1,282	2.7%	
Kendall/MIT	127	0.3%		North Station-O	2,655	5.5%	190
Charles/MGH	178	0.4%		Haymarket-O	1,850	3.8%	
Park Street-R	19	0.0%		State-O	1,066	2.2%	1,834
Downtown Crossing-R	0	0.0%		Downtown Crossing-O	2,132	4.4%	3,679
South Station	214	0.4%		Chinatown	896	1.9%	
Broadway	32	0.1%		NE Medical Center	1,085	2.2%	
Andrew	188	0.4%		Back Bay	2,923	6.1%	93
JFK/UMass	208	0.4%		Massachusetts Ave	1,453	3.0%	
Savin Hill	78	0.2%		Ruggles	2,082	4.3%	
Fields Corner	100	0.2%		Roxbury Crossing	1,498	3.1%	
Shawmut	61	0.1%		Jackson Square	2,059	4.3%	
Ashmont-R	168	0.3%	22	Stony Brook	1,741	3.6%	
North Quincy	402	0.8%		Green Street	1,517	3.1%	
Wollaston	181	0.4%		Forest Hills	6,219	12.9%	
Quincy Center	477	1.0%		Orange Line: Unspecified	0	0.0%	
Quincy Adams	137	0.3%		Orange Line Total:	42,426	87.9%	
Braintree	187	0.4%					
Red Line: Unspecified	0	0.0%					
Red Line Total:	3,679	7.6%					

Blue Line

Wonderland	409	0.8%
Revere Beach	174	0.4%
Beachmont	115	0.2%
Suffolk Downs	86	0.2%
Orient Heights	140	0.3%
Wood Island	105	0.2%
Airport	304	0.6%
Maverick	399	0.8%
Aquarium	47	0.1%
State-B	0	0.0%
Government Center-B	0	0.0%
Bowdoin	54	0.1%
Blue Line: Unspecified	0	0.0%
Blue Line Total:	1,834	3.8%

Mattapan High Speed Line

Ashmont-M	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	4	0.0%
Central Avenue	15	0.0%
Valley Road	3	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
Mattapan Line Total:	22	0.0%

* The role of transfers in these entry data tables is explained in section 7.1.

 **MBTA Surveys: 2008-09**
Rapid Transit Survey

Entries to the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Exit Station: South Side Stations

Green Line	Percent of		Summary	Percent of	
	Entries:	Riders		Entries:	Riders
Lechmere	30	0.1%	Red Line Total:	3,679	7.6%
Science Park	0	0.0%	Mattapan Line Total:	22	0.0%
North Station-G	0	0.0%	Orange Line Total:	42,426	87.9%
Haymarket-G	0	0.0%	Blue Line Total:	1,834	3.8%
Government Center-G	32	0.1%	Green Line Total:	327	0.7%
Park Street-G	0	0.0%	Overall Total	48,287	100.0%
Boylston	0	0.0%	No Response	0	
Arlington	31	0.1%			
Copley	0	0.0%			
Hynes Convention Center	0	0.0%			
Kenmore	26	0.1%			
Prudential	0	0.0%			
Symphony	0	0.0%			
B Blandford-Babcock	46	0.1%			
B Pack.Cnr.-Warren St.	43	0.1%			
B Washington St.-BC	42	0.1%			
C St.Mary's-Summit/Winchest	8	0.0%			
C Brandon-Cleveland Cir.	40	0.1%			
D Fenway-Longwood	0	0.0%			
D Brook. Vill.-Brook.Hills	8	0.0%			
D Beaconsfield-Ches.Hill	10	0.0%			
D Newton Ctr.-Eliot	4	0.0%			
D Waban-Riverside	7	0.0%			
E Northeastern-Museum	0	0.0%			
E Long.Med.-Brig Cir.	0	0.0%			
E Fenwood Rd-Heath	0	0.0%			
Green Line: Unspecified	0	0.0%			
Green Line Subway: Unspecified	0	0.0%			
Green Line B: Unspecified	0	0.0%			
Green Line C: Unspecified	0	0.0%			
Green Line D: Unspecified	0	0.0%			
Green Line E: Unspecified	0	0.0%			
Green Line Total:	327	0.7%			

* The role of transfers in these entry data tables is explained in section 7.1.

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Egress from the Rapid Transit System

ORANGE LINE

Expanded Results

Exit Station: North Side Stations

<i>Egress Mode:</i>	Number of Riders	Percent of Riders
Walk Egress	23,200	79.6%
Drive/Park Egress	1,041	3.6%
Pick-up Egress	396	1.4%
Taxi Egress	31	0.1%
Shuttle/Van Egress	1,168	4.0%
Bicycle Egress	6	0.0%
Other Egress	80	0.3%
Total Private Trans.	25,923	89.0%
MBTA Bus	2,238	7.7%
Other Bus	89	0.3%
Commuter Rail	816	2.8%
Boat	0	0.0%
Other	73	0.2%
Total Public Trans.	3,217	11.0%
TOTAL	29,139	100.0%
No Answer	508	

Trip time from station 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	12,091	61.3%	132	15.0%	0	0.0%	348	34.6%	12,571	57.5%
6-10	4,826	24.5%	148	16.8%	39	14.9%	341	33.9%	5,354	24.5%
11-15	2,070	10.5%	301	34.2%	123	46.9%	219	21.8%	2,712	12.4%
16-20	662	3.4%	65	7.4%	27	10.1%	30	3.0%	783	3.6%
21-30	80	0.4%	134	15.2%	0	0.0%	43	4.3%	257	1.2%
31-45	0	0.0%	88	10.0%	73	28.0%	24	2.4%	185	0.8%
Over 45	0	0.0%	12	1.4%	0	0.0%	0	0.0%	12	0.1%
TOTAL	19,729	100.0%	879	100.0%	261	100.0%	1,006	100.0%	21,875	100.0%
No Answer	3,471		162		135		279		4,047	
Avg. Time (min)	6.6		18.3		20.3		10.6		7.5	

MBTA Surveys: 2008-09

Rapid Transit Survey

Transfers from the Rapid Transit System

ORANGE LINE

Expanded Results

Exit Station: North Side Stations

Transferring to:

Commuter Rail, Alighted at Station Indicated:	Number of Riders	MBTA Bus Routes:	Number of Riders
Lowell	102	101	210
Newburyport	91	111	186
Waltham	60	136	167
Salem	55	86	140
North Billerica	50	108	130
Montserrat	49	89	127
West Concord	46	132	104
Concord	44	109	101
West Medford	32	134	94
Beverly Farms	31	105	85
Lincoln	31	95	83
Gloucester	31	91	81
Beverly	26	430	70
Brandeis/Roberts	24	110	68
Commuter Rail: Unspecified	17	112	67
Littleton/Route 495	17	106	61
Porter Square	17	93	61
Ballardvale	15	137	58
Lynn	15	131	57
River Works	14	100	52
Haverhill	13	104	42
Wakefield	13	4	41
Melrose Highlands	12	99	29
North Wilmington	12	441	27
		455	23
		442	21
		CT2	18
		90	15
		8	14
		97	7

Boat, Alighted at Dock Indicated:

(None identified)

Other Bus Routes:	Number of Riders
SCH	12
Unspecified Bus	77

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Egress from the Rapid Transit System

ORANGE LINE

Expanded Results

Exit Station: South Side Stations

<i>Egress Mode:</i>	Number of Riders	Percent of Riders
Walk Egress	39,425	83.8%
Drive/Park Egress	859	1.8%
Pick-up Egress	441	0.9%
Taxi Egress	55	0.1%
Shuttle/Van Egress	1,150	2.4%
Bicycle Egress	42	0.1%
Other Egress	254	0.5%
Total Private Trans.	42,227	89.7%
MBTA Bus	4,162	8.8%
Other Bus	90	0.2%
Commuter Rail	499	1.1%
Boat	0	0.0%
Other	75	0.2%
Total Public Trans.	4,825	10.3%
TOTAL	47,052	100.0%
No Answer	1,187	

Trip time from station 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	20,705	61.7%	120	23.6%	52	16.0%	188	19.2%	21,065	59.5%
6-10	9,248	27.5%	136	26.8%	155	47.4%	345	35.3%	9,884	27.9%
11-15	2,477	7.4%	186	36.6%	57	17.4%	263	26.9%	2,983	8.4%
16-20	1,052	3.1%	39	7.6%	63	19.2%	86	8.8%	1,238	3.5%
21-30	87	0.3%	14	2.7%	0	0.0%	96	9.8%	197	0.6%
31-45	0	0.0%	13	2.6%	0	0.0%	0	0.0%	13	0.0%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	33,569	100.0%	507	100.0%	327	100.0%	978	100.0%	35,381	100.0%
No Answer	5,856		352		114		524		6,846	
Avg. Time (min)	6.5		11.6		11.8		12.4		6.8	

MBTA Surveys: 2008-09

Rapid Transit Survey

Transfers from the Rapid Transit System

ORANGE LINE

Expanded Results

Exit Station: South Side Stations

Transferring to:

Commuter Rail, Alighted at Station Indicated:	Number of Riders	MBTA Bus Routes:	Number of Riders
Route 128	74	1	592
Framingham	55	749	427
Providence	51	32	269
Norwood Central	41	31	205
Worcester/Union Station	37	47	204
Dedham Corporate Center	36	10	202
Wellesley Square	34	38	170
Wellesley Hills	24	39	152
Natick	24	36	151
Hanson	23	502	137
Needham Center	21	35	126
Attleboro	17	8	122
Middleborough/Lakeville	17	CT1	120
South Attleboro	13	22	115
West Roxbury	13	34	108
Westborough	12	34E	78
Needham Heights	6	11	77
		CT3	73
		28	67
		15	60
		21	58
		30	57
		504	55
		45	48
		66	45
		553	40
		43	39
		23	39
		40	37
		SL2	34
		Other routes	254
Boat, Alighted at Dock Indicated:		Other Bus Routes:	Number of Riders
(None identified)		Unspecified Bus	90

Destination Locations and Activities

ORANGE LINE

Expanded Results

Exit Station: North Side Stations

City/Neighborhood Destinations	DESTINATION LOCATIONS			DESTINATION ACTIVITIES							
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Financial/Retail	6,581	22.4%	1.4%	0.2%		87.9%	1.8%	2.0%	1.4%	3.4%	2.0%
Boston: Govt Center	6,572	22.3%	1.7%	1.5%	0.8%	83.2%	1.7%	5.5%	3.2%	0.8%	1.6%
Boston: North End	4,367	14.8%	1.2%	3.9%	0.3%	81.3%	2.5%	3.2%	4.6%	0.8%	2.1%
Boston: Charlestown	2,828	9.6%	1.2%	6.4%	30.9%	54.2%	2.8%	0.4%	1.4%	0.3%	2.3%
Malden	2,619	8.9%	0.3%	59.1%	1.2%	29.4%	1.2%	2.1%	1.0%	1.3%	4.4%
Medford	1,284	4.4%	2.9%	37.4%		44.6%		2.9%	2.3%	0.6%	9.3%
Boston: Beacon Hill	556	1.9%		12.3%		77.5%		10.2%			
Melrose	510	1.7%		77.5%		17.0%	3.0%	2.4%			
Somerville: East Somerville	412	1.4%		27.7%		55.0%			8.3%		9.1%
Everett	389	1.3%		50.4%		41.6%					8.0%
Unspecified	320	1.1%	25.0%	26.4%	3.9%	10.5%		16.3%			18.0%
Chelsea	260	0.9%		32.9%	4.5%	51.2%		6.4%	5.0%		
Somerville: Winter Hill	225	0.8%	11.7%	40.0%		23.3%			25.0%		
Somerville: Spring Hill	173	0.6%		23.4%		62.8%	13.7%				
Boston: So Bos Indust	168	0.6%				85.5%		14.5%			
Boston: Waterfront	157	0.5%				80.2%			19.8%		
Wakefield	152	0.5%		62.6%		13.6%		23.9%			
Other (< 0.5 % of riders)	1,844	6.3%	2.6%	46.7%	0.4%	34.9%	3.3%	3.2%	4.6%	1.6%	2.7%
OVERALL TOTAL	29,417	100.0%	1.7%	15.4%	3.4%	67.5%	1.9%	3.4%	2.8%	1.3%	2.7%

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

Destination Locations and Activities

ORANGE LINE

Expanded Results

Exit Station: South Side Stations

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Financial/Retail	7,966	16.5%	1.0%	0.2%	2.1%	78.8%	5.6%	3.2%	3.1%	2.5%	3.6%
Boston: Park Square	7,632	15.8%	2.0%	2.0%	4.7%	73.9%	0.6%	8.0%	2.4%	3.8%	2.5%
Boston: Prudential/Hancock	7,207	14.9%	0.6%	1.3%	0.9%	82.5%	2.2%	3.6%	2.2%	2.6%	4.1%
Boston: Back Bay	4,350	9.0%	2.4%	1.5%	2.6%	71.6%	3.7%	3.3%	2.8%	5.5%	6.6%
Boston: Fenway	3,659	7.6%	0.5%	5.9%	24.0%	61.0%	0.2%	1.0%	0.8%	4.4%	2.4%
Boston: South End	3,571	7.4%	1.2%	11.5%	2.7%	65.1%	1.8%	8.6%	3.3%	1.7%	4.2%
Boston: Jamaica Plain	3,157	6.5%	0.4%	45.8%	0.9%	36.4%		5.0%	3.3%	2.8%	5.3%
Boston: Longwood Med Area	1,923	4.0%	3.0%	3.9%	10.5%	72.7%		2.8%	5.1%		1.9%
Boston: Roxbury	1,788	3.7%	2.1%	27.2%	4.5%	54.1%		3.9%	2.0%		6.1%
Boston: Govt Center	1,274	2.6%		1.3%	5.3%	86.7%			4.3%		2.4%
Boston: Waterfront	1,148	2.4%	1.5%		0.7%	85.5%		3.8%	4.7%		3.9%
Boston: Roslindale	698	1.4%		64.6%		21.7%		2.4%	5.5%	2.2%	3.5%
Boston: So Bos Indust	523	1.1%		3.3%		96.7%					
Boston: West Roxbury	434	0.9%		64.9%		14.5%	7.8%	10.8%		2.0%	
Boston: Hyde Park	396	0.8%		54.4%	13.6%	11.6%					20.5%
Unspecified	316	0.7%	14.0%	46.9%		12.8%		2.7%	11.8%		11.8%
Boston: Mattapan	264	0.5%		71.7%				12.9%			15.5%
Other (< 0.5 % of riders)	1,994	4.1%	4.3%	22.6%	0.9%	58.6%		1.8%	2.0%	2.7%	7.2%
OVERALL TOTAL	48,298	100.0%	1.4%	9.8%	4.4%	68.5%	1.9%	4.3%	2.7%	2.7%	4.2%

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

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Origin-Destination Cross-tabulation

Expanded Results

ORANGE LINE

Entry Station: North Side Stations

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Financial/R etail	Boston: Park Square	Boston: Prudential/ Hancock	Boston: Govt Center	Boston: Back Bay	Boston: South End	Boston: Fenway	Boston: North End	Boston: Longwood Med Area	Boston: Waterfront	Other & % of Row	Row Total & % of Overall
Malden	1586	777	758	603	457	347	336	464	471	292	2376	8817
											26.9%	23.6%
Boston: Charlestown	231	387	513	254	257	106	143	74	103	58	1462	3601
											40.6%	9.6%
Medford	890	316	307	307	200	82	156	187	272	54	669	3452
											19.4%	9.2%
Melrose	562	192	153	277	132	39	58	71	85	92	556	2284
											24.4%	6.1%
Everett	380	266	213	371	99	57	122	113	29	93	439	2195
											20.0%	5.9%
Boston: North End	70	191	249	15	100	240	39	0	11	66	670	1703
											39.3%	4.6%
Somerville: Winter Hill	333	209	104	156	86	27	90	49	38	14	310	1453
											21.3%	3.9%
Boston: Govt Center	58	139	76	0	51	55	63	49	26	0	852	1381
											61.7%	3.7%
Somerville: East Somerville	231	124	76	128	76	100	14	24	27	0	304	1104
											27.5%	3.0%
Boston: Financial/Retail	13	20	100	0	27	53	13	37	0	0	595	969
											61.5%	2.6%
Unspecified	147	151	42	49	15	24	26	63	22	0	205	787
											26.0%	2.1%
Stoneham	216	62	66	72	49	25	0	12	12	18	84	616
											13.7%	1.6%
Wakefield	258	58	50	43	24	0	0	8	6	24	108	616
											18.6%	1.6%
Salem	104	106	62	15	47	26	40	0	0	26	104	529
											19.6%	1.4%
Peabody	86	139	131	25	6	0	0	12	0	15	24	451
											5.4%	1.2%
Saugus	129	72	44	55	18	13	0	6	25	20	66	449
											14.8%	1.2%
Chelsea	49	13	163	0	13	0	13	0	13	0	155	444
											35.0%	1.2%
Somerville: Spring Hill	166	55	38	25	24	24	0	24	0	0	65	422
											15.5%	1.1%
Other & % of Column	1393	664	766	400	361	189	263	98	126	251	1051	5752
	19.8%	16.7%	19.4%	14.2%	17.6%	13.0%	19.0%	7.6%	10.0%	24.5%	18.3%	15.4%
Column Total & % of Overall	7033	3970	3956	2810	2055	1455	1387	1289	1266	1023	10193	37411
	18.8%	10.6%	10.6%	7.5%	5.5%	3.9%	3.7%	3.4%	3.4%	2.7%	27.2%	

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Origin-Destination Cross-tabulation

Expanded Results

ORANGE LINE

Entry Station: South Side Stations

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Financial/R etail	Boston: Govt Center	Boston: Park Square	Boston: Prudential/ Hancock	Boston: North End	Boston: Back Bay	Boston: Fenway	Boston: Jamaica Plain	Boston: South End	Boston: Charlesto wn	Other & % of Row	Row Total & % of Overall
Boston: Jamaica Plain	1737	1014	683	490	272	551	759	28	610	110	3050	9343
											32.6%	21.2%
Boston: Roxbury	581	514	325	432	153	473	299	102	120	122	1604	4844
											33.1%	11.0%
Boston: Park Square	335	91	21	82	186	111	160	188	162	194	1883	3730
											50.5%	8.5%
Boston: South End	818	447	178	45	301	36	87	102	0	164	1345	3547
											37.9%	8.1%
Boston: Roslindale	671	354	199	241	80	188	124	17	102	17	850	2844
											29.9%	6.5%
Boston: Financial/Retail	0	0	37	224	75	112	112	356	150	100	1120	2360
											47.4%	5.4%
Boston: Fenway	356	178	127	83	111	32	0	343	24	55	867	2270
											38.2%	5.2%
Boston: West Roxbury	317	366	76	93	43	106	33	5	76	33	360	1510
											23.8%	3.4%
Boston: Prudential/Hancock	306	135	116	0	24	71	0	91	0	14	519	1323
											39.3%	3.0%
Boston: Hyde Park	173	263	106	76	13	44	43	0	58	60	358	1195
											30.0%	2.7%
Boston: North Dorchester	123	215	89	34	68	136	0	0	0	47	327	1040
											31.4%	2.4%
Boston: Mattapan	235	147	78	17	53	56	33	0	109	17	234	1009
											23.2%	2.3%
Boston: Longwood Med Area	65	21	34	59	32	21	21	204	13	0	393	1009
											42.7%	2.3%
Boston: Back Bay	146	60	0	15	0	0	31	70	15	23	425	903
											47.1%	2.1%
Unspecified	144	123	97	13	98	13	31	0	13	0	360	892
											40.3%	2.0%
Boston: South Dorchester	172	120	105	67	98	58	0	0	0	0	145	764
											18.9%	1.7%
Boston: Govt Center	0	0	0	0	0	0	37	37	0	25	231	393
											58.6%	0.9%
Dedham	81	27	47	30	14	13	50	0	0	0	69	344
											20.0%	0.8%
Other & % of Column	609	840	410	168	496	62	276	308	83	228	959	4497
	8.8%	16.9%	15.0%	7.7%	23.0%	2.9%	13.2%	16.6%	5.4%	18.7%	21.3%	10.2%
Column Total & % of Overall	6941	4965	2743	2185	2153	2100	2097	1850	1552	1223	15182	44047
	15.8%	11.3%	6.2%	5.0%	4.9%	4.8%	4.8%	4.2%	3.5%	2.8%	34.5%	



MBTA Surveys: 2008-09

Rapid Transit Survey

Socioeconomic Characteristics

Expanded Results

ORANGE LINE

Entry Station: North Side Stations

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	269	0.7%	0.7%
19 - 24	3,204	8.6%	9.4%
25 - 34	10,213	27.5%	36.9%
35 - 44	8,034	21.7%	58.6%
45 - 64	13,161	35.5%	94.1%
65 and Older	2,195	5.9%	100.0%
TOTAL	37,077	100.0%	100.0%
No Answer	334		

Gender of Riders:	Number of Riders	Percent of Riders
Male	13,928	38.8%
Female	21,892	61.0%
Transgender	52	0.1%
TOTAL	35,872	100.0%
No Answer	1,539	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	2,243	6.7%	6.7%
\$20,000 - \$29,999	2,353	7.0%	13.7%
\$30,000 - \$39,999	2,497	7.4%	21.1%
\$40,000 - \$49,999	2,887	8.6%	29.7%
\$50,000 - \$59,999	2,798	8.3%	38.1%
\$60,000 - \$74,999	4,482	13.4%	51.4%
\$75,000 - \$99,999	5,606	16.7%	68.1%
\$100,000 or more	10,706	31.9%	100.0%
TOTAL	33,573	100.0%	100.0%
No Answer	3,838		

Mean Household Size: 2.44



MBTA Surveys: 2008-09

Rapid Transit Survey

Ethnicity of Riders

Expanded Results

ORANGE LINE

Entry Station: North Side Stations

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	476	1.3%
Black or African-American	3,104	8.8%
Native Hawaiian or Other Pacific Islander	75	0.2%
Asian	3,972	11.3%
White	26,958	76.4%
Other	1,733	4.9%
Riders who gave at least 1 response	35,266	

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	2,477	7.1%
No	32,433	92.9%
TOTAL	34,910	100.0%
No Answer	2,501	



MBTA Surveys: 2008-09

Rapid Transit Survey

Socioeconomic Characteristics

Expanded Results

ORANGE LINE

Entry Station: South Side Stations

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	498	1.1%	1.1%
19 - 24	5,344	12.2%	13.4%
25 - 34	11,484	26.3%	39.7%
35 - 44	7,965	18.3%	58.0%
45 - 64	15,486	35.5%	93.4%
65 and Older	2,859	6.6%	100.0%
TOTAL	43,635	100.0%	100.0%
No Answer	450		

Gender of Riders:	Number of Riders	Percent of Riders
Male	16,874	40.4%
Female	24,906	59.6%
Transgender	32	0.1%
TOTAL	41,811	100.0%
No Answer	2,273	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	5,428	13.5%	13.5%
\$20,000 - \$29,999	2,763	6.9%	20.4%
\$30,000 - \$39,999	2,813	7.0%	27.4%
\$40,000 - \$49,999	3,696	9.2%	36.7%
\$50,000 - \$59,999	3,767	9.4%	46.0%
\$60,000 - \$74,999	5,065	12.6%	58.7%
\$75,000 - \$99,999	5,667	14.1%	72.8%
\$100,000 or more	10,910	27.2%	100.0%
TOTAL	40,108	100.0%	100.0%
No Answer	3,976		

Mean Household Size: 2.50



MBTA Surveys: 2008-09

Rapid Transit Survey

Ethnicity of Riders

Expanded Results

ORANGE LINE

Entry Station: South Side Stations

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	607	1.5%
Black or African-American	8,830	21.3%
Native Hawaiian or Other Pacific Islander	71	0.2%
Asian	2,953	7.1%
White	27,323	65.9%
Other	2,711	6.5%
Riders who gave at least 1 response	41,479	

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	3,580	8.7%
No	37,463	91.3%
TOTAL	41,043	100.0%
No Answer	3,041	



MBTA Surveys: 2008-09

Rapid Transit Survey

Usage Rates

ORANGE LINE

Expanded Results

Entry Station: North Side Stations

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	1,406	4.3%	4.3%
One Day	649	2.0%	6.3%
Two Days	1,215	3.7%	10.0%
Three Days	1,956	6.0%	15.9%
Four Days	2,171	6.6%	22.6%
Five Days	19,932	60.8%	83.3%
Six Days	2,665	8.1%	91.5%
Seven Days	2,603	7.9%	99.4%
Only Visiting	201	0.6%	100.0%
TOTAL	32,798	100.0%	100.0%
No Answer	4,613		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	2,951 9.9%	1,181 3.9%	222 0.7%	732	4,355 14.6%
Occasionally	237 0.8%	14,276 47.7%	1,837 6.1%	1,653	16,350 54.6%
Not at all	17 0.1%	141 0.5%	9,063 30.3%	314	9,220 30.8%
No Answer	50	94	55	4,588	
Sunday Total	3,204 10.7%	15,598 52.1%	11,123 37.2%		29,925 *

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

Fare Types and Pass Usage
ORANGE LINE

Expanded Results

Entry Station: North Side Stations

Usage Rates by Fare Type: Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Line Used/Wk.
Pay-per-ride CharlieCard (plastic)	7,651	20.6%	3.9
Pay-per-ride CharlieTicket (paper)	750	2.0%	2.9
Monthly pass	25,582	68.7%	5.0
Full cash fare on-board trolley	0	0.0%	0.0
Reduced fare	1,632	4.4%	3.5
<i>Student</i>	51	0.1%	3.5
<i>Senior</i>	1,001	2.7%	2.9
<i>Disability</i>	546	1.5%	4.6
<i>No Reduced Fare Selected</i>	34	0.1%	3.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	29	0.1%	6.2
1-Day LinkPass	17	0.0%	0.0
7-Day LinkPass	1,460	3.9%	5.6
Other	93	0.2%	4.2
No Fare Payment Type Selected	196		
All Payment Types	37,215	100.0%	4.7

Monthly Pass Users by Type of Pass: Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
Link (Subway + Bus)	19,834	53.3%	5.1
Zone	4,093	11.0%	4.8
Boat	60	0.2%	4.7
Inner Express Bus	592	1.6%	4.8
Outer Express Bus	137	0.4%	3.3
Student	45	0.1%	5.8
Senior	548	1.5%	4.8
Disability	253	0.7%	5.1
No Pass Selected	22	0.1%	5.0
Total Riders Using Monthly Passes	25,582	68.7%	5.0

Zones Reported by Users of Zone Passes: Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
1A	633	1.7%	4.6
1	469	1.3%	4.9
2	723	1.9%	4.7
3	761	2.0%	4.9
4	339	0.9%	4.6
5	199	0.5%	5.0
6	445	1.2%	4.8
7	268	0.7%	4.8
8	256	0.7%	4.2
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	4,093	11.0%	4.8



MBTA Surveys: 2008-09

Rapid Transit Survey

Usage Rates

ORANGE LINE

Expanded Results

Entry Station: South Side Stations

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	2,913	6.7%	6.7%
One Day	1,373	3.2%	9.8%
Two Days	1,877	4.3%	14.2%
Three Days	2,828	6.5%	20.6%
Four Days	3,420	7.9%	28.5%
Five Days	20,493	47.1%	75.6%
Six Days	4,690	10.8%	86.3%
Seven Days	5,666	13.0%	99.3%
Only Visiting	292	0.7%	100.0%
TOTAL	43,552	100.0%	100.0%
No Answer	534		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	6,239 15.6%	2,190 5.5%	211 0.5%	833	8,639 21.7%
Occasionally	367 0.9%	18,968 47.5%	2,485 6.2%	1,959	21,820 54.7%
Not at all	65 0.2%	235 0.6%	9,140 22.9%	340	9,440 23.7%
No Answer	138	187	84	645	
Sunday Total	6,671 16.7%	21,392 53.6%	11,836 29.7%		39,899 *

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

Fare Types and Pass Usage
ORANGE LINE

Expanded Results

Entry Station: South Side Stations

Usage Rates by Fare Type: Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Line Used/Wk.
Pay-per-ride CharlieCard (plastic)	8,984	20.6%	3.7
Pay-per-ride CharlieTicket (paper)	1,102	2.5%	3.6
Monthly pass	28,272	64.7%	5.0
Full cash fare on-board trolley	0	0.0%	0.0
Reduced fare	3,287	7.5%	3.6
<i>Student</i>	244	0.6%	4.6
<i>Senior</i>	2,026	4.6%	3.0
<i>Disability</i>	1,017	2.3%	4.7
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	25	0.1%	3.0
7-Day LinkPass	1,923	4.4%	5.4
Other	118	0.3%	6.2
No Fare Payment Type Selected	372		
All Payment Types	43,712	100.0%	4.6

Monthly Pass Users by Type of Pass: Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
Link (Subway + Bus)	21,418	49.0%	5.1
Zone	5,319	12.2%	4.5
Boat	100	0.2%	5.0
Inner Express Bus	288	0.7%	4.8
Outer Express Bus	0	0.0%	0.0
Student	197	0.5%	5.7
Senior	493	1.1%	5.2
Disability	400	0.9%	3.8
No Pass Selected	58	0.1%	5.0
Total Riders Using Monthly Passes	28,272	64.7%	5.0

Zones Reported by Users of Zone Passes: Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
1A	731	1.7%	4.8
1	654	1.5%	4.4
2	576	1.3%	4.5
3	645	1.5%	4.5
4	819	1.9%	4.3
5	501	1.1%	4.6
6	634	1.4%	4.1
7	383	0.9%	4.5
8	285	0.7%	5.2
Interzone	51	0.1%	6.5
No Zone Selected	39	0.1%	5.9
Total Riders Using Zone Passes	5,319	12.2%	4.5

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Vehicle Availability

ORANGE LINE

Expanded Results

Entry Station: North Side Stations

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	28,011	85.4%
Not Licensed	4,776	14.6%
TOTAL	32,786	100.0%
No Answer	4,625	

Usable Vehicles per Household:

	Number of Riders	Percent of Riders
No vehicles	7,673	20.7%
1 vehicle	15,197	41.1%
2 vehicles	10,933	29.6%
3 or more vehicles	3,190	8.6%
TOTAL	36,994	100.0%
No Answer	417	

Was a Household Vehicle Available to Rider?:

	Number of Riders	Percent of Riders
Yes	17,437	53.5%
No	15,129	46.5%
TOTAL	32,567	100.0%
No Answer	4,844	

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	7,211	20.4%	20.4%
0.01 to 0.49 vehicles	5,128	14.5%	34.8%
0.50 to 0.99 vehicles	12,018	33.9%	68.8%
1.00 to 1.49 vehicles	10,292	29.1%	97.9%
1.50 to 1.99 vehicles	412	1.2%	99.0%
2 or more vehicles	346	1.0%	100.0%
TOTAL RESPONSES	35,408		

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Vehicle Availability

ORANGE LINE

Expanded Results

Entry Station: South Side Stations

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	37,446	85.7%
Not Licensed	6,258	14.3%
TOTAL	43,703	100.0%
No Answer	382	

Usable Vehicles per Household:

	Number of Riders	Percent of Riders
No vehicles	11,966	27.7%
1 vehicle	19,082	44.1%
2 vehicles	9,431	21.8%
3 or more vehicles	2,745	6.4%
TOTAL	43,225	100.0%
No Answer	860	

Was a Household Vehicle Available to Rider?:

	Number of Riders	Percent of Riders
Yes	19,733	45.6%
No	23,539	54.4%
TOTAL	43,273	100.0%
No Answer	812	

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	11,150	27.0%	27.0%
0.01 to 0.49 vehicles	7,060	17.1%	44.1%
0.50 to 0.99 vehicles	13,098	31.7%	75.8%
1.00 to 1.49 vehicles	9,153	22.2%	98.0%
1.50 to 1.99 vehicles	501	1.2%	99.2%
2 or more vehicles	335	0.8%	100.0%
TOTAL RESPONSES	41,297		



MBTA Surveys: 2008-09

Rapid Transit Survey

Service Quality

Expanded Results

ORANGE LINE

Entry Station: North Side Stations

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.3	5.9%	11.7%	39.4%	34.5%	8.4%	32,007	5,404	15,943
Safety and security	3.5	2.6%	7.2%	36.3%	41.1%	12.8%	31,885	5,526	9,253
Cleanliness/condition of vehicles	2.8	9.8%	20.9%	47.3%	18.5%	3.5%	31,966	5,445	4,232
Courtesy of train crews	3.2	6.9%	14.6%	40.0%	29.0%	9.4%	31,292	6,119	1,316
Announcement of stations	3.5	5.1%	11.4%	30.9%	32.6%	19.9%	31,789	5,622	1,080
Availability of seating on trains	3.0	10.9%	16.6%	41.3%	24.6%	6.6%	32,177	5,234	2,687
Frequency of service	3.2	5.8%	17.2%	38.9%	30.6%	7.4%	31,851	5,560	11,769
Travel time/speed	3.4	3.5%	9.9%	37.0%	38.0%	11.7%	31,928	5,483	5,910
Parking availability	2.9	15.8%	18.7%	34.4%	21.9%	9.3%	20,195	17,216	1,715
Station amenities	2.6	15.8%	25.3%	41.4%	13.6%	3.9%	27,412	9,999	360
Fare collection system	3.6	6.2%	8.7%	28.4%	35.6%	21.0%	30,918	6,493	1,180

* 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

Rapid Transit Survey

Service Quality

Expanded Results

ORANGE LINE

Entry Station: South Side Stations

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.3	5.2%	12.5%	38.8%	35.4%	8.0%	41,893	2,191	21,652
Safety and security	3.5	2.7%	8.6%	37.3%	40.2%	11.1%	42,527	1,557	12,713
Cleanliness/condition of vehicles	2.9	9.0%	20.9%	46.3%	21.5%	2.4%	42,091	1,994	5,262
Courtesy of train crews	3.2	6.2%	15.2%	41.3%	28.7%	8.6%	41,486	2,598	1,588
Announcement of stations	3.5	5.6%	11.2%	28.9%	34.0%	20.2%	41,998	2,086	1,609
Availability of seating on trains	3.2	5.1%	15.0%	42.9%	29.8%	7.2%	42,075	2,010	3,802
Frequency of service	3.2	4.7%	14.6%	40.2%	32.3%	8.2%	41,978	2,107	15,576
Travel time/speed	3.5	3.3%	8.8%	34.0%	41.0%	12.9%	41,876	2,209	9,498
Parking availability	2.8	17.5%	18.8%	38.6%	17.3%	7.8%	22,287	21,798	1,086
Station amenities	2.7	14.4%	25.0%	42.9%	14.2%	3.6%	35,674	8,411	583
Fare collection system	3.6	5.3%	9.6%	28.7%	34.6%	21.7%	41,528	2,557	1,947

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



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

The three types of data presented in this chapter, taken as a whole, could be said to “frame” the trips the riders made. These data help answer the questions: What kinds of trips were Orange Line riders making? Why did they choose to use rapid transit service? What were their alternatives?

The tables (at the end of the chapter) present these data by station. For each station, three tables presenting the three respective types of data are grouped on a single page. The data for each station 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 Orange Line as a whole. It includes tables and discussion.

3.1 TRIP PURPOSE

3.1.1 DESCRIPTION OF TABLE

The trip purposes table for each station shows the allocation of the trips among nine categories: home-based work, home-based school, home-based shopping, home-based social activity, home-based personal business, home-based work-related, home-based other, work-based, and non-home/non-work-based. This allocation was done using information from survey questions 4a and 9a: “Where were you before starting this entire one-way trip?” and “Where will/did this one-way trip end?” The actual origins and destinations (by municipality or neighborhood) of the trips by purpose are shown in Chapters 4 and 9, 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

entering the rapid transit system at the station 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

North Side

The northernmost four stations and North Station were used primarily (73% to 87%) to make home-based work trips. The stations from Oak Grove to Sullivan Square serve predominantly residential areas. Boardings at North Station consist largely of transfers from commuter rail by people whose trips begin in residential areas further north of Boston than Oak Grove. The other north side stations showed much lower home-based work trip percentages, ranging from 36% at State, where many respondents were already at work and used the Orange Line for business, to 63% at Haymarket. (Nearly one third of all Haymarket boardings were transfers from buses from outlying areas.)

The next-most-common trip purpose varied largely from station to station. The downtown stations, North Station (7%), Haymarket (9%), and State (37%), had higher proportions of work-based trips than other stations. Work-based trips accounted for 2% to 7% of entries at the non-downtown stations. Community College, Malden, and Oak Grove had higher percentages of home-based school trips than the other stations, at 23%, 7%, and 5%, respectively.

Home-based shopping trips accounted for 4% or less of trips at all north side stations. Excluding the stations listed above, home-based school trips ranged from 1% to 4%. The response rate of people under 18 years old was very low (see Chapter 11), which partly explains the low reported number of school trips.

The trip purpose results may have been affected by the survey distribution strategy, which captured riders entering stations 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 may have been underrepresented.

South Side

The most common trip purpose for passengers entering all south side Orange Line stations from Forest Hills through New England Medical Center was home-based work trips. Such trips accounted for 63% to 79% of the entries at each of these stations except Massachusetts Avenue (55%), Ruggles (49%), and New England Medical Center (46%).

At Chinatown, home-based work trips were only slightly ahead of work-based trips (25% to 24%), and at Downtown Crossing, work-based trips exceeded home-based work trips slightly (25% to 24%). At the other south side stations,

work-based trips ranged from 3% to 9%, except at Back Bay (13%) and New England Medical Center (17%).

Home-based school trips accounted for 3% to 7% of reported entries at each south side station except Jackson Square (12%), Ruggles (13%), and New England Medical Center (14%). Such trips included all those with school at one end and home at the other, regardless of the age of the respondent. However, fare-mix data indicate that students under age 19 are usually under-represented in MBTA passenger surveys.

At Downtown Crossing, 14% of entries were home-based shopping trips. At New England Medical Center, 12% of trips were home-based personal business, including medical appointments. At Chinatown, 10% of trips were reported as home-based “other.” These were mainly trips to or from the Registry of Motor Vehicles office, which could also have been classified as personal business.

3.2 REASONS FOR USING THE MBTA

3.2.1 DESCRIPTION OF TABLE

The table for each station showing the reasons for using MBTA rapid transit service summarizes the results from question 22 on the survey. This question listed eight possible reasons riders might have for using rapid transit rather than some other mode of transportation. These were “convenience,” “speed/travel time,” “avoid driving/traffic,” “avoid parking at destination,” “environmentally responsible,” “less expensive than other choices,” “can read/do work on the train,” and “only transportation available.” There was also a space for writing in other reasons.

The table presents both the number and percent of riders who selected each reason. Riders were allowed to check as many reasons as they felt were relevant. Therefore the values in the “Number of Riders” column have not been totaled in the table; the number at the bottom of that column is the number of riders who checked at least one reason. The values in the “Percent of Riders” column may add up to more than 100%. The percentages were calculated by dividing the number of responses for each reason by the total number of people who checked at least one reason.

3.2.2 OVERVIEW OF RESULTS

North Side

At Orange Line north side stations, “convenience” was checked by 54% to 71% of riders. This made it the most common reason for using rapid transit service except at Wellington, Oak Grove, and North Station, where “avoid driving/traffic” was first. The North Station results were heavily influenced by riders transferring from commuter rail there. Among that group, “avoid driving/traffic” was first, at 85%, “avoid parking at destination” was second, at 61%, and “convenience” was third, at 55%. This was also the order in which

reasons were cited at Oak Grove and Wellington.

Being environmentally responsible ranked in the middle of the list, just above the MBTA being less expensive than some other modes. Use of rapid transit as the only transportation available was checked by 21% of north side riders. This ranged from 11% at North Station (where many of the trips made as final links from commuter rail could have been made by walking) to 36% at Community College.

Among North Station respondents who transferred from commuter rail, 57% checked “can read or do work on the train” (probably meaning the commuter train), compared with 32% of north side riders overall. Most of the North Station transfer riders would have gotten seats on their commuter rail trip segments and would have had long enough trips to make it worthwhile getting out laptop computers or books. The northernmost Orange Line station, Oak Grove, also had an above-average percentage (38%) claiming “read or do work” as a reason for using rapid transit. People boarding at that station have longer average trips and are more likely to get seats than those boarding closer to downtown.

“Other” reasons were checked by about 2%. Those who also wrote in details cited factors including socializing, safety, weather conditions, saving wear and tear on a car, lack of a driver’s license, disabilities, and many others.

South Side

At Orange Line south side stations, “convenience” was checked by 63% to 78% of riders. This made it the most common reason for using rapid transit service except at Back Bay, where “avoid driving/traffic” was ahead, 72% to 67%. The Back Bay results were heavily influenced by riders transferring from commuter rail there. Among that group, “avoid driving/traffic” was ahead of “convenience,” 85% to 62%, with “avoid parking at destination” third, at 60%.

At south side stations other than Back Bay, “avoid driving/traffic” was checked by 41% to 71% of entering riders, and “avoid parking at destination” was checked by 38% to 69%. Being environmentally responsible usually ranked in the middle of the list, just above the MBTA being less expensive than some other modes. Use of rapid transit as the only transportation available was checked by 25% of south side riders. This ranged from 16% at Back Bay (where many of the trips made as final links from commuter rail could have been made by walking) to 39% at Jackson Square.

Among Back Bay respondents who transferred from commuter rail, 60% checked “can read or do work on the train” (probably meaning the commuter train) compared with 36% of south side riders overall. Most of the Back Bay transfer riders would have gotten seats on their commuter rail trip segments and would have had long enough trips to make it worthwhile getting out laptop computers or books. The southernmost three Orange Line stations also had above-average percentages (from 40% to 47%) claiming “read or do work” as a reason for using rapid transit. People boarding at these stations have longer

average trips and are more likely to get seats than those boarding closer to downtown.

3.3 ALTERNATIVE MEANS OF TRANSPORTATION

3.3.1 DESCRIPTION OF TABLES

The two tables for each station on alternative means of transportation summarize the results of question 13b, which asked riders to indicate whether they used other means of making the same trip on days when they did not use the Orange Line, 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

North Side

Overall, at Orange Line north side stations the most common alternative mode of transportation reported by riders who made the same trip using other means when not riding the Orange Line was driving alone (53%). It was also first at five of the seven stations, ranging from 45% at Sullivan Square to 69% at Oak Grove. The exceptions were Community College, where “other MBTA service” was slightly ahead (39% to 38%), and Haymarket, where “other” was ahead (36% to 32%). Most of the Haymarket riders who checked “other” were making short trips, and specified walking as the alternative. Using another MBTA service was also a common response (32% to 34%) at Malden, Sullivan Square, Haymarket, and Community College.

Using a carpool or a vanpool as an alternative was checked by 18% of Orange Line north side riders, ranging from 12% at Haymarket to 25% at Community College. Of the Orange Line north side riders who checked “biking,” that mode share surpassed 10% at only two stations: Sullivan Square (15%) and Haymarket (11%).

South Side

Driving alone was the most common alternative overall (43%) at south side

Orange Line stations, followed by use of another MBTA service (38%). However, this sequence occurred only at the four outermost stations (Forest Hills to Jackson Square), along with Back Bay and Chinatown. At the other five stations, use of other MBTA service was most common. Driving alone was second at four of these stations, but at Massachusetts Avenue, “other” (mostly walking) was also slightly ahead of driving alone. “Carpooling/vanpooling” and “bicycling” were the next-most-common alternatives. Combined, these two choices made up approximately 20% to 30% of the alternative modes at each station.

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

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

Expanded Results

ORANGE LINE

Entry Station: Oak Grove

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	4,339	87.4%	87.4%
Home-based School	243	4.9%	92.3%
Home-based Shopping	0	0.0%	92.3%
Home-based Social Activity	56	1.1%	93.5%
Home-based Personal Business	110	2.2%	95.7%
Home-based Work-related	68	1.4%	97.1%
Home-based Other	25	0.5%	97.6%
Work-based	114	2.3%	99.9%
Non-Home/Non-Work-based	6	0.1%	100.0%
TOTAL	4,962		
No Answer	49		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	3,164	63.4%
Speed/travel time	2,006	40.2%
Avoid driving/traffic	3,708	74.3%
Avoid parking at destination	3,297	66.0%
Environmentally responsible	2,224	44.5%
Less expensive	2,215	44.4%
Can read/do work	1,873	37.5%
Only transportation available	641	12.8%
Other	29	0.6%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	4,993	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	1,734	35.3%	Drive alone	1,105	68.5%
No	3,173	64.7%	Non-MBTA bus	12	0.7%
TOTAL	4,908	100.0%	Carpool/vanpool	265	16.4%
No Answer	104		Bicycle	55	3.4%
			Other MBTA service	287	17.8%
			Other	60	3.7%
			TOTAL RIDERS GIVING AT LEAST 1 OTHER MODE:	1,614	
			(No other modes reported)	120	

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

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

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

Expanded Results

ORANGE LINE
 Entry Station: Malden

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	6,591	72.7%	72.7%
Home-based School	634	7.0%	79.7%
Home-based Shopping	134	1.5%	81.2%
Home-based Social Activity	68	0.8%	82.0%
Home-based Personal Business	435	4.8%	86.8%
Home-based Work-related	134	1.5%	88.2%
Home-based Other	295	3.3%	91.5%
Work-based	548	6.1%	97.5%
Non-Home/Non-Work-based	222	2.5%	100.0%
TOTAL	9,060		
No Answer	130		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	3,327	69.5%
Speed/travel time	1,764	36.9%
Avoid driving/traffic	2,661	55.6%
Avoid parking at destination	2,292	47.9%
Environmentally responsible	1,921	40.2%
Less expensive	2,252	47.1%
Can read/do work	1,460	30.5%
Only transportation available	1,333	27.9%
Other	65	1.4%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	4,784	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	1,632	35.1%	Drive alone	850	57.8%
No	3,021	64.9%	Non-MBTA bus	34	2.3%
TOTAL	4,653	100.0%	Carpool/vanpool	199	13.5%
No Answer	4,538		Bicycle	48	3.3%
			Other MBTA service	502	34.1%
			Other	82	5.6%
			TOTAL RIDERS GIVING AT LEAST 1 OTHER MODE:	1,471	
			(No other modes reported)	162	

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

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

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

Expanded Results

ORANGE LINE
Entry Station: Wellington

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	4,571	84.4%	84.4%
Home-based School	151	2.8%	87.2%
Home-based Shopping	121	2.2%	89.4%
Home-based Social Activity	53	1.0%	90.4%
Home-based Personal Business	95	1.8%	92.2%
Home-based Work-related	93	1.7%	93.9%
Home-based Other	70	1.3%	95.2%
Work-based	181	3.3%	98.5%
Non-Home/Non-Work-based	81	1.5%	100.0%
TOTAL	5,416		
No Answer	114		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	2,949	53.7%
Speed/travel time	1,682	30.6%
Avoid driving/traffic	3,202	58.3%
Avoid parking at destination	3,174	57.8%
Environmentally responsible	1,968	35.8%
Less expensive	2,451	44.6%
Can read/do work	1,355	24.7%
Only transportation available	869	15.8%
Other	95	1.7%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	5,493	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	2,170	40.3%	Drive alone	1,215	63.7%
No	3,221	59.7%	Non-MBTA bus	37	1.9%
TOTAL	5,391	100.0%	Carpool/vanpool	321	16.8%
No Answer	139		Bicycle	65	3.4%
			Other MBTA service	416	21.8%
			Other	172	9.0%
			TOTAL RIDERS GIVING AT LEAST 1 OTHER MODE:	1,908	
			(No other modes reported)	263	

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

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

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

Expanded Results

ORANGE LINE
 Entry Station: Sullivan Square

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	4,633	77.4%	77.4%
Home-based School	238	4.0%	81.4%
Home-based Shopping	24	0.4%	81.8%
Home-based Social Activity	146	2.4%	84.2%
Home-based Personal Business	211	3.5%	87.8%
Home-based Work-related	176	2.9%	90.7%
Home-based Other	86	1.4%	92.1%
Work-based	373	6.2%	98.4%
Non-Home/Non-Work-based	97	1.6%	100.0%
TOTAL	5,985		
No Answer	86		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	3,802	62.8%
Speed/travel time	2,150	35.5%
Avoid driving/traffic	3,322	54.8%
Avoid parking at destination	3,233	53.4%
Environmentally responsible	2,574	42.5%
Less expensive	2,530	41.8%
Can read/do work	1,767	29.2%
Only transportation available	1,544	25.5%
Other	114	1.9%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	6,058	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	2,063	34.3%	Drive alone	849	44.7%
No	3,944	65.7%	Non-MBTA bus	52	2.7%
TOTAL	6,006	100.0%	Carpool/vanpool	345	18.2%
No Answer	65		Bicycle	290	15.3%
			Other MBTA service	635	33.5%
			Other	220	11.6%
			TOTAL RIDERS GIVING AT LEAST 1 OTHER MODE:	1,897	
			(No other modes reported)	166	

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

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

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

Expanded Results

ORANGE LINE

Entry Station: Community College

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	1,313	49.9%	49.9%
Home-based School	610	23.2%	73.1%
Home-based Shopping	0	0.0%	73.1%
Home-based Social Activity	0	0.0%	73.1%
Home-based Personal Business	108	4.1%	77.2%
Home-based Work-related	62	2.4%	79.6%
Home-based Other	17	0.6%	80.3%
Work-based	195	7.4%	87.7%
Non-Home/Non-Work-based	323	12.3%	100.0%
TOTAL	2,628		
No Answer	54		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	1,858	69.3%
Speed/travel time	699	26.1%
Avoid driving/traffic	905	33.7%
Avoid parking at destination	854	31.9%
Environmentally responsible	1,036	38.6%
Less expensive	1,090	40.6%
Can read/do work	765	28.5%
Only transportation available	947	35.3%
Other	17	0.6%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	2,682	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	1,297	49.5%	Drive alone	470	37.8%
No	1,323	50.5%	Non-MBTA bus	8	0.7%
TOTAL	2,620	100.0%	Carpool/vanpool	312	25.1%
No Answer	62		Bicycle	17	1.4%
			Other MBTA service	482	38.8%
			Other	204	16.4%
			TOTAL RIDERS GIVING AT LEAST 1 OTHER MODE:	1,243	
			(No other modes reported)	54	

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

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

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

Expanded Results

ORANGE LINE
 Entry Station: North Station

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	3,198	80.5%	80.5%
Home-based School	94	2.4%	82.9%
Home-based Shopping	0	0.0%	82.9%
Home-based Social Activity	85	2.1%	85.0%
Home-based Personal Business	179	4.5%	89.5%
Home-based Work-related	56	1.4%	90.9%
Home-based Other	26	0.7%	91.6%
Work-based	262	6.6%	98.2%
Non-Home/Non-Work-based	72	1.8%	100.0%
TOTAL	3,972		
No Answer	229		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	2,535	60.9%
Speed/travel time	1,450	34.8%
Avoid driving/traffic	3,303	79.3%
Avoid parking at destination	2,506	60.1%
Environmentally responsible	2,096	50.3%
Less expensive	1,953	46.9%
Can read/do work	2,147	51.5%
Only transportation available	464	11.1%
Other	141	3.4%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	4,166	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	1,814	44.6%	Drive alone	1,034	58.6%
No	2,252	55.4%	Non-MBTA bus	41	2.3%
TOTAL	4,065	100.0%	Carpool/vanpool	357	20.2%
No Answer	135		Bicycle	53	3.0%
			Other MBTA service	380	21.6%
			Other	242	13.7%
			TOTAL RIDERS GIVING AT LEAST 1 OTHER MODE:	1,765	
			(No other modes reported)	49	

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

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

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

Expanded Results

ORANGE LINE

Entry Station: Haymarket

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	1,672	63.0%	63.0%
Home-based School	26	1.0%	64.0%
Home-based Shopping	109	4.1%	68.1%
Home-based Social Activity	72	2.7%	70.8%
Home-based Personal Business	145	5.4%	76.2%
Home-based Work-related	85	3.2%	79.4%
Home-based Other	230	8.7%	88.1%
Work-based	243	9.2%	97.3%
Non-Home/Non-Work-based	72	2.7%	100.0%
TOTAL	2,656		
No Answer	26		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	1,739	64.8%
Speed/travel time	979	36.5%
Avoid driving/traffic	1,348	50.2%
Avoid parking at destination	1,006	37.5%
Environmentally responsible	992	37.0%
Less expensive	956	35.7%
Can read/do work	572	21.3%
Only transportation available	835	31.1%
Other	128	4.8%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	2,682	

Use Other Mode to Make Same Trip?	Number of Riders		Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	
	Number of Riders	Percent of Riders		Number of Riders	Percent of Riders*
Yes	1,394	52.2%	Drive alone	411	32.3%
No	1,275	47.8%	Non-MBTA bus	0	0.0%
TOTAL	2,669	100.0%	Carpool/vanpool	148	11.6%
No Answer	13		Bicycle	135	10.6%
			Other MBTA service	408	32.0%
			Other	457	35.9%
			TOTAL RIDERS GIVING AT LEAST 1 OTHER MODE:	1,272	
			(No other modes reported)	122	

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

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

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

Expanded Results

ORANGE LINE
 Entry Station: State

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	681	35.5%	35.5%
Home-based School	24	1.3%	36.8%
Home-based Shopping	76	3.9%	40.7%
Home-based Social Activity	40	2.1%	42.8%
Home-based Personal Business	116	6.0%	48.8%
Home-based Work-related	88	4.6%	53.4%
Home-based Other	51	2.7%	56.0%
Work-based	701	36.5%	92.6%
Non-Home/Non-Work-based	142	7.4%	100.0%
TOTAL	1,919		
No Answer	123		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	1,228	60.1%
Speed/travel time	786	38.5%
Avoid driving/traffic	1,247	61.1%
Avoid parking at destination	972	47.6%
Environmentally responsible	812	39.8%
Less expensive	757	37.1%
Can read/do work	583	28.5%
Only transportation available	334	16.4%
Other	38	1.9%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	2,042	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	604	30.3%	Drive alone	269	49.0%
No	1,387	69.7%	Non-MBTA bus	0	0.0%
TOTAL	1,991	100.0%	Carpool/vanpool	116	21.2%
No Answer	51		Bicycle	27	4.8%
			Other MBTA service	154	28.0%
			Other	111	20.2%
			TOTAL RIDERS GIVING AT LEAST 1 OTHER MODE:	549	
			(No other modes reported)	55	

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

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

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

Expanded Results

ORANGE LINE
 Entry Station: Downtown Crossing

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	812	24.4%	24.4%
Home-based School	63	1.9%	26.3%
Home-based Shopping	449	13.5%	39.7%
Home-based Social Activity	112	3.4%	43.1%
Home-based Personal Business	224	6.7%	49.8%
Home-based Work-related	187	5.6%	55.4%
Home-based Other	112	3.4%	58.8%
Work-based	836	25.1%	83.9%
Non-Home/Non-Work-based	536	16.1%	100.0%
TOTAL	3,331		
No Answer	100		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	2,370	69.1%
Speed/travel time	1,309	38.2%
Avoid driving/traffic	1,958	57.1%
Avoid parking at destination	1,722	50.2%
Environmentally responsible	1,260	36.7%
Less expensive	1,173	34.2%
Can read/do work	1,060	30.9%
Only transportation available	823	24.0%
Other	150	4.4%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	3,431	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	1,409	42.0%	Drive alone	324	25.0%
No	1,947	58.0%	Non-MBTA bus	0	0.0%
TOTAL	3,356	100.0%	Carpool/vanpool	75	5.8%
No Answer	75		Bicycle	150	11.5%
			Other MBTA service	823	63.5%
			Other	150	11.5%
			TOTAL RIDERS GIVING AT LEAST 1 OTHER MODE:	1,297	
			(No other modes reported)	112	

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

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

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

Expanded Results

ORANGE LINE
 Entry Station: Chinatown

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	559	24.9%	24.9%
Home-based School	125	5.6%	30.5%
Home-based Shopping	97	4.3%	34.9%
Home-based Social Activity	56	2.5%	37.4%
Home-based Personal Business	250	11.2%	48.5%
Home-based Work-related	113	5.0%	53.6%
Home-based Other	226	10.1%	63.7%
Work-based	533	23.8%	87.4%
Non-Home/Non-Work-based	282	12.6%	100.0%
TOTAL	2,242		
No Answer	28		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	1,418	63.3%
Speed/travel time	783	34.9%
Avoid driving/traffic	1,030	45.9%
Avoid parking at destination	905	40.4%
Environmentally responsible	736	32.8%
Less expensive	610	27.2%
Can read/do work	542	24.2%
Only transportation available	529	23.6%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	2,242	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	1,074	48.5%	Drive alone	436	44.6%
No	1,140	51.5%	Non-MBTA bus	12	1.3%
TOTAL	2,214	100.0%	Carpool/vanpool	182	18.6%
No Answer	56		Bicycle	113	11.6%
			Other MBTA service	307	31.4%
			Other	210	21.5%
			TOTAL RIDERS GIVING AT LEAST 1 OTHER MODE:	977	
			(No other modes reported)	97	

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

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

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

Expanded Results

ORANGE LINE

Entry Station: New England Medical Center

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	1,107	46.0%	46.0%
Home-based School	331	13.8%	59.8%
Home-based Shopping	21	0.9%	60.7%
Home-based Social Activity	52	2.2%	62.8%
Home-based Personal Business	291	12.1%	74.9%
Home-based Work-related	31	1.3%	76.2%
Home-based Other	21	0.9%	77.1%
Work-based	405	16.9%	94.0%
Non-Home/Non-Work-based	145	6.0%	100.0%
TOTAL	2,404		
No Answer	114		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	1,576	63.9%
Speed/travel time	1,109	45.0%
Avoid driving/traffic	1,463	59.3%
Avoid parking at destination	1,298	52.6%
Environmentally responsible	1,120	45.4%
Less expensive	976	39.6%
Can read/do work	789	32.0%
Only transportation available	568	23.0%
Other	93	3.8%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	2,466	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	1,100	45.0%	Drive alone	353	36.5%
No	1,345	55.0%	Non-MBTA bus	0	0.0%
TOTAL	2,445	100.0%	Carpool/vanpool	135	14.0%
No Answer	72		Bicycle	83	8.6%
			Other MBTA service	436	45.2%
			Other	187	19.4%
			TOTAL RIDERS GIVING AT LEAST 1 OTHER MODE:	965	
			(No other modes reported)	135	

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

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

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

Expanded Results

ORANGE LINE
Entry Station: Back Bay

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	4,552	70.9%	70.9%
Home-based School	165	2.6%	73.4%
Home-based Shopping	201	3.1%	76.6%
Home-based Social Activity	122	1.9%	78.5%
Home-based Personal Business	39	0.6%	79.1%
Home-based Work-related	113	1.8%	80.8%
Home-based Other	223	3.5%	84.3%
Work-based	809	12.6%	96.9%
Non-Home/Non-Work-based	199	3.1%	100.0%
TOTAL	6,423		
No Answer	676		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	4,644	65.9%
Speed/travel time	2,863	40.6%
Avoid driving/traffic	5,024	71.3%
Avoid parking at destination	3,844	54.5%
Environmentally responsible	3,403	48.3%
Less expensive	2,572	36.5%
Can read/do work	3,274	46.5%
Only transportation available	1,091	15.5%
Other	200	2.8%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	7,047	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	3,207	46.1%	Drive alone	1,489	49.3%
No	3,756	53.9%	Non-MBTA bus	37	1.2%
TOTAL	6,964	100.0%	Carpool/vanpool	496	16.4%
No Answer	136		Bicycle	68	2.2%
			Other MBTA service	770	25.5%
			Other	653	21.6%
			TOTAL RIDERS GIVING AT LEAST 1 OTHER MODE:	3,018	
			(No other modes reported)	190	

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

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

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

Expanded Results

ORANGE LINE

Entry Station: Massachusetts Ave.

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	1,553	55.7%	55.7%
Home-based School	213	7.6%	63.4%
Home-based Shopping	166	5.9%	69.3%
Home-based Social Activity	0	0.0%	69.3%
Home-based Personal Business	119	4.3%	73.6%
Home-based Work-related	95	3.4%	77.0%
Home-based Other	262	9.4%	86.4%
Work-based	214	7.7%	94.1%
Non-Home/Non-Work-based	166	5.9%	100.0%
TOTAL	2,788		
No Answer	0		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	2,024	73.2%
Speed/travel time	1,141	41.3%
Avoid driving/traffic	1,288	46.6%
Avoid parking at destination	1,073	38.8%
Environmentally responsible	1,287	46.6%
Less expensive	1,215	43.9%
Can read/do work	594	21.5%
Only transportation available	930	33.6%
Other	24	0.9%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	2,765	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	1,453	52.6%	Drive alone	406	31.0%
No	1,312	47.4%	Non-MBTA bus	0	0.0%
TOTAL	2,765	100.0%	Carpool/vanpool	95	7.3%
No Answer	24		Bicycle	167	12.7%
			Other MBTA service	452	34.5%
			Other	429	32.8%
			TOTAL RIDERS GIVING AT LEAST 1 OTHER MODE:	1,310	
			(No other modes reported)	143	

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

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

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

Expanded Results

ORANGE LINE
 Entry Station: Ruggles

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	2,163	49.3%	49.3%
Home-based School	548	12.5%	61.7%
Home-based Shopping	91	2.1%	63.8%
Home-based Social Activity	131	3.0%	66.8%
Home-based Personal Business	228	5.2%	72.0%
Home-based Work-related	95	2.2%	74.2%
Home-based Other	215	4.9%	79.1%
Work-based	405	9.2%	88.3%
Non-Home/Non-Work-based	514	11.7%	100.0%
TOTAL	4,390		
No Answer	86		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	3,096	69.2%
Speed/travel time	1,597	35.7%
Avoid driving/traffic	2,363	52.8%
Avoid parking at destination	1,800	40.2%
Environmentally responsible	1,624	36.3%
Less expensive	2,086	46.6%
Can read/do work	1,486	33.2%
Only transportation available	1,358	30.3%
Other	32	0.7%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	4,477	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	1,728	38.9%	Drive alone	581	34.9%
No	2,715	61.1%	Non-MBTA bus	0	0.0%
TOTAL	4,443	100.0%	Carpool/vanpool	215	12.9%
No Answer	34		Bicycle	256	15.4%
			Other MBTA service	847	50.9%
			Other	216	13.0%
			TOTAL RIDERS GIVING AT LEAST 1 OTHER MODE:	1,664	
			(No other modes reported)	63	

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

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

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

Expanded Results

ORANGE LINE
 Entry Station: Roxbury Crossing

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	1,496	62.6%	62.6%
Home-based School	147	6.2%	68.8%
Home-based Shopping	21	0.9%	69.7%
Home-based Social Activity	21	0.9%	70.5%
Home-based Personal Business	193	8.1%	78.6%
Home-based Work-related	42	1.8%	80.4%
Home-based Other	214	8.9%	89.3%
Work-based	172	7.2%	96.5%
Non-Home/Non-Work-based	84	3.5%	100.0%
TOTAL	2,388		
No Answer	88		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	1,829	73.9%
Speed/travel time	1,003	40.5%
Avoid driving/traffic	1,155	46.6%
Avoid parking at destination	1,226	49.5%
Environmentally responsible	1,129	45.6%
Less expensive	1,004	40.5%
Can read/do work	537	21.7%
Only transportation available	658	26.6%
Other	13	0.5%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	2,477	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	1,217	50.8%	Drive alone	306	28.0%
No	1,179	49.2%	Non-MBTA bus	21	1.9%
TOTAL	2,397	100.0%	Carpool/vanpool	189	17.3%
No Answer	80		Bicycle	185	16.8%
			Other MBTA service	525	47.9%
			Other	231	21.1%
			TOTAL RIDERS GIVING AT LEAST 1 OTHER MODE:	1,096	
			(No other modes reported)	122	

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

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

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

Expanded Results

ORANGE LINE

Entry Station: Jackson Square

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	2,157	66.0%	66.0%
Home-based School	402	12.3%	78.2%
Home-based Shopping	126	3.9%	82.1%
Home-based Social Activity	68	2.1%	84.2%
Home-based Personal Business	160	4.9%	89.1%
Home-based Work-related	58	1.8%	90.8%
Home-based Other	71	2.2%	93.0%
Work-based	160	4.9%	97.9%
Non-Home/Non-Work-based	68	2.1%	100.0%
TOTAL	3,270		
No Answer	242		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	2,253	65.5%
Speed/travel time	1,055	30.7%
Avoid driving/traffic	1,402	40.8%
Avoid parking at destination	1,317	38.3%
Environmentally responsible	1,266	36.8%
Less expensive	1,055	30.7%
Can read/do work	878	25.5%
Only transportation available	1,344	39.1%
Other	0	0.0%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	3,440	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	1,446	43.7%	Drive alone	650	47.2%
No	1,865	56.3%	Non-MBTA bus	34	2.5%
TOTAL	3,311	100.0%	Carpool/vanpool	279	20.2%
No Answer	201		Bicycle	126	9.1%
			Other MBTA service	357	25.9%
			Other	174	12.6%
			TOTAL RIDERS GIVING AT LEAST 1 OTHER MODE:	1,378	
			(No other modes reported)	68	

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

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

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

Expanded Results

ORANGE LINE

Entry Station: Stony Brook

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	1,535	62.9%	62.9%
Home-based School	165	6.8%	69.7%
Home-based Shopping	62	2.5%	72.2%
Home-based Social Activity	144	5.9%	78.1%
Home-based Personal Business	82	3.4%	81.5%
Home-based Work-related	77	3.2%	84.6%
Home-based Other	174	7.1%	91.8%
Work-based	139	5.7%	97.5%
Non-Home/Non-Work-based	62	2.5%	100.0%
TOTAL	2,439		
No Answer	0		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	1,823	74.7%
Speed/travel time	1,268	52.0%
Avoid driving/traffic	1,551	63.6%
Avoid parking at destination	1,628	66.7%
Environmentally responsible	1,705	69.9%
Less expensive	1,032	42.3%
Can read/do work	986	40.4%
Only transportation available	539	22.1%
Other	41	1.7%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	2,439	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	1,154	49.0%	Drive alone	508	44.8%
No	1,202	51.0%	Non-MBTA bus	0	0.0%
TOTAL	2,357	100.0%	Carpool/vanpool	82	7.3%
No Answer	82		Bicycle	313	27.6%
			Other MBTA service	431	38.0%
			Other	364	32.1%
			TOTAL RIDERS GIVING AT LEAST 1 OTHER MODE:	1,134	
			(No other modes reported)	21	

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

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

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

Expanded Results

ORANGE LINE

Entry Station: Green Street

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	1,825	74.8%	74.8%
Home-based School	115	4.7%	79.5%
Home-based Shopping	56	2.3%	81.7%
Home-based Social Activity	68	2.8%	84.5%
Home-based Personal Business	75	3.1%	87.6%
Home-based Work-related	73	3.0%	90.6%
Home-based Other	66	2.7%	93.3%
Work-based	129	5.3%	98.6%
Non-Home/Non-Work-based	35	1.4%	100.0%
TOTAL	2,441		
No Answer	35		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	1,920	77.7%
Speed/travel time	1,216	49.2%
Avoid driving/traffic	1,765	71.4%
Avoid parking at destination	1,707	69.1%
Environmentally responsible	1,663	67.3%
Less expensive	1,142	46.2%
Can read/do work	1,163	47.1%
Only transportation available	445	18.0%
Other	37	1.5%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	2,471	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	1,175	48.2%	Drive alone	593	53.2%
No	1,264	51.8%	Non-MBTA bus	12	1.1%
TOTAL	2,439	100.0%	Carpool/vanpool	140	12.5%
No Answer	37		Bicycle	281	25.2%
			Other MBTA service	336	30.2%
			Other	117	10.5%
			TOTAL RIDERS GIVING AT LEAST 1 OTHER MODE:	1,114	
			(No other modes reported)	61	

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

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

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

Expanded Results

ORANGE LINE

Entry Station: Forest Hills

Trip Purpose:	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	8,003	79.4%	79.4%
Home-based School	348	3.5%	82.8%
Home-based Shopping	182	1.8%	84.6%
Home-based Social Activity	143	1.4%	86.0%
Home-based Personal Business	549	5.4%	91.5%
Home-based Work-related	182	1.8%	93.3%
Home-based Other	221	2.2%	95.5%
Work-based	342	3.4%	98.9%
Non-Home/Non-Work-based	113	1.1%	100.0%
TOTAL	10,084		
No Answer	513		

Reasons for Using the MBTA:	Number of Riders	Percent of Riders*
Convenience	7,103	67.8%
Speed/travel time	4,191	40.0%
Avoid driving/traffic	6,455	61.6%
Avoid parking at destination	6,254	59.7%
Environmentally responsible	5,141	49.1%
Less expensive	4,189	40.0%
Can read/do work	4,479	42.8%
Only transportation available	2,466	23.5%
Other	335	3.2%
TOTAL RIDERS GIVING AT LEAST 1 REASON:	10,475	

Use Other Mode to Make Same Trip?	Number of Riders	Percent of Riders	Other Modes Reported by Riders Who Checked "Yes":	Number of Riders	Percent of Riders*
Yes	4,323	42.0%	Drive alone	2,075	50.3%
No	5,970	58.0%	Non-MBTA bus	76	1.8%
TOTAL	10,293	100.0%	Carpool/vanpool	798	19.3%
No Answer	305		Bicycle	411	10.0%
			Other MBTA service	1,504	36.4%
			Other	368	8.9%
			TOTAL RIDERS GIVING AT LEAST 1 OTHER MODE:	4,127	
			(No other modes reported)	195	

**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 Orange Line riders started their trips (by city, town, or neighborhood) and indicate what their activities were at each of those origin locations. This information is useful in defining the market area of each of the Orange Line stations and for understanding the types of trips made on the Orange Line. Additional information regarding the reasons for making trips is presented in Chapters 3 and 9.

A table presenting these data is provided for each station; the tables are at the end of the chapter. Each table shows both the origins and origin activities for the riders who entered the rapid transit system at the station in question. Chapter 2 addresses the same categories of data that are addressed in the present chapter, but at the level of the Orange Line 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 station's table, the left side summarizes the results of survey question 4b, which asked where riders began the entire one-way trips they were making when surveyed. The data show origin location by city, town, or neighborhood. In the systemwide passenger survey of which this Orange Line survey is a part, the responses about origin locations were aggregated by city or town, except in four municipalities: in Boston they were broken into 26 neighborhoods, in Cambridge into six, in Somerville into four, and in Brookline into three. All of these neighborhoods are shown in Figure 4-1. In the table, for trips originating from outside of Massachusetts, the city and the state are given.

Origins reported by less than 0.5% of riders at a station were aggregated and placed in the "other" category; therefore, not all cities, towns, and neighborhoods from which Orange Line 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.

It is important to note that the tables for North Station, Haymarket, State, and Downtown Crossing include only riders who entered the rapid transit system there and boarded the Orange Line. Appendix B contains data on all riders who entered these stations (including those who boarded the Red, Green, or Blue Line).

4.1.2 OVERVIEW OF RESULTS

The size of the market for each station depends on a number of factors that influence a rider's choice to use that station instead of another. These include the station's proximity to other stations, the relative ease of access, and the amount of parking available. As detailed below, some Orange Line stations are used primarily for trips starting in nearby neighborhoods, while others are more regional facilities.

North Side

Examples of variation in market size are provided by North Station and Community College. North Station was used as the start of rapid transit trips from 68 cities, towns, and neighborhoods spread across the northern portion of metropolitan Boston and beyond. The high number was largely due to transfers from commuter rail. Only 11% of the North Station boardings originated in the Boston North End neighborhood, where the station is located. Community College, however, was used by riders with trips originating in only six nearby cities, towns, or neighborhoods, with 96% of the trips originating in Charlestown. Stations from Sullivan Square to Oak Grove all had feeder bus connections and dedicated parking, allowing each of them to attract riders from many cities and towns.

South Side

At Back Bay Station, the Orange Line connects with four MBTA commuter rail lines and with Amtrak intercity trains from points south and west. Trip origins of the riders boarding at Back Bay were reported from 69 cities, towns, and neighborhoods, with 45% of the riders coming from the three neighborhoods that converge near the station. At the opposite extreme, at Stony Brook and Green Street, over 90% of the riders reported trip origins in the Jamaica Plain neighborhood, where these stations are located.

4.2 ORIGIN ACTIVITIES

4.2.1 DESCRIPTION OF THE ORIGIN ACTIVITIES SECTION OF THE TABLE

In each station's table, the right side of the table summarizes the results of survey question 4a, "Where were you before starting this entire one-way trip?" The survey form provided eight check-off choices: "at work," "at school," "at home," "at a store," "at a doctor or other personal business," "at a work-related errand or meeting," "at a restaurant, or social or recreational activity," and "other" (with a space for write-ins). For each origin location, the table shows

the percentages of riders who reported starting from each of these eight “activities.” The absolute number of riders starting from each activity can be determined by multiplying these percentages by the origin location totals on the left side of the table.

For each entry station, the number of survey responses from which the results in the table were expanded was greater for locations in the upper rows and smaller for those in the lower rows. Consequently, the higher the row, the more reliable the distribution of activities given for that origin location. For similar reasons, if one combines the data from groups of stations in the same general area, the resulting distribution of activities by origin location is more reliable than the results for individual stations.

4.2.2 OVERVIEW OF RESULTS

North Side

At the four outer stations (Oak Grove through Sullivan Square), most of the riders boarding the Orange Line (90% to 97%) were coming from home. To some extent, this was a reflection of when the survey forms were distributed (6:00 AM. to 3:00 PM), but it also was consistent with the residential nature of many areas served by the Orange Line and the types of trips made on rapid transit. The Orange Line is a primary transit route for the northern suburbs for work trips (see Chapters 3 and 9).

The inner four stations (Community College through State) on the north side of the Orange Line exhibited different characteristics than the outer stations. Fewer trips originated from home—55% at Community College, 79% at North Station (largely from commuter rail transfers), 72% at Haymarket, and 15% at State. Relative to the other north side stations, Community College, Haymarket, and State had fewer origin cities, towns, or neighborhoods. Many of the origins at Haymarket and State were in downtown Boston neighborhoods with small geographic areas. The other north side stations each served many origin locations, most of which accounted for relatively small shares of the station totals.

Predictably, “school” was a highly reported origin activity for riders who boarded at Community College (34%). Although the majority of North Station trips originated from home, a notable percentage came from work (10%). Haymarket showed the largest diversity of origin activities; a majority of the trips originated from home (72%) and some were from work (9%), but origin activities other than school accounted for 3% to 5% each. At State, the farthest south station on the north side, the largest share of the trips (46%) originated at work, and another 12% at a work-related activity.

South Side

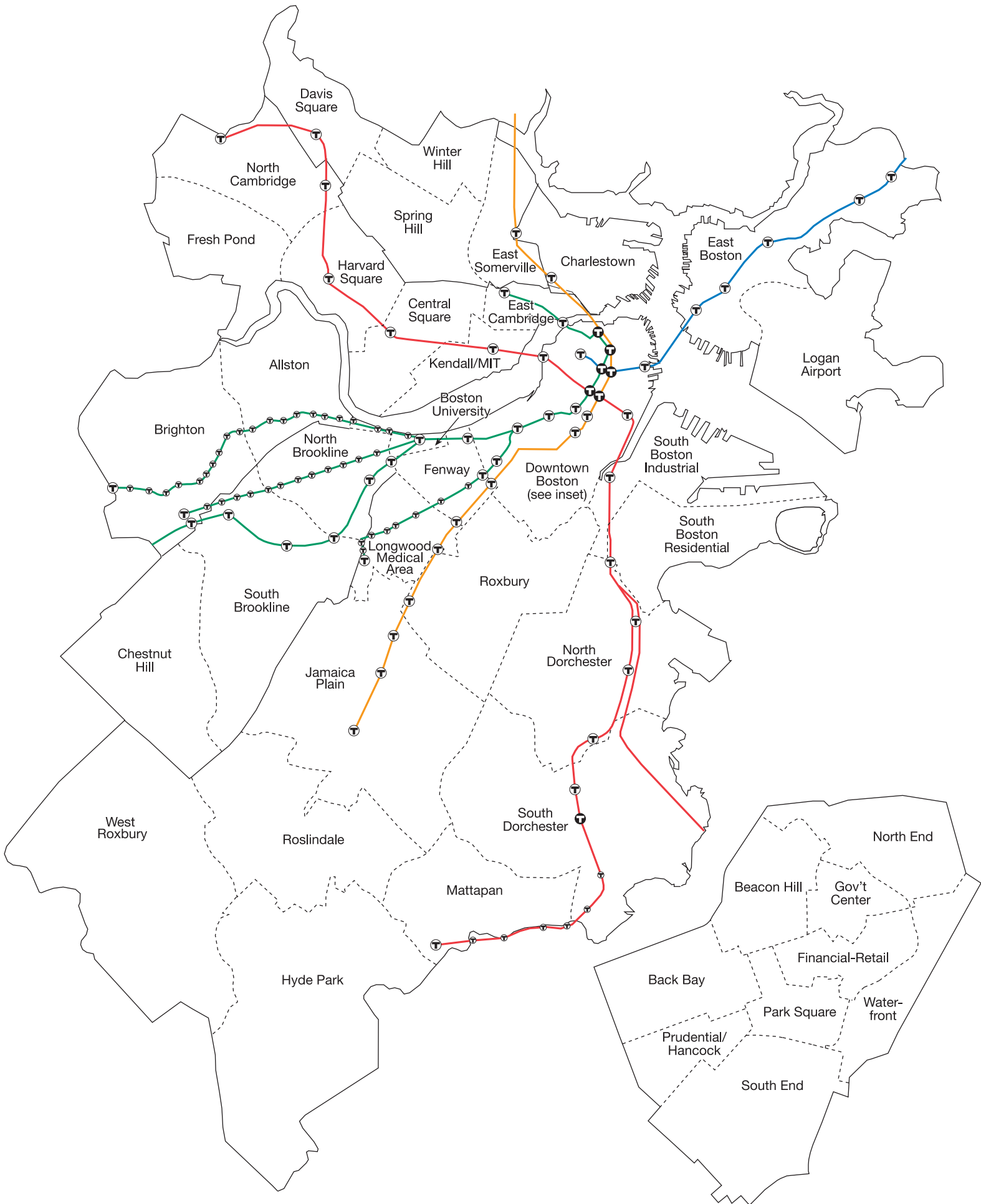
The south side of the Orange Line showed patterns similar to the north side. Among riders boarding at the four outermost stations (Forest Hills through Jackson Square), 89% to 92% reported that they were coming from home.

Other stations that had significant percentages of home origins were Back Bay (66%), Massachusetts Avenue (74%), Ruggles (51%), and Roxbury Crossing (82%).

Many of the trips beginning at Ruggles (26%) were school trips, with Northeastern University students accounting for many of these. A notable percentage of trips (11%) entering at New England Medical Center began at a school. Other, more common, origin activities at that station were work and personal business (including doctors' appointments), each of which produced 21% of the origin activities there.

Downtown Crossing, Chinatown, and New England Medical Center, the first three stations on the south side of the Orange Line, had the highest percentages of trips originating at work (29%, 25%, and 21%). Back Bay (12%), and Ruggles (14%) also had notable percentages of trips originating at work. At Downtown Crossing Station, located in the Financial/Retail District, trips originating at a store accounted for 20% of entries, compared with less than 5% at all other south side stations.

Figure 4-1
Neighborhood Boundaries



Origin Locations and Activities

Expanded Results

ORANGE LINE

Entry Station: Oak Grove

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Melrose	2,023	40.4%		96.8%	0.3%	0.8%		1.7%	0.4%		
Malden	1,344	26.8%		98.2%		0.4%	0.4%				0.9%
Wakefield	392	7.8%		93.6%	2.1%			2.1%		2.1%	
Stoneham	312	6.2%		100.0%							
Saugus	227	4.5%		100.0%							
Unspecified	108	2.2%	7.7%	92.3%							
Peabody	81	1.6%		100.0%							
Reading	81	1.6%		100.0%							
Lynnfield	60	1.2%		100.0%							
Medford	57	1.1%		100.0%							
Lynn	39	0.8%		100.0%							
Woburn	36	0.7%		83.3%							16.7%
Andover	29	0.6%		100.0%							
Other (< 0.5 % of riders)	224	4.5%		93.6%		3.7%					2.7%
OVERALL TOTAL	5,011	100.0%	0.2%	97.1%	0.3%	0.6%	0.1%	0.8%	0.2%	0.2%	0.5%

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

Origin Locations and Activities

Expanded Results

ORANGE LINE
 Entry Station: Malden

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Malden	6,967	75.8%	0.7%	89.6%	1.7%	4.1%	0.5%	0.7%	1.2%		1.4%
Medford	436	4.7%		96.1%						3.9%	
Everett	360	3.9%		90.5%	9.5%						
Melrose	216	2.3%		84.2%				7.9%	7.9%		
Unspecified	213	2.3%		45.3%		54.7%					
Peabody	172	1.9%		100.0%							
Wakefield	102	1.1%		100.0%							
Reading	96	1.0%		100.0%							
Stoneham	85	0.9%		40.0%				40.0%			20.0%
Saugus	82	0.9%		100.0%							
Lynnfield	62	0.7%		100.0%							
Andover	48	0.5%		35.5%		64.5%					
Lynn	48	0.5%		100.0%							
Revere	48	0.5%		64.5%						35.5%	
Other (< 0.5 % of riders)	253	2.8%		79.8%		6.7%		6.7%	6.7%		
OVERALL TOTAL	9,191	100.0%	0.5%	88.3%	1.6%	4.9%	0.4%	1.3%	1.3%	0.4%	1.3%

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

Origin Locations and Activities

Expanded Results

ORANGE LINE

Entry Station: Wellington

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Medford	1,933	35.0%	0.7%	92.5%	0.6%	0.7%	2.2%			0.6%	2.6%
Everett	1,245	22.5%		95.0%	0.9%	0.9%			1.1%		2.1%
Malden	376	6.8%		92.6%				3.7%		3.7%	
Unspecified	177	3.2%	6.6%	69.7%		15.8%		7.9%			
Stoneham	170	3.1%		91.8%				8.2%			
Woburn	151	2.7%		100.0%							
Winchester	135	2.4%		91.4%	8.6%						
Somerville: Winter Hill	105	1.9%		86.7%	13.3%						
Revere	84	1.5%		100.0%							
North Andover	81	1.5%		100.0%							
Burlington	74	1.3%		81.3%					18.7%		
Lawrence	65	1.2%		100.0%							
Peabody	65	1.2%		100.0%							
Saugus	65	1.2%		100.0%							
Tewksbury	63	1.1%		100.0%							
Chelsea	60	1.1%		100.0%							
Wilmington	60	1.1%		100.0%							
Lynn	58	1.1%		100.0%							
Reading	51	0.9%		100.0%							
Andover	46	0.8%		100.0%							
Methuen	46	0.8%		100.0%							
Lowell	37	0.7%		100.0%							
Billerica	35	0.6%		100.0%							
Melrose	35	0.6%		100.0%							
Other (< 0.5 % of riders)	311	5.6%		95.5%				4.5%			
OVERALL TOTAL	5,530	100.0%	0.5%	93.6%	0.9%	1.0%	0.8%	1.0%	0.5%	0.5%	1.4%

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

Origin Locations and Activities
ORANGE LINE

Expanded Results

Entry Station: Sullivan Square

City/Neighborhood Origins	ORIGIN LOCATIONS			ORIGIN ACTIVITIES							
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Somerville: Winter Hill	1,349	22.2%	1.0%	88.0%	1.8%	1.8%	1.0%	1.8%			4.6%
Somerville: East Somerville	1,104	18.2%		93.1%		3.4%				2.2%	1.2%
Boston: Charlestown	784	12.9%	3.1%	71.7%	4.8%	20.3%					
Medford	752	12.4%		100.0%							
Everett	521	8.6%		90.7%		9.3%					
Somerville: Spring Hill	410	6.8%		94.1%							5.9%
Somerville: Davis Square	187	3.1%		100.0%							
Malden	117	1.9%		79.3%							20.7%
Boston: Brighton	73	1.2%		100.0%							
North Reading	65	1.1%		100.0%							
Cambridge: Central Square	62	1.0%		100.0%							
Andover	52	0.9%		100.0%							
Haverhill	52	0.9%		73.5%		26.5%					
Reading	49	0.8%		100.0%							
Lawrence	38	0.6%		36.1%		63.9%					
Manchester, NH	38	0.6%		100.0%							
Stoneham	38	0.6%		100.0%							
Wilmington	38	0.6%		100.0%							
Windham, NH	38	0.6%		100.0%							
Woburn	38	0.6%		100.0%							
Other (< 0.5 % of riders)	269	4.4%		100.0%							
OVERALL TOTAL	6,072	100.0%	0.6%	90.2%	1.0%	5.1%	0.2%	0.4%		0.4%	2.0%

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

Origin Locations and Activities

ORANGE LINE

Expanded Results

Entry Station: Community College

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Charlestown	2,578	96.1%		52.7%	35.5%	6.6%		2.1%	2.1%		1.0%
Everett	62	2.3%		100.0%							
Revere	17	0.6%		100.0%							
Other (< 0.5 % of riders)	25	0.9%		100.0%							
OVERALL TOTAL	2,682	100.0%		54.5%	34.2%	6.3%		2.0%	2.0%		0.9%

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

Origin Locations and Activities
ORANGE LINE

Expanded Results

Entry Station: North Station

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: North End	500	11.9%		30.4%	2.5%	42.1%	3.0%	10.6%		8.5%	3.0%
Salem	416	9.9%		93.8%		6.2%					
Beverly	298	7.1%	8.7%	91.3%							
Unspecified	160	3.8%	43.8%	32.0%					9.3%		14.8%
Boston: Govt Center	157	3.7%		28.5%		52.6%		19.0%			
Medford	147	3.5%		100.0%							
Lowell	140	3.3%	7.9%	92.1%							
Boston: Charlestown	126	3.0%		64.6%		11.8%			23.6%		
Reading	125	3.0%	8.8%	91.2%							
Wilmington	122	2.9%		100.0%							
Peabody	120	2.8%		89.4%		10.6%					
Winchester	115	2.7%		100.0%							
Haverhill	100	2.4%	11.0%	89.0%							
Woburn	100	2.4%		85.1%							14.9%
Swampscott	98	2.3%		84.7%					15.3%		
Andover	96	2.3%	11.5%	73.0%		15.5%					
Boston: Beacon Hill	90	2.1%		41.2%		14.1%		44.8%			
Lynn	89	2.1%	16.8%	83.2%							
Gloucester	72	1.7%		100.0%							
Hamilton	71	1.7%		100.0%							
Chelmsford	63	1.5%		100.0%							
Lawrence	59	1.4%		100.0%							
Waltham	55	1.3%		100.0%							
Newburyport	48	1.1%	46.0%	54.0%							
Wakefield	48	1.1%	31.1%	68.9%							
Ipswich	46	1.1%		100.0%							
Concord	45	1.1%		66.7%		33.3%					
Billerica	41	1.0%		100.0%							
Chelsea	41	1.0%		63.5%		36.5%					
Methuen	30	0.7%		100.0%							
Acton	26	0.6%		100.0%							
Essex	26	0.6%		100.0%							
Nashua, NH	26	0.6%		100.0%							
Rockport	26	0.6%		100.0%							
Tewksbury	26	0.6%		100.0%							

City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Maynard	24	0.6%		100.0%							
Dracut	22	0.5%		100.0%							
Leominster	22	0.5%		100.0%							
Pepperell	22	0.5%		100.0%							
Other (< 0.5 % of riders)	366	8.7%		96.5%						3.5%	
OVERALL TOTAL	4,201	100.0%	4.6%	78.2%	0.3%	9.6%	0.4%	2.9%	1.4%	1.3%	1.3%

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

Origin Locations and Activities

Expanded Results

ORANGE LINE

Entry Station: Haymarket

City/Neighborhood Origins	ORIGIN LOCATIONS			ORIGIN ACTIVITIES							
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: North End	1,157	43.1%	1.1%	85.2%	1.1%		3.1%	6.3%	3.1%		
Boston: Govt Center	483	18.0%				47.6%	7.5%		15.0%	7.5%	22.5%
Chelsea	312	11.6%		100.0%							
Lynn	174	6.5%		100.0%							
Medford	118	4.4%		100.0%							
Salem	99	3.7%		100.0%							
Boston: Charlestown	85	3.2%		57.7%						42.3%	
Saugus	76	2.8%		100.0%							
Boston: Financial/Retail	72	2.7%		50.0%					50.0%		
Revere	26	1.0%		100.0%							
Unspecified	26	1.0%		100.0%							
Other (< 0.5 % of riders)	52	2.0%		75.0%							25.0%
OVERALL TOTAL	2,682	100.0%	0.5%	72.4%	0.5%	8.6%	2.7%	2.7%	5.4%	2.7%	4.5%

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

Origin Locations and Activities

Expanded Results

ORANGE LINE
 Entry Station: State

City/Neighborhood Origins	ORIGIN LOCATIONS			ORIGIN ACTIVITIES							
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Financial/Retail	896	43.9%		3.5%		62.3%	10.3%	5.7%	9.7%	5.8%	2.7%
Boston: Govt Center	740	36.2%	1.7%	9.7%	1.7%	43.4%	5.0%	9.0%	19.2%	5.1%	5.4%
Unspecified	90	4.4%				42.0%	28.4%			14.8%	14.8%
Boston: Waterfront	58	2.8%				22.9%		44.0%			33.1%
Boston: North End	46	2.2%		15.3%		29.0%		26.7%	29.0%		
Hingham	40	1.9%		100.0%							
Woburn	34	1.6%		100.0%							
Boston: Charlestown	28	1.4%		100.0%							
Hull	20	1.0%		100.0%							
Billerica	19	0.9%		100.0%							
Boston: Beacon Hill	13	0.7%						100.0%			
Boston: Brighton	12	0.6%		100.0%							
Chelmsford	12	0.6%		100.0%							
Newton	12	0.6%		100.0%							
Other (< 0.5 % of riders)	21	1.0%		100.0%							
OVERALL TOTAL	2,042	100.0%	0.6%	15.1%	0.6%	46.2%	7.6%	8.3%	11.9%	5.1%	4.7%

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

Origin Locations and Activities

ORANGE LINE

Expanded Results

Entry Station: Downtown Crossing

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Financial/Retail	2,207	65.0%	1.1%	4.5%		32.2%	30.5%	10.2%	5.1%	6.8%	9.6%
Boston: Govt Center	350	10.3%		7.2%	21.4%	21.4%		21.4%	10.7%		17.9%
Boston: Park Square	224	6.6%			16.7%			33.3%	33.3%	16.7%	
Boston: Waterfront	150	4.4%				100.0%					
Boston: South End	112	3.3%		66.7%					33.3%		
Boston: So Bos Indust	75	2.2%				50.0%			50.0%		
Boston: Roxbury	37	1.1%		100.0%							
Cohasset	37	1.1%		100.0%							
Hull	37	1.1%		100.0%							
Unspecified	37	1.1%									100.0%
Abington	25	0.7%		100.0%							
Boston: Dwntrwn Unspecified	25	0.7%				100.0%					
Boston: So Bos Res	25	0.7%		100.0%							
Scituate	25	0.7%		100.0%							
Waltham	25	0.7%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	3,394	100.0%	0.7%	12.2%	3.3%	29.4%	19.8%	11.0%	8.8%	5.5%	9.2%

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

Origin Locations and Activities

ORANGE LINE

Expanded Results

Entry Station: Chinatown

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Park Square	1,623	71.5%		7.3%	12.2%	25.1%	2.5%	24.3%	8.7%	8.7%	11.2%
Boston: Financial/Retail	153	6.8%				36.8%		26.4%	36.8%		
Boston: South End	109	4.8%		37.1%		37.1%		25.8%			
Boston: Waterfront	94	4.1%				26.4%			30.2%		43.4%
Unspecified	85	3.7%				33.3%	66.7%				
Boston: Downtwn Unspecified	56	2.5%		50.0%				50.0%			
Boston: Govt Center	28	1.2%									100.0%
Boston: Roxbury	28	1.2%	100.0%								
Bourne	28	1.2%		100.0%							
Sandwich	28	1.2%		100.0%							
Hingham	25	1.1%		100.0%							
Boston: So Bos Res	12	0.5%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	2,270	100.0%	1.2%	12.4%	8.7%	24.6%	4.3%	21.7%	9.9%	6.2%	11.0%

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

Origin Locations and Activities

ORANGE LINE

Expanded Results

Entry Station: New England Medical Center

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Park Square	1,844	73.3%	2.2%	20.1%	12.9%	25.9%	1.1%	27.0%	3.9%	2.8%	3.9%
Boston: South End	487	19.4%		76.5%	6.4%	10.7%				6.4%	
Boston: So Bos Res	114	4.5%		100.0%							
Boston: Roxbury	31	1.2%						100.0%			
Boston: Brighton	21	0.8%		100.0%							
Boston: Prudential/Hancock	21	0.8%					100.0%				
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	2,517	100.0%	1.6%	34.9%	10.7%	21.0%	1.6%	21.0%	2.9%	3.3%	2.9%

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

Origin Locations and Activities

Expanded Results

ORANGE LINE

Entry Station: Back Bay

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: South End	1,325	18.7%		76.0%	1.2%	9.9%			2.9%	2.9%	7.0%
Boston: Prudential/Hancock	993	14.0%	3.7%	34.5%		33.4%	14.0%	3.9%	4.7%	1.4%	4.3%
Boston: Back Bay	855	12.0%	1.6%	20.9%	1.8%	37.6%	2.7%	2.7%	8.2%	5.4%	19.0%
Unspecified	332	4.7%	42.7%	35.2%	4.6%	4.1%	4.6%				8.8%
Natick	213	3.0%	6.4%	93.6%							
Canton	205	2.9%	30.2%	69.8%							
Framingham	169	2.4%	21.9%	70.0%	8.1%						
Norwood	168	2.4%	8.2%	91.8%							
Sharon	150	2.1%		100.0%							
Boston: Hyde Park	136	1.9%	17.2%	71.5%				11.4%			
Newton	136	1.9%		71.5%	17.2%	11.4%					
Needham	129	1.8%	21.3%	78.7%							
Boston: West Roxbury	121	1.7%		100.0%							
Mansfield	103	1.5%		100.0%							
Boston: Roslindale	101	1.4%		100.0%							
Wellesley	93	1.3%		100.0%							
Stoughton	88	1.2%	15.6%	84.4%							
Attleboro	86	1.2%		100.0%							
North Attleborough	85	1.2%		100.0%							
Worcester	84	1.2%	18.3%	81.7%							
Norton	80	1.1%	19.3%	80.7%							
Westwood	80	1.1%	29.2%	70.8%							
Boston: Fenway	70	1.0%		66.7%					33.3%		
Boston: So Bos Res	69	1.0%		77.8%			22.2%				
Providence, RI	68	1.0%		100.0%							
Walpole	66	0.9%		100.0%							
Dedham	64	0.9%		100.0%							
Foxborough	64	0.9%		100.0%							
Norfolk	64	0.9%	21.3%	78.7%							
Southborough	64	0.9%		100.0%							
Ashland	57	0.8%		100.0%							
Grafton	51	0.7%	27.0%	73.0%							
Easton	41	0.6%		100.0%							
Boston: Park Square	39	0.5%		39.8%							60.2%
Boston: Roxbury	37	0.5%		37.1%				62.9%			

City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Other (< 0.5 % of riders)	614	8.7%	4.7%	83.9%	2.5%	3.8%	2.5%			2.5%	
OVERALL TOTAL	7,099	100.0%	7.0%	66.4%	1.4%	11.8%	2.9%	1.4%	2.5%	1.6%	4.9%

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

Origin Locations and Activities
ORANGE LINE

Expanded Results

Entry Station: Massachusetts Ave.

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: South End	1,384	49.6%		84.6%	1.7%	1.7%		8.6%			3.4%
Boston: Fenway	786	28.2%		66.8%	9.0%	18.1%	6.1%				
Boston: Prudential/Hancock	309	11.1%		76.8%	15.3%			7.8%			
Boston: Roxbury	143	5.1%		50.3%	16.6%	33.1%					
Boston: Back Bay	48	1.7%		50.0%		50.0%					
Unspecified	47	1.7%		50.0%		50.0%					
Boston: B U	24	0.8%			100.0%						
Boston: North Dorchester	24	0.8%						100.0%			
Cambridge: Kendall/MIT	24	0.8%									100.0%
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	2,788	100.0%		73.6%	6.8%	9.4%	1.7%	6.0%			2.5%

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

Origin Locations and Activities

Expanded Results

ORANGE LINE

Entry Station: Ruggles

City/Neighborhood Origins	ORIGIN LOCATIONS			ORIGIN ACTIVITIES							
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Fenway	1,414	31.5%		6.7%	63.5%	25.4%				2.4%	1.9%
Boston: Roxbury	1,382	30.8%	2.0%	77.4%	6.9%	4.6%		2.3%	2.3%		4.6%
Boston: Longwood Med Area	575	12.8%		5.9%	22.4%	37.1%	5.5%	11.8%	5.5%	5.9%	5.9%
Boston: North Dorchester	416	9.3%		91.8%	8.2%						
Boston: South Dorchester	150	3.3%		100.0%							
Boston: South End	129	2.9%		94.6%		5.4%					
Cambridge: Central Square	66	1.5%		100.0%							
Franklin	59	1.3%		100.0%							
Seekonk	34	0.8%		100.0%							
Attleboro	32	0.7%		100.0%							
Boston: Brighton	32	0.7%		100.0%							
Sharon	32	0.7%		100.0%							
Boston: Mattapan	27	0.6%		100.0%							
Boston: West Roxbury	27	0.6%		100.0%							
Braintree	27	0.6%		100.0%							
Dedham	27	0.6%		100.0%							
Foxborough	27	0.6%		100.0%							
Plainville	27	0.6%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	4,484	100.0%	0.6%	50.6%	25.8%	14.3%	0.7%	2.2%	1.4%	1.5%	2.8%

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

Origin Locations and Activities

ORANGE LINE

Expanded Results

Entry Station: Roxbury Crossing

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Roxbury	1,926	77.8%	2.8%	80.6%	7.2%	3.3%			1.1%	0.7%	4.3%
Boston: Longwood Med Area	285	11.5%		85.3%		7.3%		7.3%			
Boston: North Dorchester	80	3.2%		100.0%							
Boston: Mattapan	64	2.6%		80.0%		20.0%					
Brookline: North Brookline	42	1.7%		100.0%							
Unspecified	34	1.4%		100.0%							
Brookline: Chestnut Hill	21	0.8%						100.0%			
Boston: South Dorchester	13	0.5%		100.0%							
Brockton	13	0.5%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	2,477	100.0%	2.2%	81.9%	5.6%	3.9%		1.7%	0.8%	0.5%	3.4%

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

Origin Locations and Activities
ORANGE LINE

Expanded Results

Entry Station: Jackson Square

City/Neighborhood Origins	ORIGIN LOCATIONS			ORIGIN ACTIVITIES							
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Jamaica Plain	1,303	37.1%		92.9%		4.4%	2.6%				
Boston: Roxbury	1,164	33.1%		83.3%	2.9%	8.8%		2.9%			2.0%
Boston: North Dorchester	476	13.6%		92.9%				7.1%			
Boston: South Dorchester	231	6.6%		85.3%			14.7%				
Unspecified	174	4.9%	19.6%	80.4%							
Boston: Roslindale	68	1.9%		100.0%							
Boston: Mattapan	48	1.4%		100.0%							
Boston: Hyde Park	24	0.7%		100.0%							
Boston: Longwood Med Area	24	0.7%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	3,512	100.0%	1.0%	88.9%	1.0%	4.6%	1.9%	1.9%			0.7%

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

Origin Locations and Activities

ORANGE LINE

Expanded Results

Entry Station: Stony Brook

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Jamaica Plain	2,259	92.6%		91.1%		2.7%	3.4%	0.9%	0.9%	0.9%	
Boston: Roxbury	82	3.4%		100.0%							
Natick	56	2.3%		100.0%							
Boston: Roslindale	21	0.8%		100.0%							
Unspecified	21	0.8%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	2,439	100.0%		91.8%		2.5%	3.2%	0.8%	0.8%	0.8%	

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

Origin Locations and Activities

ORANGE LINE

Expanded Results

Entry Station: Green Street

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Jamaica Plain	2,249	91.1%	0.5%	90.6%	0.9%	4.3%	0.9%	0.6%	0.3%	0.6%	1.2%
Boston: Roslindale	59	2.4%		64.7%	11.8%						23.5%
Boston: Hyde Park	47	1.9%		100.0%							
Boston: West Roxbury	33	1.3%		100.0%							
Unspecified	24	1.0%		71.5%		28.5%					
Boston: Mattapan	16	0.6%		100.0%							
Other (< 0.5 % of riders)	40	1.6%		100.0%							
OVERALL TOTAL	2,469	100.0%	0.5%	90.3%	1.1%	4.2%	0.8%	0.6%	0.3%	0.6%	1.7%

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

Origin Locations and Activities

Expanded Results

ORANGE LINE

Entry Station: Forest Hills

City/Neighborhood Origins	ORIGIN LOCATIONS			ORIGIN ACTIVITIES							
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Jamaica Plain	3,531	33.3%	1.2%	92.1%	0.7%	1.8%		2.7%		0.5%	0.9%
Boston: Roslindale	2,594	24.5%	1.8%	93.0%	1.0%	1.8%		1.3%		0.6%	0.5%
Boston: West Roxbury	1,329	12.5%	4.8%	88.0%	1.3%	2.2%		2.5%			1.3%
Boston: Hyde Park	988	9.3%	3.0%	95.3%		1.7%					
Boston: Mattapan	854	8.1%	1.5%	94.6%		2.0%					2.0%
Boston: South Dorchester	363	3.4%		87.2%	4.6%	4.6%	3.6%				
Dedham	240	2.3%		100.0%							
Norwood	153	1.4%		89.0%		11.0%					
Unspecified	138	1.3%	9.5%	78.4%				12.1%			
Milton	95	0.9%		100.0%							
Brookline: Chestnut Hill	56	0.5%		100.0%							
Other (< 0.5 % of riders)	257	2.4%	6.5%	87.0%				6.5%			
OVERALL TOTAL	10,598	100.0%	2.1%	92.1%	0.8%	1.9%	0.1%	1.9%		0.3%	0.8%

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



Access to the Rapid Transit System

The data presented in this chapter describe aspects of riders' travel between the origins of their entire trips and the Orange Line stations where they began their rapid transit trips. These data consist of two types. One is the modes of transportation used by riders to access the Orange Line; for riders who used more than one mode previous to the Orange Line, this "access mode" is the one used immediately before accessing the Orange Line station. 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 Orange Line station.

For trips to the Orange Line 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 commuter rail trips, the initial boarding stations; and for boat trips, the initial boarding docks. The access trips via public transportation do not include rapid transit trips, as the entire surveyed trips made by riders who transferred to the Orange Line from the Red, Blue, or Green Line are reported on in the survey reports for those rapid transit lines, rather than in this Orange Line volume.

The tables (at the end of the chapter) present all of these data by station. For each station, the table on access mode and the one on access trip time appear together on one page, and the four tables specifying bus routes and initial stations or docks are on the following page. The data for each station 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 Orange Line as a whole. It includes tables and discussion.

5.1 ACCESS MODE

5.1.1 DESCRIPTION OF TABLE

The access mode table for each station 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 four subsequent tables.

Two columns present, respectively, the number and the percent of riders who reported using each mode to access the station for which the table was generated. Each column includes subtotals for the private and public modes. The number of expanded survey responses that provided no answer about the access mode appears in the table, but those responses are excluded from the percentage calculations.

5.1.2 OVERVIEW OF RESULTS

North Side

Overall, 66% of riders entering north side Orange Line stations used some form of private transportation access. This figure ranged from 68% to 98%, except at Sullivan Square, where 47% used private transportation and 52% transferred from MBTA buses, and at North Station, where 24% used private transportation and 75% transferred from commuter rail. Walking was the most common means of private transportation access to each station except Wellington, where 47% of all riders drove and parked, and 17% walked. As would be expected, stations with the most parking capacity had the highest numbers of park-and-ride passengers. However, at most stations, the survey results indicated many more park-and-ride passengers than parking spaces. Some of this can be attributed to carpooling, allowing more than one rider per parked vehicle, or to turnover of spaces during the day. Other park-and-ride passengers used private parking facilities or on-street spaces. If disproportionate numbers of surveys were returned by park-and-ride passengers, parking use in the expanded surveys could be overstated. In addition to Sullivan Square, significant levels of bus access were reported at Oak Grove (22%), Malden (26%), Wellington (28%), and Haymarket (31%). Very little bus transfer activity was reported at State (7%), Community College (2%), and North Station (1%).

South Side

Overall, 70% of riders entering south side Orange Line stations reported use of private transportation access. This figure ranged from 75% to 100%, except at Ruggles (59%), Forest Hills (49%), and Back Bay (47%). Walking accounted for the largest share of private transportation access trips at each station. Driving and parking accounted for 6% or less of access trips to each station except Jackson Square (11%), Green Street (12%), and Forest Hills (13%).

Transfers from MBTA buses accounted for 50% of the entries at Forest Hills, 35% at Ruggles, and 25% at Jackson Square. At Back Bay, 49% of the entries were transfers from commuter rail.

5.2 TRIP TIME FOR ACCESS VIA PRIVATE TRANSPORTATION

5.2.1 DESCRIPTION OF TABLE

For each station, this table summarizes the reported access times, from trip origin to Orange Line station, for riders who made their access trips entirely by private transportation. Trips in which private transportation was used to access an intermediate, public mode that was then used to reach the Orange Line are not included. The access times are summarized by seven ranges, starting with 0 to 5 minutes and continuing at varying intervals up to an open-ended range of anything over 45 minutes.

The table shows the number of riders with reported times in each range for the walk, drive/park, and drop-off access modes individually and for all other private access modes combined. Within each of these four groups, it also shows the percent of access trips in each time range and the average access time for the mode.

5.2.2 OVERVIEW OF RESULTS

Access times are related to the size of the market area of each station. For downtown stations, the market areas served by private transportation access are relatively small because the stations are close to each other and because there is little or no parking near them. Much of the Orange Line ridership at North Station, Haymarket, State, and Downtown Crossing consists of transfers from other lines, but the access summary tables for these stations include only riders starting their rapid transit trips there.

North Side

All north side Orange Line stations except Haymarket had some reported park-and-ride access. Mean reported driving times ranged from 12 minutes at North Station to 25 minutes at Sullivan Square. (Convenient access from Route I-93 contributed to some unusually long driving access trips to Sullivan Square.) In general, mean drop-off times were shorter than mean driving times. (The high mean drop-off time at Haymarket was the result of one survey from a rider with an unusually long access trip.)

Over 97% of the walking access trips to north side stations took no more than 20 minutes—about 1 mile for an average person. North Station, Haymarket, and State had the shortest mean walk times of the north side stations, at 7 minutes each.

South Side

Very few people drove to south side stations. Among those that did drive, mean trip times varied widely between stations. Only two respondents reported driving to New England Medical Center, and both reported access times of 30 minutes. Overall, of those who drove to any south side station, 71% reported

drive times of 15 minutes or less, and 88% reported times of 20 minutes or less.

Almost 99% of the walking trips took 20 minutes or less. The mean walking access time for all south side stations combined was 7 minutes, ranging from 6 at Back Bay to 9 at Jackson Square.

5.3 TRANSFERS TO THE ORANGE LINE FROM COMMUTER RAIL, BUS, OR BOAT

5.3.1 DESCRIPTION OF TABLES

For each station, four tables provide further details on the public-access-mode trips shown in the access mode table. For riders transferring to the Orange Line 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 commuter boat line, a table gives the boat dock at which riders boarded. Two other tables indicate specific bus routes for riders who transferred from an MBTA or non-MBTA bus to the Orange Line. Non-MBTA routes are identified as shown below:

TABLE 5-1

Designations Used for Private and Other Non-MBTA Bus Services

Designation	Other Non-MBTA Bus Services
CCO	Coach Company
CJ	C&J bus
LRTA	Lowell Regional Transit Authority
PB	Plymouth & Brockton Street Railway Co.

The bus routes listed in the transfer tables are those reported in response to question 5a as the first bus used, if applicable, in the access trip to the Orange Line. In cases involving multiple transfers, the intermediate link is not specified. For example, the Roxbury Crossing Station table shows 21 transfers from Route 60, which does not go to that station. It may be presumed that those riders transferred from Route 60 to Route 66, but they would not be included in the transfer totals from those routes. Few riders make such double transfers.

For stations where there were too many bus routes or too many commuter rail stations to list all individually on one page, the table combines those beyond a set number of rows as “other routes” or “other stations.” Because the bus routes and commuter rail stations are listed in descending order by number of riders, it is the less-used ones that are combined.

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

5.3.2 OVERVIEW OF RESULTS

The volume and percent of total access trips accounted for by transfers at any station depends on the number of connecting routes, the ridership on those routes, and the directness of the transfers.

North Side

Bus transfers were common at the outer four north side stations and Haymarket. Sullivan Square, with 12 connecting MBTA bus routes, had the largest absolute number of bus transfers (3,142). Malden, with 13 connecting MBTA bus routes was second (2,354). The only stations on the north side with direct connections from commuter rail are Malden Center and North Station. Malden Center only connects with the Haverhill line, but North Station connects with all of the north side commuter rail lines and with Amtrak intercity rail service from Maine and New Hampshire. At North Station, 15% of the commuter rail riders that transferred to the Orange Line came from Salem Station. The rest came from more than 40 other stations with individual shares ranging from 9% to under 1% each.

South Side

Bus transfers were most common at Forest Hills, Jackson Square, and Ruggles. Forest Hills, with 16 connecting MBTA bus routes, had the largest absolute number of transfers (5,283). Ruggles, with 13 connecting MBTA bus routes, was second (1,532).

The only south side stations with direct connections from commuter rail are Back Bay, Ruggles, and Forest Hills. Forest Hills only connects with the Needham Line, and no respondents reported transferring from commuter rail there. Most commuter rail riders are headed to downtown Boston, and it is faster to stay on the commuter train and get off at Ruggles, Back Bay, or South Station than to transfer at Forest Hills and continue on the Orange Line. Ruggles connects with the Needham, Franklin, and Providence Lines. Back Bay connects with the Worcester Line, in addition to all of the routes that connect with Ruggles. Amtrak intercity trains also stop at Back Bay. Commuter rail transfers to the Orange Line were much heavier at Back Bay (3,393 riders) than at Ruggles (266). More than 40 commuter rail stations were reported as initial boarding points of riders transferring at Back Bay, with Mansfield having the largest individual share (9%).



MBTA Surveys: 2008-09

Rapid Transit Survey

Access to the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: Oak Grove

<i>Access Mode:</i>	Number of Riders	Percent of Riders
Walk Access	1,566	31.5%
Drive/Park Access	1,288	25.9%
Drop-off Access	958	19.2%
Taxi Access	0	0.0%
Shuttle/Van Access	6	0.1%
Bicycle Access	78	1.6%
Other Access	0	0.0%
Total Private Trans.	3,896	78.3%
MBTA Bus	1,074	21.6%
Other Bus	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	8	0.2%
Total Public Trans.	1,083	21.7%
TOTAL	4,979	100.0%
No Answer	33	

Trip time from trip origin to station by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	397	26.7%	184	15.5%	345	38.5%	23	27.1%	949	26.0%
6-10	643	43.3%	301	25.3%	279	31.1%	14	17.1%	1,238	33.9%
11-15	262	17.6%	265	22.3%	138	15.4%	35	41.4%	701	19.2%
16-20	119	8.0%	240	20.1%	89	9.9%	12	14.3%	460	12.6%
21-30	65	4.4%	130	10.9%	30	3.4%	0	0.0%	225	6.2%
31-45	0	0.0%	61	5.2%	14	1.6%	0	0.0%	76	2.1%
Over 45	0	0.0%	8	0.7%	0	0.0%	0	0.0%	8	0.2%
TOTAL	1,486	100.0%	1,190	100.0%	897	100.0%	84	100.0%	3,658	100.0%
No Answer	79		98		61		0		238	
Avg. Time (min)	10.2		15.6		10.1		11.8		12.0	

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Transfers to the Rapid Transit System

ORANGE LINE

Expanded Results

Entry Station: Oak Grove

Transferring from:

**Commuter Rail, Boarded at
 Station Indicated:**

(None identified)

MBTA Bus Routes:

Number of
 Riders

136	382
131	238
137	236
132	218

**Boat, Boarded at
 Dock Indicated:**

(None identified)

Other Bus Routes:

(None identified)



MBTA Surveys: 2008-09

Rapid Transit Survey

Access to the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: Malden

<i>Access Mode:</i>	Number of Riders	Percent of Riders
Walk Access	4,247	46.9%
Drive/Park Access	1,312	14.5%
Drop-off Access	742	8.2%
Taxi Access	0	0.0%
Shuttle/Van Access	48	0.5%
Bicycle Access	34	0.4%
Other Access	31	0.3%
Total Private Trans.	6,416	70.8%
MBTA Bus	2,354	26.0%
Other Bus	17	0.2%
Commuter Rail	256	2.8%
Boat	0	0.0%
Other	17	0.2%
Total Public Trans.	2,645	29.2%
TOTAL	9,060	100.0%
No Answer	130	

Trip time from trip origin to station by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	759	36.6%	110	17.0%	141	30.8%	17	50.0%	1,028	32.0%
6-10	721	34.8%	79	12.2%	238	51.9%	17	50.0%	1,055	32.8%
11-15	312	15.1%	79	12.2%	31	6.8%	0	0.0%	422	13.1%
16-20	182	8.8%	158	24.5%	17	3.7%	0	0.0%	357	11.1%
21-30	99	4.8%	141	21.8%	31	6.8%	0	0.0%	272	8.5%
31-45	0	0.0%	79	12.2%	0	0.0%	0	0.0%	79	2.5%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	2,073	100.0%	648	100.0%	458	100.0%	34	100.0%	3,213	100.0%
No Answer	2,174		665		284		79		3,202	
Avg. Time (min)		10.0		19.2		10.1		7.5		11.8

T **MBTA Surveys: 2008-09**

Rapid Transit Survey

Transfers to the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: Malden

Transferring from:

Commuter Rail, Boarded at Station Indicated:	Number of Riders
Reading	68
Wakefield	68
Lawrence	34
Melrose Cedar Park	34
Greenwood	17
Haverhill	17
No. Wilmington	17

MBTA Bus Routes:	Number of Riders
106	637
108	505
99	323
104	193
411	158
101	130
97	99
136	79
105	65
430	62
132	51
100	17
131	17
137	17

Boat, Boarded at Dock Indicated:

(None identified)

Other Bus Routes:	Number of Riders
Unspecified Bus	17

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Access to the Rapid Transit System

Expanded Results

ORANGE LINE
 Entry Station: Wellington

<i>Access Mode:</i>	Number of Riders	Percent of Riders
Walk Access	941	17.1%
Drive/Park Access	2,593	47.2%
Drop-off Access	423	7.7%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	12	0.2%
Total Private Trans.	3,969	72.3%
MBTA Bus	1,513	27.5%
Other Bus	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	12	0.2%
Total Public Trans.	1,524	27.7%
TOTAL	5,493	100.0%
No Answer	37	

Trip time from trip origin to station by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	267	30.2%	230	9.5%	158	37.4%	0	0.0%	655	17.5%
6-10	367	41.5%	569	23.6%	105	24.7%	12	100.0%	1,053	28.2%
11-15	144	16.3%	455	18.8%	46	11.0%	0	0.0%	646	17.3%
16-20	56	6.3%	346	14.3%	37	8.8%	0	0.0%	439	11.8%
21-30	51	5.8%	490	20.3%	39	9.3%	0	0.0%	581	15.5%
31-45	0	0.0%	300	12.4%	37	8.8%	0	0.0%	337	9.0%
Over 45	0	0.0%	26	1.1%	0	0.0%	0	0.0%	26	0.7%
TOTAL	885	100.0%	2,417	100.0%	423	100.0%	12	100.0%	3,736	100.0%
No Answer	56		177		0		0		232	
Avg. Time (min)	10.3		19.6		13.3		10.0		16.7	

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Transfers to the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: Wellington

Transferring from:

**Commuter Rail, Boarded at
 Station Indicated:**

(None identified)

MBTA Bus Routes:

Number of
 Riders

110	446
134	365
100	253
97	146
106	105
112	105
108	53
99	39

**Boat, Boarded at
 Dock Indicated:**

(None identified)

Other Bus Routes:

(None identified)



MBTA Surveys: 2008-09

Rapid Transit Survey

Access to the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: Sullivan Square

<i>Access Mode:</i>	Number of Riders	Percent of Riders
Walk Access	1,671	27.5%
Drive/Park Access	948	15.6%
Drop-off Access	207	3.4%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	24	0.4%
Other Access	0	0.0%
Total Private Trans.	2,850	46.9%
MBTA Bus	3,142	51.8%
Other Bus	65	1.1%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	14	0.2%
Total Public Trans.	3,221	53.1%
TOTAL	6,072	100.0%
No Answer	0	

Trip time from trip origin to station by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	480	32.8%	134	16.5%	86	52.2%			700	28.7%
6-10	691	47.2%	103	12.7%	27	16.6%			821	33.6%
11-15	193	13.2%	90	11.0%	38	22.9%			321	13.1%
16-20	100	6.8%	90	11.0%	0	0.0%	(No responses)		190	7.8%
21-30	0	0.0%	166	20.4%	14	8.3%			179	7.3%
31-45	0	0.0%	138	17.0%	0	0.0%			138	5.7%
Over 45	0	0.0%	93	11.4%	0	0.0%			93	3.8%
TOTAL	1,464	100.0%	813	100.0%	166	100.0%			2,442	100.0%
No Answer	207		135		41		24		408	
Avg. Time (min)		9.0		25.1		8.8				14.3

MBTA Surveys: 2008-09

Rapid Transit Survey

Transfers to the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: Sullivan Square

Transferring from:

**Commuter Rail, Boarded at
Station Indicated:**

(None identified)

MBTA Bus Routes:

Number of
Riders

101	879
89	762
109	328
95	293
86	263
93	193
104	169
91	90
CT2	76
105	38
92	27
90	24

**Boat, Boarded at
Dock Indicated:**

(None identified)

Other Bus Routes:

Number of
Riders

Unspecified Bus	65
-----------------	----



MBTA Surveys: 2008-09

Rapid Transit Survey

Access to the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: Community College

<i>Access Mode:</i>	Number of Riders	Percent of Riders
Walk Access	2,291	87.2%
Drive/Park Access	204	7.8%
Drop-off Access	79	3.0%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	2,575	97.9%
MBTA Bus	54	2.1%
Other Bus	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	54	2.1%
TOTAL	2,628	100.0%
No Answer	54	

Trip time from trip origin to station by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	822	40.4%	71	37.8%	0	0.0%			893	38.8%
6-10	920	45.2%	8	4.5%	54	68.1%			982	42.7%
11-15	221	10.9%	54	28.8%	17	21.3%			292	12.7%
16-20	17	0.8%	54	28.8%	8	10.6%	(No responses)		79	3.4%
21-30	54	2.7%	0	0.0%	0	0.0%			54	2.3%
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	2,034	100.0%	187	100.0%	79	100.0%			2,300	100.0%
No Answer	258		17		0				275	
Avg. Time (min)		7.5		12.3		12.1				8.0

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Transfers to the Rapid Transit System

ORANGE LINE

Expanded Results

Entry Station: Community College

Transferring from:

**Commuter Rail, Boarded at
Station Indicated:**

(None identified)

MBTA Bus Routes:

Number of
Riders

92

54

**Boat, Boarded at
Dock Indicated:**

(None identified)

Other Bus Routes:

(None identified)



MBTA Surveys: 2008-09

Rapid Transit Survey

Access to the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: North Station

<i>Access Mode:</i>	Number of Riders	Percent of Riders
Walk Access	815	19.9%
Drive/Park Access	63	1.5%
Drop-off Access	26	0.6%
Taxi Access	0	0.0%
Shuttle/Van Access	52	1.3%
Bicycle Access	0	0.0%
Other Access	11	0.3%
Total Private Trans.	967	23.6%
MBTA Bus	30	0.7%
Other Bus	28	0.7%
Commuter Rail	3,081	75.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	3,138	76.4%
TOTAL	4,105	100.0%
No Answer	96	

Trip time from trip origin to station by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	399	55.2%	22	35.1%	11	100.0%	26	50.0%	458	54.0%
6-10	208	28.9%	30	47.4%	0	0.0%	11	21.3%	249	29.4%
11-15	115	15.9%	0	0.0%	0	0.0%	15	28.7%	130	15.3%
16-20	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
21-30	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
31-45	0	0.0%	11	17.5%	0	0.0%	0	0.0%	11	1.3%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	722	100.0%	63	100.0%	11	100.0%	52	100.0%	847	100.0%
No Answer	94		0		15		11		120	
Avg. Time (min)		6.8		11.8		5.0		8.3		7.3

MBTA Surveys: 2008-09

Rapid Transit Survey

Transfers to the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: North Station

Transferring from:

Commuter Rail, Boarded at Station Indicated:	Number of Riders
Salem	458
Lowell	262
Beverly	246
Anderson/Woburn	211
West Medford	184
Swampscott	124
Winchester Center	122
Reading	110
Wilmington	107
Hamilton/Wenham	97
Newburyport	89
Haverhill	85
Lynn	78
Wakefield	70
Lawrence	67
North Billerica	63
Gloucester	50
West Concord	50
Littleton/Route 495	48
Ipswich	46
Andover	44
Waltham	40
Rockport	37
Commuter Rail: Unspecified	35
Ballardvale	33
Concord	30
Bradford	26
Chelsea	26
Manchester	26
South Acton	26
Ayer	22
Fitchburg	22
North Leominster	22
Brandeis/Roberts	15
Montserrat	15
North Beverly	15
Amtrak Durham NH	13
Porter Square	13
Waverley	13
Kendal Green	11
Other stations	33

MBTA Bus Routes:	Number of Riders
111	15
93	15

Other Bus Routes:	Number of Riders
LRTA 11	15
Unspecified Bus	13

Boat, Boarded at Dock Indicated:
(None identified)



MBTA Surveys: 2008-09

Rapid Transit Survey

Access to the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: Haymarket

<i>Access Mode:</i>	Number of Riders	Percent of Riders
Walk Access	1,762	66.9%
Drive/Park Access	0	0.0%
Drop-off Access	13	0.5%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	13	0.5%
Total Private Trans.	1,789	67.9%
MBTA Bus	805	30.6%
Other Bus	26	1.0%
Commuter Rail	13	0.5%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	844	32.1%
TOTAL	2,633	100.0%
No Answer	49	

Trip time from trip origin to station by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	720	48.1%			0	0.0%			720	47.7%
6-10	605	40.4%			0	0.0%			605	40.1%
11-15	99	6.6%			0	0.0%			99	6.5%
16-20	36	2.4%	(No responses)		0	0.0%	(No responses)		36	2.4%
21-30	36	2.4%			0	0.0%			36	2.4%
31-45	0	0.0%			13	100.0%			13	0.9%
Over 45	0	0.0%			0	0.0%			0	0.0%
TOTAL	1,496	100.0%			13	100.0%			1,509	100.0%
No Answer	266				0		13		280	
Avg. Time (min)		7.2				45.0				7.5

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Transfers to the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: Haymarket

Transferring from:

Commuter Rail, Boarded at Station Indicated:	Number of Riders
Salem	13

MBTA Bus Routes:	Number of Riders
111	263
450	184
426	128
326	79
93	49
325	39
455	36
428	13
442	13

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

Other Bus Routes:	Number of Riders
CCO	13
CJ	13



MBTA Surveys: 2008-09

Rapid Transit Survey

Access to the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: State

<i>Access Mode:</i>	Number of Riders	Percent of Riders
Walk Access	1,733	86.5%
Drive/Park Access	27	1.3%
Drop-off Access	26	1.3%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	12	0.6%
Total Private Trans.	1,798	89.7%
MBTA Bus	139	6.9%
Other Bus	0	0.0%
Commuter Rail	0	0.0%
Boat	67	3.3%
Other	0	0.0%
Total Public Trans.	205	10.3%
TOTAL	2,003	100.0%
No Answer	39	

Trip time from trip origin to station by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	1,107	73.8%	0	0.0%	0	0.0%	12	100.0%	1,120	72.1%
6-10	233	15.5%	0	0.0%	12	47.9%	0	0.0%	245	15.8%
11-15	111	7.4%	13	100.0%	0	0.0%	0	0.0%	125	8.0%
16-20	24	1.6%	0	0.0%	13	52.1%	0	0.0%	38	2.4%
21-30	24	1.6%	0	0.0%	0	0.0%	0	0.0%	24	1.6%
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	1,501	100.0%	13	100.0%	26	100.0%	12	100.0%	1,552	100.0%
No Answer	232		13		0		0		246	
Avg. Time (min)		5.4		15.0		15.2		5.0		5.7

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Transfers to the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: State

Transferring from:

**Commuter Rail, Boarded at
Station Indicated:**

(None identified)

MBTA Bus Routes:

Number of
Riders

354	48
352	38
93	21
501	12
505	12
92	7

**Boat, Boarded at
Dock Indicated:**

Number of
Riders

Hingham	47
Hull	20

Other Bus Routes:

(None identified)



MBTA Surveys: 2008-09

Rapid Transit Survey

Access to the Rapid Transit System

ORANGE LINE

Expanded Results

Entry Station: Downtown Crossing

<i>Access Mode:</i>	Number of Riders	Percent of Riders
Walk Access	2,993	87.9%
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	37	1.1%
Total Private Trans.	3,030	89.0%
MBTA Bus	250	7.4%
Other Bus	0	0.0%
Commuter Rail	25	0.7%
Boat	100	2.9%
Other	0	0.0%
Total Public Trans.	376	11.0%
TOTAL	3,406	100.0%
No Answer	25	

Trip time from trip origin to station by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	1,334	54.0%					37	100.0%	1,371	54.7%
6-10	923	37.4%					0	0.0%	923	36.8%
11-15	175	7.1%					0	0.0%	175	7.0%
16-20	37	1.5%	(No responses)		(No responses)		0	0.0%	37	1.5%
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	2,469	100.0%					37	100.0%	2,507	100.0%
No Answer	523						0		523	
Avg. Time (min)		7.0						5.0		6.9

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Transfers to the Rapid Transit System

ORANGE LINE

Expanded Results

Entry Station: Downtown Crossing

Transferring from:

Commuter Rail, Boarded at Station Indicated:	Number of Riders
Abington	25

MBTA Bus Routes:	Number of Riders
749	150
7	50
504	25
554	25

Boat, Boarded at Dock Indicated:	Number of Riders
Hingham	63
Hull	37

Other Bus Routes:
(None identified)



MBTA Surveys: 2008-09

Rapid Transit Survey

Access to the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: Chinatown

<i>Access Mode:</i>	Number of Riders	Percent of Riders
Walk Access	1,813	83.0%
Drive/Park Access	56	2.6%
Drop-off Access	28	1.3%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	28	1.3%
Other Access	28	1.3%
Total Private Trans.	1,954	89.4%
MBTA Bus	150	6.9%
Other Bus	28	1.3%
Commuter Rail	53	2.4%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	231	10.6%
TOTAL	2,186	100.0%
No Answer	85	

Trip time from trip origin to station by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	1,005	64.8%	0	0.0%			0	0.0%	1,005	62.6%
6-10	376	24.2%	0	0.0%			0	0.0%	376	23.4%
11-15	85	5.5%	28	100.0%			28	100.0%	141	8.8%
16-20	56	3.6%	0	0.0%	(No responses)		0	0.0%	56	3.5%
21-30	28	1.8%	0	0.0%			0	0.0%	28	1.8%
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	1,550	100.0%	28	100.0%			28	100.0%	1,607	100.0%
No Answer	263		28		28		28		348	
Avg. Time (min)		6.1		15.0				15.0		6.4

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Transfers to the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: Chinatown

Transferring from:

Commuter Rail, Boarded at Station Indicated:	Number of Riders
Kingston	28
East Weymouth	12
West Hingham	12

MBTA Bus Routes:	Number of Riders
749	138
11	12

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

Other Bus Routes:	Number of Riders
PB	28



MBTA Surveys: 2008-09

Rapid Transit Survey

Access to the Rapid Transit System

ORANGE LINE

Expanded Results

Entry Station: New England Medical Center

<i>Access Mode:</i>	Number of Riders	Percent of Riders
Walk Access	2,072	82.3%
Drive/Park Access	52	2.1%
Drop-off Access	52	2.1%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	2,176	86.4%
MBTA Bus	321	12.8%
Other Bus	21	0.8%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	342	13.6%
TOTAL	2,517	100.0%
No Answer	0	

Trip time from trip origin to station by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	1,273	71.4%	0	0.0%	0	0.0%			1,273	67.5%
6-10	405	22.7%	0	0.0%	52	100.0%			457	24.2%
11-15	0	0.0%	0	0.0%	0	0.0%			0	0.0%
16-20	41	2.3%	0	0.0%	0	0.0%	(No responses)		41	2.2%
21-30	63	3.5%	52	100.0%	0	0.0%			114	6.1%
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	1,782	100.0%	52	100.0%	52	100.0%			1,886	100.0%
No Answer	290		0		0				290	
Avg. Time (min)	5.7		30.0		10.0				6.5	

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Transfers to the Rapid Transit System

ORANGE LINE

Expanded Results

Entry Station: New England Medical Center

Transferring from:

**Commuter Rail, Boarded at
 Station Indicated:**

(None identified)

MBTA Bus Routes:

Number of
 Riders

749

259

11

62

**Boat, Boarded at
 Dock Indicated:**

(None identified)

Other Bus Routes:

Number of
 Riders

Unspecified Bus

21



MBTA Surveys: 2008-09

Rapid Transit Survey

Access to the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: Back Bay

<i>Access Mode:</i>	Number of Riders	Percent of Riders
Walk Access	3,138	45.0%
Drive/Park Access	37	0.5%
Drop-off Access	45	0.6%
Taxi Access	0	0.0%
Shuttle/Van Access	14	0.2%
Bicycle Access	0	0.0%
Other Access	39	0.6%
Total Private Trans.	3,272	47.0%
MBTA Bus	250	3.6%
Other Bus	39	0.6%
Commuter Rail	3,393	48.7%
Boat	0	0.0%
Other	14	0.2%
Total Public Trans.	3,695	53.0%
TOTAL	6,967	100.0%
No Answer	132	

Trip time from trip origin to station by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	1,503	50.8%	0	0.0%	0	0.0%	15	52.9%	1,518	49.8%
6-10	1,099	37.2%	23	62.9%	0	0.0%	14	47.1%	1,136	37.2%
11-15	217	7.4%	0	0.0%	0	0.0%	0	0.0%	217	7.1%
16-20	74	2.5%	0	0.0%	29	100.0%	0	0.0%	103	3.4%
21-30	62	2.1%	0	0.0%	0	0.0%	0	0.0%	62	2.0%
31-45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Over 45	0	0.0%	14	37.1%	0	0.0%	0	0.0%	14	0.4%
TOTAL	2,956	100.0%	37	100.0%	29	100.0%	29	100.0%	3,051	100.0%
No Answer	182		0		15		23		221	
Avg. Time (min)		7.6		26.7		19.1		7.4		7.9

MBTA Surveys: 2008-09

Rapid Transit Survey

Transfers to the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: Back Bay

Transferring from:

Commuter Rail, Boarded at Station Indicated:	Number of Riders
Mansfield	296
Framingham	239
Canton Junction	213
Sharon	191
Route 128	168
Hyde Park	159
South Attleboro	152
Norwood Central	129
Stoughton	129
Grafton	107
Worcester/Union Station	107
Natick	106
Attleboro	97
Ashland	89
Wellesley Square	89
Bellevue	84
Canton Center	83
Walpole	76
Roslindale Village	64
West Natick	64
West Roxbury	60
Providence	58
Southborough	57
Norfolk	55
Hersey	51
Forge Park/Route 495	41
Commuter Rail: Unspecified	39
Newtonville	39
Highland	37
Needham Center	37
Readville	37
Windsor Gardens	37
West Newton	29
Westborough	29
Franklin/Dean College	27
Needham Junction	27
Wellesley Farms	23
Wellesley Hills	23
Halifax	15
Whitman	15
Other stations	14

MBTA Bus Routes:	Number of Riders
9	69
10	60
504	39
39	23
503	15
59	15
502	14
55	14

Other Bus Routes:	Number of Riders
Unspecified Bus	39

Boat, Boarded at Dock Indicated:
(None identified)



MBTA Surveys: 2008-09

Rapid Transit Survey

Access to the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: Massachusetts Ave.

<i>Access Mode:</i>	Number of Riders	Percent of Riders
Walk Access	2,360	86.9%
Drive/Park Access	24	0.9%
Drop-off Access	0	0.0%
Taxi Access	0	0.0%
Shuttle/Van Access	24	0.9%
Bicycle Access	72	2.6%
Other Access	0	0.0%
Total Private Trans.	2,479	91.2%
MBTA Bus	238	8.8%
Other Bus	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	238	8.8%
TOTAL	2,717	100.0%
No Answer	72	

Trip time from trip origin to station by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	1,361	60.7%	0	0.0%			71	74.6%	1,432	60.7%
6-10	738	32.9%	0	0.0%			24	25.4%	762	32.3%
11-15	118	5.3%	24	100.0%			0	0.0%	142	6.0%
16-20	24	1.1%	0	0.0%	(No responses)		0	0.0%	24	1.0%
21-30	0	0.0%	0	0.0%			0	0.0%	0	0.0%
31-45	0	0.0%	0	0.0%			0	0.0%	0	0.0%
Over 45	0	0.0%	0	0.0%			0	0.0%	0	0.0%
TOTAL	2,241	100.0%	24	100.0%			95	100.0%	2,360	100.0%
No Answer	119		0				0		119	
Avg. Time (min)		6.5		15.0				5.0		6.5

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Transfers to the Rapid Transit System

ORANGE LINE

Expanded Results

Entry Station: Massachusetts Ave.

Transferring from:

**Commuter Rail, Boarded at
 Station Indicated:**

(None identified)

MBTA Bus Routes:

Number of
 Riders

1

238

**Boat, Boarded at
 Dock Indicated:**

(None identified)

Other Bus Routes:

(None identified)



MBTA Surveys: 2008-09

Rapid Transit Survey

Access to the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: Ruggles

<i>Access Mode:</i>	Number of Riders	Percent of Riders
Walk Access	2,407	54.5%
Drive/Park Access	177	4.0%
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.	2,584	58.5%
MBTA Bus	1,532	34.7%
Other Bus	32	0.7%
Commuter Rail	266	6.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	1,830	41.5%
TOTAL	4,414	100.0%
No Answer	63	

Trip time from trip origin to station by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	1,204	56.9%	27	15.5%					1,232	53.7%
6-10	605	28.6%	59	33.3%					664	29.0%
11-15	279	13.2%	32	17.9%					310	13.5%
16-20	27	1.3%	32	17.9%	(No responses)		(No responses)		59	2.6%
21-30	0	0.0%	27	15.5%					27	1.2%
31-45	0	0.0%	0	0.0%					0	0.0%
Over 45	0	0.0%	0	0.0%					0	0.0%
TOTAL	2,115	100.0%	177	100.0%					2,292	100.0%
No Answer	292		0						292	
Avg. Time (min)		6.7		14.7						7.4

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Transfers to the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: Ruggles

Transferring from:

Commuter Rail, Boarded at Station Indicated:	Number of Riders
Attleboro	66
Franklin/Dean College	59
Sharon	32
Bellevue	27
Mansfield	27
Readville	27
Walpole	27

MBTA Bus Routes:	Number of Riders
23	426
28	323
45	186
47	163
44	118
19	110
15	86
CT2	66
22	27
25	27

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

Other Bus Routes:	Number of Riders
Unspecified Bus	32



MBTA Surveys: 2008-09

Rapid Transit Survey

Access to the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: Roxbury Crossing

<i>Access Mode:</i>	Number of Riders	Percent of Riders
Walk Access	1,968	81.0%
Drive/Park Access	139	5.7%
Drop-off Access	114	4.7%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	21	0.9%
Other Access	0	0.0%
Total Private Trans.	2,241	92.2%
MBTA Bus	189	7.8%
Other Bus	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	189	7.8%
TOTAL	2,430	100.0%
No Answer	46	

Trip time from trip origin to station by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	625	34.4%	21	19.8%	34	33.3%			679	33.6%
6-10	936	51.5%	38	36.2%	34	33.3%			1,007	49.8%
11-15	143	7.9%	13	12.1%	21	20.7%			176	8.7%
16-20	59	3.3%	0	0.0%	0	0.0%	(No responses)		59	2.9%
21-30	55	3.0%	21	19.8%	13	12.6%			88	4.4%
31-45	0	0.0%	0	0.0%	0	0.0%			0	0.0%
Over 45	0	0.0%	13	12.1%	0	0.0%			13	0.6%
TOTAL	1,817	100.0%	105	100.0%	101	100.0%			2,023	100.0%
No Answer	151		34		13		21		218	
Avg. Time (min)		8.4		17.7		9.3				8.9

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Transfers to the Rapid Transit System

ORANGE LINE

Expanded Results

Entry Station: Roxbury Crossing

Transferring from:

**Commuter Rail, Boarded at
 Station Indicated:**

(None identified)

MBTA Bus Routes:

Number of
 Riders

66	75
23	46
28	25
15	21
60	21

**Boat, Boarded at
 Dock Indicated:**

(None identified)

Other Bus Routes:

(None identified)



MBTA Surveys: 2008-09

Rapid Transit Survey

Access to the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: Jackson Square

<i>Access Mode:</i>	Number of Riders	Percent of Riders
Walk Access	2,025	58.4%
Drive/Park Access	371	10.7%
Drop-off Access	187	5.4%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	2,583	74.6%
MBTA Bus	857	24.8%
Other Bus	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	24	0.7%
Total Public Trans.	881	25.4%
TOTAL	3,464	100.0%
No Answer	48	

Trip time from trip origin to station by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	541	28.7%	68	23.5%	58	30.9%			667	28.2%
6-10	970	51.4%	92	31.8%	82	43.6%			1,143	48.4%
11-15	279	14.8%	48	16.5%	48	25.4%			374	15.8%
16-20	48	2.5%	82	28.2%	0	0.0%	(No responses)		129	5.5%
21-30	48	2.5%	0	0.0%	0	0.0%			48	2.0%
31-45	0	0.0%	0	0.0%	0	0.0%			0	0.0%
Over 45	0	0.0%	0	0.0%	0	0.0%			0	0.0%
TOTAL	1,885	100.0%	289	100.0%	187	100.0%			2,362	100.0%
No Answer	140		82		0				221	
Avg. Time (min)		9.1		12.5		8.3				9.4

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Transfers to the Rapid Transit System

ORANGE LINE

Expanded Results

Entry Station: Jackson Square

Transferring from:

**Commuter Rail, Boarded at
Station Indicated:**

(None identified)

MBTA Bus Routes:

Number of
Riders

22	334
44	316
29	116
41	34
42	34
23	24

**Boat, Boarded at
Dock Indicated:**

(None identified)

Other Bus Routes:

(None identified)



MBTA Surveys: 2008-09

Rapid Transit Survey

Access to the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: Stony Brook

<i>Access Mode:</i>	Number of Riders	Percent of Riders
Walk Access	2,239	94.2%
Drive/Park Access	62	2.6%
Drop-off Access	77	3.2%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	0	0.0%
Total Private Trans.	2,377	100.0%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	0	0.0%
TOTAL	2,377	100.0%
No Answer	62	

Trip time from trip origin to station by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	935	42.9%	0	0.0%	0	0.0%			935	40.7%
6-10	929	42.7%	41	100.0%	0	0.0%			970	42.3%
11-15	236	10.8%	0	0.0%	21	26.8%			257	11.2%
16-20	77	3.5%	0	0.0%	0	0.0%	(No responses)		77	3.4%
21-30	0	0.0%	0	0.0%	0	0.0%			0	0.0%
31-45	0	0.0%	0	0.0%	0	0.0%			0	0.0%
Over 45	0	0.0%	0	0.0%	56	73.2%			56	2.5%
TOTAL	2,177	100.0%	41	100.0%	77	100.0%			2,295	100.0%
No Answer	62		21		0				82	
Avg. Time (min)		7.7		7.5		39.8				8.7



MBTA Surveys: 2008-09

Rapid Transit Survey

Transfers to the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: Stony Brook

Transferring from:

No responders provided information about their modes of access.



MBTA Surveys: 2008-09

Rapid Transit Survey

Access to the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: Green Street

<i>Access Mode:</i>	Number of Riders	Percent of Riders
Walk Access	2,122	86.2%
Drive/Park Access	282	11.5%
Drop-off Access	33	1.3%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	17	0.7%
Other Access	0	0.0%
Total Private Trans.	2,455	99.7%
MBTA Bus	7	0.3%
Other Bus	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	7	0.3%
TOTAL	2,462	100.0%
No Answer	14	

Trip time from trip origin to station by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	764	38.0%	57	21.1%	5	18.8%	17	100.0%	844	36.3%
6-10	954	47.4%	85	31.4%	5	18.8%	0	0.0%	1,044	44.9%
11-15	235	11.7%	94	34.7%	12	43.7%	0	0.0%	342	14.7%
16-20	45	2.3%	19	7.0%	5	18.8%	0	0.0%	70	3.0%
21-30	12	0.6%	16	5.8%	0	0.0%	0	0.0%	28	1.2%
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	2,010	100.0%	272	100.0%	28	100.0%	17	100.0%	2,328	100.0%
No Answer	112		11		5		0		127	
Avg. Time (min)		7.9		11.8		12.0		5.0		8.3

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Transfers to the Rapid Transit System

ORANGE LINE

Expanded Results

Entry Station: Green Street

Transferring from:

**Commuter Rail, Boarded at
Station Indicated:**

(None identified)

MBTA Bus Routes:

Number of
Riders

48

7

**Boat, Boarded at
Dock Indicated:**

(None identified)

Other Bus Routes:

(None identified)



MBTA Surveys: 2008-09

Rapid Transit Survey

Access to the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: Forest Hills

<i>Access Mode:</i>	Number of Riders	Percent of Riders
Walk Access	3,204	30.4%
Drive/Park Access	1,348	12.8%
Drop-off Access	575	5.5%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	13	0.1%
Other Access	47	0.4%
Total Private Trans.	5,186	49.3%
MBTA Bus	5,283	50.2%
Other Bus	43	0.4%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	13	0.1%
Total Public Trans.	5,339	50.7%
TOTAL	10,525	100.0%
No Answer	73	

Trip time from trip origin to station by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	1,498	48.9%	102	9.0%	162	28.8%	13	21.9%	1,775	36.8%
6-10	1,102	36.0%	359	31.7%	220	39.1%	17	28.1%	1,697	35.2%
11-15	277	9.0%	342	30.2%	56	9.9%	17	28.1%	692	14.4%
16-20	115	3.8%	210	18.6%	99	17.5%	13	21.9%	437	9.1%
21-30	73	2.4%	73	6.4%	13	2.3%	0	0.0%	158	3.3%
31-45	0	0.0%	30	2.6%	13	2.3%	0	0.0%	43	0.9%
Over 45	0	0.0%	17	1.5%	0	0.0%	0	0.0%	17	0.3%
TOTAL	3,065	100.0%	1,133	100.0%	562	100.0%	60	100.0%	4,820	100.0%
No Answer	140		214		13		0		367	
Avg. Time (min)		7.4		15.0		11.1		10.8		9.7

MBTA Surveys: 2008-09

Rapid Transit Survey

Transfers to the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: Forest Hills

Transferring from:

**Commuter Rail, Boarded at
Station Indicated:**

(None identified)

MBTA Bus Routes:

Number of
Riders

32	899
34	821
36	478
21	370
35	324
30	316
37	311
51	294
31	292
38	257
34E	255
39	225
50	221
40	155
16	26
33	26
716	13

**Boat, Boarded at
Dock Indicated:**

(None identified)

Other Bus Routes:

Number of
Riders

Unspecified Bus	43
-----------------	----

6

Exits from the Rapid Transit System

The tables in this chapter show, for the riders who entered the rapid transit system at each Orange Line station, the number who exited the system at each of the other rapid transit stations (in the case of the riders who exited on the surface Green Line, the exit locations are given in terms of segments of the line, rather than individual stops). In addition, for each potential exit station at which the riders had the option of transferring to another rapid transit line, the tables show how many of them transferred there (as well as how many exited the system there).

The tables (at the end of the chapter) present these data by entry station. The data for each station 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 Orange Line as a whole. It includes tables and discussion.

6.1 DESCRIPTION OF TABLES

For each station, the data are reported in six tables divided between two pages. The four tables on the first page show exits and transfers at stations on the Red, Orange, and Blue heavy rail lines and the Mattapan High-Speed Line (light rail). These tables also show, for each line, exits by riders whose responses did not allow the specific exit station to be determined.

The first table on the second page shows exit and transfer data for stations on the Green Line Central Subway⁸ and for segments of the surface Green Line's B, C, D, and E Branches. Exits are also shown for riders whose responses were not specific enough for determining where on the Central Subway or on a surface branch the exit took place. The second table on the second page shows summary data for each of the rapid transit lines.

With the exception of the summary table, each of the tables comprises four columns. The first column shows the names of the stations or segments on the

⁸ For the purposes of this report, the Central Subway includes all Green Line stations from Lechmere through Kenmore and Symphony, inclusive.

line covered by the table. Stations serving more than one rapid transit line appear in the tables for each of those lines, with an identifying suffix. For example, State Station appears in the Blue Line table as “State-B” and in the Orange Line table as “State-O.” Orange Line passengers would exit or transfer only at State-O.

The second column, labeled “Exits,” shows, for the entry station, the number of riders who finally left the rapid transit system at the station shown in the first column. The third column, labeled “Percent of Riders,” shows the value in the “Exits” column as a percent of the total exits shown in all five tables combined. That overall total is found at the bottom of the sixth table.

The fourth column, labeled “Transfers,” shows the number of riders from the entry station who alighted at the station shown in the first column in order to transfer to another rapid transit line (either heavy or light rail). For example, in the Orange Line exit table, passengers transferring from the Orange Line to the Blue Line at State Station are shown in the “Transfers” column of the “State-O” row. (They are not included in the State-O “Exits” total or percent.) These riders’ next decisions—either to exit the rapid transit system from a Blue Line station or to transfer again—are accounted for in the accompanying Blue Line exit table. That is, except for slight differences in rounding, the number of riders transferring from the Orange Line to the Blue Line will equal the combined total of riders either exiting or transferring again at Blue Line stations. (For example, from Ruggles Station, 173 riders transferred at State-O to the Blue Line. The total Blue Line exits equals 173, the number of riders who transferred from the Orange Line.)

Passengers going to points on the Mattapan High-Speed Line from any other rapid transit line must transfer to the High-Speed Line from the Red Line at Ashmont Station. For a given Orange Line entry station, in the Red Line exit table, the “Transfer” total for Ashmont-R will be equal to the total number of riders shown in the High-Speed Line exit table to have exited at all stations combined on that line (Malden and Wellington are the only stations with entering riders who exited on that line).

It should be noted again that the data in these tables are only for riders entering the rapid transit system between 6:00 AM and 3:00 PM. Therefore, these results are dominated by passengers making their first trips of the day. After 3:00 PM (a period which, again, is not reflected in the survey results), the return segments of round-trips would be dominant. That is, riders entering the rapid transit system at a given station after 3:00 would be predominantly the same riders who had exited there that morning, and on their PM trips they would exit the rapid transit system at mostly the same stations where they had entered the system that morning. Therefore, the “Entries to the Rapid Transit System” tables in Chapter 7 (which reflect trips made before 3:00) should approximate what the present chapter’s “Exits from the Rapid Transit System” tables would have looked like if the survey had been conducted from 3:00 PM until the end of service.

6.2 OVERVIEW OF RESULTS

North Side

A great majority (83%) of riders who began their rapid transit trips at north side Orange Line stations also exited the rapid transit system at Orange Line stations. The largest share of these (68%) exited at stations in Boston Proper (from North Station to Massachusetts Avenue). The rest were almost evenly divided between stations from Oak Grove to Community College and those from Ruggles to Forest Hills. Back Bay station had the largest individual station share of the exits (18%).

Red Line stations accounted for the largest group of exits by north side Orange Line riders who transferred (10% of the total from the north side stations). About 6% of north side Orange Line riders exited at some point on the Green Line, with Central Subway stations accounting for nearly half and surface stops for the rest. Only about 1% of riders from the north side Orange Line exited at Blue Line stations.

South Side

Among riders who began their rapid transit trips at south side Orange Line stations, 84% also exited the rapid transit system at Orange Line stations. The largest share of these (60%) exited at stations in Boston Proper, 15% exited at stations south of Massachusetts Avenue, and 9% exited north of North Station. Downtown Crossing Station had the largest individual station share of the exits (15%). This figure does not include transfers to the Red Line there.

Red Line stations accounted for the largest group of exits by south side Orange Line riders who transferred (11% of the total from the south side stations). About 3% of south side Orange Line riders exited at some point on the Green Line, with Central Subway stations accounting for nearly half and surface stops for the rest. About 2% of riders from the south side Orange Line exited at Blue Line stations.



MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: Oak Grove

Red Line	Percent of		Orange Line	Percent of		
	Exits:	Riders		Exits:	Riders	
Alewife	6	0.1%	Oak Grove	0	0.0%	
Davis	6	0.1%	Malden	14	0.3%	
Porter	0	0.0%	Wellington	6	0.1%	
Harvard	78	1.6%	Sullivan Square	108	2.2%	
Central	66	1.3%	Community College	66	1.3%	
Kendall/MIT	126	2.5%	North Station-O	393	7.9%	203
Charles/MGH	52	1.0%	Haymarket-O	156	3.1%	
Park Street-R	0	0.0%	State-O	995	19.9%	14
Downtown Crossing-R	0	0.0%	Downtown Crossing-O	865	17.3%	529
South Station	66	1.3%	Chinatown	196	3.9%	
Broadway	8	0.2%	NE Medical Center	262	5.2%	
Andrew	6	0.1%	Back Bay	817	16.4%	
JFK/UMass	49	1.0%	Massachusetts Ave	71	1.4%	
Savin Hill	0	0.0%	Ruggles	227	4.5%	
Fields Corner	0	0.0%	Roxbury Crossing	26	0.5%	
Shawmut	0	0.0%	Jackson Square	6	0.1%	
Ashmont-R	0	0.0%	Stony Brook	6	0.1%	
North Quincy	24	0.5%	Green Street	29	0.6%	
Wollaston	0	0.0%	Forest Hills	6	0.1%	
Quincy Center	6	0.1%	Orange Line: Unspecified	0	0.0%	
Quincy Adams	0	0.0%	Orange Line Total:	4,252	85.1%	
Braintree	0	0.0%				
Red Line: Unspecified	0	0.0%				
Red Line Total:	495	9.9%				

Blue Line	Percent of		Mattapan High Speed Line	Percent of	
	Exits:	Riders		Exits:	Riders
Wonderland	0	0.0%	Ashmont-M	0	0.0%
Revere Beach	0	0.0%	Cedar Grove	0	0.0%
Beachmont	0	0.0%	Butler	0	0.0%
Suffolk Downs	0	0.0%	Milton	0	0.0%
Orient Heights	6	0.1%	Central Avenue	0	0.0%
Wood Island	0	0.0%	Valley Road	0	0.0%
Airport	8	0.2%	Capen Street	0	0.0%
Maverick	0	0.0%	Mattapan	0	0.0%
Aquarium	0	0.0%	Mattapan Line Total:	0	0.0%
State-B	0	0.0%			
Government Center-B	0	0.0%			
Bowdoin	0	0.0%			
Blue Line: Unspecified	0	0.0%			
Blue Line Total:	14	0.3%			

* The role of transfers in these exit data tables is explained in section 6.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Entry Station: Oak Grove

Green Line	Percent of		Summary	Percent of	
	Exits:	Riders		Exits:	Riders
Lechmere	26	0.5%	Red Line Total:	495	9.9%
Science Park	0	0.0%	Mattapan Line Total:	0	0.0%
North Station-G	0	0.0%	Orange Line Total:	4,252	85.1%
Haymarket-G	0	0.0%	Blue Line Total:	14	0.3%
Government Center-G	14	0.3%	Green Line Total:	238	4.8%
Park Street-G	8	0.2%	Overall Total	4,999	100.0%
Boylston	0	0.0%	No Response	12	
Arlington	18	0.4%			
Copley	8	0.2%			
Hynes Convention Center	14	0.3%			
Kenmore	37	0.7%			
Prudential	0	0.0%			
Symphony	0	0.0%			
B Blandford-Babcock	12	0.2%			
B Pack.Cnr.-Warren St.	0	0.0%			
B Washington St.-BC	0	0.0%			
C St.Mary's-Summit/Winchest	48	1.0%			
C Brandon-Cleveland Cir.	0	0.0%			
D Fenway-Longwood	12	0.2%			
D Brook. Vill.-Brook.Hills	6	0.1%			
D Beaconsfield-Ches.Hill	0	0.0%			
D Newton Ctr.-Eliot	6	0.1%			
D Waban-Riverside	0	0.0%			
E Northeastern-Museum	6	0.1%			
E Long.Med.-Brig Cir.	20	0.4%			
E Fenwood Rd-Heath	0	0.0%			
Green Line: Unspecified	0	0.0%			
Green Line Subway: Unspecified	0	0.0%			
Green Line B: Unspecified	0	0.0%			
Green Line C: Unspecified	0	0.0%			
Green Line D: Unspecified	0	0.0%			
Green Line E: Unspecified	0	0.0%			
Green Line Total:	238	4.8%			

* The role of transfers in these exit data tables is explained in section 6.1.

MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: Malden

Red Line	Percent of			Orange Line	Percent of		
	Exits:	Riders	Transfers:*		Exits:	Riders	Transfers:*
Alewife	0	0.0%		Oak Grove	0	0.0%	
Davis	34	0.4%		Malden	0	0.0%	
Porter	34	0.4%		Wellington	65	0.7%	
Harvard	253	2.8%		Sullivan Square	120	1.3%	
Central	99	1.1%		Community College	244	2.7%	
Kendall/MIT	199	2.2%		North Station-O	789	8.6%	616
Charles/MGH	51	0.6%		Haymarket-O	329	3.6%	17
Park Street-R	0	0.0%		State-O	1,325	14.5%	102
Downtown Crossing-R	0	0.0%		Downtown Crossing-O	1,098	12.0%	1,365
South Station	176	1.9%		Chinatown	499	5.5%	17
Broadway	31	0.3%		NE Medical Center	430	4.7%	
Andrew	0	0.0%		Back Bay	1,375	15.0%	31
JFK/UMass	179	2.0%		Massachusetts Ave	144	1.6%	
Savin Hill	0	0.0%		Ruggles	391	4.3%	
Fields Corner	0	0.0%		Roxbury Crossing	65	0.7%	
Shawmut	0	0.0%		Jackson Square	0	0.0%	
Ashmont-R	17	0.2%	17	Stony Brook	0	0.0%	
North Quincy	62	0.7%		Green Street	0	0.0%	
Wollaston	0	0.0%		Forest Hills	116	1.3%	
Quincy Center	34	0.4%		Orange Line: Unspecified	0	0.0%	
Quincy Adams	0	0.0%		Orange Line Total:	6,990	76.5%	
Braintree	17	0.2%					
Red Line: Unspecified	0	0.0%					
Red Line Total:	1,186	13.0%					
Blue Line				Mattapan High Speed Line			
Wonderland	0	0.0%		Ashmont-M	0	0.0%	
Revere Beach	17	0.2%		Cedar Grove	0	0.0%	
Beachmont	0	0.0%		Butler	0	0.0%	
Suffolk Downs	0	0.0%		Milton	0	0.0%	
Orient Heights	0	0.0%		Central Avenue	0	0.0%	
Wood Island	0	0.0%		Valley Road	0	0.0%	
Airport	34	0.4%		Capen Street	0	0.0%	
Maverick	17	0.2%		Mattapan	17	0.2%	
Aquarium	0	0.0%		Mattapan Line Total:	17	0.2%	
State-B	0	0.0%					
Government Center-B	17	0.2%					
Bowdoin	17	0.2%					
Blue Line: Unspecified	0	0.0%					
Blue Line Total:	102	1.1%					

* The role of transfers in these exit data tables is explained in section 6.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Entry Station: Malden

Green Line	Percent of		Summary	Percent of	
	Exits:	Riders		Exits:	Riders
Lechmere	48	0.5%	Red Line Total:	1,186	13.0%
Science Park	0	0.0%	Mattapan Line Total:	17	0.2%
North Station-G	0	0.0%	Orange Line Total:	6,990	76.5%
Haymarket-G	0	0.0%	Blue Line Total:	102	1.1%
Government Center-G	0	0.0%	Green Line Total:	843	9.2%
Park Street-G	0	0.0%	Overall Total	9,140	100.0%
Boylston	17	0.2%	No Response	51	
Arlington	34	0.4%			
Copley	51	0.6%			
Hynes Convention Center	65	0.7%			
Kenmore	68	0.7%			
Prudential	0	0.0%			
Symphony	0	0.0%			
B Blandford-Babcock	99	1.1%			
B Pack.Cnr.-Warren St.	17	0.2%			
B Washington St.-BC	17	0.2%			
C St.Mary's-Summit/Winchest	34	0.4%			
C Brandon-Cleveland Cir.	0	0.0%			
D Fenway-Longwood	110	1.2%			
D Brook. Vill.-Brook.Hills	34	0.4%			
D Beaconsfield-Ches.Hill	34	0.4%			
D Newton Ctr.-Eliot	96	1.1%			
D Waban-Riverside	17	0.2%			
E Northeastern-Museum	0	0.0%			
E Long.Med.-Brig Cir.	82	0.9%			
E Fenwood Rd-Heath	17	0.2%			
Green Line: Unspecified	0	0.0%			
Green Line Subway: Unspecified	0	0.0%			
Green Line B: Unspecified	0	0.0%			
Green Line C: Unspecified	0	0.0%			
Green Line D: Unspecified	0	0.0%			
Green Line E: Unspecified	0	0.0%			
Green Line Total:	843	9.2%			

* The role of transfers in these exit data tables is explained in section 6.1.

MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: Wellington

Red Line	Percent of			Orange Line	Percent of		
	Exits:	Riders	Transfers:*		Exits:	Riders	Transfers:*
Alewife	0	0.0%		Oak Grove	0	0.0%	
Davis	14	0.3%		Malden	56	1.0%	
Porter	0	0.0%		Wellington	0	0.0%	
Harvard	63	1.1%		Sullivan Square	49	0.9%	
Central	35	0.6%		Community College	26	0.5%	
Kendall/MIT	63	1.1%		North Station-O	451	8.2%	293
Charles/MGH	49	0.9%		Haymarket-O	328	6.0%	12
Park Street-R	0	0.0%		State-O	1,185	21.6%	35
Downtown Crossing-R	0	0.0%		Downtown Crossing-O	716	13.1%	390
South Station	35	0.6%		Chinatown	293	5.3%	
Broadway	0	0.0%		NE Medical Center	335	6.1%	
Andrew	0	0.0%		Back Bay	918	16.8%	12
JFK/UMass	42	0.8%		Massachusetts Ave	81	1.5%	
Savin Hill	0	0.0%		Ruggles	256	4.7%	
Fields Corner	14	0.3%		Roxbury Crossing	12	0.2%	
Shawmut	0	0.0%		Jackson Square	0	0.0%	
Ashmont-R	0	0.0%	14	Stony Brook	0	0.0%	
North Quincy	0	0.0%		Green Street	12	0.2%	
Wollaston	0	0.0%		Forest Hills	23	0.4%	
Quincy Center	0	0.0%		Orange Line: Unspecified	0	0.0%	
Quincy Adams	12	0.2%		Orange Line Total:	4,738	86.5%	
Braintree	0	0.0%					
Red Line: Unspecified	0	0.0%					
Red Line Total:	325	5.9%					
Blue Line				Mattapan High Speed Line			
Wonderland	0	0.0%		Ashmont-M	0	0.0%	
Revere Beach	0	0.0%		Cedar Grove	0	0.0%	
Beachmont	0	0.0%		Butler	0	0.0%	
Suffolk Downs	0	0.0%		Milton	14	0.3%	
Orient Heights	0	0.0%		Central Avenue	0	0.0%	
Wood Island	0	0.0%		Valley Road	0	0.0%	
Airport	0	0.0%		Capen Street	0	0.0%	
Maverick	12	0.2%		Mattapan	0	0.0%	
Aquarium	12	0.2%		Mattapan Line Total:	14	0.3%	
State-B	0	0.0%					
Government Center-B	0	0.0%					
Bowdoin	12	0.2%					
Blue Line: Unspecified	0	0.0%					
Blue Line Total:	35	0.6%					

* The role of transfers in these exit data tables is explained in section 6.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Entry Station: Wellington

Green Line	Percent of		Summary	Percent of	
	Exits:	Riders		Exits:	Riders
Lechmere	26	0.5%	Red Line Total:	325	5.9%
Science Park	12	0.2%	Mattapan Line Total:	14	0.3%
North Station-G	0	0.0%	Orange Line Total:	4,738	86.5%
Haymarket-G	0	0.0%	Blue Line Total:	35	0.6%
Government Center-G	26	0.5%	Green Line Total:	367	6.7%
Park Street-G	28	0.5%	Overall Total	5,479	100.0%
Boylston	0	0.0%	No Response	51	
Arlington	65	1.2%			
Copley	23	0.4%			
Hynes Convention Center	12	0.2%			
Kenmore	0	0.0%			
Prudential	0	0.0%			
Symphony	0	0.0%			
B Blandford-Babcock	0	0.0%			
B Pack.Cnr.-Warren St.	0	0.0%			
B Washington St.-BC	0	0.0%			
C St.Mary's-Summit/Winchest	28	0.5%			
C Brandon-Cleveland Cir.	0	0.0%			
D Fenway-Longwood	49	0.9%			
D Brook. Vill.-Brook.Hills	39	0.7%			
D Beaconsfield-Ches.Hill	0	0.0%			
D Newton Ctr.-Eliot	0	0.0%			
D Waban-Riverside	0	0.0%			
E Northeastern-Museum	0	0.0%			
E Long.Med.-Brig Cir.	60	1.1%			
E Fenwood Rd-Heath	0	0.0%			
Green Line: Unspecified	0	0.0%			
Green Line Subway: Unspecified	0	0.0%			
Green Line B: Unspecified	0	0.0%			
Green Line C: Unspecified	0	0.0%			
Green Line D: Unspecified	0	0.0%			
Green Line E: Unspecified	0	0.0%			
Green Line Total:	367	6.7%			

* The role of transfers in these exit data tables is explained in section 6.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: Sullivan Square

Red Line	Percent of		Orange Line	Percent of		
	Exits:	Riders		Exits:	Riders	
Alewife	14	0.2%	Oak Grove	24	0.4%	
Davis	0	0.0%	Malden	173	2.9%	
Porter	0	0.0%	Wellington	135	2.2%	
Harvard	111	1.8%	Sullivan Square	0	0.0%	
Central	0	0.0%	Community College	76	1.3%	
Kendall/MIT	52	0.9%	North Station-O	600	9.9%	439
Charles/MGH	24	0.4%	Haymarket-O	301	5.0%	14
Park Street-R	0	0.0%	State-O	1,048	17.3%	100
Downtown Crossing-R	0	0.0%	Downtown Crossing-O	613	10.1%	442
South Station	90	1.5%	Chinatown	369	6.1%	
Broadway	0	0.0%	NE Medical Center	331	5.5%	
Andrew	14	0.2%	Back Bay	893	14.7%	
JFK/UMass	49	0.8%	Massachusetts Ave	111	1.8%	
Savin Hill	0	0.0%	Ruggles	296	4.9%	
Fields Corner	0	0.0%	Roxbury Crossing	0	0.0%	
Shawmut	0	0.0%	Jackson Square	14	0.2%	
Ashmont-R	14	0.2%	Stony Brook	0	0.0%	
North Quincy	14	0.2%	Green Street	14	0.2%	
Wollaston	0	0.0%	Forest Hills	65	1.1%	
Quincy Center	24	0.4%	Orange Line: Unspecified	0	0.0%	
Quincy Adams	0	0.0%	Orange Line Total:	5,063	83.6%	
Braintree	0	0.0%				
Red Line: Unspecified	0	0.0%				
Red Line Total:	404	6.7%				

Blue Line	Percent of		Mattapan High Speed Line	Percent of	
	Exits:	Riders		Exits:	Riders
Wonderland	0	0.0%	Ashmont-M	0	0.0%
Revere Beach	24	0.4%	Cedar Grove	0	0.0%
Beachmont	0	0.0%	Butler	0	0.0%
Suffolk Downs	0	0.0%	Milton	0	0.0%
Orient Heights	14	0.2%	Central Avenue	0	0.0%
Wood Island	0	0.0%	Valley Road	0	0.0%
Airport	14	0.2%	Capen Street	0	0.0%
Maverick	49	0.8%	Mattapan	0	0.0%
Aquarium	0	0.0%	Mattapan Line Total:	0	0.0%
State-B	0	0.0%			
Government Center-B	0	0.0%			
Bowdoin	0	0.0%			
Blue Line: Unspecified	0	0.0%			
Blue Line Total:	100	1.7%			

* The role of transfers in these exit data tables is explained in section 6.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Entry Station: Sullivan Square

Green Line	Percent of		Summary	Percent of	
	Exits:	Riders		Exits:	Riders
Lechmere	38	0.6%	Red Line Total:	404	6.7%
Science Park	0	0.0%	Mattapan Line Total:	0	0.0%
North Station-G	0	0.0%	Orange Line Total:	5,063	83.6%
Haymarket-G	0	0.0%	Blue Line Total:	100	1.7%
Government Center-G	41	0.7%	Green Line Total:	490	8.1%
Park Street-G	0	0.0%	Overall Total	6,058	100.0%
Boylston	24	0.4%	No Response	14	
Arlington	49	0.8%			
Copley	38	0.6%			
Hynes Convention Center	14	0.2%			
Kenmore	86	1.4%			
Prudential	0	0.0%			
Symphony	0	0.0%			
B Blandford-Babcock	38	0.6%			
B Pack.Cnr.-Warren St.	0	0.0%			
B Washington St.-BC	0	0.0%			
C St.Mary's-Summit/Winchest	27	0.5%			
C Brandon-Cleveland Cir.	0	0.0%			
D Fenway-Longwood	49	0.8%			
D Brook. Vill.-Brook.Hills	24	0.4%			
D Beaconsfield-Ches.Hill	24	0.4%			
D Newton Ctr.-Eliot	0	0.0%			
D Waban-Riverside	0	0.0%			
E Northeastern-Museum	24	0.4%			
E Long.Med.-Brig Cir.	0	0.0%			
E Fenwood Rd-Heath	14	0.2%			
Green Line: Unspecified	0	0.0%			
Green Line Subway: Unspecified	0	0.0%			
Green Line B: Unspecified	0	0.0%			
Green Line C: Unspecified	0	0.0%			
Green Line D: Unspecified	0	0.0%			
Green Line E: Unspecified	0	0.0%			
Green Line Total:	490	8.1%			

* The role of transfers in these exit data tables is explained in section 6.1.

MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: Community College

Red Line	Percent of		Orange Line	Percent of		
	Exits:	Riders		Exits:	Riders	
Alewife	62	2.3%	Oak Grove	0	0.0%	
Davis	54	2.0%	Malden	108	4.0%	
Porter	0	0.0%	Wellington	108	4.0%	
Harvard	62	2.3%	Sullivan Square	17	0.6%	
Central	8	0.3%	Community College	0	0.0%	
Kendall/MIT	54	2.0%	North Station-O	79	3.0%	204
Charles/MGH	8	0.3%	Haymarket-O	8	0.3%	
Park Street-R	0	0.0%	State-O	286	10.7%	108
Downtown Crossing-R	0	0.0%	Downtown Crossing-O	147	5.5%	473
South Station	0	0.0%	Chinatown	142	5.3%	
Broadway	62	2.3%	NE Medical Center	79	3.0%	
Andrew	54	2.0%	Back Bay	612	22.8%	8
JFK/UMass	54	2.0%	Massachusetts Ave	34	1.3%	
Savin Hill	0	0.0%	Ruggles	162	6.0%	
Fields Corner	0	0.0%	Roxbury Crossing	0	0.0%	
Shawmut	0	0.0%	Jackson Square	54	2.0%	
Ashmont-R	0	0.0%	Stony Brook	0	0.0%	
North Quincy	0	0.0%	Green Street	0	0.0%	
Wollaston	0	0.0%	Forest Hills	54	2.0%	
Quincy Center	54	2.0%	Orange Line: Unspecified	0	0.0%	
Quincy Adams	0	0.0%	Orange Line Total:	1,889	70.4%	
Braintree	0	0.0%				
Red Line: Unspecified	0	0.0%				
Red Line Total:	473	17.6%				

Blue Line	Percent of		Mattapan High Speed Line	Percent of	
	Exits:	Riders		Exits:	Riders
Wonderland	0	0.0%	Ashmont-M	0	0.0%
Revere Beach	0	0.0%	Cedar Grove	0	0.0%
Beachmont	0	0.0%	Butler	0	0.0%
Suffolk Downs	0	0.0%	Milton	0	0.0%
Orient Heights	0	0.0%	Central Avenue	0	0.0%
Wood Island	0	0.0%	Valley Road	0	0.0%
Airport	54	2.0%	Capen Street	0	0.0%
Maverick	54	2.0%	Mattapan	0	0.0%
Aquarium	0	0.0%	Mattapan Line Total:	0	0.0%
State-B	0	0.0%			
Government Center-B	0	0.0%			
Bowdoin	0	0.0%			
Blue Line: Unspecified	0	0.0%			
Blue Line Total:	108	4.0%			

* The role of transfers in these exit data tables is explained in section 6.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Entry Station: Community College

Green Line	Percent of		Summary	Percent of	
	Exits:	Riders		Exits:	Riders
Lechmere	0	0.0%	Red Line Total:	473	17.6%
Science Park	0	0.0%	Mattapan Line Total:	0	0.0%
North Station-G	0	0.0%	Orange Line Total:	1,889	70.4%
Haymarket-G	0	0.0%	Blue Line Total:	108	4.0%
Government Center-G	0	0.0%	Green Line Total:	212	7.9%
Park Street-G	0	0.0%	Overall Total	2,682	100.0%
Boylston	0	0.0%	No Response	0	
Arlington	17	0.6%			
Copley	0	0.0%			
Hynes Convention Center	108	4.0%			
Kenmore	0	0.0%			
Prudential	0	0.0%			
Symphony	0	0.0%			
B Blandford-Babcock	0	0.0%			
B Pack.Cnr.-Warren St.	0	0.0%			
B Washington St.-BC	0	0.0%			
C St.Mary's-Summit/Winchest	8	0.3%			
C Brandon-Cleveland Cir.	0	0.0%			
D Fenway-Longwood	54	2.0%			
D Brook. Vill.-Brook.Hills	0	0.0%			
D Beaconsfield-Ches.Hill	0	0.0%			
D Newton Ctr.-Eliot	0	0.0%			
D Waban-Riverside	0	0.0%			
E Northeastern-Museum	0	0.0%			
E Long.Med.-Brig Cir.	25	0.9%			
E Fenwood Rd-Heath	0	0.0%			
Green Line: Unspecified	0	0.0%			
Green Line Subway: Unspecified	0	0.0%			
Green Line B: Unspecified	0	0.0%			
Green Line C: Unspecified	0	0.0%			
Green Line D: Unspecified	0	0.0%			
Green Line E: Unspecified	0	0.0%			
Green Line Total:	212	7.9%			

* The role of transfers in these exit data tables is explained in section 6.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: North Station

Red Line	Percent of		Orange Line	Percent of		
	Exits:	Riders		Exits:	Riders	
Alewife	0	0.0%	Oak Grove	51	1.2%	
Davis	0	0.0%	Malden	152	3.7%	
Porter	0	0.0%	Wellington	51	1.2%	
Harvard	33	0.8%	Sullivan Square	139	3.3%	
Central	11	0.3%	Community College	38	0.9%	
Kendall/MIT	55	1.3%	North Station-O	0	0.0%	
Charles/MGH	0	0.0%	Haymarket-O	11	0.3%	
Park Street-R	0	0.0%	State-O	703	16.9%	30
Downtown Crossing-R	0	0.0%	Downtown Crossing-O	708	17.0%	299
South Station	111	2.7%	Chinatown	185	4.5%	
Broadway	11	0.3%	NE Medical Center	399	9.6%	
Andrew	11	0.3%	Back Bay	803	19.3%	
JFK/UMass	52	1.2%	Massachusetts Ave	182	4.4%	
Savin Hill	0	0.0%	Ruggles	174	4.2%	
Fields Corner	0	0.0%	Roxbury Crossing	11	0.3%	
Shawmut	0	0.0%	Jackson Square	37	0.9%	
Ashmont-R	0	0.0%	Stony Brook	15	0.4%	
North Quincy	0	0.0%	Green Street	0	0.0%	
Wollaston	0	0.0%	Forest Hills	167	4.0%	
Quincy Center	0	0.0%	Orange Line: Unspecified	0	0.0%	
Quincy Adams	15	0.4%	Orange Line Total:	3,824	92.1%	
Braintree	0	0.0%				
Red Line: Unspecified	0	0.0%				
Red Line Total:	299	7.2%				

Blue Line	Percent of		Mattapan High Speed Line	Percent of	
	Exits:	Riders		Exits:	Riders
Wonderland	0	0.0%	Ashmont-M	0	0.0%
Revere Beach	0	0.0%	Cedar Grove	0	0.0%
Beachmont	0	0.0%	Butler	0	0.0%
Suffolk Downs	0	0.0%	Milton	0	0.0%
Orient Heights	0	0.0%	Central Avenue	0	0.0%
Wood Island	0	0.0%	Valley Road	0	0.0%
Airport	0	0.0%	Capen Street	0	0.0%
Maverick	0	0.0%	Mattapan	0	0.0%
Aquarium	30	0.7%	Mattapan Line Total:	0	0.0%
State-B	0	0.0%			
Government Center-B	0	0.0%			
Bowdoin	0	0.0%			
Blue Line: Unspecified	0	0.0%			
Blue Line Total:	30	0.7%			

* The role of transfers in these exit data tables is explained in section 6.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Entry Station: North Station

Green Line	Percent of		Summary	Percent of	
	Exits:	Riders		Exits:	Riders
Lechmere	0	0.0%	Red Line Total:	299	7.2%
Science Park	0	0.0%	Mattapan Line Total:	0	0.0%
North Station-G	0	0.0%	Orange Line Total:	3,824	92.1%
Haymarket-G	0	0.0%	Blue Line Total:	30	0.7%
Government Center-G	0	0.0%	Green Line Total:	0	0.0%
Park Street-G	0	0.0%	Overall Total	4,153	100.0%
Boylston	0	0.0%	No Response	48	
Arlington	0	0.0%			
Copley	0	0.0%			
Hynes Convention Center	0	0.0%			
Kenmore	0	0.0%			
Prudential	0	0.0%			
Symphony	0	0.0%			
B Blandford-Babcock	0	0.0%			
B Pack.Cnr.-Warren St.	0	0.0%			
B Washington St.-BC	0	0.0%			
C St.Mary's-Summit/Winchest	0	0.0%			
C Brandon-Cleveland Cir.	0	0.0%			
D Fenway-Longwood	0	0.0%			
D Brook. Vill.-Brook.Hills	0	0.0%			
D Beaconsfield-Ches.Hill	0	0.0%			
D Newton Ctr.-Eliot	0	0.0%			
D Waban-Riverside	0	0.0%			
E Northeastern-Museum	0	0.0%			
E Long.Med.-Brig Cir.	0	0.0%			
E Fenwood Rd-Heath	0	0.0%			
Green Line: Unspecified	0	0.0%			
Green Line Subway: Unspecified	0	0.0%			
Green Line B: Unspecified	0	0.0%			
Green Line C: Unspecified	0	0.0%			
Green Line D: Unspecified	0	0.0%			
Green Line E: Unspecified	0	0.0%			
Green Line Total:	0	0.0%			

* The role of transfers in these exit data tables is explained in section 6.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: Haymarket

Red Line	Percent of		Orange Line	Percent of		
	Exits:	Riders		Exits:	Riders	
Alewife	0	0.0%	Oak Grove	49	1.8%	
Davis	0	0.0%	Malden	109	4.0%	
Porter	0	0.0%	Wellington	49	1.8%	
Harvard	0	0.0%	Sullivan Square	135	5.0%	
Central	0	0.0%	Community College	62	2.3%	
Kendall/MIT	72	2.7%	North Station-O	0	0.0%	
Charles/MGH	0	0.0%	Haymarket-O	0	0.0%	
Park Street-R	0	0.0%	State-O	13	0.5%	36
Downtown Crossing-R	0	0.0%	Downtown Crossing-O	122	4.5%	342
South Station	112	4.2%	Chinatown	158	5.9%	
Broadway	0	0.0%	NE Medical Center	299	11.1%	
Andrew	0	0.0%	Back Bay	841	31.4%	
JFK/UMass	0	0.0%	Massachusetts Ave	187	7.0%	
Savin Hill	0	0.0%	Ruggles	154	5.8%	
Fields Corner	36	1.3%	Roxbury Crossing	0	0.0%	
Shawmut	0	0.0%	Jackson Square	0	0.0%	
Ashmont-R	13	0.5%	Stony Brook	49	1.8%	
North Quincy	36	1.3%	Green Street	0	0.0%	
Wollaston	36	1.3%	Forest Hills	76	2.8%	
Quincy Center	0	0.0%	Orange Line: Unspecified	0	0.0%	
Quincy Adams	0	0.0%	Orange Line Total:	2,304	85.9%	
Braintree	36	1.3%				
Red Line: Unspecified	0	0.0%				
Red Line Total:	342	12.7%				

Blue Line	Percent of		Mattapan High Speed Line	Percent of	
	Exits:	Riders		Exits:	Riders
Wonderland	0	0.0%	Ashmont-M	0	0.0%
Revere Beach	0	0.0%	Cedar Grove	0	0.0%
Beachmont	0	0.0%	Butler	0	0.0%
Suffolk Downs	0	0.0%	Milton	0	0.0%
Orient Heights	0	0.0%	Central Avenue	0	0.0%
Wood Island	0	0.0%	Valley Road	0	0.0%
Airport	0	0.0%	Capen Street	0	0.0%
Maverick	0	0.0%	Mattapan	0	0.0%
Aquarium	36	1.3%	Mattapan Line Total:	0	0.0%
State-B	0	0.0%			
Government Center-B	0	0.0%			
Bowdoin	0	0.0%			
Blue Line: Unspecified	0	0.0%			
Blue Line Total:	36	1.3%			

* The role of transfers in these exit data tables is explained in section 6.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Entry Station: Haymarket

Green Line	Percent of		Summary	Percent of	
	Exits:	Riders		Exits:	Riders
Lechmere	0	0.0%	Red Line Total:	342	12.7%
Science Park	0	0.0%	Mattapan Line Total:	0	0.0%
North Station-G	0	0.0%	Orange Line Total:	2,304	85.9%
Haymarket-G	0	0.0%	Blue Line Total:	36	1.3%
Government Center-G	0	0.0%	Green Line Total:	0	0.0%
Park Street-G	0	0.0%	Overall Total	2,682	100.0%
Boylston	0	0.0%	No Response	0	
Arlington	0	0.0%			
Copley	0	0.0%			
Hynes Convention Center	0	0.0%			
Kenmore	0	0.0%			
Prudential	0	0.0%			
Symphony	0	0.0%			
B Blandford-Babcock	0	0.0%			
B Pack.Cnr.-Warren St.	0	0.0%			
B Washington St.-BC	0	0.0%			
C St.Mary's-Summit/Winchest	0	0.0%			
C Brandon-Cleveland Cir.	0	0.0%			
D Fenway-Longwood	0	0.0%			
D Brook. Vill.-Brook.Hills	0	0.0%			
D Beaconsfield-Ches.Hill	0	0.0%			
D Newton Ctr.-Eliot	0	0.0%			
D Waban-Riverside	0	0.0%			
E Northeastern-Museum	0	0.0%			
E Long.Med.-Brig Cir.	0	0.0%			
E Fenwood Rd-Heath	0	0.0%			
Green Line: Unspecified	0	0.0%			
Green Line Subway: Unspecified	0	0.0%			
Green Line B: Unspecified	0	0.0%			
Green Line C: Unspecified	0	0.0%			
Green Line D: Unspecified	0	0.0%			
Green Line E: Unspecified	0	0.0%			
Green Line Total:	0	0.0%			

* The role of transfers in these exit data tables is explained in section 6.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: State

Red Line	Percent of		Orange Line	Percent of		
	Exits:	Riders		Exits:	Riders	
Alewife	13	0.7%	Oak Grove	147	7.2%	
Davis	0	0.0%	Malden	184	9.0%	
Porter	0	0.0%	Wellington	110	5.4%	
Harvard	0	0.0%	Sullivan Square	110	5.4%	
Central	27	1.3%	Community College	61	3.0%	
Kendall/MIT	0	0.0%	North Station-O	232	11.4%	
Charles/MGH	13	0.7%	Haymarket-O	0	0.0%	12
Park Street-R	0	0.0%	State-O	0	0.0%	
Downtown Crossing-R	0	0.0%	Downtown Crossing-O	27	1.3%	120
South Station	0	0.0%	Chinatown	48	2.4%	
Broadway	0	0.0%	NE Medical Center	121	5.9%	
Andrew	0	0.0%	Back Bay	410	20.1%	
JFK/UMass	0	0.0%	Massachusetts Ave	47	2.3%	
Savin Hill	0	0.0%	Ruggles	94	4.6%	
Fields Corner	0	0.0%	Roxbury Crossing	13	0.7%	
Shawmut	0	0.0%	Jackson Square	13	0.7%	
Ashmont-R	0	0.0%	Stony Brook	53	2.6%	
North Quincy	13	0.7%	Green Street	67	3.3%	
Wollaston	13	0.7%	Forest Hills	173	8.5%	
Quincy Center	13	0.7%	Orange Line: Unspecified	0	0.0%	
Quincy Adams	13	0.7%	Orange Line Total:	1,910	93.5%	
Braintree	13	0.7%				
Red Line: Unspecified	0	0.0%				
Red Line Total:	120	5.9%				

Blue Line	Percent of		Mattapan High Speed Line	Percent of	
	Exits:	Riders		Exits:	Riders
Wonderland	0	0.0%	Ashmont-M	0	0.0%
Revere Beach	0	0.0%	Cedar Grove	0	0.0%
Beachmont	0	0.0%	Butler	0	0.0%
Suffolk Downs	0	0.0%	Milton	0	0.0%
Orient Heights	0	0.0%	Central Avenue	0	0.0%
Wood Island	0	0.0%	Valley Road	0	0.0%
Airport	0	0.0%	Capen Street	0	0.0%
Maverick	0	0.0%	Mattapan	0	0.0%
Aquarium	0	0.0%	Mattapan Line Total:	0	0.0%
State-B	0	0.0%			
Government Center-B	0	0.0%			
Bowdoin	0	0.0%			
Blue Line: Unspecified	0	0.0%			
Blue Line Total:	0	0.0%			

* The role of transfers in these exit data tables is explained in section 6.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Entry Station: State

Green Line	Percent of		Summary	Percent of	
	Exits:	Riders		Exits:	Riders
Lechmere	0	0.0%	Red Line Total:	120	5.9%
Science Park	0	0.0%	Mattapan Line Total:	0	0.0%
North Station-G	0	0.0%	Orange Line Total:	1,910	93.5%
Haymarket-G	0	0.0%	Blue Line Total:	0	0.0%
Government Center-G	0	0.0%	Green Line Total:	12	0.6%
Park Street-G	0	0.0%	Overall Total	2,042	100.0%
Boylston	0	0.0%	No Response	0	
Arlington	0	0.0%			
Copley	0	0.0%			
Hynes Convention Center	0	0.0%			
Kenmore	0	0.0%			
Prudential	0	0.0%			
Symphony	0	0.0%			
B Blandford-Babcock	0	0.0%			
B Pack.Cnr.-Warren St.	0	0.0%			
B Washington St.-BC	0	0.0%			
C St.Mary's-Summit/Winchest	0	0.0%			
C Brandon-Cleveland Cir.	0	0.0%			
D Fenway-Longwood	0	0.0%			
D Brook. Vill.-Brook.Hills	0	0.0%			
D Beaconsfield-Ches.Hill	0	0.0%			
D Newton Ctr.-Eliot	0	0.0%			
D Waban-Riverside	0	0.0%			
E Northeastern-Museum	0	0.0%			
E Long.Med.-Brig Cir.	12	0.6%			
E Fenwood Rd-Heath	0	0.0%			
Green Line: Unspecified	0	0.0%			
Green Line Subway: Unspecified	0	0.0%			
Green Line B: Unspecified	0	0.0%			
Green Line C: Unspecified	0	0.0%			
Green Line D: Unspecified	0	0.0%			
Green Line E: Unspecified	0	0.0%			
Green Line Total:	12	0.6%			

* The role of transfers in these exit data tables is explained in section 6.1.

MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: Downtown Crossing

Red Line	Percent of		Orange Line	Percent of	
	Exits:	Riders		Exits:	Riders
Alewife	0	0.0%	Oak Grove	37	1.1%
Davis	0	0.0%	Malden	237	7.1%
Porter	0	0.0%	Wellington	137	4.1%
Harvard	0	0.0%	Sullivan Square	263	7.8%
Central	0	0.0%	Community College	163	4.8%
Kendall/MIT	0	0.0%	North Station-O	212	6.3%
Charles/MGH	0	0.0%	Haymarket-O	0	0.0%
Park Street-R	0	0.0%	State-O	0	0.0%
Downtown Crossing-R	0	0.0%	Downtown Crossing-O	0	0.0%
South Station	0	0.0%	Chinatown	37	1.1%
Broadway	0	0.0%	NE Medical Center	37	1.1%
Andrew	0	0.0%	Back Bay	511	15.2%
JFK/UMass	0	0.0%	Massachusetts Ave	175	5.2%
Savin Hill	0	0.0%	Ruggles	299	8.9%
Fields Corner	0	0.0%	Roxbury Crossing	112	3.3%
Shawmut	0	0.0%	Jackson Square	137	4.1%
Ashmont-R	0	0.0%	Stony Brook	75	2.2%
North Quincy	0	0.0%	Green Street	187	5.6%
Wollaston	0	0.0%	Forest Hills	598	17.8%
Quincy Center	0	0.0%	Orange Line: Unspecified	0	0.0%
Quincy Adams	0	0.0%	Orange Line Total:	3,219	95.9%
Braintree	0	0.0%			
Red Line: Unspecified	0	0.0%			
Red Line Total:	0	0.0%			

Blue Line	Percent of		Mattapan High Speed Line	Percent of	
	Exits:	Riders		Exits:	Riders
Wonderland	37	1.1%	Ashmont-M	0	0.0%
Revere Beach	0	0.0%	Cedar Grove	0	0.0%
Beachmont	0	0.0%	Butler	0	0.0%
Suffolk Downs	0	0.0%	Milton	0	0.0%
Orient Heights	0	0.0%	Central Avenue	0	0.0%
Wood Island	0	0.0%	Valley Road	0	0.0%
Airport	63	1.9%	Capen Street	0	0.0%
Maverick	0	0.0%	Mattapan	0	0.0%
Aquarium	37	1.1%	Mattapan Line Total:	0	0.0%
State-B	0	0.0%			
Government Center-B	0	0.0%			
Bowdoin	0	0.0%			
Blue Line: Unspecified	0	0.0%			
Blue Line Total:	137	4.1%			

* The role of transfers in these exit data tables is explained in section 6.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Entry Station: Downtown Crossing

Green Line	Percent of		Summary	Percent of	
	Exits:	Riders		Exits:	Riders
Lechmere	0	0.0%	Red Line Total:	0	0.0%
Science Park	0	0.0%	Mattapan Line Total:	0	0.0%
North Station-G	0	0.0%	Orange Line Total:	3,219	95.9%
Haymarket-G	0	0.0%	Blue Line Total:	137	4.1%
Government Center-G	0	0.0%	Green Line Total:	0	0.0%
Park Street-G	0	0.0%	Overall Total	3,356	100.0%
Boylston	0	0.0%	No Response	75	
Arlington	0	0.0%			
Copley	0	0.0%			
Hynes Convention Center	0	0.0%			
Kenmore	0	0.0%			
Prudential	0	0.0%			
Symphony	0	0.0%			
B Blandford-Babcock	0	0.0%			
B Pack.Cnr.-Warren St.	0	0.0%			
B Washington St.-BC	0	0.0%			
C St.Mary's-Summit/Winchest	0	0.0%			
C Brandon-Cleveland Cir.	0	0.0%			
D Fenway-Longwood	0	0.0%			
D Brook. Vill.-Brook.Hills	0	0.0%			
D Beaconsfield-Ches.Hill	0	0.0%			
D Newton Ctr.-Eliot	0	0.0%			
D Waban-Riverside	0	0.0%			
E Northeastern-Museum	0	0.0%			
E Long.Med.-Brig Cir.	0	0.0%			
E Fenwood Rd-Heath	0	0.0%			
Green Line: Unspecified	0	0.0%			
Green Line Subway: Unspecified	0	0.0%			
Green Line B: Unspecified	0	0.0%			
Green Line C: Unspecified	0	0.0%			
Green Line D: Unspecified	0	0.0%			
Green Line E: Unspecified	0	0.0%			
Green Line Total:	0	0.0%			

* The role of transfers in these exit data tables is explained in section 6.1.

MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: Chinatown

Red Line	Percent of		Orange Line	Percent of		
	Exits:	Riders		Exits:	Riders	
Alewife	0	0.0%	Oak Grove	97	4.3%	
Davis	0	0.0%	Malden	138	6.1%	
Porter	0	0.0%	Wellington	97	4.3%	
Harvard	56	2.5%	Sullivan Square	153	6.8%	
Central	0	0.0%	Community College	28	1.2%	
Kendall/MIT	0	0.0%	North Station-O	134	5.9%	
Charles/MGH	0	0.0%	Haymarket-O	250	11.0%	28
Park Street-R	28	1.2%	State-O	113	5.0%	141
Downtown Crossing-R	0	0.0%	Downtown Crossing-O	85	3.7%	166
South Station	0	0.0%	Chinatown	0	0.0%	
Broadway	0	0.0%	NE Medical Center	0	0.0%	
Andrew	0	0.0%	Back Bay	166	7.3%	
JFK/UMass	28	1.2%	Massachusetts Ave	113	5.0%	
Savin Hill	0	0.0%	Ruggles	166	7.3%	
Fields Corner	0	0.0%	Roxbury Crossing	28	1.2%	
Shawmut	0	0.0%	Jackson Square	56	2.5%	
Ashmont-R	0	0.0%	Stony Brook	28	1.2%	
North Quincy	12	0.5%	Green Street	28	1.2%	
Wollaston	0	0.0%	Forest Hills	254	11.2%	
Quincy Center	0	0.0%	Orange Line: Unspecified	0	0.0%	
Quincy Adams	0	0.0%	Orange Line Total:	1,935	85.2%	
Braintree	28	1.2%				
Red Line: Unspecified	0	0.0%				
Red Line Total:	153	6.8%				

Blue Line	Percent of		Mattapan High Speed Line	Percent of	
	Exits:	Riders		Exits:	Riders
Wonderland	28	1.2%	Ashmont-M	0	0.0%
Revere Beach	0	0.0%	Cedar Grove	0	0.0%
Beachmont	28	1.2%	Butler	0	0.0%
Suffolk Downs	0	0.0%	Milton	0	0.0%
Orient Heights	28	1.2%	Central Avenue	0	0.0%
Wood Island	0	0.0%	Valley Road	0	0.0%
Airport	0	0.0%	Capen Street	0	0.0%
Maverick	28	1.2%	Mattapan	0	0.0%
Aquarium	0	0.0%	Mattapan Line Total:	0	0.0%
State-B	0	0.0%			
Government Center-B	0	0.0%			
Bowdoin	28	1.2%			
Blue Line: Unspecified	0	0.0%			
Blue Line Total:	141	6.2%			

* The role of transfers in these exit data tables is explained in section 6.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Entry Station: Chinatown

Green Line	Percent of		Summary	Percent of	
	Exits:	Riders		Exits:	Riders
Lechmere	28	1.2%	Red Line Total:	153	6.8%
Science Park	0	0.0%	Mattapan Line Total:	0	0.0%
North Station-G	0	0.0%	Orange Line Total:	1,935	85.2%
Haymarket-G	0	0.0%	Blue Line Total:	141	6.2%
Government Center-G	0	0.0%	Green Line Total:	41	1.8%
Park Street-G	0	0.0%	Overall Total	2,270	100.0%
Boylston	0	0.0%	No Response	0	
Arlington	0	0.0%			
Copley	0	0.0%			
Hynes Convention Center	0	0.0%			
Kenmore	0	0.0%			
Prudential	0	0.0%			
Symphony	0	0.0%			
B Blandford-Babcock	0	0.0%			
B Pack.Cnr.-Warren St.	0	0.0%			
B Washington St.-BC	12	0.5%			
C St.Mary's-Summit/Winchest	0	0.0%			
C Brandon-Cleveland Cir.	0	0.0%			
D Fenway-Longwood	0	0.0%			
D Brook. Vill.-Brook.Hills	0	0.0%			
D Beaconsfield-Ches.Hill	0	0.0%			
D Newton Ctr.-Eliot	0	0.0%			
D Waban-Riverside	0	0.0%			
E Northeastern-Museum	0	0.0%			
E Long.Med.-Brig Cir.	0	0.0%			
E Fenwood Rd-Heath	0	0.0%			
Green Line: Unspecified	0	0.0%			
Green Line Subway: Unspecified	0	0.0%			
Green Line B: Unspecified	0	0.0%			
Green Line C: Unspecified	0	0.0%			
Green Line D: Unspecified	0	0.0%			
Green Line E: Unspecified	0	0.0%			
Green Line Total:	41	1.8%			

* The role of transfers in these exit data tables is explained in section 6.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

ORANGE LINE

Expanded Results

Entry Station: New England Medical Center

Red Line	Percent of		Orange Line	Percent of		
	Exits:	Riders		Exits:	Riders	
Alewife	21	0.8%	Oak Grove	31	1.2%	
Davis	0	0.0%	Malden	197	7.8%	
Porter	0	0.0%	Wellington	94	3.7%	
Harvard	31	1.2%	Sullivan Square	63	2.5%	
Central	0	0.0%	Community College	72	2.9%	
Kendall/MIT	0	0.0%	North Station-O	260	10.3%	
Charles/MGH	0	0.0%	Haymarket-O	83	3.3%	
Park Street-R	0	0.0%	State-O	259	10.3%	83
Downtown Crossing-R	0	0.0%	Downtown Crossing-O	218	8.7%	290
South Station	31	1.2%	Chinatown	0	0.0%	
Broadway	0	0.0%	NE Medical Center	0	0.0%	
Andrew	31	1.2%	Back Bay	289	11.5%	
JFK/UMass	63	2.5%	Massachusetts Ave	103	4.1%	
Savin Hill	0	0.0%	Ruggles	144	5.7%	
Fields Corner	0	0.0%	Roxbury Crossing	83	3.3%	
Shawmut	0	0.0%	Jackson Square	0	0.0%	
Ashmont-R	0	0.0%	Stony Brook	0	0.0%	
North Quincy	19	0.8%	Green Street	83	3.3%	
Wollaston	31	1.2%	Forest Hills	165	6.6%	
Quincy Center	0	0.0%	Orange Line: Unspecified	0	0.0%	
Quincy Adams	0	0.0%	Orange Line Total:	2,144	85.2%	
Braintree	31	1.2%				
Red Line: Unspecified	0	0.0%				
Red Line Total:	259	10.3%				

Blue Line	Percent of		Mattapan High Speed Line	Percent of	
	Exits:	Riders		Exits:	Riders
Wonderland	63	2.5%	Ashmont-M	0	0.0%
Revere Beach	0	0.0%	Cedar Grove	0	0.0%
Beachmont	0	0.0%	Butler	0	0.0%
Suffolk Downs	0	0.0%	Milton	0	0.0%
Orient Heights	0	0.0%	Central Avenue	0	0.0%
Wood Island	0	0.0%	Valley Road	0	0.0%
Airport	21	0.8%	Capen Street	0	0.0%
Maverick	0	0.0%	Mattapan	0	0.0%
Aquarium	0	0.0%	Mattapan Line Total:	0	0.0%
State-B	0	0.0%			
Government Center-B	0	0.0%			
Bowdoin	0	0.0%			
Blue Line: Unspecified	0	0.0%			
Blue Line Total:	83	3.3%			

* The role of transfers in these exit data tables is explained in section 6.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Entry Station: New England Medical Center

Green Line	Percent of		Summary	Percent of	
	Exits:	Riders		Exits:	Riders
Lechmere	0	0.0%	Red Line Total:	259	10.3%
Science Park	0	0.0%	Mattapan Line Total:	0	0.0%
North Station-G	0	0.0%	Orange Line Total:	2,144	85.2%
Haymarket-G	0	0.0%	Blue Line Total:	83	3.3%
Government Center-G	0	0.0%	Green Line Total:	31	1.2%
Park Street-G	0	0.0%	Overall Total	2,517	100.0%
Boylston	0	0.0%	No Response	0	
Arlington	0	0.0%			
Copley	0	0.0%			
Hynes Convention Center	0	0.0%			
Kenmore	0	0.0%			
Prudential	0	0.0%			
Symphony	0	0.0%			
B Blandford-Babcock	0	0.0%			
B Pack.Cnr.-Warren St.	0	0.0%			
B Washington St.-BC	0	0.0%			
C St.Mary's-Summit/Winchest	31	1.2%			
C Brandon-Cleveland Cir.	0	0.0%			
D Fenway-Longwood	0	0.0%			
D Brook. Vill.-Brook.Hills	0	0.0%			
D Beaconsfield-Ches.Hill	0	0.0%			
D Newton Ctr.-Eliot	0	0.0%			
D Waban-Riverside	0	0.0%			
E Northeastern-Museum	0	0.0%			
E Long.Med.-Brig Cir.	0	0.0%			
E Fenwood Rd-Heath	0	0.0%			
Green Line: Unspecified	0	0.0%			
Green Line Subway: Unspecified	0	0.0%			
Green Line B: Unspecified	0	0.0%			
Green Line C: Unspecified	0	0.0%			
Green Line D: Unspecified	0	0.0%			
Green Line E: Unspecified	0	0.0%			
Green Line Total:	31	1.2%			

* The role of transfers in these exit data tables is explained in section 6.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: Back Bay

Red Line	Percent of		Orange Line	Percent of		
	Exits:	Riders		Exits:	Riders	
Alewife	23	0.3%	Oak Grove	140	2.0%	
Davis	47	0.7%	Malden	210	3.0%	
Porter	37	0.5%	Wellington	111	1.6%	
Harvard	78	1.1%	Sullivan Square	119	1.7%	
Central	47	0.7%	Community College	60	0.9%	
Kendall/MIT	134	1.9%	North Station-O	663	9.4%	101
Charles/MGH	47	0.7%	Haymarket-O	432	6.1%	
Park Street-R	0	0.0%	State-O	1,540	21.8%	78
Downtown Crossing-R	0	0.0%	Downtown Crossing-O	862	12.2%	691
South Station	116	1.6%	Chinatown	366	5.2%	
Broadway	14	0.2%	NE Medical Center	448	6.3%	
Andrew	0	0.0%	Back Bay	0	0.0%	
JFK/UMass	74	1.0%	Massachusetts Ave	185	2.6%	
Savin Hill	0	0.0%	Ruggles	570	8.1%	
Fields Corner	23	0.3%	Roxbury Crossing	62	0.9%	
Shawmut	0	0.0%	Jackson Square	31	0.4%	
Ashmont-R	0	0.0%	Stony Brook	15	0.2%	
North Quincy	37	0.5%	Green Street	77	1.1%	
Wollaston	0	0.0%	Forest Hills	308	4.4%	
Quincy Center	14	0.2%	Orange Line: Unspecified	0	0.0%	
Quincy Adams	0	0.0%	Orange Line Total:	6,198	87.7%	
Braintree	0	0.0%				
Red Line: Unspecified	0	0.0%				
Red Line Total:	691	9.8%				

Blue Line	Percent of		Mattapan High Speed Line	Percent of	
	Exits:	Riders		Exits:	Riders
Wonderland	0	0.0%	Ashmont-M	0	0.0%
Revere Beach	0	0.0%	Cedar Grove	0	0.0%
Beachmont	0	0.0%	Butler	0	0.0%
Suffolk Downs	0	0.0%	Milton	0	0.0%
Orient Heights	0	0.0%	Central Avenue	0	0.0%
Wood Island	0	0.0%	Valley Road	0	0.0%
Airport	0	0.0%	Capen Street	0	0.0%
Maverick	14	0.2%	Mattapan	0	0.0%
Aquarium	51	0.7%	Mattapan Line Total:	0	0.0%
State-B	0	0.0%			
Government Center-B	0	0.0%			
Bowdoin	14	0.2%			
Blue Line: Unspecified	0	0.0%			
Blue Line Total:	78	1.1%			

* The role of transfers in these exit data tables is explained in section 6.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Entry Station: Back Bay

Green Line	Percent of		Summary	Percent of	
	Exits:	Riders		Exits:	Riders
Lechmere	78	1.1%	Red Line Total:	691	9.8%
Science Park	23	0.3%	Mattapan Line Total:	0	0.0%
North Station-G	0	0.0%	Orange Line Total:	6,198	87.7%
Haymarket-G	0	0.0%	Blue Line Total:	78	1.1%
Government Center-G	0	0.0%	Green Line Total:	101	1.4%
Park Street-G	0	0.0%	Overall Total	7,069	100.0%
Boylston	0	0.0%	No Response	31	
Arlington	0	0.0%			
Copley	0	0.0%			
Hynes Convention Center	0	0.0%			
Kenmore	0	0.0%			
Prudential	0	0.0%			
Symphony	0	0.0%			
B Blandford-Babcock	0	0.0%			
B Pack.Cnr.-Warren St.	0	0.0%			
B Washington St.-BC	0	0.0%			
C St.Mary's-Summit/Winchest	0	0.0%			
C Brandon-Cleveland Cir.	0	0.0%			
D Fenway-Longwood	0	0.0%			
D Brook. Vill.-Brook.Hills	0	0.0%			
D Beaconsfield-Ches.Hill	0	0.0%			
D Newton Ctr.-Eliot	0	0.0%			
D Waban-Riverside	0	0.0%			
E Northeastern-Museum	0	0.0%			
E Long.Med.-Brig Cir.	0	0.0%			
E Fenwood Rd-Heath	0	0.0%			
Green Line: Unspecified	0	0.0%			
Green Line Subway: Unspecified	0	0.0%			
Green Line B: Unspecified	0	0.0%			
Green Line C: Unspecified	0	0.0%			
Green Line D: Unspecified	0	0.0%			
Green Line E: Unspecified	0	0.0%			
Green Line Total:	101	1.4%			

* The role of transfers in these exit data tables is explained in section 6.1.

MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: Massachusetts Ave.

Red Line	Percent of		Orange Line	Percent of		
	Exits:	Riders		Exits:	Riders	
Alewife	0	0.0%	Oak Grove	0	0.0%	
Davis	24	0.9%	Malden	24	0.9%	
Porter	48	1.8%	Wellington	0	0.0%	
Harvard	95	3.5%	Sullivan Square	47	1.7%	
Central	0	0.0%	Community College	24	0.9%	
Kendall/MIT	73	2.7%	North Station-O	237	8.7%	
Charles/MGH	0	0.0%	Haymarket-O	167	6.1%	
Park Street-R	24	0.9%	State-O	216	7.9%	47
Downtown Crossing-R	0	0.0%	Downtown Crossing-O	571	21.0%	478
South Station	72	2.6%	Chinatown	119	4.4%	
Broadway	24	0.9%	NE Medical Center	143	5.3%	
Andrew	0	0.0%	Back Bay	238	8.8%	
JFK/UMass	24	0.9%	Massachusetts Ave	0	0.0%	
Savin Hill	24	0.9%	Ruggles	0	0.0%	
Fields Corner	24	0.9%	Roxbury Crossing	72	2.7%	
Shawmut	0	0.0%	Jackson Square	48	1.8%	
Ashmont-R	24	0.9%	Stony Brook	47	1.7%	
North Quincy	24	0.9%	Green Street	72	2.7%	
Wollaston	0	0.0%	Forest Hills	166	6.1%	
Quincy Center	0	0.0%	Orange Line: Unspecified	0	0.0%	
Quincy Adams	0	0.0%	Orange Line Total:	2,191	80.7%	
Braintree	0	0.0%				
Red Line: Unspecified	0	0.0%				
Red Line Total:	478	17.6%				

Blue Line	Percent of		Mattapan High Speed Line	Percent of	
	Exits:	Riders		Exits:	Riders
Wonderland	0	0.0%	Ashmont-M	0	0.0%
Revere Beach	0	0.0%	Cedar Grove	0	0.0%
Beachmont	24	0.9%	Butler	0	0.0%
Suffolk Downs	0	0.0%	Milton	0	0.0%
Orient Heights	0	0.0%	Central Avenue	0	0.0%
Wood Island	0	0.0%	Valley Road	0	0.0%
Airport	24	0.9%	Capen Street	0	0.0%
Maverick	0	0.0%	Mattapan	0	0.0%
Aquarium	0	0.0%	Mattapan Line Total:	0	0.0%
State-B	0	0.0%			
Government Center-B	0	0.0%			
Bowdoin	0	0.0%			
Blue Line: Unspecified	0	0.0%			
Blue Line Total:	47	1.7%			

* The role of transfers in these exit data tables is explained in section 6.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Entry Station: Massachusetts Ave.

Green Line	Percent of		Summary	Percent of	
	Exits:	Riders		Exits:	Riders
Lechmere	0	0.0%	Red Line Total:	478	17.6%
Science Park	0	0.0%	Mattapan Line Total:	0	0.0%
North Station-G	0	0.0%	Orange Line Total:	2,191	80.7%
Haymarket-G	0	0.0%	Blue Line Total:	47	1.7%
Government Center-G	0	0.0%	Green Line Total:	0	0.0%
Park Street-G	0	0.0%	Overall Total	2,716	100.0%
Boylston	0	0.0%	No Response	72	
Arlington	0	0.0%			
Copley	0	0.0%			
Hynes Convention Center	0	0.0%			
Kenmore	0	0.0%			
Prudential	0	0.0%			
Symphony	0	0.0%			
B Blandford-Babcock	0	0.0%			
B Pack.Cnr.-Warren St.	0	0.0%			
B Washington St.-BC	0	0.0%			
C St.Mary's-Summit/Winchest	0	0.0%			
C Brandon-Cleveland Cir.	0	0.0%			
D Fenway-Longwood	0	0.0%			
D Brook. Vill.-Brook.Hills	0	0.0%			
D Beaconsfield-Ches.Hill	0	0.0%			
D Newton Ctr.-Eliot	0	0.0%			
D Waban-Riverside	0	0.0%			
E Northeastern-Museum	0	0.0%			
E Long.Med.-Brig Cir.	0	0.0%			
E Fenwood Rd-Heath	0	0.0%			
Green Line: Unspecified	0	0.0%			
Green Line Subway: Unspecified	0	0.0%			
Green Line B: Unspecified	0	0.0%			
Green Line C: Unspecified	0	0.0%			
Green Line D: Unspecified	0	0.0%			
Green Line E: Unspecified	0	0.0%			
Green Line Total:	0	0.0%			

* The role of transfers in these exit data tables is explained in section 6.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: Ruggles

Red Line	Percent of		Orange Line	Percent of		
	Exits:	Riders		Exits:	Riders	
Alewife	63	1.4%	Oak Grove	95	2.1%	
Davis	32	0.7%	Malden	154	3.4%	
Porter	32	0.7%	Wellington	55	1.2%	
Harvard	63	1.4%	Sullivan Square	0	0.0%	
Central	63	1.4%	Community College	59	1.3%	
Kendall/MIT	0	0.0%	North Station-O	399	8.9%	59
Charles/MGH	86	1.9%	Haymarket-O	177	4.0%	
Park Street-R	0	0.0%	State-O	540	12.1%	173
Downtown Crossing-R	0	0.0%	Downtown Crossing-O	272	6.1%	620
South Station	127	2.8%	Chinatown	122	2.7%	
Broadway	32	0.7%	NE Medical Center	32	0.7%	
Andrew	0	0.0%	Back Bay	658	14.7%	32
JFK/UMass	27	0.6%	Massachusetts Ave	150	3.3%	
Savin Hill	0	0.0%	Ruggles	0	0.0%	
Fields Corner	0	0.0%	Roxbury Crossing	68	1.5%	
Shawmut	0	0.0%	Jackson Square	34	0.8%	
Ashmont-R	0	0.0%	Stony Brook	204	4.5%	
North Quincy	0	0.0%	Green Street	102	2.3%	
Wollaston	0	0.0%	Forest Hills	441	9.8%	
Quincy Center	32	0.7%	Orange Line: Unspecified	32	0.7%	
Quincy Adams	0	0.0%	Orange Line Total:	3,593	80.3%	
Braintree	0	0.0%				
Red Line: Unspecified	0	0.0%				
Red Line Total:	557	12.4%				

Blue Line	Percent of		Mattapan High Speed Line	Percent of	
	Exits:	Riders		Exits:	Riders
Wonderland	32	0.7%	Ashmont-M	0	0.0%
Revere Beach	0	0.0%	Cedar Grove	0	0.0%
Beachmont	0	0.0%	Butler	0	0.0%
Suffolk Downs	0	0.0%	Milton	0	0.0%
Orient Heights	32	0.7%	Central Avenue	0	0.0%
Wood Island	0	0.0%	Valley Road	0	0.0%
Airport	27	0.6%	Capen Street	0	0.0%
Maverick	0	0.0%	Mattapan	0	0.0%
Aquarium	0	0.0%	Mattapan Line Total:	0	0.0%
State-B	0	0.0%			
Government Center-B	0	0.0%			
Bowdoin	82	1.8%			
Blue Line: Unspecified	0	0.0%			
Blue Line Total:	173	3.9%			

* The role of transfers in these exit data tables is explained in section 6.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Entry Station: Ruggles

Green Line	Percent of		Summary	Percent of	
	Exits:	Riders		Exits:	Riders
Lechmere	59	1.3%	Red Line Total:	557	12.4%
Science Park	0	0.0%	Mattapan Line Total:	0	0.0%
North Station-G	0	0.0%	Orange Line Total:	3,593	80.3%
Haymarket-G	0	0.0%	Blue Line Total:	173	3.9%
Government Center-G	0	0.0%	Green Line Total:	154	3.4%
Park Street-G	0	0.0%	Overall Total	4,477	100.0%
Boylston	0	0.0%	No Response	0	
Arlington	0	0.0%			
Copley	0	0.0%			
Hynes Convention Center	0	0.0%			
Kenmore	0	0.0%			
Prudential	0	0.0%			
Symphony	0	0.0%			
B Blandford-Babcock	0	0.0%			
B Pack.Cnr.-Warren St.	0	0.0%			
B Washington St.-BC	0	0.0%			
C St.Mary's-Summit/Winchest	32	0.7%			
C Brandon-Cleveland Cir.	0	0.0%			
D Fenway-Longwood	0	0.0%			
D Brook. Vill.-Brook.Hills	0	0.0%			
D Beaconsfield-Ches.Hill	0	0.0%			
D Newton Ctr.-Eliot	32	0.7%			
D Waban-Riverside	32	0.7%			
E Northeastern-Museum	0	0.0%			
E Long.Med.-Brig Cir.	0	0.0%			
E Fenwood Rd-Heath	0	0.0%			
Green Line: Unspecified	0	0.0%			
Green Line Subway: Unspecified	0	0.0%			
Green Line B: Unspecified	0	0.0%			
Green Line C: Unspecified	0	0.0%			
Green Line D: Unspecified	0	0.0%			
Green Line E: Unspecified	0	0.0%			
Green Line Total:	154	3.4%			

* The role of transfers in these exit data tables is explained in section 6.1.

MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: Roxbury Crossing

Red Line	Percent of		Orange Line	Percent of		
	Exits:	Riders		Exits:	Riders	
Alewife	21	0.8%	Oak Grove	0	0.0%	
Davis	21	0.8%	Malden	67	2.7%	
Porter	21	0.8%	Wellington	21	0.8%	
Harvard	42	1.7%	Sullivan Square	25	1.0%	
Central	21	0.8%	Community College	0	0.0%	
Kendall/MIT	34	1.4%	North Station-O	155	6.3%	
Charles/MGH	117	4.7%	Haymarket-O	34	1.4%	
Park Street-R	0	0.0%	State-O	197	8.0%	67
Downtown Crossing-R	0	0.0%	Downtown Crossing-O	412	16.6%	411
South Station	101	4.1%	Chinatown	67	2.7%	
Broadway	0	0.0%	NE Medical Center	88	3.6%	
Andrew	0	0.0%	Back Bay	395	15.9%	
JFK/UMass	21	0.8%	Massachusetts Ave	276	11.2%	
Savin Hill	0	0.0%	Ruggles	96	3.9%	
Fields Corner	0	0.0%	Roxbury Crossing	0	0.0%	
Shawmut	0	0.0%	Jackson Square	0	0.0%	
Ashmont-R	13	0.5%	Stony Brook	21	0.8%	
North Quincy	0	0.0%	Green Street	0	0.0%	
Wollaston	0	0.0%	Forest Hills	143	5.8%	
Quincy Center	0	0.0%	Orange Line: Unspecified	0	0.0%	
Quincy Adams	0	0.0%	Orange Line Total:	1,998	80.7%	
Braintree	0	0.0%				
Red Line: Unspecified	0	0.0%				
Red Line Total:	411	16.6%				

Blue Line	Percent of		Mattapan High Speed Line	Percent of	
	Exits:	Riders		Exits:	Riders
Wonderland	0	0.0%	Ashmont-M	0	0.0%
Revere Beach	0	0.0%	Cedar Grove	0	0.0%
Beachmont	0	0.0%	Butler	0	0.0%
Suffolk Downs	0	0.0%	Milton	0	0.0%
Orient Heights	0	0.0%	Central Avenue	0	0.0%
Wood Island	0	0.0%	Valley Road	0	0.0%
Airport	55	2.2%	Capen Street	0	0.0%
Maverick	0	0.0%	Mattapan	0	0.0%
Aquarium	13	0.5%	Mattapan Line Total:	0	0.0%
State-B	0	0.0%			
Government Center-B	0	0.0%			
Bowdoin	0	0.0%			
Blue Line: Unspecified	0	0.0%			
Blue Line Total:	67	2.7%			

* The role of transfers in these exit data tables is explained in section 6.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Entry Station: Roxbury Crossing

Green Line	Percent of		Summary	Percent of	
	Exits:	Riders		Exits:	Riders
Lechmere	0	0.0%	Red Line Total:	411	16.6%
Science Park	0	0.0%	Mattapan Line Total:	0	0.0%
North Station-G	0	0.0%	Orange Line Total:	1,998	80.7%
Haymarket-G	0	0.0%	Blue Line Total:	67	2.7%
Government Center-G	0	0.0%	Green Line Total:	0	0.0%
Park Street-G	0	0.0%	Overall Total	2,477	100.0%
Boylston	0	0.0%	No Response	0	
Arlington	0	0.0%			
Copley	0	0.0%			
Hynes Convention Center	0	0.0%			
Kenmore	0	0.0%			
Prudential	0	0.0%			
Symphony	0	0.0%			
B Blandford-Babcock	0	0.0%			
B Pack.Cnr.-Warren St.	0	0.0%			
B Washington St.-BC	0	0.0%			
C St.Mary's-Summit/Winchest	0	0.0%			
C Brandon-Cleveland Cir.	0	0.0%			
D Fenway-Longwood	0	0.0%			
D Brook. Vill.-Brook.Hills	0	0.0%			
D Beaconsfield-Ches.Hill	0	0.0%			
D Newton Ctr.-Eliot	0	0.0%			
D Waban-Riverside	0	0.0%			
E Northeastern-Museum	0	0.0%			
E Long.Med.-Brig Cir.	0	0.0%			
E Fenwood Rd-Heath	0	0.0%			
Green Line: Unspecified	0	0.0%			
Green Line Subway: Unspecified	0	0.0%			
Green Line B: Unspecified	0	0.0%			
Green Line C: Unspecified	0	0.0%			
Green Line D: Unspecified	0	0.0%			
Green Line E: Unspecified	0	0.0%			
Green Line Total:	0	0.0%			

* The role of transfers in these exit data tables is explained in section 6.1.

MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: Jackson Square

Red Line	Percent of		Orange Line	Percent of		
	Exits:	Riders		Exits:	Riders	
Alewife	0	0.0%	Oak Grove	0	0.0%	
Davis	0	0.0%	Malden	34	1.0%	
Porter	0	0.0%	Wellington	24	0.7%	
Harvard	0	0.0%	Sullivan Square	48	1.4%	
Central	24	0.7%	Community College	34	1.0%	
Kendall/MIT	24	0.7%	North Station-O	129	3.8%	
Charles/MGH	82	2.4%	Haymarket-O	102	3.0%	
Park Street-R	0	0.0%	State-O	398	11.6%	82
Downtown Crossing-R	0	0.0%	Downtown Crossing-O	650	18.9%	429
South Station	160	4.7%	Chinatown	276	8.0%	
Broadway	0	0.0%	NE Medical Center	71	2.1%	
Andrew	0	0.0%	Back Bay	531	15.5%	92
JFK/UMass	24	0.7%	Massachusetts Ave	299	8.7%	
Savin Hill	0	0.0%	Ruggles	140	4.1%	
Fields Corner	0	0.0%	Roxbury Crossing	34	1.0%	
Shawmut	0	0.0%	Jackson Square	0	0.0%	
Ashmont-R	0	0.0%	Stony Brook	34	1.0%	
North Quincy	0	0.0%	Green Street	0	0.0%	
Wollaston	0	0.0%	Forest Hills	24	0.7%	
Quincy Center	24	0.7%	Orange Line: Unspecified	0	0.0%	
Quincy Adams	0	0.0%	Orange Line Total:	2,828	82.4%	
Braintree	0	0.0%				
Red Line: Unspecified	24	0.7%				
Red Line Total:	361	10.5%				

Blue Line	Percent of		Mattapan High Speed Line	Percent of	
	Exits:	Riders		Exits:	Riders
Wonderland	0	0.0%	Ashmont-M	0	0.0%
Revere Beach	0	0.0%	Cedar Grove	0	0.0%
Beachmont	0	0.0%	Butler	0	0.0%
Suffolk Downs	0	0.0%	Milton	0	0.0%
Orient Heights	0	0.0%	Central Avenue	0	0.0%
Wood Island	0	0.0%	Valley Road	0	0.0%
Airport	34	1.0%	Capen Street	0	0.0%
Maverick	24	0.7%	Mattapan	0	0.0%
Aquarium	0	0.0%	Mattapan Line Total:	0	0.0%
State-B	0	0.0%			
Government Center-B	0	0.0%			
Bowdoin	24	0.7%			
Blue Line: Unspecified	0	0.0%			
Blue Line Total:	82	2.4%			

* The role of transfers in these exit data tables is explained in section 6.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Entry Station: Jackson Square

Green Line	Percent of		Summary	Percent of	
	Exits:	Riders		Exits:	Riders
Lechmere	0	0.0%	Red Line Total:	361	10.5%
Science Park	0	0.0%	Mattapan Line Total:	0	0.0%
North Station-G	0	0.0%	Orange Line Total:	2,828	82.4%
Haymarket-G	0	0.0%	Blue Line Total:	82	2.4%
Government Center-G	0	0.0%	Green Line Total:	160	4.7%
Park Street-G	0	0.0%	Overall Total	3,430	100.0%
Boylston	0	0.0%	No Response	82	
Arlington	0	0.0%			
Copley	0	0.0%			
Hynes Convention Center	0	0.0%			
Kenmore	58	1.7%			
Prudential	0	0.0%			
Symphony	0	0.0%			
B Blandford-Babcock	34	1.0%			
B Pack.Cnr.-Warren St.	0	0.0%			
B Washington St.-BC	0	0.0%			
C St.Mary's-Summit/Winchest	0	0.0%			
C Brandon-Cleveland Cir.	0	0.0%			
D Fenway-Longwood	0	0.0%			
D Brook. Vill.-Brook.Hills	0	0.0%			
D Beaconsfield-Ches.Hill	0	0.0%			
D Newton Ctr.-Eliot	0	0.0%			
D Waban-Riverside	0	0.0%			
E Northeastern-Museum	0	0.0%			
E Long.Med.-Brig Cir.	0	0.0%			
E Fenwood Rd-Heath	0	0.0%			
Green Line: Unspecified	0	0.0%			
Green Line Subway: Unspecified	0	0.0%			
Green Line B: Unspecified	68	2.0%			
Green Line C: Unspecified	0	0.0%			
Green Line D: Unspecified	0	0.0%			
Green Line E: Unspecified	0	0.0%			
Green Line Total:	160	4.7%			

* The role of transfers in these exit data tables is explained in section 6.1.

MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: Stony Brook

Red Line	Percent of		Orange Line	Percent of		
	Exits:	Riders		Exits:	Riders	
Alewife	0	0.0%	Oak Grove	21	0.8%	
Davis	21	0.8%	Malden	0	0.0%	
Porter	0	0.0%	Wellington	0	0.0%	
Harvard	82	3.4%	Sullivan Square	56	2.3%	
Central	62	2.5%	Community College	21	0.8%	
Kendall/MIT	0	0.0%	North Station-O	0	0.0%	
Charles/MGH	41	1.7%	Haymarket-O	21	0.8%	
Park Street-R	0	0.0%	State-O	123	5.1%	21
Downtown Crossing-R	0	0.0%	Downtown Crossing-O	703	28.8%	226
South Station	0	0.0%	Chinatown	41	1.7%	
Broadway	0	0.0%	NE Medical Center	82	3.4%	
Andrew	0	0.0%	Back Bay	410	16.8%	210
JFK/UMass	0	0.0%	Massachusetts Ave	339	13.9%	
Savin Hill	0	0.0%	Ruggles	103	4.2%	
Fields Corner	0	0.0%	Roxbury Crossing	62	2.5%	
Shawmut	0	0.0%	Jackson Square	0	0.0%	
Ashmont-R	0	0.0%	Stony Brook	0	0.0%	
North Quincy	0	0.0%	Green Street	0	0.0%	
Wollaston	0	0.0%	Forest Hills	0	0.0%	
Quincy Center	0	0.0%	Orange Line: Unspecified	0	0.0%	
Quincy Adams	0	0.0%	Orange Line Total:	1,982	81.3%	
Braintree	0	0.0%				
Red Line: Unspecified	21	0.8%				
Red Line Total:	226	9.3%				

Blue Line	Percent of		Mattapan High Speed Line	Percent of	
	Exits:	Riders		Exits:	Riders
Wonderland	0	0.0%	Ashmont-M	0	0.0%
Revere Beach	0	0.0%	Cedar Grove	0	0.0%
Beachmont	0	0.0%	Butler	0	0.0%
Suffolk Downs	0	0.0%	Milton	0	0.0%
Orient Heights	0	0.0%	Central Avenue	0	0.0%
Wood Island	0	0.0%	Valley Road	0	0.0%
Airport	0	0.0%	Capen Street	0	0.0%
Maverick	21	0.8%	Mattapan	0	0.0%
Aquarium	0	0.0%	Mattapan Line Total:	0	0.0%
State-B	0	0.0%			
Government Center-B	0	0.0%			
Bowdoin	0	0.0%			
Blue Line: Unspecified	0	0.0%			
Blue Line Total:	21	0.8%			

* The role of transfers in these exit data tables is explained in section 6.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Entry Station: Stony Brook

Green Line	Percent of		Summary	Percent of	
	Exits:	Riders		Exits:	Riders
Lechmere	0	0.0%	Red Line Total:	226	9.3%
Science Park	0	0.0%	Mattapan Line Total:	0	0.0%
North Station-G	0	0.0%	Orange Line Total:	1,982	81.3%
Haymarket-G	0	0.0%	Blue Line Total:	21	0.8%
Government Center-G	0	0.0%	Green Line Total:	210	8.6%
Park Street-G	0	0.0%	Overall Total	2,439	100.0%
Boylston	0	0.0%	No Response	0	
Arlington	0	0.0%			
Copley	0	0.0%			
Hynes Convention Center	0	0.0%			
Kenmore	133	5.5%			
Prudential	0	0.0%			
Symphony	0	0.0%			
B Blandford-Babcock	0	0.0%			
B Pack.Cnr.-Warren St.	0	0.0%			
B Washington St.-BC	21	0.8%			
C St.Mary's-Summit/Winchest	0	0.0%			
C Brandon-Cleveland Cir.	0	0.0%			
D Fenway-Longwood	0	0.0%			
D Brook. Vill.-Brook.Hills	0	0.0%			
D Beaconsfield-Ches.Hill	0	0.0%			
D Newton Ctr.-Eliot	56	2.3%			
D Waban-Riverside	0	0.0%			
E Northeastern-Museum	0	0.0%			
E Long.Med.-Brig Cir.	0	0.0%			
E Fenwood Rd-Heath	0	0.0%			
Green Line: Unspecified	0	0.0%			
Green Line Subway: Unspecified	0	0.0%			
Green Line B: Unspecified	0	0.0%			
Green Line C: Unspecified	0	0.0%			
Green Line D: Unspecified	0	0.0%			
Green Line E: Unspecified	0	0.0%			
Green Line Total:	210	8.6%			

* The role of transfers in these exit data tables is explained in section 6.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: Green Street

Red Line	Percent of			Orange Line	Percent of		
	Exits:	Riders	Transfers:*		Exits:	Riders	Transfers:*
Alewife	5	0.2%		Oak Grove	0	0.0%	
Davis	12	0.5%		Malden	19	0.8%	
Porter	0	0.0%		Wellington	12	0.5%	
Harvard	47	1.9%		Sullivan Square	40	1.6%	
Central	24	1.0%		Community College	14	0.6%	
Kendall/MIT	59	2.4%		North Station-O	138	5.6%	19
Charles/MGH	21	0.8%		Haymarket-O	103	4.2%	
Park Street-R	0	0.0%		State-O	274	11.1%	19
Downtown Crossing-R	0	0.0%		Downtown Crossing-O	492	19.9%	234
South Station	37	1.5%		Chinatown	157	6.4%	
Broadway	5	0.2%		NE Medical Center	101	4.1%	
Andrew	0	0.0%		Back Bay	364	14.8%	56
JFK/UMass	16	0.6%		Massachusetts Ave	206	8.3%	
Savin Hill	0	0.0%		Ruggles	134	5.4%	
Fields Corner	0	0.0%		Roxbury Crossing	24	1.0%	
Shawmut	0	0.0%		Jackson Square	21	0.9%	
Ashmont-R	0	0.0%		Stony Brook	7	0.3%	
North Quincy	0	0.0%		Green Street	0	0.0%	
Wollaston	7	0.3%		Forest Hills	28	1.1%	
Quincy Center	0	0.0%		Orange Line: Unspecified	7	0.3%	
Quincy Adams	0	0.0%		Orange Line Total:	2,141	86.7%	
Braintree	0	0.0%					
Red Line: Unspecified	0	0.0%					
Red Line Total:	234	9.5%					
Blue Line				Mattapan High Speed Line			
Wonderland	0	0.0%		Ashmont-M	0	0.0%	
Revere Beach	0	0.0%		Cedar Grove	0	0.0%	
Beachmont	0	0.0%		Butler	0	0.0%	
Suffolk Downs	0	0.0%		Milton	0	0.0%	
Orient Heights	0	0.0%		Central Avenue	0	0.0%	
Wood Island	0	0.0%		Valley Road	0	0.0%	
Airport	7	0.3%		Capen Street	0	0.0%	
Maverick	5	0.2%		Mattapan	0	0.0%	
Aquarium	7	0.3%		Mattapan Line Total:	0	0.0%	
State-B	0	0.0%					
Government Center-B	0	0.0%					
Bowdoin	0	0.0%					
Blue Line: Unspecified	0	0.0%					
Blue Line Total:	19	0.8%					

* The role of transfers in these exit data tables is explained in section 6.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Entry Station: Green Street

Green Line	Percent of		Summary	Percent of	
	Exits:	Riders		Exits:	Riders
Lechmere	12	0.5%	Red Line Total:	234	9.5%
Science Park	7	0.3%	Mattapan Line Total:	0	0.0%
North Station-G	0	0.0%	Orange Line Total:	2,141	86.7%
Haymarket-G	0	0.0%	Blue Line Total:	19	0.8%
Government Center-G	0	0.0%	Green Line Total:	75	3.0%
Park Street-G	0	0.0%	Overall Total	2,469	100.0%
Boylston	0	0.0%	No Response	7	
Arlington	0	0.0%			
Copley	0	0.0%			
Hynes Convention Center	0	0.0%			
Kenmore	12	0.5%			
Prudential	0	0.0%			
Symphony	0	0.0%			
B Blandford-Babcock	19	0.8%			
B Pack.Cnr.-Warren St.	0	0.0%			
B Washington St.-BC	0	0.0%			
C St.Mary's-Summit/Winchest	7	0.3%			
C Brandon-Cleveland Cir.	0	0.0%			
D Fenway-Longwood	0	0.0%			
D Brook. Vill.-Brook.Hills	0	0.0%			
D Beaconsfield-Ches.Hill	0	0.0%			
D Newton Ctr.-Eliot	5	0.2%			
D Waban-Riverside	5	0.2%			
E Northeastern-Museum	0	0.0%			
E Long.Med.-Brig Cir.	0	0.0%			
E Fenwood Rd-Heath	0	0.0%			
Green Line: Unspecified	0	0.0%			
Green Line Subway: Unspecified	0	0.0%			
Green Line B: Unspecified	7	0.3%			
Green Line C: Unspecified	0	0.0%			
Green Line D: Unspecified	0	0.0%			
Green Line E: Unspecified	0	0.0%			
Green Line Total:	75	3.0%			

* The role of transfers in these exit data tables is explained in section 6.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Exits from the Rapid Transit System

Expanded Results

ORANGE LINE

Entry Station: Forest Hills

Red Line	Percent of		Orange Line	Percent of		
	Exits:	Riders		Exits:	Riders	
Alewife	59	0.6%	Oak Grove	0	0.0%	
Davis	76	0.7%	Malden	43	0.4%	
Porter	30	0.3%	Wellington	110	1.0%	
Harvard	255	2.4%	Sullivan Square	155	1.5%	
Central	30	0.3%	Community College	84	0.8%	
Kendall/MIT	294	2.8%	North Station-O	376	3.6%	52
Charles/MGH	190	1.8%	Haymarket-O	376	3.6%	17
Park Street-R	0	0.0%	State-O	1,113	10.5%	151
Downtown Crossing-R	0	0.0%	Downtown Crossing-O	2,131	20.2%	1,563
South Station	268	2.5%	Chinatown	452	4.3%	
Broadway	26	0.2%	NE Medical Center	333	3.2%	
Andrew	17	0.2%	Back Bay	1,664	15.8%	205
JFK/UMass	128	1.2%	Massachusetts Ave	819	7.8%	17
Savin Hill	0	0.0%	Ruggles	692	6.6%	
Fields Corner	0	0.0%	Roxbury Crossing	82	0.8%	
Shawmut	0	0.0%	Jackson Square	33	0.3%	
Ashmont-R	0	0.0%	Stony Brook	0	0.0%	
North Quincy	52	0.5%	Green Street	13	0.1%	
Wollaston	0	0.0%	Forest Hills	0	0.0%	
Quincy Center	30	0.3%	Orange Line: Unspecified	73	0.7%	
Quincy Adams	0	0.0%	Orange Line Total:	8,547	81.0%	
Braintree	0	0.0%				
Red Line: Unspecified	0	0.0%				
Red Line Total:	1,455	13.8%				

Blue Line	Percent of		Mattapan High Speed Line	Percent of	
	Exits:	Riders		Exits:	Riders
Wonderland	0	0.0%	Ashmont-M	0	0.0%
Revere Beach	0	0.0%	Cedar Grove	0	0.0%
Beachmont	0	0.0%	Butler	0	0.0%
Suffolk Downs	0	0.0%	Milton	0	0.0%
Orient Heights	13	0.1%	Central Avenue	0	0.0%
Wood Island	0	0.0%	Valley Road	0	0.0%
Airport	30	0.3%	Capen Street	0	0.0%
Maverick	0	0.0%	Mattapan	0	0.0%
Aquarium	69	0.7%	Mattapan Line Total:	0	0.0%
State-B	0	0.0%			
Government Center-B	0	0.0%			
Bowdoin	39	0.4%			
Blue Line: Unspecified	0	0.0%			
Blue Line Total:	151	1.4%			

* The role of transfers in these exit data tables is explained in section 6.1.

 **MBTA Surveys: 2008-09**
Rapid Transit Survey

Exits from the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Entry Station: Forest Hills

Green Line	Percent of		Summary	Percent of	
	Exits:	Riders		Exits:	Riders
Lechmere	52	0.5%	Red Line Total:	1,455	13.8%
Science Park	0	0.0%	Mattapan Line Total:	0	0.0%
North Station-G	0	0.0%	Orange Line Total:	8,547	81.0%
Haymarket-G	0	0.0%	Blue Line Total:	151	1.4%
Government Center-G	0	0.0%	Green Line Total:	398	3.8%
Park Street-G	0	0.0%	Overall Total	10,551	100.0%
Boylston	0	0.0%	No Response	47	
Arlington	0	0.0%			
Copley	0	0.0%			
Hynes Convention Center	0	0.0%			
Kenmore	86	0.8%			
Prudential	0	0.0%			
Symphony	0	0.0%			
B Blandford-Babcock	119	1.1%			
B Pack.Cnr.-Warren St.	26	0.2%			
B Washington St.-BC	0	0.0%			
C St.Mary's-Summit/Winchest	13	0.1%			
C Brandon-Cleveland Cir.	30	0.3%			
D Fenway-Longwood	17	0.2%			
D Brook. Vill.-Brook.Hills	0	0.0%			
D Beaconsfield-Ches.Hill	0	0.0%			
D Newton Ctr.-Eliot	30	0.3%			
D Waban-Riverside	0	0.0%			
E Northeastern-Museum	0	0.0%			
E Long.Med.-Brig Cir.	0	0.0%			
E Fenwood Rd-Heath	0	0.0%			
Green Line: Unspecified	26	0.2%			
Green Line Subway: Unspecified	0	0.0%			
Green Line B: Unspecified	0	0.0%			
Green Line C: Unspecified	0	0.0%			
Green Line D: Unspecified	0	0.0%			
Green Line E: Unspecified	0	0.0%			
Green Line Total:	398	3.8%			

* The role of transfers in these exit data tables is explained in section 6.1.



Entries to the Rapid Transit System

The tables in this chapter show, for the riders who exited the rapid transit system at each Orange Line station, where, earlier in their surveyed trips, those riders had originally entered the system. The potential entry locations consist of all of the other rapid transit stations on all of the lines, including the Orange Line; the exception to this is that, in the case of the riders who entered on the surface Green Line, the entry locations are given in terms of segments of the line, rather than individual stops. The tables give the number of riders who entered at each location.

The tables also show, for the same riders, where they had made any transfers from one rapid transit line to another during their trips. For each station where such transfers are possible, the tables give the number of transfers made.

The tables (at the end of the chapter) present these entry and transfer data by exit station. The data for each station are based on the survey responses from riders who ended 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 Orange Line as a whole. It includes tables and discussion.

7.1 DESCRIPTION OF TABLES

For each exit station on the Orange Line, the data are reported in six tables divided between two pages. The four tables on the first page show entries and transfers at stations on the Red, Orange, and Blue heavy rail lines and the Mattapan High-Speed Line (light rail). These tables also show, for each line, entries by riders whose responses did not allow the specific entry station to be determined.

The first table on the second page shows entry and transfer data at stations on the Green Line Central Subway⁹ and on segments of the surface Green Line's B, C, D, and E Branches. Entries are also shown for riders whose responses

⁹ For the purposes of this report, the Central Subway includes all Green Line stations from Lechmere through Kenmore and Symphony, inclusive.

were not specific enough for determining where on the Central Subway or on a surface branch the entry took place. The second table on the second page shows summary data for entries on each of the rapid transit lines.

With the exception of the summary table, each of the tables comprises four columns. The first column shows the names of the stations or segments on the line covered by the table. Stations serving more than one rapid transit line appear in the tables for each of those lines, with an identifying suffix. For example, Downtown Crossing appears in the Red Line table as “Downtown Crossing-R” and in the Orange Line table as “Downtown Crossing-O.” Orange Line passengers would enter or transfer only at Downtown Crossing-O.

The second column, labeled “Entries,” shows, for the exit station, the number of riders who first entered the rapid transit system at the station shown in the first column. The third column, labeled “Percent of Riders,” shows the value in the “Entries” column as a percent of the total entries shown in all five tables combined. That overall total is found at the bottom of the sixth table.

The fourth column, labeled “Transfers,” shows the number of riders at the Orange Line exit station who in the course of their trip made a transfer at the station shown in the first column. At some of these transfer stations, the transfers were directly to the Orange Line; at others, the transfers were to an intermediate rapid transit line from which the riders transferred to the Orange Line. An example of the former case is that, in the Orange Line entry table, passengers transferring from the Red Line to the Orange Line at Downtown Crossing are shown in the “Transfers” column of the “Downtown Crossing-O” row. They are not included in the Downtown Crossing-O “Entries” total or percent. These riders’ previous actions—either to enter the rapid transit system at a Red Line station or to transfer to the Red Line from another line—are accounted for in the accompanying Red Line entry table. That is, except for slight differences in rounding, the number of riders transferring to the Orange Line from the Red Line will equal the combined total of riders either entering at or transferring to Red Line stations. (For example, in the tables about riders who exited at Haymarket Station, 298 riders transferred from the Red Line to the Orange Line at Downtown Crossing-O. The total Red Line entries [272] plus the total transfers to the Red Line [26] equals 298.)

Passengers coming from points on the Mattapan High-Speed Line destined for any other rapid transit line must transfer from the High-Speed Line to the Red Line at Ashmont Station. For a given Orange Line exit station, in the Red Line entry table, the “Transfer” total for Ashmont-R will be equal to the total number of riders shown in the High-Speed Line entry table to have entered at all stations combined on that line. The riders entering along the High-Speed Line constitute a portion of the transfers from the Red Line to the Orange Line.

It should be noted again that the data in these tables are only for riders entering the rapid transit system between 6:00 AM and 3:00 PM. Therefore, these results are dominated by passengers making their first trips of the day. After 3:00 PM (a period which, again, is not reflected in the survey results), the

return segments of round-trips would be dominant. That is, riders entering the rapid transit system at a given station after 3:00 would be predominantly the same riders who had exited there earlier that day, and on their trips after 3:00 they would exit the rapid transit system at mostly the same stations where they had entered the system earlier that day. Therefore, the present chapter's "Entries to the Rapid Transit System" tables (which reflect trips made before 3:00) should approximate what the "Exits from the Rapid Transit System" tables in Chapter 6 would have looked like if the survey had been conducted from 3:00 PM until the end of service.

7.2 OVERVIEW OF RESULTS

North Side

A great majority (84%) of riders who ended their rapid transit trips at north side Orange Line stations also entered the rapid transit system at Orange Line stations. Stations from Oak Grove to Community College accounted for the largest subset of these entries (33%), followed closely by stations in Boston Proper (32%). The other 20% were divided among stations from Ruggles to Forest Hills. Back Bay station had the largest individual station share of the entries (11%).

Red Line stations accounted for the largest group of entries by north side Orange Line exit riders who transferred (10% of the total to the north side stations). About 3% of north side Orange Line exit riders entered at some point on the Green Line, with Central Subway stations accounting for over half and surface stops for the rest. About 2% of riders going to north side Orange Line stations entered the rapid transit system at Blue Line stations.

South Side

Among riders who completed their rapid transit trips at south side Orange Line stations, 88% also entered the rapid transit system at Orange Line stations. These were fairly closely divided among riders who entered at stations from Ruggles through Forest Hills (32%), North Station through Massachusetts Avenue (30%), and Oak Grove through Community College (28%). Forest Hills had the largest individual station share of the entries (13%).

Red Line stations accounted for the largest group of entries by south side Orange Line exit riders who transferred (7% of the total to the south side stations). About 4% of riders going to south side Orange Line stations entered at Blue Line stations. Less than 1% south side Orange Line exit riders entered at any point on the Green Line.



MBTA Surveys: 2008-09

Rapid Transit Survey

Entries to the Rapid Transit System

Expanded Results

ORANGE LINE

Exit Station: Oak Grove

Red Line	Percent of		Orange Line	Percent of		
	Entries:	Riders		Entries:	Riders	
Alewife	10	1.1%	Oak Grove	0	0.0%	
Davis	0	0.0%	Malden	0	0.0%	
Porter	0	0.0%	Wellington	0	0.0%	
Harvard	46	4.8%	Sullivan Square	24	2.5%	
Central	0	0.0%	Community College	0	0.0%	
Kendall/MIT	0	0.0%	North Station-O	51	5.2%	107
Charles/MGH	27	2.8%	Haymarket-O	49	5.1%	
Park Street-R	0	0.0%	State-O	147	15.2%	36
Downtown Crossing-R	0	0.0%	Downtown Crossing-O	37	3.9%	128
South Station	0	0.0%	Chinatown	97	10.1%	
Broadway	0	0.0%	NE Medical Center	31	3.2%	
Andrew	0	0.0%	Back Bay	140	14.5%	
JFK/UMass	26	2.7%	Massachusetts Ave	0	0.0%	
Savin Hill	0	0.0%	Ruggles	95	9.9%	
Fields Corner	0	0.0%	Roxbury Crossing	0	0.0%	
Shawmut	0	0.0%	Jackson Square	0	0.0%	
Ashmont-R	7	0.8%	Stony Brook	21	2.1%	
North Quincy	0	0.0%	Green Street	0	0.0%	
Wollaston	0	0.0%	Forest Hills	0	0.0%	
Quincy Center	12	1.2%	Orange Line: Unspecified	0	0.0%	
Quincy Adams	0	0.0%	Orange Line Total:	692	71.8%	
Braintree	0	0.0%				
Red Line: Unspecified	0	0.0%				
Red Line Total:	128	13.3%				

Blue Line

Wonderland	0	0.0%
Revere Beach	0	0.0%
Beachmont	0	0.0%
Suffolk Downs	0	0.0%
Orient Heights	17	1.8%
Wood Island	0	0.0%
Airport	19	1.9%
Maverick	0	0.0%
Aquarium	0	0.0%
State-B	0	0.0%
Government Center-B	0	0.0%
Bowdoin	0	0.0%
Blue Line: Unspecified	0	0.0%
Blue Line Total:	36	3.7%

Mattapan High Speed Line

Ashmont-M	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Avenue	0	0.0%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
Mattapan Line Total:	0	0.0%

* The role of transfers in these entry data tables is explained in section 7.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Entries to the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Exit Station: Oak Grove

Green Line	Percent of		Summary	Percent of	
	Entries:	Riders		Entries:	Riders
Lechmere	20	2.0%	Red Line Total:	128	13.3%
Science Park	0	0.0%	Mattapan Line Total:	0	0.0%
North Station-G	0	0.0%	Orange Line Total:	692	71.8%
Haymarket-G	0	0.0%	Blue Line Total:	36	3.7%
Government Center-G	0	0.0%	Green Line Total:	107	11.1%
Park Street-G	0	0.0%	Overall Total	964	100.0%
Boylston	0	0.0%	No Response	0	
Arlington	0	0.0%			
Copley	0	0.0%			
Hynes Convention Center	0	0.0%			
Kenmore	26	2.7%			
Prudential	0	0.0%			
Symphony	0	0.0%			
B Blandford-Babcock	16	1.7%			
B Pack.Cnr.-Warren St.	7	0.7%			
B Washington St.-BC	0	0.0%			
C St.Mary's-Summit/Winchest	8	0.8%			
C Brandon-Cleveland Cir.	0	0.0%			
D Fenway-Longwood	0	0.0%			
D Brook. Vill.-Brook.Hills	8	0.9%			
D Beaconsfield-Ches.Hill	0	0.0%			
D Newton Ctr.-Eliot	6	0.6%			
D Waban-Riverside	7	0.7%			
E Northeastern-Museum	11	1.1%			
E Long.Med.-Brig Cir.	0	0.0%			
E Fenwood Rd-Heath	0	0.0%			
Green Line: Unspecified	0	0.0%			
Green Line Subway: Unspecified	0	0.0%			
Green Line B: Unspecified	0	0.0%			
Green Line C: Unspecified	0	0.0%			
Green Line D: Unspecified	0	0.0%			
Green Line E: Unspecified	0	0.0%			
Green Line Total:	107	11.1%			

* The role of transfers in these entry data tables is explained in section 7.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Entries to the Rapid Transit System

Expanded Results

ORANGE LINE

Exit Station: Malden

Red Line	Percent of		Orange Line	Percent of		
	Entries:	Riders		Entries:	Riders	Transfers:*
Alewife	7	0.2%	Oak Grove	14	0.5%	
Davis	24	0.9%	Malden	0	0.0%	
Porter	10	0.4%	Wellington	56	2.0%	
Harvard	71	2.6%	Sullivan Square	173	6.2%	
Central	43	1.6%	Community College	108	3.9%	
Kendall/MIT	14	0.5%	North Station-O	152	5.5%	175
Charles/MGH	35	1.3%	Haymarket-O	109	3.9%	7
Park Street-R	0	0.0%	State-O	184	6.6%	70
Downtown Crossing-R	0	0.0%	Downtown Crossing-O	237	8.6%	605
South Station	13	0.5%	Chinatown	138	5.0%	
Broadway	0	0.0%	NE Medical Center	197	7.1%	
Andrew	18	0.7%	Back Bay	210	7.6%	
JFK/UMass	105	3.8%	Massachusetts Ave	24	0.9%	
Savin Hill	0	0.0%	Ruggles	154	5.6%	
Fields Corner	40	1.4%	Roxbury Crossing	67	2.4%	
Shawmut	0	0.0%	Jackson Square	34	1.2%	
Ashmont-R	41	1.5%	Stony Brook	0	0.0%	
North Quincy	96	3.4%	Green Street	19	0.7%	
Wollaston	33	1.2%	Forest Hills	43	1.5%	
Quincy Center	36	1.3%	Orange Line: Unspecified	0	0.0%	
Quincy Adams	0	0.0%	Orange Line Total:	1,918	69.1%	
Braintree	16	0.6%				
Red Line: Unspecified	0	0.0%				
Red Line Total:	605	21.8%				

Blue Line

Wonderland	0	0.0%
Revere Beach	0	0.0%
Beachmont	0	0.0%
Suffolk Downs	11	0.4%
Orient Heights	0	0.0%
Wood Island	0	0.0%
Airport	0	0.0%
Maverick	54	1.9%
Aquarium	5	0.2%
State-B	0	0.0%
Government Center-B	0	0.0%
Bowdoin	0	0.0%
Blue Line: Unspecified	0	0.0%
Blue Line Total:	70	2.5%

Mattapan High Speed Line

Ashmont-M	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Avenue	0	0.0%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
Mattapan Line Total:	0	0.0%

* The role of transfers in these entry data tables is explained in section 7.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Entries to the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Exit Station: Malden

Green Line	Percent of		Transfers:*	Summary	Percent of	
	Entries:	Riders			Entries:	Riders
Lechmere	20	0.7%		Red Line Total:	605	21.8%
Science Park	0	0.0%		Mattapan Line Total:	0	0.0%
North Station-G	0	0.0%		Orange Line Total:	1,918	69.1%
Haymarket-G	0	0.0%		Blue Line Total:	70	2.5%
Government Center-G	32	1.2%	29	Green Line Total:	182	6.6%
Park Street-G	31	1.1%	14	Overall Total	2,774	100.0%
Boylston	0	0.0%		No Response	0	
Arlington	15	0.6%				
Copley	0	0.0%				
Hynes Convention Center	22	0.8%				
Kenmore	0	0.0%				
Prudential	0	0.0%				
Symphony	0	0.0%				
B Blandford-Babcock	0	0.0%				
B Pack.Cnr.-Warren St.	15	0.5%				
B Washington St.-BC	0	0.0%				
C St.Mary's-Summit/Winchest	0	0.0%				
C Brandon-Cleveland Cir.	3	0.1%				
D Fenway-Longwood	28	1.0%				
D Brook. Vill.-Brook.Hills	0	0.0%				
D Beaconsfield-Ches.Hill	0	0.0%				
D Newton Ctr.-Eliot	0	0.0%				
D Waban-Riverside	0	0.0%				
E Northeastern-Museum	0	0.0%				
E Long.Med.-Brig Cir.	15	0.5%				
E Fenwood Rd-Heath	0	0.0%				
Green Line: Unspecified	0	0.0%				
Green Line Subway: Unspecified	0	0.0%				
Green Line B: Unspecified	0	0.0%				
Green Line C: Unspecified	0	0.0%				
Green Line D: Unspecified	0	0.0%				
Green Line E: Unspecified	0	0.0%				
Green Line Total:	182	6.6%				

* The role of transfers in these entry data tables is explained in section 7.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Entries to the Rapid Transit System

Expanded Results

ORANGE LINE

Exit Station: Wellington

Red Line	Percent of		Orange Line	Percent of		
	Entries:	Riders		Entries:	Riders	
Alewife	7	0.4%	Oak Grove	6	0.4%	
Davis	0	0.0%	Malden	65	4.1%	
Porter	0	0.0%	Wellington	0	0.0%	
Harvard	25	1.6%	Sullivan Square	135	8.5%	
Central	9	0.5%	Community College	108	6.8%	
Kendall/MIT	14	0.9%	North Station-O	51	3.2%	89
Charles/MGH	0	0.0%	Haymarket-O	49	3.1%	14
Park Street-R	0	0.0%	State-O	110	6.9%	117
Downtown Crossing-R	0	0.0%	Downtown Crossing-O	137	8.6%	185
South Station	20	1.3%	Chinatown	97	6.1%	
Broadway	0	0.0%	NE Medical Center	94	5.9%	
Andrew	0	0.0%	Back Bay	111	7.0%	
JFK/UMass	0	0.0%	Massachusetts Ave	0	0.0%	
Savin Hill	0	0.0%	Ruggles	55	3.4%	
Fields Corner	13	0.8%	Roxbury Crossing	21	1.3%	
Shawmut	0	0.0%	Jackson Square	24	1.5%	
Ashmont-R	22	1.4%	Stony Brook	0	0.0%	
North Quincy	0	0.0%	Green Street	12	0.8%	
Wollaston	0	0.0%	Forest Hills	110	6.9%	
Quincy Center	30	1.9%	Orange Line: Unspecified	0	0.0%	
Quincy Adams	0	0.0%	Orange Line Total:	1,185	74.4%	
Braintree	45	2.8%				
Red Line: Unspecified	0	0.0%				
Red Line Total:	185	11.6%				

Blue Line

Wonderland	0	0.0%
Revere Beach	0	0.0%
Beachmont	16	1.0%
Suffolk Downs	0	0.0%
Orient Heights	15	0.9%
Wood Island	0	0.0%
Airport	0	0.0%
Maverick	86	5.4%
Aquarium	0	0.0%
State-B	0	0.0%
Government Center-B	0	0.0%
Bowdoin	0	0.0%
Blue Line: Unspecified	0	0.0%
Blue Line Total:	117	7.4%

Mattapan High Speed Line

Ashmont-M	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Avenue	0	0.0%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
Mattapan Line Total:	0	0.0%

* The role of transfers in these entry data tables is explained in section 7.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Entries to the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Exit Station: Wellington

Green Line	Percent of		Summary	Percent of	
	Entries:	Riders		Entries:	Riders
Lechmere	0	0.0%	Red Line Total:	185	11.6%
Science Park	0	0.0%	Mattapan Line Total:	0	0.0%
North Station-G	0	0.0%	Orange Line Total:	1,185	74.4%
Haymarket-G	0	0.0%	Blue Line Total:	117	7.4%
Government Center-G	0	0.0%	Green Line Total:	106	6.6%
Park Street-G	0	0.0%	Overall Total	1,592	100.0%
Boylston	0	0.0%	No Response	0	
Arlington	31	1.9%			
Copley	0	0.0%			
Hynes Convention Center	0	0.0%			
Kenmore	0	0.0%			
Prudential	0	0.0%			
Symphony	0	0.0%			
B Blandford-Babcock	0	0.0%			
B Pack.Cnr.-Warren St.	21	1.3%			
B Washington St.-BC	7	0.4%			
C St.Mary's-Summit/Winchest	16	1.0%			
C Brandon-Cleveland Cir.	0	0.0%			
D Fenway-Longwood	7	0.4%			
D Brook. Vill.-Brook.Hills	4	0.2%			
D Beaconsfield-Ches.Hill	0	0.0%			
D Newton Ctr.-Eliot	0	0.0%			
D Waban-Riverside	7	0.4%			
E Northeastern-Museum	0	0.0%			
E Long.Med.-Brig Cir.	0	0.0%			
E Fenwood Rd-Heath	14	0.9%			
Green Line: Unspecified	0	0.0%			
Green Line Subway: Unspecified	0	0.0%			
Green Line B: Unspecified	0	0.0%			
Green Line C: Unspecified	0	0.0%			
Green Line D: Unspecified	0	0.0%			
Green Line E: Unspecified	0	0.0%			
Green Line Total:	106	6.6%			

* The role of transfers in these entry data tables is explained in section 7.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Entries to the Rapid Transit System

Expanded Results

ORANGE LINE

Exit Station: Sullivan Square

Red Line	Percent of		Orange Line	Percent of		
	Entries:	Riders		Entries:	Riders	
Alewife	0	0.0%	Oak Grove	108	4.8%	
Davis	0	0.0%	Malden	120	5.3%	
Porter	0	0.0%	Wellington	49	2.2%	
Harvard	25	1.1%	Sullivan Square	0	0.0%	
Central	0	0.0%	Community College	17	0.8%	
Kendall/MIT	0	0.0%	North Station-O	139	6.2%	209
Charles/MGH	9	0.4%	Haymarket-O	135	6.0%	
Park Street-R	0	0.0%	State-O	110	4.9%	121
Downtown Crossing-R	0	0.0%	Downtown Crossing-O	263	11.7%	269
South Station	0	0.0%	Chinatown	153	6.8%	
Broadway	27	1.2%	NE Medical Center	63	2.8%	
Andrew	18	0.8%	Back Bay	119	5.3%	
JFK/UMass	105	4.7%	Massachusetts Ave	47	2.1%	
Savin Hill	0	0.0%	Ruggles	0	0.0%	
Fields Corner	13	0.6%	Roxbury Crossing	25	1.1%	
Shawmut	21	0.9%	Jackson Square	48	2.1%	
Ashmont-R	21	0.9%	Stony Brook	56	2.5%	
North Quincy	0	0.0%	Green Street	40	1.8%	
Wollaston	8	0.4%	Forest Hills	155	6.9%	
Quincy Center	12	0.5%	Orange Line: Unspecified	0	0.0%	
Quincy Adams	10	0.5%	Orange Line Total:	1,647	73.3%	
Braintree	0	0.0%				
Red Line: Unspecified	0	0.0%				
Red Line Total:	269	12.0%				

Blue Line

Wonderland	14	0.6%
Revere Beach	48	2.1%
Beachmont	0	0.0%
Suffolk Downs	0	0.0%
Orient Heights	0	0.0%
Wood Island	0	0.0%
Airport	0	0.0%
Maverick	59	2.6%
Aquarium	0	0.0%
State-B	0	0.0%
Government Center-B	0	0.0%
Bowdoin	0	0.0%
Blue Line: Unspecified	0	0.0%
Blue Line Total:	121	5.4%

Mattapan High Speed Line

Ashmont-M	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Avenue	0	0.0%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
Mattapan Line Total:	0	0.0%

* The role of transfers in these entry data tables is explained in section 7.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Entries to the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Exit Station: Sullivan Square

Green Line	Percent of		Summary	Percent of	
	Entries:	Riders		Entries:	Riders
Lechmere	20	0.9%	Red Line Total:	269	12.0%
Science Park	0	0.0%	Mattapan Line Total:	0	0.0%
North Station-G	0	0.0%	Orange Line Total:	1,647	73.3%
Haymarket-G	0	0.0%	Blue Line Total:	121	5.4%
Government Center-G	32	1.4%	Green Line Total:	209	9.3%
Park Street-G	0	0.0%	Overall Total	2,246	100.0%
Boylston	0	0.0%	No Response	0	
Arlington	46	2.0%			
Copley	18	0.8%			
Hynes Convention Center	22	1.0%			
Kenmore	11	0.5%			
Prudential	0	0.0%			
Symphony	28	1.2%			
B Blandford-Babcock	8	0.4%			
B Pack.Cnr.-Warren St.	8	0.4%			
B Washington St.-BC	0	0.0%			
C St.Mary's-Summit/Winchest	10	0.5%			
C Brandon-Cleveland Cir.	3	0.1%			
D Fenway-Longwood	0	0.0%			
D Brook. Vill.-Brook.Hills	0	0.0%			
D Beaconsfield-Ches.Hill	0	0.0%			
D Newton Ctr.-Eliot	4	0.2%			
D Waban-Riverside	0	0.0%			
E Northeastern-Museum	0	0.0%			
E Long.Med.-Brig Cir.	0	0.0%			
E Fenwood Rd-Heath	0	0.0%			
Green Line: Unspecified	0	0.0%			
Green Line Subway: Unspecified	0	0.0%			
Green Line B: Unspecified	0	0.0%			
Green Line C: Unspecified	0	0.0%			
Green Line D: Unspecified	0	0.0%			
Green Line E: Unspecified	0	0.0%			
Green Line Total:	209	9.3%			

* The role of transfers in these entry data tables is explained in section 7.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Entries to the Rapid Transit System

Expanded Results

ORANGE LINE

Exit Station: Community College

Red Line	Percent of			Orange Line	Percent of		
	Entries:	Riders	Transfers:*		Entries:	Riders	Transfers:*
Alewife	7	0.4%		Oak Grove	66	4.3%	
Davis	0	0.0%		Malden	244	15.9%	
Porter	0	0.0%		Wellington	26	1.7%	
Harvard	0	0.0%		Sullivan Square	76	4.9%	
Central	0	0.0%		Community College	0	0.0%	
Kendall/MIT	0	0.0%		North Station-O	38	2.5%	141
Charles/MGH	0	0.0%		Haymarket-O	62	4.1%	
Park Street-R	0	0.0%		State-O	61	4.0%	99
Downtown Crossing-R	0	0.0%		Downtown Crossing-O	163	10.6%	146
South Station	40	2.6%		Chinatown	28	1.8%	
Broadway	27	1.7%		NE Medical Center	72	4.7%	
Andrew	0	0.0%		Back Bay	60	3.9%	
JFK/UMass	0	0.0%		Massachusetts Ave	24	1.5%	
Savin Hill	0	0.0%		Ruggles	59	3.8%	
Fields Corner	47	3.0%		Roxbury Crossing	0	0.0%	
Shawmut	0	0.0%		Jackson Square	34	2.2%	
Ashmont-R	7	0.5%	20	Stony Brook	21	1.3%	
North Quincy	0	0.0%		Green Street	14	0.9%	
Wollaston	0	0.0%		Forest Hills	84	5.4%	
Quincy Center	0	0.0%		Orange Line: Unspecified	0	0.0%	
Quincy Adams	11	0.7%		Orange Line Total:	1,131	73.6%	
Braintree	8	0.5%					
Red Line: Unspecified	0	0.0%					
Red Line Total:	146	9.5%					

Blue Line

Wonderland	0	0.0%
Revere Beach	48	3.1%
Beachmont	0	0.0%
Suffolk Downs	0	0.0%
Orient Heights	17	1.1%
Wood Island	33	2.2%
Airport	0	0.0%
Maverick	0	0.0%
Aquarium	0	0.0%
State-B	0	0.0%
Government Center-B	0	0.0%
Bowdoin	0	0.0%
Blue Line: Unspecified	0	0.0%
Blue Line Total:	99	6.4%

Mattapan High Speed Line

Ashmont-M	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Avenue	0	0.0%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	20	1.3%
Mattapan Line Total:	20	1.3%

* The role of transfers in these entry data tables is explained in section 7.1.

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Entries to the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Exit Station: Community College

Green Line	Percent of		Transfers:*	Summary	Percent of	
	Entries:	Riders			Entries:	Riders
Lechmere	0	0.0%		Red Line Total:	146	9.5%
Science Park	0	0.0%		Mattapan Line Total:	20	1.3%
North Station-G	0	0.0%		Orange Line Total:	1,131	73.6%
Haymarket-G	0	0.0%		Blue Line Total:	99	6.4%
Government Center-G	0	0.0%	46	Green Line Total:	141	9.2%
Park Street-G	0	0.0%	26	Overall Total	1,537	100.0%
Boylston	0	0.0%	8	No Response	0	
Arlington	0	0.0%				
Copley	0	0.0%				
Hynes Convention Center	22	1.4%				
Kenmore	26	1.7%				
Prudential	0	0.0%				
Symphony	0	0.0%				
B Blandford-Babcock	0	0.0%				
B Pack.Cnr.-Warren St.	52	3.4%				
B Washington St.-BC	0	0.0%				
C St.Mary's-Summit/Winchest	0	0.0%				
C Brandon-Cleveland Cir.	13	0.8%				
D Fenway-Longwood	0	0.0%				
D Brook. Vill.-Brook.Hills	8	0.5%				
D Beaconsfield-Ches.Hill	9	0.6%				
D Newton Ctr.-Eliot	0	0.0%				
D Waban-Riverside	11	0.7%				
E Northeastern-Museum	0	0.0%				
E Long.Med.-Brig Cir.	0	0.0%				
E Fenwood Rd-Heath	0	0.0%				
Green Line: Unspecified	0	0.0%				
Green Line Subway: Unspecified	0	0.0%				
Green Line B: Unspecified	0	0.0%				
Green Line C: Unspecified	0	0.0%				
Green Line D: Unspecified	0	0.0%				
Green Line E: Unspecified	0	0.0%				
Green Line Total:	141	9.2%				

* The role of transfers in these entry data tables is explained in section 7.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Entries to the Rapid Transit System

Expanded Results

ORANGE LINE

Exit Station: North Station

Red Line	Percent of			Orange Line	Percent of		
	Entries:	Riders	Transfers:*		Entries:	Riders	Transfers:*
Alewife	10	0.2%		Oak Grove	393	6.1%	
Davis	0	0.0%		Malden	789	12.3%	
Porter	0	0.0%		Wellington	451	7.0%	
Harvard	41	0.6%		Sullivan Square	600	9.4%	
Central	26	0.4%		Community College	79	1.2%	
Kendall/MIT	0	0.0%		North Station-O	0	0.0%	
Charles/MGH	0	0.0%		Haymarket-O	0	0.0%	
Park Street-R	0	0.0%		State-O	232	3.6%	191
Downtown Crossing-R	0	0.0%		Downtown Crossing-O	212	3.3%	929
South Station	94	1.5%		Chinatown	134	2.1%	
Broadway	69	1.1%		NE Medical Center	260	4.1%	
Andrew	149	2.3%		Back Bay	663	10.4%	
JFK/UMass	0	0.0%		Massachusetts Ave	237	3.7%	
Savin Hill	21	0.3%		Ruggles	399	6.2%	
Fields Corner	20	0.3%		Roxbury Crossing	155	2.4%	
Shawmut	21	0.3%		Jackson Square	129	2.0%	
Ashmont-R	57	0.9%	55	Stony Brook	0	0.0%	
North Quincy	125	2.0%		Green Street	138	2.2%	
Wollaston	49	0.8%		Forest Hills	376	5.9%	
Quincy Center	108	1.7%		Orange Line: Unspecified	0	0.0%	
Quincy Adams	62	1.0%		Orange Line Total:	5,248	82.0%	
Braintree	58	0.9%					
Red Line: Unspecified	0	0.0%					
Red Line Total:	909	14.2%					

Blue Line

Wonderland	7	0.1%
Revere Beach	28	0.4%
Beachmont	8	0.1%
Suffolk Downs	0	0.0%
Orient Heights	49	0.8%
Wood Island	0	0.0%
Airport	80	1.2%
Maverick	18	0.3%
Aquarium	0	0.0%
State-B	0	0.0%
Government Center-B	0	0.0%
Bowdoin	0	0.0%
Blue Line: Unspecified	0	0.0%
Blue Line Total:	191	3.0%

Mattapan High Speed Line

Ashmont-M	0	0.0%
Cedar Grove	0	0.0%
Butler	32	0.5%
Milton	2	0.0%
Central Avenue	0	0.0%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	20	0.3%
Mattapan Line Total:	55	0.9%

* The role of transfers in these entry data tables is explained in section 7.1.


MBTA Surveys: 2008-09
Rapid Transit Survey
Entries to the Rapid Transit System
(cont'd)
ORANGE LINE

Expanded Results

Exit Station: North Station

Green Line	Percent of		Summary	Percent of	
	Entries:	Riders		Transfers:*	Entries:
Lechmere	0	0.0%	Red Line Total:	909	14.2%
Science Park	0	0.0%	Mattapan Line Total:	55	0.9%
North Station-G	0	0.0%	Orange Line Total:	5,248	82.0%
Haymarket-G	0	0.0%	Blue Line Total:	191	3.0%
Government Center-G	0	0.0%	Green Line Total:	0	0.0%
Park Street-G	0	0.0%	Overall Total	6,402	100.0%
Boylston	0	0.0%	No Response	0	
Arlington	0	0.0%			
Copley	0	0.0%			
Hynes Convention Center	0	0.0%			
Kenmore	0	0.0%			
Prudential	0	0.0%			
Symphony	0	0.0%			
B Blandford-Babcock	0	0.0%			
B Pack.Cnr.-Warren St.	0	0.0%			
B Washington St.-BC	0	0.0%			
C St.Mary's-Summit/Winchest	0	0.0%			
C Brandon-Cleveland Cir.	0	0.0%			
D Fenway-Longwood	0	0.0%			
D Brook. Vill.-Brook.Hills	0	0.0%			
D Beaconsfield-Ches.Hill	0	0.0%			
D Newton Ctr.-Eliot	0	0.0%			
D Waban-Riverside	0	0.0%			
E Northeastern-Museum	0	0.0%			
E Long.Med.-Brig Cir.	0	0.0%			
E Fenwood Rd-Heath	0	0.0%			
Green Line: Unspecified	0	0.0%			
Green Line Subway: Unspecified	0	0.0%			
Green Line B: Unspecified	0	0.0%			
Green Line C: Unspecified	0	0.0%			
Green Line D: Unspecified	0	0.0%			
Green Line E: Unspecified	0	0.0%			
Green Line Total:	0	0.0%			

* The role of transfers in these entry data tables is explained in section 7.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Entries to the Rapid Transit System

Expanded Results

ORANGE LINE

Exit Station: Haymarket

Red Line	Percent of			Orange Line	Percent of		
	Entries:	Riders	Transfers:*		Entries:	Riders	Transfers:*
Alewife	10	0.3%		Oak Grove	156	4.9%	
Davis	9	0.3%		Malden	329	10.3%	
Porter	10	0.3%		Wellington	328	10.3%	
Harvard	0	0.0%		Sullivan Square	301	9.4%	
Central	0	0.0%		Community College	8	0.3%	
Kendall/MIT	0	0.0%		North Station-O	11	0.3%	
Charles/MGH	0	0.0%		Haymarket-O	0	0.0%	
Park Street-R	0	0.0%		State-O	0	0.0%	12
Downtown Crossing-R	0	0.0%		Downtown Crossing-O	0	0.0%	298
South Station	0	0.0%		Chinatown	250	7.9%	
Broadway	27	0.8%		NE Medical Center	83	2.6%	
Andrew	38	1.2%		Back Bay	432	13.5%	
JFK/UMass	26	0.8%		Massachusetts Ave	167	5.2%	
Savin Hill	0	0.0%		Ruggles	177	5.6%	
Fields Corner	33	1.0%		Roxbury Crossing	34	1.1%	
Shawmut	20	0.6%		Jackson Square	102	3.2%	
Ashmont-R	29	0.9%	26	Stony Brook	21	0.6%	
North Quincy	12	0.4%		Green Street	103	3.2%	
Wollaston	16	0.5%		Forest Hills	376	11.8%	
Quincy Center	18	0.6%		Orange Line: Unspecified	0	0.0%	
Quincy Adams	10	0.3%		Orange Line Total:	2,878	90.2%	
Braintree	13	0.4%					
Red Line: Unspecified	0	0.0%					
Red Line Total:	272	8.5%					
Blue Line				Mattapan High Speed Line			
Wonderland	12	0.4%		Ashmont-M	0	0.0%	
Revere Beach	0	0.0%		Cedar Grove	0	0.0%	
Beachmont	0	0.0%		Butler	0	0.0%	
Suffolk Downs	0	0.0%		Milton	2	0.1%	
Orient Heights	0	0.0%		Central Avenue	24	0.7%	
Wood Island	0	0.0%		Valley Road	0	0.0%	
Airport	0	0.0%		Capen Street	0	0.0%	
Maverick	0	0.0%		Mattapan	0	0.0%	
Aquarium	0	0.0%		Mattapan Line Total:	26	0.8%	
State-B	0	0.0%					
Government Center-B	0	0.0%					
Bowdoin	0	0.0%					
Blue Line: Unspecified	0	0.0%					
Blue Line Total:	12	0.4%					

* The role of transfers in these entry data tables is explained in section 7.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Entries to the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Exit Station: Haymarket

Green Line	Percent of		Summary	Percent of	
	Entries:	Riders		Transfers:*	Entries:
Lechmere	0	0.0%	Red Line Total:	272	8.5%
Science Park	0	0.0%	Mattapan Line Total:	26	0.8%
North Station-G	0	0.0%	Orange Line Total:	2,878	90.2%
Haymarket-G	0	0.0%	Blue Line Total:	12	0.4%
Government Center-G	0	0.0%	Green Line Total:	0	0.0%
Park Street-G	0	0.0%	Overall Total	3,189	100.0%
Boylston	0	0.0%	No Response	0	
Arlington	0	0.0%			
Copley	0	0.0%			
Hynes Convention Center	0	0.0%			
Kenmore	0	0.0%			
Prudential	0	0.0%			
Symphony	0	0.0%			
B Blandford-Babcock	0	0.0%			
B Pack.Cnr.-Warren St.	0	0.0%			
B Washington St.-BC	0	0.0%			
C St.Mary's-Summit/Winchest	0	0.0%			
C Brandon-Cleveland Cir.	0	0.0%			
D Fenway-Longwood	0	0.0%			
D Brook. Vill.-Brook.Hills	0	0.0%			
D Beaconsfield-Ches.Hill	0	0.0%			
D Newton Ctr.-Eliot	0	0.0%			
D Waban-Riverside	0	0.0%			
E Northeastern-Museum	0	0.0%			
E Long.Med.-Brig Cir.	0	0.0%			
E Fenwood Rd-Heath	0	0.0%			
Green Line: Unspecified	0	0.0%			
Green Line Subway: Unspecified	0	0.0%			
Green Line B: Unspecified	0	0.0%			
Green Line C: Unspecified	0	0.0%			
Green Line D: Unspecified	0	0.0%			
Green Line E: Unspecified	0	0.0%			
Green Line Total:	0	0.0%			

* The role of transfers in these entry data tables is explained in section 7.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Entries to the Rapid Transit System

Expanded Results

ORANGE LINE

Exit Station: State

Red Line	Percent of			Orange Line	Percent of		
	Entries:	Riders	Transfers:*		Entries:	Riders	Transfers:*
Alewife	17	0.2%		Oak Grove	995	9.1%	
Davis	0	0.0%		Malden	1,325	12.1%	
Porter	10	0.1%		Wellington	1,185	10.8%	
Harvard	25	0.2%		Sullivan Square	1,048	9.6%	
Central	36	0.3%		Community College	286	2.6%	
Kendall/MIT	0	0.0%		North Station-O	703	6.4%	61
Charles/MGH	0	0.0%		Haymarket-O	13	0.1%	
Park Street-R	0	0.0%		State-O	0	0.0%	
Downtown Crossing-R	0	0.0%		Downtown Crossing-O	0	0.0%	554
South Station	80	0.7%		Chinatown	113	1.0%	
Broadway	42	0.4%		NE Medical Center	259	2.4%	
Andrew	0	0.0%		Back Bay	1,540	14.1%	
JFK/UMass	0	0.0%		Massachusetts Ave	216	2.0%	
Savin Hill	10	0.1%		Ruggles	540	4.9%	
Fields Corner	0	0.0%		Roxbury Crossing	197	1.8%	
Shawmut	41	0.4%		Jackson Square	398	3.6%	
Ashmont-R	36	0.3%	21	Stony Brook	123	1.1%	
North Quincy	63	0.6%		Green Street	274	2.5%	
Wollaston	58	0.5%		Forest Hills	1,113	10.2%	
Quincy Center	23	0.2%		Orange Line: Unspecified	0	0.0%	
Quincy Adams	62	0.6%		Orange Line Total:	10,329	94.4%	
Braintree	29	0.3%					
Red Line: Unspecified	0	0.0%					
Red Line Total:	533	4.9%					

Blue Line

Wonderland	0	0.0%
Revere Beach	0	0.0%
Beachmont	0	0.0%
Suffolk Downs	0	0.0%
Orient Heights	0	0.0%
Wood Island	0	0.0%
Airport	0	0.0%
Maverick	0	0.0%
Aquarium	0	0.0%
State-B	0	0.0%
Government Center-B	0	0.0%
Bowdoin	0	0.0%
Blue Line: Unspecified	0	0.0%
Blue Line Total:	0	0.0%

Mattapan High Speed Line

Ashmont-M	0	0.0%
Cedar Grove	4	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Avenue	16	0.1%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
Mattapan Line Total:	21	0.2%

* The role of transfers in these entry data tables is explained in section 7.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Entries to the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Exit Station: State

Green Line	Percent of		Summary	Percent of	
	Entries:	Riders		Entries:	Riders
Lechmere	39	0.4%	Red Line Total:	533	4.9%
Science Park	22	0.2%	Mattapan Line Total:	21	0.2%
North Station-G	0	0.0%	Orange Line Total:	10,329	94.4%
Haymarket-G	0	0.0%	Blue Line Total:	0	0.0%
Government Center-G	0	0.0%	Green Line Total:	61	0.6%
Park Street-G	0	0.0%	Overall Total	10,943	100.0%
Boylston	0	0.0%	No Response	0	
Arlington	0	0.0%			
Copley	0	0.0%			
Hynes Convention Center	0	0.0%			
Kenmore	0	0.0%			
Prudential	0	0.0%			
Symphony	0	0.0%			
B Blandford-Babcock	0	0.0%			
B Pack.Cnr.-Warren St.	0	0.0%			
B Washington St.-BC	0	0.0%			
C St.Mary's-Summit/Winchest	0	0.0%			
C Brandon-Cleveland Cir.	0	0.0%			
D Fenway-Longwood	0	0.0%			
D Brook. Vill.-Brook.Hills	0	0.0%			
D Beaconsfield-Ches.Hill	0	0.0%			
D Newton Ctr.-Eliot	0	0.0%			
D Waban-Riverside	0	0.0%			
E Northeastern-Museum	0	0.0%			
E Long.Med.-Brig Cir.	0	0.0%			
E Fenwood Rd-Heath	0	0.0%			
Green Line: Unspecified	0	0.0%			
Green Line Subway: Unspecified	0	0.0%			
Green Line B: Unspecified	0	0.0%			
Green Line C: Unspecified	0	0.0%			
Green Line D: Unspecified	0	0.0%			
Green Line E: Unspecified	0	0.0%			
Green Line Total:	61	0.6%			

* The role of transfers in these entry data tables is explained in section 7.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Entries to the Rapid Transit System

Expanded Results

ORANGE LINE

Exit Station: Downtown Crossing

Red Line	Percent of			Orange Line	Percent of		
	Entries:	Riders	Transfers:*		Entries:	Riders	Transfers:*
Alewife	0	0.0%		Oak Grove	865	8.0%	
Davis	0	0.0%		Malden	1,098	10.1%	
Porter	0	0.0%		Wellington	716	6.6%	
Harvard	0	0.0%		Sullivan Square	613	5.6%	
Central	0	0.0%		Community College	147	1.3%	
Kendall/MIT	0	0.0%		North Station-O	708	6.5%	10
Charles/MGH	0	0.0%		Haymarket-O	122	1.1%	
Park Street-R	0	0.0%		State-O	27	0.2%	172
Downtown Crossing-R	0	0.0%		Downtown Crossing-O	0	0.0%	
South Station	0	0.0%		Chinatown	85	0.8%	
Broadway	0	0.0%		NE Medical Center	218	2.0%	
Andrew	0	0.0%		Back Bay	862	7.9%	
JFK/UMass	0	0.0%		Massachusetts Ave	571	5.3%	
Savin Hill	0	0.0%		Ruggles	272	2.5%	
Fields Corner	0	0.0%		Roxbury Crossing	412	3.8%	
Shawmut	0	0.0%		Jackson Square	650	6.0%	
Ashmont-R	0	0.0%		Stony Brook	703	6.5%	
North Quincy	0	0.0%		Green Street	492	4.5%	
Wollaston	0	0.0%		Forest Hills	2,131	19.6%	
Quincy Center	0	0.0%		Orange Line: Unspecified	0	0.0%	
Quincy Adams	0	0.0%		Orange Line Total:	10,691	98.3%	
Braintree	0	0.0%					
Red Line: Unspecified	0	0.0%					
Red Line Total:	0	0.0%					

Blue Line

Wonderland	32	0.3%
Revere Beach	0	0.0%
Beachmont	8	0.1%
Suffolk Downs	12	0.1%
Orient Heights	0	0.0%
Wood Island	0	0.0%
Airport	19	0.2%
Maverick	91	0.8%
Aquarium	0	0.0%
State-B	0	0.0%
Government Center-B	0	0.0%
Bowdoin	10	0.1%
Blue Line: Unspecified	0	0.0%
Blue Line Total:	172	1.6%

Mattapan High Speed Line

Ashmont-M	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Avenue	0	0.0%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
Mattapan Line Total:	0	0.0%

* The role of transfers in these entry data tables is explained in section 7.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Entries to the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Exit Station: Downtown Crossing

Green Line	Percent of		Summary	Percent of	
	Entries:	Riders		Transfers:*	Entries:
Lechmere	10	0.1%	Red Line Total:	0	0.0%
Science Park	0	0.0%	Mattapan Line Total:	0	0.0%
North Station-G	0	0.0%	Orange Line Total:	10,691	98.3%
Haymarket-G	0	0.0%	Blue Line Total:	172	1.6%
Government Center-G	0	0.0%	Green Line Total:	10	0.1%
Park Street-G	0	0.0%	Overall Total	10,873	100.0%
Boylston	0	0.0%	No Response	0	
Arlington	0	0.0%			
Copley	0	0.0%			
Hynes Convention Center	0	0.0%			
Kenmore	0	0.0%			
Prudential	0	0.0%			
Symphony	0	0.0%			
B Blandford-Babcock	0	0.0%			
B Pack.Cnr.-Warren St.	0	0.0%			
B Washington St.-BC	0	0.0%			
C St.Mary's-Summit/Winchest	0	0.0%			
C Brandon-Cleveland Cir.	0	0.0%			
D Fenway-Longwood	0	0.0%			
D Brook. Vill.-Brook.Hills	0	0.0%			
D Beaconsfield-Ches.Hill	0	0.0%			
D Newton Ctr.-Eliot	0	0.0%			
D Waban-Riverside	0	0.0%			
E Northeastern-Museum	0	0.0%			
E Long.Med.-Brig Cir.	0	0.0%			
E Fenwood Rd-Heath	0	0.0%			
Green Line: Unspecified	0	0.0%			
Green Line Subway: Unspecified	0	0.0%			
Green Line B: Unspecified	0	0.0%			
Green Line C: Unspecified	0	0.0%			
Green Line D: Unspecified	0	0.0%			
Green Line E: Unspecified	0	0.0%			
Green Line Total:	10	0.1%			

* The role of transfers in these entry data tables is explained in section 7.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Entries to the Rapid Transit System

Expanded Results

ORANGE LINE

Exit Station: Chinatown

Red Line	Percent of			Orange Line	Percent of		
	Entries:	Riders	Transfers:*		Entries:	Riders	Transfers:*
Alewife	17	0.4%		Oak Grove	196	5.2%	
Davis	38	1.0%		Malden	499	13.1%	
Porter	0	0.0%		Wellington	293	7.7%	
Harvard	0	0.0%		Sullivan Square	369	9.7%	
Central	0	0.0%		Community College	142	3.7%	
Kendall/MIT	14	0.4%		North Station-O	185	4.9%	14
Charles/MGH	27	0.7%		Haymarket-O	158	4.1%	
Park Street-R	19	0.5%		State-O	48	1.3%	107
Downtown Crossing-R	0	0.0%		Downtown Crossing-O	37	1.0%	159
South Station	0	0.0%		Chinatown	0	0.0%	
Broadway	0	0.0%		NE Medical Center	0	0.0%	
Andrew	0	0.0%		Back Bay	366	9.6%	
JFK/UMass	0	0.0%		Massachusetts Ave	119	3.1%	
Savin Hill	0	0.0%		Ruggles	122	3.2%	
Fields Corner	0	0.0%		Roxbury Crossing	67	1.8%	
Shawmut	0	0.0%		Jackson Square	276	7.2%	
Ashmont-R	7	0.2%		Stony Brook	41	1.1%	
North Quincy	0	0.0%		Green Street	157	4.1%	
Wollaston	8	0.2%		Forest Hills	452	11.9%	
Quincy Center	12	0.3%		Orange Line: Unspecified	0	0.0%	
Quincy Adams	0	0.0%		Orange Line Total:	3,527	92.6%	
Braintree	16	0.4%					
Red Line: Unspecified	0	0.0%					
Red Line Total:	159	4.2%					

Blue Line

Wonderland	32	0.8%
Revere Beach	19	0.5%
Beachmont	0	0.0%
Suffolk Downs	0	0.0%
Orient Heights	15	0.4%
Wood Island	0	0.0%
Airport	0	0.0%
Maverick	41	1.1%
Aquarium	0	0.0%
State-B	0	0.0%
Government Center-B	0	0.0%
Bowdoin	0	0.0%
Blue Line: Unspecified	0	0.0%
Blue Line Total:	107	2.8%

Mattapan High Speed Line

Ashmont-M	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Avenue	0	0.0%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
Mattapan Line Total:	0	0.0%

* The role of transfers in these entry data tables is explained in section 7.1.

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Entries to the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Exit Station: Chinatown

Green Line	Percent of		Summary	Percent of	
	Entries:	Riders		Entries:	Riders
Lechmere	0	0.0%	Red Line Total:	159	4.2%
Science Park	0	0.0%	Mattapan Line Total:	0	0.0%
North Station-G	0	0.0%	Orange Line Total:	3,527	92.6%
Haymarket-G	0	0.0%	Blue Line Total:	107	2.8%
Government Center-G	0	0.0%	Green Line Total:	14	0.4%
Park Street-G	0	0.0%	Overall Total	3,807	100.0%
Boylston	0	0.0%	No Response	0	
Arlington	0	0.0%			
Copley	0	0.0%			
Hynes Convention Center	0	0.0%			
Kenmore	0	0.0%			
Prudential	0	0.0%			
Symphony	0	0.0%			
B Blandford-Babcock	0	0.0%			
B Pack.Cnr.-Warren St.	0	0.0%			
B Washington St.-BC	14	0.4%			
C St.Mary's-Summit/Winchest	0	0.0%			
C Brandon-Cleveland Cir.	0	0.0%			
D Fenway-Longwood	0	0.0%			
D Brook. Vill.-Brook.Hills	0	0.0%			
D Beaconsfield-Ches.Hill	0	0.0%			
D Newton Ctr.-Eliot	0	0.0%			
D Waban-Riverside	0	0.0%			
E Northeastern-Museum	0	0.0%			
E Long.Med.-Brig Cir.	0	0.0%			
E Fenwood Rd-Heath	0	0.0%			
Green Line: Unspecified	0	0.0%			
Green Line Subway: Unspecified	0	0.0%			
Green Line B: Unspecified	0	0.0%			
Green Line C: Unspecified	0	0.0%			
Green Line D: Unspecified	0	0.0%			
Green Line E: Unspecified	0	0.0%			
Green Line Total:	14	0.4%			

* The role of transfers in these entry data tables is explained in section 7.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Entries to the Rapid Transit System

Expanded Results

ORANGE LINE

Exit Station: New England Medical Center

Red Line	Percent of			Orange Line	Percent of		
	Entries:	Riders	Transfers:*		Entries:	Riders	Transfers:*
Alewife	10	0.2%		Oak Grove	262	5.8%	
Davis	15	0.3%		Malden	430	9.5%	
Porter	37	0.8%		Wellington	335	7.4%	
Harvard	25	0.6%		Sullivan Square	331	7.3%	
Central	26	0.6%		Community College	79	1.7%	
Kendall/MIT	29	0.6%		North Station-O	399	8.8%	14
Charles/MGH	0	0.0%		Haymarket-O	299	6.6%	
Park Street-R	0	0.0%		State-O	121	2.7%	397
Downtown Crossing-R	0	0.0%		Downtown Crossing-O	37	0.8%	493
South Station	33	0.7%		Chinatown	0	0.0%	
Broadway	0	0.0%		NE Medical Center	0	0.0%	
Andrew	18	0.4%		Back Bay	448	9.9%	
JFK/UMass	26	0.6%		Massachusetts Ave	143	3.1%	
Savin Hill	0	0.0%		Ruggles	32	0.7%	
Fields Corner	13	0.3%		Roxbury Crossing	88	1.9%	
Shawmut	21	0.5%		Jackson Square	71	1.6%	
Ashmont-R	21	0.5%	7	Stony Brook	82	1.8%	
North Quincy	46	1.0%		Green Street	101	2.2%	
Wollaston	17	0.4%		Forest Hills	333	7.3%	
Quincy Center	83	1.8%		Orange Line: Unspecified	0	0.0%	
Quincy Adams	32	0.7%		Orange Line Total:	3,592	79.0%	
Braintree	42	0.9%					
Red Line: Unspecified	0	0.0%					
Red Line Total:	493	10.8%					

Blue Line

Wonderland	91	2.0%
Revere Beach	19	0.4%
Beachmont	8	0.2%
Suffolk Downs	11	0.2%
Orient Heights	32	0.7%
Wood Island	64	1.4%
Airport	103	2.3%
Maverick	18	0.4%
Aquarium	41	0.9%
State-B	0	0.0%
Government Center-B	0	0.0%
Bowdoin	10	0.2%
Blue Line: Unspecified	0	0.0%
Blue Line Total:	397	8.7%

Mattapan High Speed Line

Ashmont-M	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Avenue	7	0.2%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
Mattapan Line Total:	7	0.2%

* The role of transfers in these entry data tables is explained in section 7.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Entries to the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Exit Station: New England Medical Center

Green Line	Percent of			Summary	Percent of	
	Entries:	Riders	Transfers:*		Entries:	Riders
Lechmere	0	0.0%		Red Line Total:	493	10.8%
Science Park	0	0.0%		Mattapan Line Total:	7	0.2%
North Station-G	0	0.0%		Orange Line Total:	3,592	79.0%
Haymarket-G	0	0.0%		Blue Line Total:	397	8.7%
Government Center-G	0	0.0%		Green Line Total:	56	1.2%
Park Street-G	0	0.0%	45	Overall Total	4,546	100.0%
Boylston	0	0.0%		No Response	0	
Arlington	0	0.0%				
Copley	0	0.0%				
Hynes Convention Center	0	0.0%				
Kenmore	26	0.6%				
Prudential	0	0.0%	11			
Symphony	0	0.0%				
B Blandford-Babcock	0	0.0%				
B Pack.Cnr.-Warren St.	0	0.0%				
B Washington St.-BC	9	0.2%				
C St.Mary's-Summit/Winchest	0	0.0%				
C Brandon-Cleveland Cir.	5	0.1%				
D Fenway-Longwood	0	0.0%				
D Brook. Vill.-Brook.Hills	0	0.0%				
D Beaconsfield-Ches.Hill	5	0.1%				
D Newton Ctr.-Eliot	0	0.0%				
D Waban-Riverside	0	0.0%				
E Northeastern-Museum	0	0.0%				
E Long.Med.-Brig Cir.	11	0.2%				
E Fenwood Rd-Heath	0	0.0%				
Green Line: Unspecified	0	0.0%				
Green Line Subway: Unspecified	0	0.0%				
Green Line B: Unspecified	0	0.0%				
Green Line C: Unspecified	0	0.0%				
Green Line D: Unspecified	0	0.0%				
Green Line E: Unspecified	0	0.0%				
Green Line Total:	56	1.2%				

* The role of transfers in these entry data tables is explained in section 7.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Entries to the Rapid Transit System

Expanded Results

ORANGE LINE

Exit Station: Back Bay

Red Line	Percent of			Orange Line	Percent of		
	Entries:	Riders	Transfers:*		Entries:	Riders	Transfers:*
Alewife	68	0.5%		Oak Grove	817	5.9%	
Davis	43	0.3%		Malden	1,375	10.0%	
Porter	25	0.2%		Wellington	918	6.7%	
Harvard	50	0.4%		Sullivan Square	893	6.5%	
Central	52	0.4%		Community College	612	4.5%	
Kendall/MIT	47	0.3%		North Station-O	803	5.8%	
Charles/MGH	27	0.2%		Haymarket-O	841	6.1%	
Park Street-R	0	0.0%		State-O	410	3.0%	388
Downtown Crossing-R	0	0.0%		Downtown Crossing-O	511	3.7%	1,455
South Station	20	0.1%		Chinatown	166	1.2%	
Broadway	0	0.0%		NE Medical Center	289	2.1%	
Andrew	94	0.7%		Back Bay	0	0.0%	
JFK/UMass	130	0.9%		Massachusetts Ave	238	1.7%	
Savin Hill	44	0.3%		Ruggles	658	4.8%	
Fields Corner	47	0.3%		Roxbury Crossing	395	2.9%	
Shawmut	21	0.1%		Jackson Square	531	3.9%	
Ashmont-R	63	0.5%	3	Stony Brook	410	3.0%	
North Quincy	221	1.6%		Green Street	364	2.7%	
Wollaston	107	0.8%		Forest Hills	1,664	12.1%	
Quincy Center	258	1.9%		Orange Line: Unspecified	0	0.0%	
Quincy Adams	31	0.2%		Orange Line Total:	11,895	86.6%	
Braintree	108	0.8%					
Red Line: Unspecified	0	0.0%					
Red Line Total:	1,455	10.6%					

Blue Line

Wonderland	127	0.9%
Revere Beach	78	0.6%
Beachmont	33	0.2%
Suffolk Downs	0	0.0%
Orient Heights	17	0.1%
Wood Island	17	0.1%
Airport	37	0.3%
Maverick	64	0.5%
Aquarium	5	0.0%
State-B	0	0.0%
Government Center-B	0	0.0%
Bowdoin	10	0.1%
Blue Line: Unspecified	0	0.0%
Blue Line Total:	388	2.8%

Mattapan High Speed Line

Ashmont-M	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Avenue	0	0.0%
Valley Road	3	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
Mattapan Line Total:	3	0.0%

* The role of transfers in these entry data tables is explained in section 7.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Entries to the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Exit Station: Back Bay

Green Line	Percent of		Summary	Percent of	
	Entries:	Riders		Entries:	Riders
Lechmere	0	0.0%	Red Line Total:	1,455	10.6%
Science Park	0	0.0%	Mattapan Line Total:	3	0.0%
North Station-G	0	0.0%	Orange Line Total:	11,895	86.6%
Haymarket-G	0	0.0%	Blue Line Total:	388	2.8%
Government Center-G	0	0.0%	Green Line Total:	0	0.0%
Park Street-G	0	0.0%	Overall Total	13,740	100.0%
Boylston	0	0.0%	No Response	0	
Arlington	0	0.0%			
Copley	0	0.0%			
Hynes Convention Center	0	0.0%			
Kenmore	0	0.0%			
Prudential	0	0.0%			
Symphony	0	0.0%			
B Blandford-Babcock	0	0.0%			
B Pack.Cnr.-Warren St.	0	0.0%			
B Washington St.-BC	0	0.0%			
C St.Mary's-Summit/Winchest	0	0.0%			
C Brandon-Cleveland Cir.	0	0.0%			
D Fenway-Longwood	0	0.0%			
D Brook. Vill.-Brook.Hills	0	0.0%			
D Beaconsfield-Ches.Hill	0	0.0%			
D Newton Ctr.-Eliot	0	0.0%			
D Waban-Riverside	0	0.0%			
E Northeastern-Museum	0	0.0%			
E Long.Med.-Brig Cir.	0	0.0%			
E Fenwood Rd-Heath	0	0.0%			
Green Line: Unspecified	0	0.0%			
Green Line Subway: Unspecified	0	0.0%			
Green Line B: Unspecified	0	0.0%			
Green Line C: Unspecified	0	0.0%			
Green Line D: Unspecified	0	0.0%			
Green Line E: Unspecified	0	0.0%			
Green Line Total:	0	0.0%			

* The role of transfers in these entry data tables is explained in section 7.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Entries to the Rapid Transit System

Expanded Results

ORANGE LINE

Exit Station: Massachusetts Ave.

Red Line	Percent of			Orange Line	Percent of		
	Entries:	Riders	Transfers:*		Entries:	Riders	Transfers:*
Alewife	14	0.3%		Oak Grove	71	1.7%	
Davis	9	0.2%		Malden	144	3.5%	
Porter	6	0.2%		Wellington	81	2.0%	
Harvard	25	0.6%		Sullivan Square	111	2.7%	
Central	11	0.3%		Community College	34	0.8%	
Kendall/MIT	14	0.3%		North Station-O	182	4.4%	
Charles/MGH	27	0.7%		Haymarket-O	187	4.6%	
Park Street-R	0	0.0%		State-O	47	1.1%	170
Downtown Crossing-R	0	0.0%		Downtown Crossing-O	175	4.3%	393
South Station	0	0.0%		Chinatown	113	2.8%	
Broadway	0	0.0%		NE Medical Center	103	2.5%	
Andrew	0	0.0%		Back Bay	185	4.5%	
JFK/UMass	26	0.6%		Massachusetts Ave	0	0.0%	
Savin Hill	0	0.0%		Ruggles	150	3.7%	
Fields Corner	40	1.0%		Roxbury Crossing	276	6.8%	
Shawmut	20	0.5%		Jackson Square	299	7.3%	
Ashmont-R	14	0.4%	4	Stony Brook	339	8.3%	
North Quincy	56	1.4%		Green Street	206	5.0%	
Wollaston	41	1.0%		Forest Hills	819	20.0%	
Quincy Center	47	1.1%		Orange Line: Unspecified	0	0.0%	
Quincy Adams	21	0.5%		Orange Line Total:	3,522	86.0%	
Braintree	21	0.5%					
Red Line: Unspecified	0	0.0%					
Red Line Total:	393	9.6%					

Blue Line

Wonderland	14	0.3%
Revere Beach	28	0.7%
Beachmont	16	0.4%
Suffolk Downs	17	0.4%
Orient Heights	30	0.7%
Wood Island	0	0.0%
Airport	42	1.0%
Maverick	23	0.6%
Aquarium	0	0.0%
State-B	0	0.0%
Government Center-B	0	0.0%
Bowdoin	0	0.0%
Blue Line: Unspecified	0	0.0%
Blue Line Total:	170	4.2%

Mattapan High Speed Line

Ashmont-M	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	4	0.1%
Central Avenue	0	0.0%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
Mattapan Line Total:	4	0.1%

* The role of transfers in these entry data tables is explained in section 7.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Entries to the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Exit Station: Massachusetts Ave.

Green Line	Percent of		Summary	Percent of	
	Entries:	Riders		Entries:	Riders
Lechmere	0	0.0%	Red Line Total:	393	9.6%
Science Park	0	0.0%	Mattapan Line Total:	4	0.1%
North Station-G	0	0.0%	Orange Line Total:	3,522	86.0%
Haymarket-G	0	0.0%	Blue Line Total:	170	4.2%
Government Center-G	0	0.0%	Green Line Total:	4	0.1%
Park Street-G	0	0.0%	Overall Total	4,094	100.0%
Boylston	0	0.0%	No Response	0	
Arlington	0	0.0%			
Copley	0	0.0%			
Hynes Convention Center	0	0.0%			
Kenmore	0	0.0%			
Prudential	0	0.0%			
Symphony	0	0.0%			
B Blandford-Babcock	0	0.0%			
B Pack.Cnr.-Warren St.	0	0.0%			
B Washington St.-BC	0	0.0%			
C St.Mary's-Summit/Winchest	0	0.0%			
C Brandon-Cleveland Cir.	4	0.1%			
D Fenway-Longwood	0	0.0%			
D Brook. Vill.-Brook.Hills	0	0.0%			
D Beaconsfield-Ches.Hill	0	0.0%			
D Newton Ctr.-Eliot	0	0.0%			
D Waban-Riverside	0	0.0%			
E Northeastern-Museum	0	0.0%			
E Long.Med.-Brig Cir.	0	0.0%			
E Fenwood Rd-Heath	0	0.0%			
Green Line: Unspecified	0	0.0%			
Green Line Subway: Unspecified	0	0.0%			
Green Line B: Unspecified	0	0.0%			
Green Line C: Unspecified	0	0.0%			
Green Line D: Unspecified	0	0.0%			
Green Line E: Unspecified	0	0.0%			
Green Line Total:	4	0.1%			

* The role of transfers in these entry data tables is explained in section 7.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Entries to the Rapid Transit System

Expanded Results

ORANGE LINE

Exit Station: Ruggles

Red Line	Percent of			Orange Line	Percent of		
	Entries:	Riders	Transfers:*		Entries:	Riders	Transfers:*
Alewife	0	0.0%		Oak Grove	233	5.0%	
Davis	28	0.6%		Malden	391	8.4%	
Porter	6	0.1%		Wellington	256	5.5%	
Harvard	41	0.9%		Sullivan Square	296	6.3%	
Central	11	0.2%		Community College	162	3.5%	
Kendall/MIT	0	0.0%		North Station-O	174	3.7%	
Charles/MGH	0	0.0%		Haymarket-O	154	3.3%	
Park Street-R	0	0.0%		State-O	94	2.0%	126
Downtown Crossing-R	0	0.0%		Downtown Crossing-O	299	6.4%	396
South Station	87	1.9%		Chinatown	166	3.5%	
Broadway	16	0.3%		NE Medical Center	144	3.1%	
Andrew	38	0.8%		Back Bay	554	11.8%	8
JFK/UMass	26	0.6%		Massachusetts Ave	0	0.0%	
Savin Hill	0	0.0%		Ruggles	0	0.0%	
Fields Corner	0	0.0%		Roxbury Crossing	96	2.1%	
Shawmut	0	0.0%		Jackson Square	140	3.0%	
Ashmont-R	28	0.6%	7	Stony Brook	103	2.2%	
North Quincy	68	1.4%		Green Street	129	2.8%	
Wollaston	8	0.2%		Forest Hills	709	15.1%	
Quincy Center	18	0.4%		Orange Line: Unspecified	0	0.0%	
Quincy Adams	21	0.4%		Orange Line Total:	4,101	87.5%	
Braintree	0	0.0%					
Red Line: Unspecified	0	0.0%					
Red Line Total:	396	8.5%					

Blue Line

Wonderland	42	0.9%
Revere Beach	0	0.0%
Beachmont	8	0.2%
Suffolk Downs	6	0.1%
Orient Heights	30	0.6%
Wood Island	12	0.3%
Airport	0	0.0%
Maverick	18	0.4%
Aquarium	0	0.0%
State-B	0	0.0%
Government Center-B	0	0.0%
Bowdoin	10	0.2%
Blue Line: Unspecified	0	0.0%
Blue Line Total:	126	2.7%

Mattapan High Speed Line

Ashmont-M	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Avenue	7	0.2%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
Mattapan Line Total:	7	0.2%

* The role of transfers in these entry data tables is explained in section 7.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Entries to the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Exit Station: Ruggles

Green Line	Percent of		Summary	Percent of	
	Entries:	Riders		Entries:	Riders
Lechmere	0	0.0%	Red Line Total:	396	8.5%
Science Park	0	0.0%	Mattapan Line Total:	7	0.2%
North Station-G	0	0.0%	Orange Line Total:	4,101	87.5%
Haymarket-G	0	0.0%	Blue Line Total:	126	2.7%
Government Center-G	32	0.7%	Green Line Total:	55	1.2%
Park Street-G	0	0.0%	Overall Total	4,685	100.0%
Boylston	0	0.0%	No Response	0	
Arlington	15	0.3%			
Copley	0	0.0%			
Hynes Convention Center	0	0.0%			
Kenmore	0	0.0%			
Prudential	0	0.0%			
Symphony	0	0.0%			
B Blandford-Babcock	0	0.0%			
B Pack.Cnr.-Warren St.	0	0.0%			
B Washington St.-BC	0	0.0%			
C St.Mary's-Summit/Winchest	0	0.0%			
C Brandon-Cleveland Cir.	8	0.2%			
D Fenway-Longwood	0	0.0%			
D Brook. Vill.-Brook.Hills	0	0.0%			
D Beaconsfield-Ches.Hill	0	0.0%			
D Newton Ctr.-Eliot	0	0.0%			
D Waban-Riverside	0	0.0%			
E Northeastern-Museum	0	0.0%			
E Long.Med.-Brig Cir.	0	0.0%			
E Fenwood Rd-Heath	0	0.0%			
Green Line: Unspecified	0	0.0%			
Green Line Subway: Unspecified	0	0.0%			
Green Line B: Unspecified	0	0.0%			
Green Line C: Unspecified	0	0.0%			
Green Line D: Unspecified	0	0.0%			
Green Line E: Unspecified	0	0.0%			
Green Line Total:	55	1.2%			

* The role of transfers in these entry data tables is explained in section 7.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Entries to the Rapid Transit System

Expanded Results

ORANGE LINE

Exit Station: Roxbury Crossing

Red Line	Percent of		Orange Line	Percent of		
	Entries:	Riders		Entries:	Riders	
Alewife	0	0.0%	Oak Grove	26	2.7%	
Davis	15	1.5%	Malden	65	6.7%	
Porter	17	1.7%	Wellington	12	1.2%	
Harvard	0	0.0%	Sullivan Square	0	0.0%	
Central	11	1.1%	Community College	0	0.0%	
Kendall/MIT	0	0.0%	North Station-O	11	1.1%	
Charles/MGH	35	3.6%	Haymarket-O	0	0.0%	
Park Street-R	0	0.0%	State-O	13	1.4%	104
Downtown Crossing-R	0	0.0%	Downtown Crossing-O	112	11.4%	106
South Station	13	1.4%	Chinatown	28	2.9%	
Broadway	16	1.6%	NE Medical Center	83	8.4%	
Andrew	0	0.0%	Back Bay	62	6.3%	
JFK/UMass	0	0.0%	Massachusetts Ave	72	7.4%	
Savin Hill	0	0.0%	Ruggles	68	6.9%	
Fields Corner	0	0.0%	Roxbury Crossing	0	0.0%	
Shawmut	0	0.0%	Jackson Square	34	3.5%	
Ashmont-R	0	0.0%	Stony Brook	62	6.3%	
North Quincy	0	0.0%	Green Street	24	2.5%	
Wollaston	0	0.0%	Forest Hills	82	8.4%	
Quincy Center	0	0.0%	Orange Line: Unspecified	0	0.0%	
Quincy Adams	0	0.0%	Orange Line Total:	754	77.0%	
Braintree	0	0.0%				
Red Line: Unspecified	0	0.0%				
Red Line Total:	106	10.9%				

Blue Line

Wonderland	12	1.3%
Revere Beach	28	2.9%
Beachmont	16	1.7%
Suffolk Downs	0	0.0%
Orient Heights	0	0.0%
Wood Island	0	0.0%
Airport	0	0.0%
Maverick	41	4.2%
Aquarium	0	0.0%
State-B	0	0.0%
Government Center-B	0	0.0%
Bowdoin	6	0.6%
Blue Line: Unspecified	0	0.0%
Blue Line Total:	104	10.6%

Mattapan High Speed Line

Ashmont-M	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Avenue	0	0.0%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
Mattapan Line Total:	0	0.0%

* The role of transfers in these entry data tables is explained in section 7.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Entries to the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Exit Station: Roxbury Crossing

Green Line	Percent of		Summary	Percent of	
	Entries:	Riders		Entries:	Riders
Lechmere	0	0.0%	Red Line Total:	106	10.9%
Science Park	0	0.0%	Mattapan Line Total:	0	0.0%
North Station-G	0	0.0%	Orange Line Total:	754	77.0%
Haymarket-G	0	0.0%	Blue Line Total:	104	10.6%
Government Center-G	0	0.0%	Green Line Total:	15	1.6%
Park Street-G	0	0.0%	Overall Total	980	100.0%
Boylston	0	0.0%	No Response	0	
Arlington	15	1.6%			
Copley	0	0.0%			
Hynes Convention Center	0	0.0%			
Kenmore	0	0.0%			
Prudential	0	0.0%			
Symphony	0	0.0%			
B Blandford-Babcock	0	0.0%			
B Pack.Cnr.-Warren St.	0	0.0%			
B Washington St.-BC	0	0.0%			
C St.Mary's-Summit/Winchest	0	0.0%			
C Brandon-Cleveland Cir.	0	0.0%			
D Fenway-Longwood	0	0.0%			
D Brook. Vill.-Brook.Hills	0	0.0%			
D Beaconsfield-Ches.Hill	0	0.0%			
D Newton Ctr.-Eliot	0	0.0%			
D Waban-Riverside	0	0.0%			
E Northeastern-Museum	0	0.0%			
E Long.Med.-Brig Cir.	0	0.0%			
E Fenwood Rd-Heath	0	0.0%			
Green Line: Unspecified	0	0.0%			
Green Line Subway: Unspecified	0	0.0%			
Green Line B: Unspecified	0	0.0%			
Green Line C: Unspecified	0	0.0%			
Green Line D: Unspecified	0	0.0%			
Green Line E: Unspecified	0	0.0%			
Green Line Total:	15	1.6%			

* The role of transfers in these entry data tables is explained in section 7.1.

MBTA Surveys: 2008-09

Rapid Transit Survey

Entries to the Rapid Transit System

Expanded Results

ORANGE LINE

Exit Station: Jackson Square

Red Line	Percent of		Orange Line	Percent of		
	Entries:	Riders		Entries:	Riders	
Alewife	14	2.2%	Oak Grove	6	1.0%	
Davis	9	1.5%	Malden	0	0.0%	
Porter	0	0.0%	Wellington	0	0.0%	
Harvard	0	0.0%	Sullivan Square	14	2.2%	
Central	11	1.8%	Community College	54	8.8%	
Kendall/MIT	9	1.5%	North Station-O	37	6.0%	21
Charles/MGH	0	0.0%	Haymarket-O	0	0.0%	
Park Street-R	0	0.0%	State-O	13	2.2%	35
Downtown Crossing-R	0	0.0%	Downtown Crossing-O	137	22.4%	73
South Station	0	0.0%	Chinatown	56	9.2%	
Broadway	0	0.0%	NE Medical Center	0	0.0%	
Andrew	0	0.0%	Back Bay	31	5.0%	13
JFK/UMass	0	0.0%	Massachusetts Ave	48	7.8%	
Savin Hill	0	0.0%	Ruggles	34	5.5%	
Fields Corner	0	0.0%	Roxbury Crossing	0	0.0%	
Shawmut	0	0.0%	Jackson Square	0	0.0%	
Ashmont-R	0	0.0%	Stony Brook	0	0.0%	
North Quincy	0	0.0%	Green Street	21	3.4%	
Wollaston	0	0.0%	Forest Hills	33	5.5%	
Quincy Center	30	4.9%	Orange Line: Unspecified	0	0.0%	
Quincy Adams	0	0.0%	Orange Line Total:	485	79.0%	
Braintree	0	0.0%				
Red Line: Unspecified	0	0.0%				
Red Line Total:	73	11.9%				

Blue Line

Wonderland	12	2.0%
Revere Beach	0	0.0%
Beachmont	0	0.0%
Suffolk Downs	0	0.0%
Orient Heights	0	0.0%
Wood Island	0	0.0%
Airport	0	0.0%
Maverick	23	3.7%
Aquarium	0	0.0%
State-B	0	0.0%
Government Center-B	0	0.0%
Bowdoin	0	0.0%
Blue Line: Unspecified	0	0.0%
Blue Line Total:	35	5.7%

Mattapan High Speed Line

Ashmont-M	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Avenue	0	0.0%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
Mattapan Line Total:	0	0.0%

* The role of transfers in these entry data tables is explained in section 7.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Entries to the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Exit Station: Jackson Square

Green Line	Percent of		Summary	Percent of	
	Entries:	Riders		Entries:	Riders
Lechmere	0	0.0%	Red Line Total:	73	11.9%
Science Park	0	0.0%	Mattapan Line Total:	0	0.0%
North Station-G	0	0.0%	Orange Line Total:	485	79.0%
Haymarket-G	0	0.0%	Blue Line Total:	35	5.7%
Government Center-G	0	0.0%	Green Line Total:	21	3.4%
Park Street-G	0	0.0%	Overall Total	614	100.0%
Boylston	0	0.0%	No Response	0	
Arlington	0	0.0%			
Copley	0	0.0%			
Hynes Convention Center	0	0.0%			
Kenmore	0	0.0%			
Prudential	0	0.0%			
Symphony	0	0.0%			
B Blandford-Babcock	0	0.0%			
B Pack.Cnr.-Warren St.	12	2.0%			
B Washington St.-BC	0	0.0%			
C St.Mary's-Summit/Winchest	0	0.0%			
C Brandon-Cleveland Cir.	0	0.0%			
D Fenway-Longwood	0	0.0%			
D Brook. Vill.-Brook.Hills	0	0.0%			
D Beaconsfield-Ches.Hill	5	0.8%			
D Newton Ctr.-Eliot	4	0.6%			
D Waban-Riverside	0	0.0%			
E Northeastern-Museum	0	0.0%			
E Long.Med.-Brig Cir.	0	0.0%			
E Fenwood Rd-Heath	0	0.0%			
Green Line: Unspecified	0	0.0%			
Green Line Subway: Unspecified	0	0.0%			
Green Line B: Unspecified	0	0.0%			
Green Line C: Unspecified	0	0.0%			
Green Line D: Unspecified	0	0.0%			
Green Line E: Unspecified	0	0.0%			
Green Line Total:	21	3.4%			

* The role of transfers in these entry data tables is explained in section 7.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Entries to the Rapid Transit System

Expanded Results

ORANGE LINE

Exit Station: Stony Brook

Red Line	Percent of		Orange Line	Percent of		
	Entries:	Riders		Entries:	Riders	
Alewife	0	0.0%	Oak Grove	6	0.9%	
Davis	0	0.0%	Malden	0	0.0%	
Porter	0	0.0%	Wellington	0	0.0%	
Harvard	15	2.4%	Sullivan Square	0	0.0%	
Central	22	3.4%	Community College	0	0.0%	
Kendall/MIT	0	0.0%	North Station-O	15	2.3%	11
Charles/MGH	0	0.0%	Haymarket-O	49	7.7%	
Park Street-R	0	0.0%	State-O	53	8.3%	24
Downtown Crossing-R	0	0.0%	Downtown Crossing-O	75	11.7%	51
South Station	0	0.0%	Chinatown	28	4.4%	
Broadway	0	0.0%	NE Medical Center	0	0.0%	
Andrew	0	0.0%	Back Bay	15	2.4%	
JFK/UMass	0	0.0%	Massachusetts Ave	47	7.4%	
Savin Hill	0	0.0%	Ruggles	204	31.8%	
Fields Corner	0	0.0%	Roxbury Crossing	21	3.3%	
Shawmut	0	0.0%	Jackson Square	34	5.3%	
Ashmont-R	14	2.2%	Stony Brook	0	0.0%	
North Quincy	0	0.0%	Green Street	7	1.1%	
Wollaston	0	0.0%	Forest Hills	0	0.0%	
Quincy Center	0	0.0%	Orange Line: Unspecified	0	0.0%	
Quincy Adams	0	0.0%	Orange Line Total:	555	86.7%	
Braintree	0	0.0%				
Red Line: Unspecified	0	0.0%				
Red Line Total:	51	8.0%				

Blue Line

Wonderland	0	0.0%
Revere Beach	0	0.0%
Beachmont	0	0.0%
Suffolk Downs	6	1.0%
Orient Heights	17	2.7%
Wood Island	0	0.0%
Airport	0	0.0%
Maverick	0	0.0%
Aquarium	0	0.0%
State-B	0	0.0%
Government Center-B	0	0.0%
Bowdoin	0	0.0%
Blue Line: Unspecified	0	0.0%
Blue Line Total:	24	3.7%

Mattapan High Speed Line

Ashmont-M	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Avenue	0	0.0%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
Mattapan Line Total:	0	0.0%

* The role of transfers in these entry data tables is explained in section 7.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Entries to the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Exit Station: Stony Brook

Green Line	Percent of		Summary	Percent of	
	Entries:	Riders		Entries:	Riders
Lechmere	0	0.0%	Red Line Total:	51	8.0%
Science Park	0	0.0%	Mattapan Line Total:	0	0.0%
North Station-G	0	0.0%	Orange Line Total:	555	86.7%
Haymarket-G	0	0.0%	Blue Line Total:	24	3.7%
Government Center-G	0	0.0%	Green Line Total:	11	1.7%
Park Street-G	0	0.0%	Overall Total	640	100.0%
Boylston	0	0.0%	No Response	0	
Arlington	0	0.0%			
Copley	0	0.0%			
Hynes Convention Center	0	0.0%			
Kenmore	0	0.0%			
Prudential	0	0.0%			
Symphony	0	0.0%			
B Blandford-Babcock	0	0.0%			
B Pack.Cnr.-Warren St.	11	1.7%			
B Washington St.-BC	0	0.0%			
C St.Mary's-Summit/Winchest	0	0.0%			
C Brandon-Cleveland Cir.	0	0.0%			
D Fenway-Longwood	0	0.0%			
D Brook. Vill.-Brook.Hills	0	0.0%			
D Beaconsfield-Ches.Hill	0	0.0%			
D Newton Ctr.-Eliot	0	0.0%			
D Waban-Riverside	0	0.0%			
E Northeastern-Museum	0	0.0%			
E Long.Med.-Brig Cir.	0	0.0%			
E Fenwood Rd-Heath	0	0.0%			
Green Line: Unspecified	0	0.0%			
Green Line Subway: Unspecified	0	0.0%			
Green Line B: Unspecified	0	0.0%			
Green Line C: Unspecified	0	0.0%			
Green Line D: Unspecified	0	0.0%			
Green Line E: Unspecified	0	0.0%			
Green Line Total:	11	1.7%			

* The role of transfers in these entry data tables is explained in section 7.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Entries to the Rapid Transit System

Expanded Results

ORANGE LINE

Exit Station: Green Street

Red Line	Percent of		Orange Line	Percent of		
	Entries:	Riders		Entries:	Riders	
Alewife	10	1.1%	Oak Grove	29	3.0%	
Davis	29	3.0%	Malden	0	0.0%	
Porter	0	0.0%	Wellington	12	1.2%	
Harvard	46	4.8%	Sullivan Square	14	1.4%	
Central	26	2.7%	Community College	0	0.0%	
Kendall/MIT	14	1.5%	North Station-O	0	0.0%	8
Charles/MGH	0	0.0%	Haymarket-O	0	0.0%	
Park Street-R	0	0.0%	State-O	67	7.0%	112
Downtown Crossing-R	0	0.0%	Downtown Crossing-O	187	19.6%	136
South Station	0	0.0%	Chinatown	28	3.0%	
Broadway	0	0.0%	NE Medical Center	83	8.7%	
Andrew	0	0.0%	Back Bay	77	8.1%	11
JFK/UMass	0	0.0%	Massachusetts Ave	72	7.6%	
Savin Hill	10	1.1%	Ruggles	102	10.7%	
Fields Corner	0	0.0%	Roxbury Crossing	0	0.0%	
Shawmut	0	0.0%	Jackson Square	0	0.0%	
Ashmont-R	0	0.0%	Stony Brook	0	0.0%	
North Quincy	0	0.0%	Green Street	0	0.0%	
Wollaston	0	0.0%	Forest Hills	13	1.4%	
Quincy Center	0	0.0%	Orange Line: Unspecified	0	0.0%	
Quincy Adams	0	0.0%	Orange Line Total:	682	71.6%	
Braintree	0	0.0%				
Red Line: Unspecified	0	0.0%				
Red Line Total:	136	14.2%				

Blue Line

Wonderland	20	2.0%
Revere Beach	0	0.0%
Beachmont	0	0.0%
Suffolk Downs	0	0.0%
Orient Heights	0	0.0%
Wood Island	0	0.0%
Airport	42	4.4%
Maverick	41	4.3%
Aquarium	0	0.0%
State-B	0	0.0%
Government Center-B	0	0.0%
Bowdoin	10	1.0%
Blue Line: Unspecified	0	0.0%
Blue Line Total:	112	11.8%

Mattapan High Speed Line

Ashmont-M	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Avenue	0	0.0%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
Mattapan Line Total:	0	0.0%

* The role of transfers in these entry data tables is explained in section 7.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Entries to the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Exit Station: Green Street

Green Line	Percent of		Summary	Percent of	
	Entries:	Riders		Entries:	Riders
Lechmere	0	0.0%	Red Line Total:	136	14.2%
Science Park	0	0.0%	Mattapan Line Total:	0	0.0%
North Station-G	0	0.0%	Orange Line Total:	682	71.6%
Haymarket-G	0	0.0%	Blue Line Total:	112	11.8%
Government Center-G	0	0.0%	Green Line Total:	23	2.4%
Park Street-G	0	0.0%	Overall Total	953	100.0%
Boylston	0	0.0%	No Response	0	
Arlington	0	0.0%			
Copley	0	0.0%			
Hynes Convention Center	0	0.0%			
Kenmore	0	0.0%			
Prudential	0	0.0%			
Symphony	0	0.0%			
B Blandford-Babcock	0	0.0%			
B Pack.Cnr.-Warren St.	0	0.0%			
B Washington St.-BC	0	0.0%			
C St.Mary's-Summit/Winchest	0	0.0%			
C Brandon-Cleveland Cir.	14	1.5%			
D Fenway-Longwood	0	0.0%			
D Brook. Vill.-Brook.Hills	8	0.9%			
D Beaconsfield-Ches.Hill	0	0.0%			
D Newton Ctr.-Eliot	0	0.0%			
D Waban-Riverside	0	0.0%			
E Northeastern-Museum	0	0.0%			
E Long.Med.-Brig Cir.	0	0.0%			
E Fenwood Rd-Heath	0	0.0%			
Green Line: Unspecified	0	0.0%			
Green Line Subway: Unspecified	0	0.0%			
Green Line B: Unspecified	0	0.0%			
Green Line C: Unspecified	0	0.0%			
Green Line D: Unspecified	0	0.0%			
Green Line E: Unspecified	0	0.0%			
Green Line Total:	23	2.4%			

* The role of transfers in these entry data tables is explained in section 7.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Entries to the Rapid Transit System

Expanded Results

ORANGE LINE

Exit Station: Forest Hills

Red Line	Percent of		Orange Line	Percent of		
	Entries:	Riders		Entries:	Riders	
Alewife	27	0.8%	Oak Grove	6	0.2%	
Davis	9	0.3%	Malden	116	3.4%	
Porter	0	0.0%	Wellington	23	0.7%	
Harvard	15	0.5%	Sullivan Square	65	1.9%	
Central	75	2.2%	Community College	54	1.6%	
Kendall/MIT	0	0.0%	North Station-O	167	5.0%	111
Charles/MGH	62	1.8%	Haymarket-O	39	1.2%	
Park Street-R	0	0.0%	State-O	173	5.1%	132
Downtown Crossing-R	0	0.0%	Downtown Crossing-O	598	17.7%	345
South Station	60	1.8%	Chinatown	254	7.5%	
Broadway	0	0.0%	NE Medical Center	165	4.9%	
Andrew	38	1.1%	Back Bay	308	9.1%	60
JFK/UMass	0	0.0%	Massachusetts Ave	166	4.9%	
Savin Hill	23	0.7%	Ruggles	441	13.1%	
Fields Corner	0	0.0%	Roxbury Crossing	143	4.2%	
Shawmut	0	0.0%	Jackson Square	24	0.7%	
Ashmont-R	0	0.0%	Stony Brook	0	0.0%	
North Quincy	0	0.0%	Green Street	28	0.8%	
Wollaston	0	0.0%	Forest Hills	0	0.0%	
Quincy Center	12	0.3%	Orange Line: Unspecified	0	0.0%	
Quincy Adams	22	0.6%	Orange Line Total:	2,772	82.1%	
Braintree	0	0.0%				
Red Line: Unspecified	0	0.0%				
Red Line Total:	345	10.2%				

Blue Line

Wonderland	27	0.8%
Revere Beach	0	0.0%
Beachmont	16	0.5%
Suffolk Downs	17	0.5%
Orient Heights	0	0.0%
Wood Island	12	0.4%
Airport	42	1.2%
Maverick	18	0.5%
Aquarium	0	0.0%
State-B	0	0.0%
Government Center-B	0	0.0%
Bowdoin	0	0.0%
Blue Line: Unspecified	0	0.0%
Blue Line Total:	132	3.9%

Mattapan High Speed Line

Ashmont-M	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Avenue	0	0.0%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
Mattapan Line Total:	0	0.0%

* The role of transfers in these entry data tables is explained in section 7.1.



MBTA Surveys: 2008-09

Rapid Transit Survey

Entries to the Rapid Transit System

(cont'd)

ORANGE LINE

Expanded Results

Exit Station: Forest Hills

Green Line	Percent of		Summary	Percent of	
	Entries:	Riders		Entries:	Riders
Lechmere	20	0.6%	Red Line Total:	345	10.2%
Science Park	0	0.0%	Mattapan Line Total:	0	0.0%
North Station-G	0	0.0%	Orange Line Total:	2,772	82.1%
Haymarket-G	0	0.0%	Blue Line Total:	132	3.9%
Government Center-G	0	0.0%	Green Line Total:	128	3.8%
Park Street-G	0	0.0%	Overall Total	3,376	100.0%
Boylston	0	0.0%	No Response	0	
Arlington	0	0.0%			
Copley	0	0.0%			
Hynes Convention Center	0	0.0%			
Kenmore	0	0.0%			
Prudential	0	0.0%			
Symphony	0	0.0%			
B Blandford-Babcock	46	1.4%			
B Pack.Cnr.-Warren St.	20	0.6%			
B Washington St.-BC	19	0.6%			
C St.Mary's-Summit/Winchest	8	0.2%			
C Brandon-Cleveland Cir.	9	0.3%			
D Fenway-Longwood	0	0.0%			
D Brook. Vill.-Brook.Hills	0	0.0%			
D Beaconsfield-Ches.Hill	0	0.0%			
D Newton Ctr.-Eliot	0	0.0%			
D Waban-Riverside	7	0.2%			
E Northeastern-Museum	0	0.0%			
E Long.Med.-Brig Cir.	0	0.0%			
E Fenwood Rd-Heath	0	0.0%			
Green Line: Unspecified	0	0.0%			
Green Line Subway: Unspecified	0	0.0%			
Green Line B: Unspecified	0	0.0%			
Green Line C: Unspecified	0	0.0%			
Green Line D: Unspecified	0	0.0%			
Green Line E: Unspecified	0	0.0%			
Green Line Total:	128	3.8%			

* The role of transfers in these entry data tables is explained in section 7.1.



Egress from the Rapid Transit System

The data presented in this chapter describe aspects of riders' travel between the Orange Line stations where they ended their rapid transit 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 Orange Line; for riders who used more than one mode following their Orange Line trips, this "egress mode" is the one used immediately after leaving the Orange Line station. 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 Orange Line station to their trip destinations.

For trips from the Orange Line 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 commuter rail trips, the final exiting stations; and for boat trips, the final exiting docks. The egress trips via public transportation do not include rapid transit trips, as the entire surveyed trips made by riders who transferred from the Orange Line to the Red, Blue, or Green Line are reported on in the survey reports for those rapid transit lines, rather than in this Orange Line volume.

The tables (at the end of the chapter) present all of these data by station. For each station, the table on egress mode and the one on egress trip time appear together on one page, and the four tables specifying bus routes and final stations or docks are on the following page. The data for each station are based on the survey responses from riders who completed 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 Orange Line as a whole. It includes tables and discussion.

8.1 EGRESS MODE

8.1.1 DESCRIPTION OF TABLE

The egress mode table for each station shows the distribution of trips among 12 transportation modes that riders used immediately after departing that station. 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 four subsequent tables.

Two columns present, respectively, the number and the percent of riders who reported using each mode to depart the station for which the table was generated. Each column includes subtotals for the private and public modes. The number of expanded survey responses that provided no answer about the egress mode appears in the table, but those responses are excluded from the percentage calculations.

8.1.2 OVERVIEW OF RESULTS

North Side

Overall, 89% of the riders exiting from the rapid transit system at a north side Orange Line station completed their trips using some form of private transportation. Walking was by far the most common egress mode, at 80% overall. At the inner four stations (Community College through State), 75% to 98% walked away, and fewer than 1% drove away. However, at the outer four stations (Sullivan Square through Oak Grove), 34% to 63% walked away and 4% to 23% drove away.

Egress via MBTA bus accounted for less than 1% of the exits at three of the four inner stations, but for nearly 10% at Haymarket. In contrast, 27% to 35% of the egress trips at the outer four stations were made by MBTA bus. Sullivan Square had the largest absolute number of bus egress trips (757).

At North Station, 13% of the exiting Orange Line riders (803) transferred to commuter rail, compared with 75% of the entering Orange Line riders there who transferred from commuter rail. However, the survey results did not include riders starting their trips after 3:00 PM, when outbound commuter rail ridership is heaviest.

South Side

Overall, 90% of the riders exiting from the rapid transit system at a south side Orange Line station completed their trips using some form of private transportation. Walking was by far the most common egress mode, at 84% overall. Walking egress accounted for 74% to 95% of the egress trips at each individual south side station except Ruggles (62%) and Forest Hills (38%). At Forest Hills, bus egress trips accounted for an unusually large share (42%), compared with 9% for south side stations overall. At Ruggles, private shuttle bus and van service (mostly routes serving the Longwood Medical Area) accounted for 17% of the egress trips.

Driving egress was reported by fewer than 5% of the exiting riders except at the outer four stations, where it ranged from 5% at Forest Hills to 14% at Green Street. At Back Bay, 3% of the exiting riders transferred to commuter rail, compared with 49% of the entering Orange Line riders there who

transferred from commuter rail. However, the survey results did not include riders starting their trips after 3:00 PM, when outbound commuter rail ridership is heaviest.

8.2 TRIP TIME FOR EGRESS VIA PRIVATE TRANSPORTATION

8.2.1 DESCRIPTION OF TABLE

For each station, this table summarizes the reported egress times, from Orange Line station to trip destination, for riders who made their egress trips entirely by private transportation. Trips in which riders transferred from the Orange Line 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 an open-ended range of anything over 45 minutes.

The table shows the number of riders with reported times in each range for the walk, drive/park, and pick-up egress modes individually and for all other private egress modes combined. Within each of these four groups, it also shows the percent of egress trips in each time range and the average egress time for the mode.

8.2.2 OVERVIEW OF RESULTS

North Side

For north side stations overall, the mean walking egress time was 7 minutes. At the four inner stations (Community College through State), this mean ranged from 6 to 7 minutes, but at the four outer stations (Oak Grove through Sullivan), it ranged from 9 to 12 minutes. Driving away accounted for significant shares of egress trips only at the four outer stations. There, mean egress times for such trips ranged from 15 minutes at Oak Grove to 23 minutes at Sullivan Square.

South Side

For south side stations overall, the mean walking egress time was 7 minutes. At the four inner stations, this mean ranged from 6 to 7 minutes, but at the seven outer stations it ranged from 6 to 9 minutes. Driving accounted for more than 5% of all egress trips only at the four outermost stations. Driving egress times there ranged from 8 minutes at Forest Hills to 12 minutes at Green Street.

8.3 TRANSFERS FROM THE ORANGE LINE TO COMMUTER RAIL OR BUS

8.3.1 DESCRIPTION OF TABLES

For each station, four 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 the Orange Line 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 commuter boat line, a table gives the boat dock at which riders alighted. Two other tables indicate specific bus routes for riders who transferred from the Orange Line to, respectively, an MBTA or non-MBTA bus. The only non-MBTA route reported by Orange Line riders was a school bus, identified as SCH in the Transfers from Rapid Transit System tables.

The bus routes listed in the transfer tables are those reported in response to question 8b as the last bus used, if applicable, in the egress trip from the Orange Line. In cases involving multiple transfers, the intermediate link is not specified. For example, the Roxbury Crossing table on MBTA bus routes shows 21 transfers to Route 60, which does not go to that station. It may be presumed that those riders transferred to Route 60 from Route 66, but they would not be included in the transfer totals for that route. Few riders make such double transfers.

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.

8.3.2 OVERVIEW OF RESULTS

The volume and percent of total egress trips accounted for by transfers at any station depends on the number of connecting routes, the ridership on those routes, and the directness of the transfers.

North Side

Transfers to buses accounted for significant shares of egress trips only at the four outermost stations and Haymarket. Sullivan Square, which has direct connections with 12 MBTA bus routes, had the largest number of transfers (757) during the survey hours. Over half of these went to Routes 101, 86, and 89. At North Station, 13% of the alighting riders transferred to commuter rail. These riders listed 22 different final stations, including a few on each north side commuter rail line. The largest individual share, 13% of these transfers, went to Lowell commuter rail station. Other individual shares ranged from 1% to 11%. A very small number of riders transferred to commuter rail service at Malden Center.

South Side

Overall, 9% of riders alighting at south side Orange Line stations transferred directly to MBTA buses. Every station except Green Street and Stony Brook had some reported transfer activity, but two-thirds of the transfers were at Forest Hills, Massachusetts Avenue, and Ruggles. At Forest Hills, the 1,368 transfers were divided among 12 connecting routes, but at Massachusetts Avenue, the 712 transfers went to just two routes. At Back Bay, the 451 transfers to commuter rail (3%) of egress trips from there were divided among 15 destination stations. Route 128 Station, on the Providence Line, had the

largest share of this total (15%). Each of the other stations accounted for 1% to 12% of these transfers.

Egress from the Rapid Transit System
ORANGE LINE

Expanded Results

Exit Station: Oak Grove

<i>Egress Mode:</i>	Number of Riders	Percent of Riders
Walk Egress	320	33.7%
Drive/Park Egress	134	14.1%
Pick-up Egress	107	11.3%
Taxi Egress	31	3.3%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	593	62.3%
MBTA Bus	332	34.9%
Other Bus	26	2.8%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	358	37.7%
TOTAL	951	100.0%
No Answer	12	

Trip time from station 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	56	19.1%	12	9.9%	0	0.0%	19	100.0%	87	18.4%
6-10	63	21.7%	76	61.4%	0	0.0%	0	0.0%	139	29.7%
11-15	132	45.4%	0	0.0%	23	65.6%	0	0.0%	156	33.1%
16-20	25	8.5%	0	0.0%	0	0.0%	0	0.0%	25	5.3%
21-30	15	5.3%	36	28.7%	0	0.0%	0	0.0%	51	10.8%
31-45	0	0.0%	0	0.0%	12	34.4%	0	0.0%	12	2.6%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	291	100.0%	124	100.0%	36	100.0%	19	100.0%	469	100.0%
No Answer	29		11		72		12		123	
Avg. Time (min)	12.0		14.8		25.3		3.0		13.4	

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Transfers from the Rapid Transit System

ORANGE LINE

Expanded Results

Exit Station: Oak Grove

Transferring to:

**Commuter Rail, Alighted at
Station Indicated:**

(None identified)

MBTA Bus Routes:

Number of
Riders

136	141
132	90
131	57
137	45

**Boat, Alighted at
Dock Indicated:**

(None identified)

Other Bus Routes:

Number of
Riders

Unspecified Bus	26
-----------------	----

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Egress from the Rapid Transit System

ORANGE LINE

Expanded Results

Exit Station: Malden

<i>Egress Mode:</i>	Number of Riders	Percent of Riders
Walk Egress	1,729	62.7%
Drive/Park Egress	409	14.8%
Pick-up Egress	73	2.7%
Taxi Egress	0	0.0%
Shuttle/Van Egress	44	1.6%
Bicycle Egress	0	0.0%
Other Egress	18	0.6%
Total Private Trans.	2,274	82.4%
MBTA Bus	472	17.1%
Other Bus	0	0.0%
Commuter Rail	13	0.5%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	485	17.6%
TOTAL	2,759	100.0%
No Answer	15	

Trip time from station 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	394	28.2%	120	31.0%	0	0.0%			514	28.0%
6-10	565	40.3%	21	5.4%	13	24.8%			598	32.6%
11-15	280	20.0%	141	36.5%	18	35.1%	(No responses)		439	23.9%
16-20	123	8.8%	12	3.2%	20	40.1%			156	8.5%
21-30	37	2.7%	55	14.1%	0	0.0%			92	5.0%
31-45	0	0.0%	37	9.7%	0	0.0%			37	2.0%
Over 45	0	0.0%	0	0.0%	0	0.0%			0	0.0%
TOTAL	1,400	100.0%	386	100.0%	51	100.0%			1,837	100.0%
No Answer	329		23		22		62		437	
Avg. Time (min)	10.3		16.4		14.3				11.7	

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Transfers from the Rapid Transit System

Expanded Results

ORANGE LINE
 Exit Station: Malden

Transferring to:

Commuter Rail, Alighted at Station Indicated:	Number of Riders
Wakefield	13

MBTA Bus Routes:	Number of Riders
108	130
430	70
105	65
101	51
106	49
136	26
104	26
132	14
109	14
137	14
99	13

Boat, Alighted at Dock Indicated:

(None identified)

Other Bus Routes:

(None identified)

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Egress from the Rapid Transit System

ORANGE LINE

Expanded Results

Exit Station: Wellington

<i>Egress Mode:</i>	Number of Riders	Percent of Riders
Walk Egress	643	42.0%
Drive/Park Egress	354	23.2%
Pick-up Egress	34	2.2%
Taxi Egress	0	0.0%
Shuttle/Van Egress	182	11.9%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	1,213	79.3%
MBTA Bus	317	20.7%
Other Bus	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	317	20.7%
TOTAL	1,530	100.0%
No Answer	63	

Trip time from station 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	131	23.7%	0	0.0%	0	0.0%	123	67.9%	255	23.6%
6-10	258	46.3%	12	4.0%	0	0.0%	38	20.9%	308	28.5%
11-15	138	24.9%	160	51.7%	34	100.0%	4	2.0%	335	31.1%
16-20	29	5.1%	53	17.1%	0	0.0%	0	0.0%	81	7.5%
21-30	0	0.0%	44	14.1%	0	0.0%	17	9.2%	60	5.6%
31-45	0	0.0%	28	9.1%	0	0.0%	0	0.0%	28	2.6%
Over 45	0	0.0%	12	4.0%	0	0.0%	0	0.0%	12	1.1%
TOTAL	556	100.0%	309	100.0%	34	100.0%	182	100.0%	1,080	100.0%
No Answer	87		46		0		0		132	
Avg. Time (min)	9.3		21.6		15.0		8.0		12.8	

T *MBTA Surveys: 2008-09*
Rapid Transit Survey

Transfers from the Rapid Transit System

ORANGE LINE

Expanded Results

Exit Station: Wellington

Transferring to:

**Commuter Rail, Alighted at
Station Indicated:**

(None identified)

MBTA Bus Routes:

Number of
Riders

134	94
110	68
112	67
100	52
99	17
106	12
97	7

**Boat, Alighted at
Dock Indicated:**

(None identified)

Other Bus Routes:

(None identified)

Egress from the Rapid Transit System
ORANGE LINE

Expanded Results

Exit Station: Sullivan Square

<i>Egress Mode:</i>	Number of Riders	Percent of Riders
Walk Egress	994	45.4%
Drive/Park Egress	90	4.1%
Pick-up Egress	82	3.7%
Taxi Egress	0	0.0%
Shuttle/Van Egress	214	9.8%
Bicycle Egress	0	0.0%
Other Egress	8	0.4%
Total Private Trans.	1,388	63.4%
MBTA Bus	757	34.6%
Other Bus	44	2.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	801	36.6%
TOTAL	2,189	100.0%
No Answer	57	

Trip time from station 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	307	36.1%	0	0.0%	0	0.0%	84	50.6%	390	34.1%
6-10	332	39.2%	28	55.3%	26	32.3%	82	49.4%	468	40.9%
11-15	140	16.5%	0	0.0%	0	0.0%	0	0.0%	140	12.2%
16-20	57	6.8%	0	0.0%	6	7.4%	0	0.0%	63	5.5%
21-30	12	1.4%	0	0.0%	0	0.0%	0	0.0%	12	1.1%
31-45	0	0.0%	22	44.7%	49	60.3%	0	0.0%	72	6.2%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	848	100.0%	50	100.0%	82	100.0%	166	100.0%	1,145	100.0%
No Answer	146		40		0		57		243	
Avg. Time (min)	9.3		23.4		25.8		6.7		10.7	

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Transfers from the Rapid Transit System

ORANGE LINE

Expanded Results

Exit Station: Sullivan Square

Transferring to:

**Commuter Rail, Alighted at
Station Indicated:**

(None identified)

MBTA Bus Routes:

Number of
Riders

101	159
86	140
89	127
109	87
95	83
91	81
105	20
CT2	18
90	15
104	15
93	14

**Boat, Alighted at
Dock Indicated:**

(None identified)

Other Bus Routes:

Number of
Riders

SCH	12
Unspecified Bus	32

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Egress from the Rapid Transit System

ORANGE LINE

Expanded Results

Exit Station: Community College

<i>Egress Mode:</i>	Number of Riders	Percent of Riders
Walk Egress	1,471	97.8%
Drive/Park Egress	0	0.0%
Pick-up Egress	0	0.0%
Taxi Egress	0	0.0%
Shuttle/Van Egress	27	1.8%
Bicycle Egress	6	0.4%
Other Egress	0	0.0%
Total Private Trans.	1,503	100.0%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	0	0.0%
TOTAL	1,503	100.0%
No Answer	34	

Trip time from station 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	657	55.8%					27	81.5%	684	56.5%
6-10	275	23.3%					6	18.5%	281	23.2%
11-15	217	18.4%	(No responses)		(No responses)		0	0.0%	217	18.0%
16-20	28	2.4%					0	0.0%	28	2.3%
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	1,177	100.0%					33	100.0%	1,210	100.0%
No Answer	294						0		294	
Avg. Time (min)	6.8						5.1		6.8	

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Transfers from the Rapid Transit System

ORANGE LINE

Expanded Results

Exit Station: Community College

Transferring to:

**Commuter Rail, Alighted at
Station Indicated:**

(None identified)

MBTA Bus Routes:

(None identified)

**Boat, Alighted at
Dock Indicated:**

(None identified)

Other Bus Routes:

(None identified)

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Egress from the Rapid Transit System

ORANGE LINE

Expanded Results

Exit Station: North Station

<i>Egress Mode:</i>	Number of Riders	Percent of Riders
Walk Egress	4,742	74.8%
Drive/Park Egress	8	0.1%
Pick-up Egress	69	1.1%
Taxi Egress	0	0.0%
Shuttle/Van Egress	617	9.7%
Bicycle Egress	0	0.0%
Other Egress	24	0.4%
Total Private Trans.	5,461	86.2%
MBTA Bus	36	0.6%
Other Bus	0	0.0%
Commuter Rail	803	12.7%
Boat	0	0.0%
Other	38	0.6%
Total Public Trans.	877	13.8%
TOTAL	6,337	100.0%
No Answer	65	

Trip time from station to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	2,608	66.1%			0	0.0%	69	13.5%	2,677	59.7%
6-10	835	21.2%			0	0.0%	183	35.9%	1,018	22.7%
11-15	391	9.9%	(No		28	100.0%	190	37.4%	610	13.6%
16-20	105	2.7%	responses)		0	0.0%	30	5.8%	134	3.0%
21-30	7	0.2%			0	0.0%	14	2.7%	21	0.5%
31-45	0	0.0%			0	0.0%	24	4.8%	24	0.5%
Over 45	0	0.0%			0	0.0%	0	0.0%	0	0.0%
TOTAL	3,945	100.0%			28	100.0%	510	100.0%	4,483	100.0%
No Answer	797		8		41		131		977	
Avg. Time (min)	6.4				13.0		13.2		7.2	

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Transfers from the Rapid Transit System

Expanded Results

ORANGE LINE

Exit Station: North Station

Transferring to:

Commuter Rail, Alighted at Station Indicated:	Number of Riders	MBTA Bus Routes:	Number of Riders
Lowell	102	4	36
Newburyport	91		
Waltham	60		
Salem	55		
North Billerica	50		
Montserrat	49		
West Concord	46		
Concord	44		
West Medford	32		
Beverly Farms	31		
Lincoln	31		
Gloucester	31		
Beverly	26		
Brandeis/Roberts	24		
Commuter Rail: Unspecified	17		
Littleton/Route 495	17		
Porter Square	17		
Ballardvale	15		
Lynn	15		
River Works	14		
Haverhill	13		
Melrose Highlands	12		
North Wilmington	12		
		Other Bus Routes:	
		(None identified)	
		Boat, Alighted at Dock Indicated:	
		(None identified)	

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Egress from the Rapid Transit System

ORANGE LINE

Expanded Results

Exit Station: Haymarket

<i>Egress Mode:</i>	Number of Riders	Percent of Riders
Walk Egress	2,748	89.2%
Drive/Park Egress	0	0.0%
Pick-up Egress	12	0.4%
Taxi Egress	0	0.0%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	17	0.5%
Total Private Trans.	2,776	90.1%
MBTA Bus	295	9.6%
Other Bus	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	8	0.3%
Total Public Trans.	303	9.9%
TOTAL	3,079	100.0%
No Answer	109	

Trip time from station 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	1,713	71.5%			0	0.0%			1,713	71.2%
6-10	475	19.8%			0	0.0%			475	19.7%
11-15	139	5.8%	(No		0	0.0%	(No		139	5.8%
16-20	70	2.9%	responses)		0	0.0%	responses)		70	2.9%
21-30	0	0.0%			0	0.0%			0	0.0%
31-45	0	0.0%			12	100.0%			12	0.5%
Over 45	0	0.0%			0	0.0%			0	0.0%
TOTAL	2,397	100.0%			12	100.0%			2,408	100.0%
No Answer	351				0		17		368	
Avg. Time (min)	5.9				35.0				6.1	

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Transfers from the Rapid Transit System

Expanded Results

ORANGE LINE

Exit Station: Haymarket

Transferring to:

**Commuter Rail, Alighted at
Station Indicated:**

(None identified)

MBTA Bus Routes:

Number of
Riders

111	186
441	27
93	24
455	23
442	21
8	14

**Boat, Alighted at
Dock Indicated:**

(None identified)

Other Bus Routes:

(None identified)

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Egress from the Rapid Transit System

ORANGE LINE

Expanded Results

Exit Station: State

<i>Egress Mode:</i>	Number of Riders	Percent of Riders
Walk Egress	10,554	97.8%
Drive/Park Egress	45	0.4%
Pick-up Egress	19	0.2%
Taxi Egress	0	0.0%
Shuttle/Van Egress	84	0.8%
Bicycle Egress	0	0.0%
Other Egress	13	0.1%
Total Private Trans.	10,716	99.3%
MBTA Bus	29	0.3%
Other Bus	19	0.2%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	27	0.2%
Total Public Trans.	74	0.7%
TOTAL	10,790	100.0%
No Answer	153	

Trip time from station 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	6,225	68.3%	0	0.0%	0	0.0%	27	27.6%	6,252	67.6%
6-10	2,024	22.2%	11	100.0%	0	0.0%	32	33.1%	2,067	22.4%
11-15	632	6.9%	0	0.0%	19	100.0%	25	25.9%	677	7.3%
16-20	225	2.5%	0	0.0%	0	0.0%	0	0.0%	225	2.4%
21-30	8	0.1%	0	0.0%	0	0.0%	13	13.4%	21	0.2%
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	9,115	100.0%	11	100.0%	19	100.0%	97	100.0%	9,242	100.0%
No Answer	1,439		34		0		0		1,473	
Avg. Time (min)	5.8		10.0		15.0		11.7		5.9	

T *MBTA Surveys: 2008-09*
Rapid Transit Survey

Transfers from the Rapid Transit System

ORANGE LINE

Expanded Results

Exit Station: State

Transferring to:

**Commuter Rail, Alighted at
Station Indicated:**

(None identified)

MBTA Bus Routes:

Number of
Riders

93	23
4	5

**Boat, Alighted at
Dock Indicated:**

(None identified)

Other Bus Routes:

Number of
Riders

Unspecified Bus	19
-----------------	----

Egress from the Rapid Transit System
ORANGE LINE

Expanded Results

Exit Station: Downtown Crossing

<i>Egress Mode:</i>	Number of Riders	Percent of Riders
Walk Egress	9,997	94.3%
Drive/Park Egress	82	0.8%
Pick-up Egress	40	0.4%
Taxi Egress	0	0.0%
Shuttle/Van Egress	75	0.7%
Bicycle Egress	8	0.1%
Other Egress	34	0.3%
Total Private Trans.	10,237	96.6%
MBTA Bus	288	2.7%
Other Bus	8	0.1%
Commuter Rail	17	0.2%
Boat	0	0.0%
Other	47	0.4%
Total Public Trans.	360	3.4%
TOTAL	10,597	100.0%
No Answer	277	

Trip time from station 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	5,795	67.2%	14	48.3%	0	0.0%	8	13.4%	5,818	66.6%
6-10	2,202	25.5%	0	0.0%	0	0.0%	0	0.0%	2,202	25.2%
11-15	450	5.2%	0	0.0%	0	0.0%	24	38.0%	474	5.4%
16-20	157	1.8%	15	51.7%	27	100.0%	30	48.6%	230	2.6%
21-30	17	0.2%	0	0.0%	0	0.0%	0	0.0%	17	0.2%
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	8,621	100.0%	29	100.0%	27	100.0%	63	100.0%	8,740	100.0%
No Answer	1,377		53		13		54		1,497	
Avg. Time (min)	6.0		11.7		20.0		15.7		6.1	

T *MBTA Surveys: 2008-09*
Rapid Transit Survey

Transfers from the Rapid Transit System

ORANGE LINE

Expanded Results

Exit Station: Downtown Crossing

Transferring to:

Commuter Rail, Alighted at Station Indicated:	Number of Riders
Middleborough/Lakeville	17

MBTA Bus Routes:	Number of Riders
504	55
749	54
553	40
SL2	34
73	31
558	30
554	23
505	14
7	6

Boat, Alighted at Dock Indicated:
(None identified)

Other Bus Routes:	Number of Riders
Unspecified Bus	8

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Egress from the Rapid Transit System

ORANGE LINE

Expanded Results

Exit Station: Chinatown

<i>Egress Mode:</i>	Number of Riders	Percent of Riders
Walk Egress	3,435	94.8%
Drive/Park Egress	52	1.4%
Pick-up Egress	7	0.2%
Taxi Egress	14	0.4%
Shuttle/Van Egress	36	1.0%
Bicycle Egress	0	0.0%
Other Egress	14	0.4%
Total Private Trans.	3,559	98.2%
MBTA Bus	41	1.1%
Other Bus	0	0.0%
Commuter Rail	23	0.6%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	64	1.8%
TOTAL	3,623	100.0%
No Answer	184	

Trip time from station 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	1,970	70.3%	0	0.0%			36	71.7%	2,006	69.4%
6-10	641	22.9%	11	28.5%			0	0.0%	652	22.5%
11-15	115	4.1%	14	36.0%	(No		14	28.3%	143	4.9%
16-20	63	2.2%	0	0.0%	responses)		0	0.0%	63	2.2%
21-30	15	0.5%	14	35.5%			0	0.0%	29	1.0%
31-45	0	0.0%	0	0.0%			0	0.0%	0	0.0%
Over 45	0	0.0%	0	0.0%			0	0.0%	0	0.0%
TOTAL	2,803	100.0%	39	100.0%			50	100.0%	2,892	100.0%
No Answer	632		13		7		14		667	
Avg. Time (min)	5.7		16.0				7.8		5.9	

T *MBTA Surveys: 2008-09*
Rapid Transit Survey

Transfers from the Rapid Transit System

ORANGE LINE

Expanded Results

Exit Station: Chinatown

Transferring to:

Commuter Rail, Alighted at Station Indicated:	Number of Riders
Hanson	23

MBTA Bus Routes:	Number of Riders
11	41

Boat, Alighted at Dock Indicated:
(None identified)

Other Bus Routes:
(None identified)

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Egress from the Rapid Transit System

ORANGE LINE

Expanded Results

Exit Station: New England Medical Center

<i>Egress Mode:</i>	Number of Riders	Percent of Riders
Walk Egress	4,039	89.8%
Drive/Park Egress	47	1.1%
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.	4,086	90.9%
MBTA Bus	409	9.1%
Other Bus	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	409	9.1%
TOTAL	4,496	100.0%
No Answer	51	

Trip time from station to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	2,729	74.3%	14	38.3%					2,743	73.9%
6-10	652	17.8%	14	38.3%					666	18.0%
11-15	184	5.0%	0	0.0%	(No responses)		(No responses)		184	5.0%
16-20	107	2.9%	8	23.4%					116	3.1%
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	3,673	100.0%	36	100.0%					3,709	100.0%
No Answer	366		12						378	
Avg. Time (min)	5.5		10.4						5.5	

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Transfers from the Rapid Transit System

ORANGE LINE

Expanded Results

Exit Station: New England Medical Center

Transferring to:

**Commuter Rail, Alighted at
Station Indicated:**

(None identified)

MBTA Bus Routes:

Number of
Riders

749

373

11

36

**Boat, Alighted at
Dock Indicated:**

(None identified)

Other Bus Routes:

(None identified)

Egress from the Rapid Transit System
ORANGE LINE

Expanded Results

Exit Station: Back Bay

<i>Egress Mode:</i>	Number of Riders	Percent of Riders
Walk Egress	12,194	90.7%
Drive/Park Egress	169	1.3%
Pick-up Egress	97	0.7%
Taxi Egress	0	0.0%
Shuttle/Van Egress	23	0.2%
Bicycle Egress	0	0.0%
Other Egress	42	0.3%
Total Private Trans.	12,526	93.1%
MBTA Bus	460	3.4%
Other Bus	13	0.1%
Commuter Rail	451	3.4%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	924	6.9%
TOTAL	13,450	100.0%
No Answer	291	

Trip time from station 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	6,200	59.1%	0	0.0%	24	40.8%			6,224	58.5%
6-10	3,203	30.5%	21	23.2%	0	0.0%			3,223	30.3%
11-15	715	6.8%	56	62.4%	0	0.0%	(No		771	7.2%
16-20	355	3.4%	0	0.0%	35	59.2%	responses)		391	3.7%
21-30	23	0.2%	0	0.0%	0	0.0%			23	0.2%
31-45	0	0.0%	13	14.4%	0	0.0%			13	0.1%
Over 45	0	0.0%	0	0.0%	0	0.0%			0	0.0%
TOTAL	10,496	100.0%	90	100.0%	60	100.0%			10,646	100.0%
No Answer	1,698		79		37		65		1,880	
Avg. Time (min)	6.7		17.1		13.9				6.8	

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Transfers from the Rapid Transit System

Expanded Results

ORANGE LINE

Exit Station: Back Bay

Transferring to:

Commuter Rail, Alighted at Station Indicated:	Number of Riders	MBTA Bus Routes:	Number of Riders
Route 128	67	10	202
Framingham	55	502	137
Providence	51	39	78
Norwood Central	41	170	25
Worcester/Union Station	37	55	18
Dedham Corporate Center	36		
Wellesley Square	34		
Wellesley Hills	24		
Natick	24		
Needham Center	21		
Attleboro	17		
South Attleboro	13		
West Roxbury	13		
Westborough	12		
Needham Heights	6		

Other Bus Routes:	Number of Riders
Unspecified Bus	13

Boat, Alighted at Dock Indicated:
(None identified)

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Egress from the Rapid Transit System

ORANGE LINE

Expanded Results

Exit Station: Massachusetts Ave.

<i>Egress Mode:</i>	Number of Riders	Percent of Riders
Walk Egress	3,178	78.6%
Drive/Park Egress	33	0.8%
Pick-up Egress	0	0.0%
Taxi Egress	17	0.4%
Shuttle/Van Egress	98	2.4%
Bicycle Egress	0	0.0%
Other Egress	6	0.2%
Total Private Trans.	3,332	82.4%
MBTA Bus	712	17.6%
Other Bus	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	712	17.6%
TOTAL	4,044	100.0%
No Answer	50	

Trip time from station 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	1,349	48.0%	6	100.0%			21	25.6%	1,376	47.5%
6-10	887	31.6%	0	0.0%			31	37.6%	917	31.7%
11-15	405	14.4%	0	0.0%	(No		30	36.8%	435	15.0%
16-20	142	5.1%	0	0.0%	responses)		0	0.0%	142	4.9%
21-30	25	0.9%	0	0.0%			0	0.0%	25	0.9%
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	2,807	100.0%	6	100.0%			82	100.0%	2,895	100.0%
No Answer	371		27				40		437	
Avg. Time (min)	8.3		5.0				8.7		8.3	

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Transfers from the Rapid Transit System

ORANGE LINE

Expanded Results

Exit Station: Massachusetts Ave.

Transferring to:

**Commuter Rail, Alighted at
Station Indicated:**

(None identified)

MBTA Bus Routes:

Number of
Riders

1	592
CT1	120

**Boat, Alighted at
Dock Indicated:**

(None identified)

Other Bus Routes:

(None identified)

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Egress from the Rapid Transit System

ORANGE LINE

Expanded Results

Exit Station: Ruggles

<i>Egress Mode:</i>	Number of Riders	Percent of Riders
Walk Egress	2,746	62.2%
Drive/Park Egress	49	1.1%
Pick-up Egress	62	1.4%
Taxi Egress	0	0.0%
Shuttle/Van Egress	753	17.1%
Bicycle Egress	0	0.0%
Other Egress	127	2.9%
Total Private Trans.	3,736	84.6%
MBTA Bus	640	14.5%
Other Bus	31	0.7%
Commuter Rail	7	0.2%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	678	15.4%
TOTAL	4,415	100.0%
No Answer	179	

Trip time from station 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	1,439	61.9%	0	0.0%	28	45.7%	71	12.3%	1,538	51.1%
6-10	563	24.2%	34	69.5%	17	27.1%	262	45.4%	876	29.1%
11-15	201	8.7%	15	30.5%	17	27.1%	168	29.2%	401	13.3%
16-20	121	5.2%	0	0.0%	0	0.0%	21	3.7%	143	4.7%
21-30	0	0.0%	0	0.0%	0	0.0%	54	9.4%	54	1.8%
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	2,324	100.0%	49	100.0%	62	100.0%	577	100.0%	3,012	100.0%
No Answer	422		0		0		303		725	
Avg. Time (min)	6.3		10.7		9.1		12.2		7.5	

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Transfers from the Rapid Transit System

ORANGE LINE

Expanded Results

Exit Station: Ruggles

Transferring to:

Commuter Rail, Alighted at Station Indicated:	Number of Riders
Route 128	7

MBTA Bus Routes:	Number of Riders
47	204
8	122
CT3	73
15	52
28	46
43	39
CT2	31
22	29
23	16
19	15
45	13

Boat, Alighted at Dock Indicated:

(None identified)

Other Bus Routes:	Number of Riders
Unspecified Bus	31

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Egress from the Rapid Transit System

ORANGE LINE

Expanded Results

Exit Station: Roxbury Crossing

<i>Egress Mode:</i>	Number of Riders	Percent of Riders
Walk Egress	758	77.8%
Drive/Park Egress	37	3.8%
Pick-up Egress	35	3.5%
Taxi Egress	0	0.0%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	830	85.1%
MBTA Bus	145	14.9%
Other Bus	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	145	14.9%
TOTAL	975	100.0%
No Answer	5	

Trip time from station 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	219	33.6%			0	0.0%			219	33.3%
6-10	335	51.6%			6	100.0%			342	52.1%
11-15	75	11.6%	(No responses)		0	0.0%	(No responses)		75	11.5%
16-20	21	3.2%			0	0.0%			21	3.1%
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	650	100.0%			6	100.0%			656	100.0%
No Answer	108		37		28				174	
Avg. Time (min)	8.0				10.0				8.0	

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Transfers from the Rapid Transit System

ORANGE LINE

Expanded Results

Exit Station: Roxbury Crossing

Transferring to:

**Commuter Rail, Alighted at
Station Indicated:**

(None identified)

MBTA Bus Routes:

Number of
Riders

66	45
45	35
23	23
28	21
22	13
15	8

**Boat, Alighted at
Dock Indicated:**

(None identified)

Other Bus Routes:

(None identified)

Egress from the Rapid Transit System
ORANGE LINE

Expanded Results

Exit Station: Jackson Square

<i>Egress Mode:</i>	Number of Riders	Percent of Riders
Walk Egress	460	75.0%
Drive/Park Egress	37	6.1%
Pick-up Egress	0	0.0%
Taxi Egress	0	0.0%
Shuttle/Van Egress	17	2.8%
Bicycle Egress	0	0.0%
Other Egress	0	0.0%
Total Private Trans.	515	83.9%
MBTA Bus	99	16.1%
Other Bus	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	99	16.1%
TOTAL	614	100.0%
No Answer	0	

Trip time from station 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	119	36.3%					11	64.6%	130	37.7%
6-10	146	44.7%					0	0.0%	146	42.5%
11-15	62	19.0%	(No		(No		6	35.4%	68	19.8%
16-20	0	0.0%	responses)		responses)		0	0.0%	0	0.0%
21-30	0	0.0%					0	0.0%	0	0.0%
31-45	0	0.0%					0	0.0%	0	0.0%
Over 45	0	0.0%					0	0.0%	0	0.0%
TOTAL	327	100.0%					17	100.0%	344	100.0%
No Answer	133		37				0		171	
Avg. Time (min)	8.4						8.5		8.4	

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Transfers from the Rapid Transit System

ORANGE LINE

Expanded Results

Exit Station: Jackson Square

Transferring to:

**Commuter Rail, Alighted at
Station Indicated:**

(None identified)

MBTA Bus Routes:

Number of
Riders

22	73
44	13
41	12

**Boat, Alighted at
Dock Indicated:**

(None identified)

Other Bus Routes:

(None identified)

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Egress from the Rapid Transit System

ORANGE LINE

Expanded Results

Exit Station: Stony Brook

<i>Egress Mode:</i>	Number of Riders	Percent of Riders
Walk Egress	599	93.5%
Drive/Park Egress	42	6.5%
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.	640	100.0%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	0	0.0%
TOTAL	640	100.0%
No Answer	0	

Trip time from station 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	199	40.2%	0	0.0%					199	37.1%
6-10	137	27.7%	28	67.9%					165	30.8%
11-15	158	32.1%	13	32.1%					172	32.1%
16-20	0	0.0%	0	0.0%	(No responses)		(No responses)		0	0.0%
21-30	0	0.0%	0	0.0%					0	0.0%
31-45	0	0.0%	0	0.0%					0	0.0%
Over 45	0	0.0%	0	0.0%					0	0.0%
TOTAL	494	100.0%	42	100.0%					536	100.0%
No Answer	104		0						104	
Avg. Time (min)	8.1		11.6						8.4	

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Transfers from the Rapid Transit System

ORANGE LINE

Expanded Results

Exit Station: Stony Brook

Transferring to:

**Commuter Rail, Alighted at
Station Indicated:**

(None identified)

MBTA Bus Routes:

(None identified)

**Boat, Alighted at
Dock Indicated:**

(None identified)

Other Bus Routes:

(None identified)

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Egress from the Rapid Transit System

ORANGE LINE

Expanded Results

Exit Station: Green Street

<i>Egress Mode:</i>	Number of Riders	Percent of Riders
Walk Egress	769	83.2%
Drive/Park Egress	132	14.3%
Pick-up Egress	21	2.2%
Taxi Egress	0	0.0%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	3	0.3%
Total Private Trans.	925	100.0%
MBTA Bus	0	0.0%
Other Bus	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	0	0.0%
TOTAL	925	100.0%
No Answer	13	

Trip time from station 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	299	58.7%	0	0.0%	0	0.0%			299	49.5%
6-10	154	30.2%	28	38.2%	21	100.0%			203	33.6%
11-15	56	11.1%	30	41.0%	0	0.0%	(No responses)		87	14.3%
16-20	0	0.0%	15	20.8%	0	0.0%			15	2.5%
21-30	0	0.0%	0	0.0%	0	0.0%			0	0.0%
31-45	0	0.0%	0	0.0%	0	0.0%			0	0.0%
Over 45	0	0.0%	0	0.0%	0	0.0%			0	0.0%
TOTAL	510	100.0%	74	100.0%	21	100.0%			604	100.0%
No Answer	260		58		0		3		321	
Avg. Time (min)	6.7		11.9		10.0				7.4	



MBTA Surveys: 2008-09

Rapid Transit Survey

Transfers from the Rapid Transit System

Expanded Results

ORANGE LINE

Exit Station: Green Street

Transferring to:

**Commuter Rail, Alighted at
Station Indicated:**

(None identified)

MBTA Bus Routes:

(None identified)

**Boat, Alighted at
Dock Indicated:**

(None identified)

Other Bus Routes:

(None identified)

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Egress from the Rapid Transit System

ORANGE LINE

Expanded Results

Exit Station: Forest Hills

<i>Egress Mode:</i>	Number of Riders	Percent of Riders
Walk Egress	1,249	38.1%
Drive/Park Egress	179	5.5%
Pick-up Egress	180	5.5%
Taxi Egress	24	0.7%
Shuttle/Van Egress	148	4.5%
Bicycle Egress	34	1.0%
Other Egress	28	0.9%
Total Private Trans.	1,842	56.2%
MBTA Bus	1,368	41.8%
Other Bus	37	1.1%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	28	0.9%
Total Public Trans.	1,434	43.8%
TOTAL	3,276	100.0%
No Answer	137	

Trip time from station 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	388	44.9%	86	60.2%	0	0.0%	41	21.5%	515	38.2%
6-10	328	38.0%	0	0.0%	111	73.5%	52	27.7%	492	36.5%
11-15	55	6.3%	57	39.8%	40	26.5%	21	10.9%	172	12.8%
16-20	85	9.9%	0	0.0%	0	0.0%	34	17.9%	119	8.8%
21-30	8	0.9%	0	0.0%	0	0.0%	42	21.9%	50	3.7%
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	864	100.0%	143	100.0%	152	100.0%	189	100.0%	1,348	100.0%
No Answer	386		36		28		45		494	
Avg. Time (min)	8.5		7.6		11.0		15.3		9.6	

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Transfers from the Rapid Transit System

Expanded Results

ORANGE LINE
 Exit Station: Forest Hills

Transferring to:

**Commuter Rail, Alighted at
 Station Indicated:**

(None identified)

MBTA Bus Routes:

Number of
 Riders

32	269
31	205
38	170
36	151
35	126
34	108
34E	78
39	74
21	58
30	57
40	37
51	20
24	15

**Boat, Alighted at
 Dock Indicated:**

(None identified)

Other Bus Routes:

Number of
 Riders

Unspecified Bus	37
-----------------	----



Destination Locations and Activities

The data in this chapter show where Orange Line 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 Orange Line stations and for understanding the types of trips made on the Orange Line. Additional information regarding the reasons for making trips is presented in Chapters 3 and 4.

A table presenting these data is provided for each station; the tables are at the end of the chapter. Each table shows both the destinations and destination activities for the riders who exited the rapid transit system at the station in question. The data include not only the riders who left the entire transit system when they left the rapid transit portion of that system at these stations, but also riders who continued through transfers to bus, commuter rail, or boat. (Details on the means of transportation between rapid transit stations and destinations are provided in Chapter 8.)

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

9.1 DESTINATION LOCATIONS

9.1.1 DESCRIPTION OF THE DESTINATION LOCATIONS SECTION OF THE TABLE

In each station'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 Orange Line 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 Orange Line trips ended are represented individually in the table. Some survey responses did not contain enough information to determine a destination city, town, or neighborhood; these responses were aggregated into the “unspecified” category. The destination locations are listed in descending order, based on the number of riders.

It is important to note that the tables for North Station, Haymarket, State, and Downtown Crossing Stations include only the riders who exited the rapid transit system there after alighting from the Orange Line. Appendix B contains data on all riders who exited the system at these stations (including those who had alighted from the Red, Blue, or Green Line).

9.1.2 OVERVIEW OF RESULTS

North Side

The north side Orange Line stations include three within Boston Proper (State, Haymarket, and North Station) and five further north (Community College through Oak Grove). Destinations of riders alighting at the three Boston Proper stations were most heavily concentrated within the neighborhoods they served directly, with 85% going to either the Financial/Retail District (32%), Government Center (32%), or the North End (21%). However, a large number of destinations outside Boston accounted for less than 1% each. These were mostly reported by riders who transferred to commuter rail at North Station or to MBTA or private carrier express buses at Haymarket or Government Center.

Destinations of riders exiting at the five outer stations were more widely dispersed, with 66% destined for localities served directly. These were Malden (28%), Charlestown (24%), and Medford (14%). Community College and Malden had relatively high concentrations of destinations in their direct-service localities, at 86% each, but only 39% of the riders exiting at Sullivan Square were going to destinations in Charlestown, where that station is located.

South Side

The south side stations include five within Boston Proper (Downtown Crossing through Massachusetts Avenue) and six further south (Ruggles through Forest Hills). Destinations of riders alighting at the five Boston Proper stations were most heavily concentrated within the neighborhoods they served directly, with 70% going to the Financial/Retail District (21%), Park Square (20%), the Prudential/Hancock District (19%), or the South End (9%). (The Back Bay neighborhood was the destination of another 12%, but Back Bay Station is in the Prudential/Hancock District.) Destinations in several suburbs, each of which accounted for less than 1%, were mostly the result of transfers to commuter rail lines at Back Bay or to MBTA express bus routes at Back Bay or Downtown Crossing.

Counting stations on the border of two neighborhoods as serving both directly, 76% of the riders exiting at the five outer stations on the south side of the Orange Line had destinations in neighborhoods directly served. These included Jamaica Plain (28%), Fenway (19%), Longwood Medical Area (16%), and Roxbury (14%). Most of the other destinations were within other Boston neighborhoods, but a few suburban destinations served by connecting bus routes accounted for less than 1% each).

9.2 DESTINATION ACTIVITIES

9.2.1 DESCRIPTION OF THE DESTINATION ACTIVITIES SECTION OF THE TABLE

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

9.2.2 OVERVIEW OF RESULTS

North Side

At the three stations in Boston Proper, the most common destination activity overall was work, reported by 82% of the exiting riders. For destinations within the three neighborhoods served directly by these stations, 82% to 87% of the riders were going to work. In contrast, among riders exiting at the five outer stations, only 36% were going to work, while 39% were going home and 10% were going to school. These distributions varied greatly among the stations. At Oak Grove, home was by far the most important destination purpose (71%), with work accounting for 12% and school less than 1%. At Sullivan Square, work was the most common trip purpose (51%), followed by home (26%) and work-related (9%). At Community College, 53% were going to school, 33% to work, and 6% to home.

South Side

At the five stations in Boston Proper, the most common destination activity overall was work, reported by 75% of the exiting riders. For destinations within the neighborhoods served directly by these stations, 65% to 83% of the riders were going to work. In contrast, among riders exiting at the six outer stations, only 46% were going to work, while 30% were going home and 9% were going to school. These distributions varied greatly among the stations. Ruggles had the highest rates of exiting riders going either to work (66%) or to school (19%). Several colleges and universities can be accessed from this station either by walking directly or by transferring to buses. Stony Brook had the highest rate of home destinations (82%).

Destination Locations and Activities

ORANGE LINE

Expanded Results

Exit Station: Oak Grove

DESTINATION LOCATIONS			DESTINATION ACTIVITIES								
City/Neighborhood Destinations	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Melrose	482	50.0%		76.2%		18.0%	3.2%	2.5%			
Malden	188	19.6%		85.6%						3.5%	10.9%
Wakefield	126	13.1%		65.4%		6.0%		28.6%			
Stoneham	74	7.7%		42.9%	9.8%	31.6%					15.8%
Medford	23	2.4%		100.0%							
Peabody	23	2.4%		100.0%							
Unspecified	23	2.4%									100.0%
Chelmsford	12	1.3%							100.0%		
Saugus	11	1.1%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	964	100.0%		72.7%	0.8%	12.2%	1.6%	5.0%	1.3%	0.7%	5.8%

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

Destination Locations and Activities

ORANGE LINE

Expanded Results

Exit Station: Malden

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Malden	2,419	87.4%	0.3%	56.8%	1.3%	31.8%	1.3%	2.3%	1.1%	1.2%	3.9%
Unspecified	68	2.5%	17.9%	82.1%							
Medford	64	2.3%							19.3%		80.7%
Saugus	42	1.5%		85.7%		14.3%					
Salem, NH	37	1.4%		100.0%							
Burlington	31	1.1%		100.0%							
Everett	26	1.0%		47.7%		52.3%					
Lynnfield	23	0.8%		100.0%							
Revere	14	0.5%		100.0%							
Stoneham	14	0.5%					100.0%				
Other (< 0.5 % of riders)	27	1.0%				100.0%					
OVERALL TOTAL	2,766	100.0%	0.7%	57.3%	1.1%	29.5%	1.7%	2.0%	1.4%	1.0%	5.3%

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

Destination Locations and Activities

ORANGE LINE

Expanded Results

Exit Station: Wellington

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Medford	955	58.4%	3.9%	27.6%		56.7%		3.8%		0.8%	7.2%
Everett	247	15.1%		30.9%		56.5%					12.6%
Revere	84	5.1%		72.2%			27.8%				
Winchester	84	5.1%		54.0%		18.8%				27.2%	
Chelsea	67	4.1%		56.7%		18.3%		25.0%			
North Reading	37	2.3%		100.0%							
Saugus	37	2.3%		100.0%							
Melrose	28	1.7%		100.0%							
Westford	28	1.7%		100.0%							
Unspecified	17	1.0%									100.0%
Reading	15	0.9%		100.0%							
Malden	12	0.7%		100.0%							
Pepperell	12	0.7%									100.0%
Stoneham	12	0.7%							100.0%		
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	1,637	100.0%	2.3%	39.3%		43.3%	1.4%	3.3%	0.7%	1.9%	7.9%

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

Destination Locations and Activities

ORANGE LINE

Expanded Results

Exit Station: Sullivan Square

City/Neighborhood Destinations	DESTINATION LOCATIONS			DESTINATION ACTIVITIES							
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Charlestown	878	38.2%	1.5%	10.2%	4.3%	70.7%	4.3%		4.7%		4.3%
Somerville: East Somerville	412	17.9%		27.7%		55.0%			8.3%		9.1%
Somerville: Winter Hill	225	9.8%	11.7%	40.0%		23.3%			25.0%		
Medford	211	9.2%		76.6%		14.9%			8.5%		
Somerville: Spring Hill	173	7.5%		23.4%		62.8%	13.7%				
Everett	116	5.0%		92.7%		7.3%					
Unspecified	57	2.5%			21.5%	9.1%		69.4%			
Lexington	36	1.6%							100.0%		
Cambridge: Harvard Square	32	1.4%				100.0%					
Cambridge: Central Square	25	1.1%				32.9%		67.1%			
Lawrence	22	1.0%				100.0%					
Boston: Allston	17	0.7%				100.0%					
Cambridge: North Cambridge	17	0.7%									100.0%
Chelmsford	13	0.6%							100.0%		
Somerville: Davis Square	13	0.6%				46.1%		53.9%			
Boston: B U	12	0.5%				100.0%					
Boston: Brighton	12	0.5%				100.0%					
Winchester	12	0.5%		100.0%							
Other (< 0.5 % of riders)	14	0.6%				41.8%					58.2%
OVERALL TOTAL	2,297	100.0%	1.7%	26.8%	2.2%	50.9%	2.7%	2.8%	8.6%		4.4%

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



MBTA Surveys: 2008-09

Rapid Transit Survey

Destination Locations and Activities

ORANGE LINE

Expanded Results

Exit Station: Community College

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Charlestown	1,328	87.8%	1.5%	5.1%	61.8%	24.8%	3.1%	1.0%		0.7%	2.1%
Cambridge: East Cambridge	115	7.6%				87.9%	12.1%				
Cambridge: Kendall/MIT	31	2.1%				100.0%					
Boston: North End	21	1.4%				100.0%					
Cambridge: North Cambridge	17	1.1%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	1,512	100.0%	1.4%	4.5%	54.3%	33.0%	3.6%	0.8%		0.6%	1.9%

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

Destination Locations and Activities

ORANGE LINE

Expanded Results

Exit Station: North Station

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: North End	3,641	58.8%	1.5%	1.4%	0.4%	86.4%	0.2%	3.2%	4.5%	0.2%	2.2%
Boston: Charlestown	559	9.0%				100.0%					
Boston: Beacon Hill	485	7.8%		14.2%		77.6%		8.2%			
Boston: Govt Center	474	7.6%			1.3%	87.1%		11.7%			
Unspecified	153	2.5%	44.1%	18.4%		18.4%		8.0%			11.1%
Lowell	121	2.0%	20.1%	46.0%		17.3%		16.6%			
Beverly	106	1.7%		57.5%		42.5%					
Boston: So Bos Indust	92	1.5%				73.5%		26.5%			
Concord	90	1.4%		57.6%		26.4%		15.9%			
Salem	55	0.9%	22.3%	37.4%		40.3%					
Amesbury	42	0.7%		100.0%							
Medford	32	0.5%		100.0%							
Newburyport	32	0.5%		100.0%							
Lincoln	31	0.5%		100.0%							
Other (< 0.5 % of riders)	281	4.5%	4.4%	31.6%		61.6%		2.5%			
OVERALL TOTAL	6,193	100.0%	2.7%	9.1%	0.3%	78.7%	0.1%	4.7%	2.7%	0.1%	1.6%

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

Destination Locations and Activities

ORANGE LINE

Expanded Results

Exit Station: Haymarket

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Govt Center	1,674	53.4%	2.4%		0.7%	80.4%	4.8%	8.0%	2.8%		0.8%
Boston: North End	622	19.8%		15.9%		51.4%	16.5%	4.1%	6.2%	4.5%	1.4%
Boston: Financial/Retail	438	14.0%	7.8%			63.1%	3.8%	3.9%	3.8%	13.7%	3.9%
Chelsea	193	6.2%		24.6%	6.0%	62.6%			6.8%		
Lynn	61	1.9%		32.7%		67.3%					
Boston: Charlestown	40	1.3%			41.4%	58.6%					
Boston: Beacon Hill	34	1.1%				50.1%		49.9%			
Boston: Waterfront	27	0.8%				100.0%					
Revere	26	0.8%		100.0%							
Other (< 0.5 % of riders)	22	0.7%					46.8%		53.2%		
OVERALL TOTAL	3,137	100.0%	2.4%	6.1%	1.3%	69.2%	6.7%	6.2%	4.0%	2.8%	1.3%

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

Destination Locations and Activities

ORANGE LINE

Expanded Results

Exit Station: State

City/Neighborhood Destinations	DESTINATION LOCATIONS			DESTINATION ACTIVITIES							
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Financial/Retail	6,131	56.2%	0.9%	0.2%		89.8%	1.7%	1.7%	1.2%	2.6%	1.9%
Boston: Govt Center	4,424	40.5%	1.7%	2.2%	0.7%	83.8%	0.7%	3.9%	3.7%	1.2%	2.1%
Boston: Waterfront	131	1.2%				76.2%			23.8%		
Boston: North End	84	0.8%		24.5%		75.5%					
Boston: So Bos Indust	76	0.7%				100.0%					
Other (< 0.5 % of riders)	68	0.6%		34.5%		56.6%				8.9%	
OVERALL TOTAL	10,913	100.0%	1.2%	1.4%	0.3%	87.0%	1.2%	2.5%	2.5%	2.0%	1.9%

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

Destination Locations and Activities

ORANGE LINE

Expanded Results

Exit Station: Downtown Crossing

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Financial/Retail	7,297	68.9%	1.0%		1.9%	78.2%	5.7%	3.1%	3.3%	2.7%	4.0%
Boston: Govt Center	1,254	11.8%		1.4%	5.4%	86.5%			4.4%		2.4%
Boston: Waterfront	842	7.9%	2.0%		1.0%	89.0%		1.8%	1.0%		5.3%
Boston: So Bos Indust	523	4.9%		3.3%		96.7%					
Boston: Beacon Hill	180	1.7%				86.6%			13.4%		
Boston: Park Square	161	1.5%				89.6%				10.4%	
Newton	70	0.7%				100.0%					
Waltham	69	0.6%	45.7%	34.0%		20.3%					
Other (< 0.5 % of riders)	191	1.8%	11.2%	16.8%	3.2%	40.3%		28.5%			
OVERALL TOTAL	10,586	100.0%	1.4%	0.8%	2.1%	80.4%	3.9%	2.8%	3.1%	2.0%	3.5%

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

Destination Locations and Activities

ORANGE LINE

Expanded Results

Exit Station: Chinatown

City/Neighborhood Destinations	DESTINATION LOCATIONS			DESTINATION ACTIVITIES							
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Park Square	2,889	75.5%	2.1%	1.4%	4.5%	73.1%	1.1%	5.4%	3.1%	6.8%	2.5%
Boston: Financial/Retail	556	14.5%		3.0%	6.1%	86.0%	4.8%				
Boston: Waterfront	294	7.7%				74.9%		9.6%	15.5%		
Boston: So Bos Res	41	1.1%				100.0%					
Hanson	23	0.6%		100.0%							
Boston: Beacon Hill	21	0.5%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	3,824	100.0%	1.6%	2.1%	4.3%	75.1%	1.5%	4.8%	3.5%	5.1%	1.9%

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

Destination Locations and Activities

ORANGE LINE

Expanded Results

Exit Station: New England Medical Center

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Park Square	3,814	82.4%	2.0%	2.5%	5.3%	71.7%	0.5%	11.3%	2.0%	1.6%	3.1%
Boston: South End	594	12.8%		12.5%	1.8%	73.7%	6.1%		2.2%	3.7%	
Boston: Financial/Retail	89	1.9%				69.2%		30.8%			
Boston: Prudential/Hancock	62	1.3%				100.0%					
Boston: So Bos Res	36	0.8%		100.0%							
Other (< 0.5 % of riders)	31	0.7%	19.3%			80.7%					
OVERALL TOTAL	4,627	100.0%	1.8%	4.5%	4.6%	71.8%	1.2%	9.9%	1.9%	1.8%	2.6%

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

Destination Locations and Activities

ORANGE LINE

Expanded Results

Exit Station: Back Bay

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Prudential/Hancock	6,609	47.6%	0.7%	1.1%	0.1%	83.9%	2.2%	3.4%	2.1%	2.3%	4.3%
Boston: Back Bay	4,210	30.4%	2.5%	1.1%	2.7%	72.2%	3.8%	3.4%	2.9%	4.9%	6.5%
Boston: South End	1,439	10.4%		11.0%	2.6%	78.7%		2.3%	1.9%	2.6%	0.9%
Boston: Park Square	752	5.4%	2.2%	2.7%	3.6%	83.7%		2.7%	2.7%	2.2%	
Boston: Longwood Med Area	109	0.8%		68.6%	15.7%			15.7%			
Watertown	100	0.7%				100.0%					
Boston: Roxbury	75	0.5%		27.5%		72.5%					
Other (< 0.5 % of riders)	576	4.2%	5.9%	24.4%		51.7%		6.1%	2.6%	9.3%	
OVERALL TOTAL	13,870	100.0%	1.5%	3.8%	1.5%	77.8%	2.2%	3.4%	2.3%	3.4%	4.1%

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

Destination Locations and Activities

ORANGE LINE

Expanded Results

Exit Station: Massachusetts Ave.

City/Neighborhood Destinations	DESTINATION LOCATIONS		No Resp.	DESTINATION ACTIVITIES							
	Total Riders	Pct. of Riders		Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Fenway	1,490	36.4%		12.8%	11.7%	59.9%	0.5%	1.0%		10.8%	3.4%
Boston: South End	1,400	34.2%	3.1%	12.7%	3.5%	48.2%	2.0%	15.3%	5.6%		9.7%
Boston: Prudential/Hancock	535	13.1%		4.2%	11.5%	63.1%	2.4%	6.8%	3.4%	7.0%	1.6%
Cambridge: Kendall/MIT	202	4.9%				72.2%					27.8%
Boston: Back Bay	140	3.4%		14.7%		53.4%				22.6%	9.3%
Boston: Roxbury	131	3.2%				75.5%		19.2%	5.3%		
Boston: B U	47	1.2%				100.0%					
Cambridge: Harvard Square	37	0.9%				100.0%					
Cambridge: Central Square	30	0.7%				100.0%					
Boston: Unspecified	27	0.7%									100.0%
Brookline: North Brookline	21	0.5%									100.0%
Other (< 0.5 % of riders)	32	0.8%				47.9%		52.1%			
OVERALL TOTAL	4,094	100.0%	1.1%	10.0%	7.0%	57.5%	1.2%	7.5%	2.5%	5.6%	7.6%

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

Destination Locations and Activities

ORANGE LINE

Expanded Results

Exit Station: Ruggles

City/Neighborhood Destinations	DESTINATION LOCATIONS			DESTINATION ACTIVITIES							
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Fenway	2,149	45.9%	0.8%	1.2%	32.7%	61.3%		1.0%	1.3%		1.7%
Boston: Longwood Med Area	1,489	31.8%	3.9%		11.0%	80.8%		1.4%	3.0%		
Boston: Roxbury	698	14.9%	4.6%	30.3%		55.8%		2.4%	2.2%		4.8%
Boston: South End	90	1.9%				68.6%		31.4%			
Unspecified	86	1.8%		43.3%		47.0%		9.7%			
Boston: North Dorchester	80	1.7%		100.0%							
Boston: South Dorchester	32	0.7%		48.6%	34.8%	16.6%					
Boston: Financial/Retail	24	0.5%				100.0%					
Other (< 0.5 % of riders)	37	0.8%		18.6%		81.4%					
OVERALL TOTAL	4,685	100.0%	2.3%	8.1%	18.7%	65.6%		2.0%	1.9%		1.5%

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

Destination Locations and Activities

ORANGE LINE

Expanded Results

Exit Station: Roxbury Crossing

City/Neighborhood Destinations	DESTINATION LOCATIONS		No Resp.	DESTINATION ACTIVITIES							
	Total Riders	Pct. of Riders		Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Roxbury	631	61.3%		23.4%	11.9%	52.7%		4.5%	2.1%		5.4%
Boston: Longwood Med Area	291	28.3%			7.1%	61.6%			18.5%		12.9%
Boston: North Dorchester	48	4.6%		47.7%		17.2%					35.0%
Brookline: North Brookline	24	2.3%				100.0%					
Boston: South Dorchester	21	2.0%			29.4%	70.6%					
Brookline: South Brookline	8	0.8%				100.0%					
Boston: Fenway	7	0.7%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	1,029	100.0%		16.6%	9.8%	55.7%		2.8%	6.5%		8.6%

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

Destination Locations and Activities

ORANGE LINE

Expanded Results

Exit Station: Jackson Square

City/Neighborhood Destinations	DESTINATION LOCATIONS		No Resp.	DESTINATION ACTIVITIES							
	Total Riders	Pct. of Riders		Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Jamaica Plain	380	62.0%		39.7%		39.9%		3.9%	6.6%		9.8%
Boston: Roxbury	156	25.4%		32.5%		40.7%					26.9%
Unspecified	37	6.1%		100.0%							
Boston: North Dorchester	23	3.7%				100.0%					
Boston: Longwood Med Area	17	2.8%				100.0%					
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	614	100.0%		38.9%		41.6%		2.4%	4.1%		12.9%

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



MBTA Surveys: 2008-09

Rapid Transit Survey

Destination Locations and Activities

ORANGE LINE

Expanded Results

Exit Station: Stony Brook

City/Neighborhood Destinations	DESTINATION LOCATIONS		No Resp.	DESTINATION ACTIVITIES							
	Total Riders	Pct. of Riders		Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Jamaica Plain	555	86.8%		79.1%	2.8%	7.0%				5.1%	6.1%
Boston: Roxbury	57	8.8%		100.0%							
Boston: Roslindale	28	4.4%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	640	100.0%		81.9%	2.4%	6.0%				4.4%	5.3%

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



MBTA Surveys: 2008-09

Rapid Transit Survey

Destination Locations and Activities

ORANGE LINE

Expanded Results

Exit Station: Green Street

City/Neighborhood Destinations	DESTINATION LOCATIONS			DESTINATION ACTIVITIES							
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Jamaica Plain	907	95.2%	1.5%	43.2%		45.9%		2.0%	3.1%	3.2%	1.1%
Boston: West Roxbury	21	2.2%		100.0%							
Boston: Hyde Park	15	1.6%		100.0%							
Boston: Roslindale	10	1.0%		100.0%							
Other (< 0.5 % of riders)	0	0.0%									
OVERALL TOTAL	953	100.0%	1.4%	46.0%		43.7%		1.9%	2.9%	3.1%	1.1%

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

Destination Locations and Activities

ORANGE LINE

Expanded Results

Exit Station: Forest Hills

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Jamaica Plain	1,291	38.2%		36.0%	1.0%	42.1%		7.8%	4.1%	2.5%	6.5%
Boston: Roslindale	660	19.6%		62.6%		22.9%		2.6%	5.8%	2.3%	3.8%
Boston: West Roxbury	413	12.2%		63.2%		15.3%	8.2%	11.3%		2.1%	
Boston: Hyde Park	380	11.3%		52.5%	14.1%	12.0%					21.3%
Boston: Mattapan	264	7.8%		71.7%				12.9%			15.5%
Unspecified	172	5.1%	25.7%	30.8%					21.8%		21.8%
Norwood	56	1.6%		61.0%		39.0%					
Milton	51	1.5%		53.1%							46.9%
Dedham	43	1.3%		19.8%		80.2%					
Boston: Unspecified	21	0.6%		100.0%							
Newton	20	0.6%				100.0%					
Other (< 0.5 % of riders)	6	0.2%				100.0%					
OVERALL TOTAL	3,376	100.0%	1.3%	49.5%	2.0%	26.2%	1.0%	5.9%	3.8%	1.7%	8.6%

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



Origin-Destination Cross-tabulation

The tables in Chapter 4 of this report show, for passengers who began their rapid transit trips at Orange Line stations, the starting points of their entire trips by city, town, or neighborhood. The tables in Chapter 9 show the final destination locations, by city, town, or neighborhood for passengers who completed the rapid transit segments of their trips at Orange Line stations. The corresponding chapters of the reports for the Red, Blue, and Green Lines show similar information for passengers entering or exiting stations on those lines.

In this chapter, the type of table presented provides, for the passengers who entered the rapid transit system at each Orange Line station, a cross-tabulation between the origins of the passengers' entire trips and the final destinations of these trips, regardless of the line or station where they exited the system. The corresponding chapter in the Red, Blue, and Green Line volumes presents the same type of cross-tabulation. A table is presented for each Orange Line entry station at the end of the chapter. Chapter 2 addresses the same categories of data that are addressed in the present chapter, but at the level of the Orange Line as a whole. It includes tables and discussion.

10.1 DESCRIPTION OF TABLE

The origin-destination cross-tabulation table for each entry station is based on the responses to survey questions 4a and 9b, which asked riders to state the locations of the actual starting and ending points of the trips they were making when they received the survey forms. The forms provided for the origin and destination locations to be described by address or nearest intersection or landmark; city, town, or neighborhood; state; and zip code. However, many of the responses were less detailed than this. In such cases, missing details were inferred to the extent possible from other information provided, such as the transit boarding and alighting points, the modes of access and egress, and the access and egress times.

In the systemwide passenger survey of which this Orange Line survey is a part, the responses about origin locations were aggregated by city or town, except in four municipalities: in Boston, they were broken into 26 neighborhoods, in Cambridge into six, in Somerville into four, and in Brookline into three. All of these neighborhoods are shown in Figure 4-1. In the table, for trips originating

from outside of Massachusetts, the city and the state are given.

The neighborhood names and boundaries used in the survey databases conform to definitions that have been used by CTPS in previous surveys, and they do not all match the names used by survey respondents. For example, locations reported as “Chinatown” in survey responses were included in “Boston: Park Square” in the databases.

The table for each entry station shows a maximum of 18 origins (in rows) and 10 destinations (in columns). For each station, the origins included are those with the largest total numbers of reported trip beginnings, regardless of reported destination. The rows of origins are arranged in descending order of size. Any origins below the top 18 are combined as “Other” in a nineteenth row.

At each entry station, the destination most frequently reported by all riders combined was often, though not always, the same as the one most frequently reported by the riders who were coming from the most frequently reported origin. Therefore, the most common origin-destination pair was often, though not always, the one in the first column of the first row in the table.

The entries in the “Other” row and “Other” column show, both in absolute numbers and in percentages, the importance, respectively, of origins not shown for each destination listed and of destinations not shown for each origin listed. If information on specific “other” origins or destinations is desired, custom reports can be generated.

10.2 OVERVIEW OF RESULTS

North Side

North side Orange Line stations served passengers with many different origin-destination pairs. Among riders entering the five stations from Oak Grove through Community College combined, the largest individual origin-destination pair was from Malden to the Boston Financial/Retail District. However, this accounted for only 6% of the total entries at these stations. Even at Malden Station alone, it accounted for only 13%. Origin-destination pairs of riders entering the three north side stations in Boston Proper were even more dispersed, with the largest combination, North End to the Prudential/Hancock District, accounting for only 3% of the total, and for 7% of those entering via Haymarket Station.

South Side

The south side Orange Line stations also served many different origin-destination pairs. Among the five stations in Boston Proper, the largest single combination was from the South End to the Financial/Retail District. This accounted for only 4% of the entries to this station group, but for 12% of the entries at Massachusetts Avenue.

ORIGIN-DESTINATION CROSS-TABULATION

Among the five south side stations outside Boston Proper, the largest single origin-destination combination overall was from Jamaica Plain to the Financial/Retail District, at 7%. As a share of total entries, this combination was most important at Green Street (16%) and Stony Brook (17%),

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Origin-Destination Cross-tabulation

Expanded Results

ORANGE LINE

Entry Station: Oak Grove

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Financial/R etail	Boston: Govt Center	Boston: Prudential/ Hancock	Boston: Park Square	Boston: Back Bay	Boston: Waterfront	Boston: Beacon Hill	Boston: Longwood Med Area	Cambridge : Kendall/MI	Boston: Fenway	Other & % of Row	Row Total & % of Overall
Melrose	483	218	136	192	115	92	76	85	98	58	432	2023
											21.4%	40.4%
Malden	258	160	141	113	74	41	52	47	41	47	297	1344
											22.1%	26.8%
Wakefield	140	43	39	41	12	24	0	6	14	0	73	392
											18.7%	7.8%
Stoneham	110	35	55	12	18	18	12	0	0	0	26	312
											8.5%	6.2%
Saugus	67	24	18	24	18	20	18	12	0	0	24	227
											10.6%	4.5%
Unspecified	14	6	6	20	0	0	8	8	0	0	45	108
											41.2%	2.2%
Peabody	24	8	30	12	6	0	0	0	0	0	0	81
											0.0%	1.6%
Reading	14	8	14	0	0	20	0	0	0	0	23	81
											28.3%	1.6%
Lynnfield	0	12	0	18	6	0	6	12	0	6	0	60
											0.0%	1.2%
Medford	18	6	0	8	0	6	0	6	0	6	6	57
											10.6%	1.1%
Lynn	0	14	18	0	0	0	0	0	0	0	6	39
											15.6%	0.8%
Woburn	6	0	0	6	0	0	6	0	0	6	12	36
											33.3%	0.7%
Andover	6	0	6	8	8	0	0	0	0	0	0	36
											0.0%	0.7%
Danvers	0	0	6	12	0	0	0	0	0	6	0	24
											0.0%	0.5%
Winchester	0	14	0	0	0	0	0	0	0	0	6	20
											29.5%	0.4%
Wilmington	0	0	0	0	0	6	12	0	0	0	0	18
											0.0%	0.4%
West Newbury	8	0	0	0	0	0	0	0	0	0	8	17
											50.0%	0.3%
Boxford	6	8	0	0	0	0	0	0	0	0	0	14
											0.0%	0.3%
Other & % of Column	18	24	24	0	0	6	14	0	0	23	6	116
	1.5%	4.1%	4.9%	0.0%	0.0%	2.6%	7.1%	0.0%	0.0%	15.1%	5.2%	2.3%
Column Total & % of Overall	1187	582	494	468	259	234	205	177	153	152	965	5011
	23.7%	11.6%	9.9%	9.3%	5.2%	4.7%	4.1%	3.5%	3.1%	3.0%	19.3%	

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Origin-Destination Cross-tabulation

Expanded Results

ORANGE LINE
 Entry Station: Malden

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Financial/R etail	Boston: Park Square	Boston: Prudential/ Hancock	Boston: Govt Center	Boston: North End	Boston: Back Bay	Boston: Longwood Med Area	Boston: Charlesto wn	Boston: South End	Boston: Fenway	Other & % of Row	Row Total & % of Overall
Malden	1211	612	592	366	394	368	357	329	261	264	1988	6967
											28.5%	75.8%
Medford	110	31	48	0	0	34	48	0	17	0	148	436
											33.8%	4.7%
Everett	51	48	17	82	48	0	17	0	31	0	34	360
											9.5%	3.9%
Melrose	68	0	17	48	0	17	0	0	0	0	65	216
											30.2%	2.3%
Unspecified	17	65	0	17	48	0	0	0	0	0	65	213
											30.7%	2.3%
Peabody	0	93	62	17	0	0	0	0	0	0	0	172
											0.0%	1.9%
Wakefield	68	17	0	0	0	0	0	0	0	0	17	102
											16.7%	1.1%
Reading	17	31	0	0	0	0	31	0	0	0	17	96
											17.7%	1.0%
Stoneham	34	0	0	0	0	17	0	0	0	0	34	85
											40.0%	0.9%
Saugus	34	0	0	31	0	0	0	0	0	0	17	82
											20.8%	0.9%
Lynnfield	31	0	0	0	31	0	0	0	0	0	0	62
											0.0%	0.7%
Revere	0	0	17	0	0	0	0	0	0	0	31	48
											64.5%	0.5%
Lynn	31	0	0	0	0	0	0	0	0	0	17	48
											35.5%	0.5%
Andover	31	17	0	0	0	0	0	0	0	0	0	48
											0.0%	0.5%
Wilmington	17	0	17	0	0	0	0	0	0	0	0	34
											0.0%	0.4%
North Reading	0	0	0	17	0	0	0	0	0	17	0	34
											0.0%	0.4%
North Andover	0	0	0	0	0	31	0	0	0	0	0	31
											0.0%	0.3%
Haverhill	17	0	0	0	0	0	0	0	0	0	0	17
											0.0%	0.2%
Other & % of Column	17	0	17	0	0	17	17	0	0	0	34	120
	1.0%	0.0%	2.2%	0.0%	0.0%	3.4%	3.6%	0.0%	0.0%	0.0%	28.6%	1.3%
Column Total & % of Overall	1756	915	787	579	522	502	471	329	309	281	2468	9191
	19.1%	10.0%	8.6%	6.3%	5.7%	5.5%	5.1%	3.6%	3.4%	3.1%	26.8%	

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Origin-Destination Cross-tabulation

Expanded Results

ORANGE LINE

Entry Station: Wellington

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Financial/R etail	Boston: Govt Center	Boston: Park Square	Boston: Prudential/ Hancock	Boston: Back Bay	Boston: North End	Boston: Longwood Med Area	Boston: Beacon Hill	Boston: Fenway	Boston: Waterfront	Other & % of Row	Row Total & % of Overall
Medford	488	191	230	160	142	98	139	72	74	37	256	1933
											13.2%	35.0%
Everett	207	184	142	158	74	51	12	35	67	37	253	1245
											20.3%	22.5%
Malden	93	63	14	26	14	35	53	14	12	14	39	376
											10.5%	6.8%
Unspecified	79	26	26	12	0	0	0	12	0	0	23	177
											13.2%	3.2%
Stoneham	72	37	26	0	0	12	12	12	0	0	0	170
											0.0%	3.1%
Woburn	37	12	37	26	14	0	0	0	0	12	14	151
											9.2%	2.7%
Winchester	0	23	37	23	12	0	0	0	28	0	12	135
											8.6%	2.4%
Somerville: Winter Hill	37	42	12	14	0	0	0	0	0	0	0	105
											0.0%	1.9%
Revere	12	0	12	0	0	12	12	0	0	14	12	84
											13.9%	1.5%
North Andover	42	0	12	0	0	14	0	14	0	0	0	81
											0.0%	1.5%
Burlington	12	12	26	0	0	12	0	0	0	0	14	74
											18.7%	1.3%
Saugus	28	0	12	26	0	0	0	0	0	0	0	65
											0.0%	1.2%
Lawrence	12	14	0	12	14	0	0	0	0	14	0	65
											0.0%	1.2%
Peabody	14	0	12	28	0	12	0	0	0	0	0	65
											0.0%	1.2%
Tewksbury	26	0	23	0	0	0	0	0	0	0	14	63
											22.2%	1.1%
Chelsea	35	0	0	0	0	0	0	0	0	0	26	60
											42.3%	1.1%
Wilmington	23	0	0	0	23	0	0	14	0	0	0	60
											0.0%	1.1%
Lynn	23	0	0	0	0	0	0	23	0	0	12	58
											20.0%	1.1%
Other & % of Column	193	98	37	84	23	12	12	0	14	12	14	511
	13.3%	13.7%	5.5%	14.8%	7.4%	4.5%	4.9%	0.0%	7.1%	8.3%	2.7%	9.2%
Column Total & % of Overall	1445	711	681	567	316	256	239	195	195	139	688	5530
	26.1%	12.9%	12.3%	10.3%	5.7%	4.6%	4.3%	3.5%	3.5%	2.5%	12.4%	

T *MBTA Surveys: 2008-09*
Rapid Transit Survey

Origin-Destination Cross-tabulation

Expanded Results

ORANGE LINE

Entry Station: Sullivan Square

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Financial/R etail	Boston: Park Square	Boston: Govt Center	Boston: Prudential/ Hancock	Boston: Back Bay	Boston: Fenway	Boston: North End	Boston: South End	Boston: Longwood Med Area	Malden	Other & % of Row	Row Total & % of Overall
Somerville: Winter Hill	296	197	114	90	86	90	49	27	38	0	334 24.8%	1349 22.2%
Somerville: East Somerville	231	124	128	76	76	14	24	100	27	0	204 18.4%	1104 18.2%
Boston: Charlestown	90	82	62	62	38	49	65	24	24	24	263 33.5%	784 12.9%
Medford	204	27	111	41	0	62	90	14	52	14	114 15.1%	752 12.4%
Everett	114	76	52	38	24	49	14	0	0	0	155 29.8%	521 8.6%
Somerville: Spring Hill	166	55	14	38	24	0	24	24	0	0	65 15.9%	410 6.8%
Somerville: Davis Square	24	0	24	24	27	0	0	0	14	49	24 13.0%	187 3.1%
Malden	24	38	14	0	0	14	0	0	14	0	14 11.7%	117 1.9%
Boston: Brighton	0	0	0	0	0	0	0	0	0	49	24 33.3%	73 1.2%
North Reading	14	14	0	0	14	24	0	0	0	0	0 0.0%	65 1.1%
Cambridge: Central Square	0	0	0	0	0	0	0	0	0	0	62 100.0%	62 1.0%
Andover	0	0	0	14	38	0	0	0	0	0	0 0.0%	52 0.9%
Haverhill	0	0	14	0	14	24	0	0	0	0	0 0.0%	52 0.9%
Reading	0	0	24	0	0	0	0	0	0	0	24 50.0%	49 0.8%
Windham, NH	24	0	0	0	0	0	0	0	0	0	14 36.1%	38 0.6%
Lawrence	0	0	0	0	14	24	0	0	0	0	0 0.0%	38 0.6%
Wilmington	24	0	0	14	0	0	0	0	0	0	0 0.0%	38 0.6%
Manchester, NH	0	24	14	0	0	0	0	0	0	0	0 0.0%	38 0.6%
Other & % of Column	117 8.8%	38 5.4%	41 6.7%	38 8.7%	24 6.2%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	24 15.2%	24 7.9%	307 5.1%
Column Total & % of Overall	1327 21.9%	700 11.5%	611 10.1%	434 7.2%	393 6.5%	349 5.7%	266 4.4%	190 3.1%	169 2.8%	159 2.6%	1321 21.8%	6072

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Origin-Destination Cross-tabulation

Expanded Results

ORANGE LINE

Entry Station: Community College

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Prudential/ Hancock	Boston: Park Square	Boston: Govt Center	Boston: Back Bay	Boston: Financial/R etail	Boston: Roxbury	Boston: East Boston	Medford	Malden	Boston: Jamaica Plain	Other & % of Row	Row Total & % of Overall
Boston: Charlestown	408	266	162	204	142	108	108	108	108	108	750 29.1%	2578 96.1%
Everett	0	0	54	0	8	0	0	0	0	0	0 0.0%	62 2.3%
Revere	8	0	0	0	8	0	0	0	0	0	0 0.0%	17 0.6%
Natick	0	0	0	0	0	0	0	0	0	0	8 100.0%	8 0.3%
Medford	0	8	0	0	0	0	0	0	0	0	0 0.0%	8 0.3%
Cambridge: East Cambridge	0	0	0	0	0	0	0	0	0	0	8 100.0%	8 0.3%
Column Total & % of Overall	416 15.5%	275 10.2%	216 8.0%	204 7.6%	158 5.9%	108 4.0%	108 4.0%	108 4.0%	108 4.0%	108 4.0%	767 28.6%	2682

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Origin-Destination Cross-tabulation

Expanded Results

ORANGE LINE

Entry Station: North Station

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Financial/R etail	Boston: Prudential/ Hancock	Boston: Park Square	Boston: South End	Boston: Waterfront	Boston: Charlesto wn	Boston: Fenway	Boston: So Bos Indust	Boston: Back Bay	Malden	Other & % of Row	Row Total & % of Overall
Boston: North End	34	45	56	30	30	25	0	0	15	51	201	500
											40.1%	11.9%
Salem	104	26	93	26	26	0	26	15	11	0	76	416
											18.1%	9.9%
Beverly	56	56	37	11	26	13	15	26	0	0	44	298
											14.8%	7.1%
Unspecified	37	11	26	11	0	25	0	0	15	0	35	160
											21.7%	3.8%
Boston: Govt Center	45	0	0	15	0	0	0	0	15	25	57	157
											36.5%	3.7%
Medford	70	44	11	0	11	0	0	0	11	0	0	147
											0.0%	3.5%
Lowell	33	22	26	11	0	0	11	0	0	0	22	140
											15.7%	3.3%
Boston: Charlestown	0	15	26	11	0	0	15	0	15	0	15	126
											11.8%	3.0%
Reading	44	48	11	0	11	0	0	11	0	0	0	125
											0.0%	3.0%
Wilmington	41	11	0	11	26	0	0	0	0	0	33	122
											27.1%	2.9%
Peabody	48	11	22	0	15	13	0	0	0	0	11	120
											9.2%	2.8%
Winchester	63	0	0	0	15	0	0	11	15	0	11	115
											9.6%	2.7%
Woburn	33	15	0	15	0	0	11	26	0	0	0	115
											0.0%	2.7%
Haverhill	52	11	15	0	0	0	0	11	0	0	11	100
											11.0%	2.4%
Swampscott	44	15	15	0	0	13	0	0	0	0	11	98
											11.3%	2.3%
Andover	0	22	22	11	0	0	15	0	0	0	26	96
											27.0%	2.3%
Boston: Beacon Hill	0	11	0	15	0	13	0	0	0	25	26	90
											28.9%	2.1%
Lynn	26	0	15	22	0	0	11	0	0	0	15	89
											16.8%	2.1%
Other & % of Column	318	188	119	63	37	63	52	52	41	25	151	1131
	30.4%	34.2%	23.0%	24.0%	17.5%	38.5%	33.3%	34.2%	29.7%	20.0%	13.4%	26.9%
Column Total & % of Overall	1047	550	515	263	211	164	156	152	137	126	768	4201
	24.9%	13.1%	12.3%	6.3%	5.0%	3.9%	3.7%	3.6%	3.3%	3.0%	18.3%	

T *MBTA Surveys: 2008-09*
Rapid Transit Survey

Origin-Destination Cross-tabulation

Expanded Results

ORANGE LINE

Entry Station: Haymarket

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Prudential/ Hancock	Boston: Park Square	Boston: South End	Boston: Back Bay	Boston: So Bos Indust	Boston: Fenway	Boston: Charlesto wn	Boston: Financial/R etail	Boston: Jamaica Plain	Cambridge : Kendall/MI	Other & % of Row	Row Total & % of Overall
Boston: North End	197	135	197	85	36	39	26	36	13	72	319	1157
											27.6%	43.1%
Boston: Govt Center	36	72	0	36	0	36	0	0	36	0	194	483
											40.1%	18.0%
Chelsea	135	13	0	13	13	13	13	0	13	0	99	312
											31.6%	11.6%
Lynn	26	13	13	13	36	0	36	36	0	0	0	174
											0.0%	6.5%
Medford	13	0	39	13	13	13	0	0	0	0	26	118
											22.2%	4.4%
Salem	36	13	0	36	13	0	0	0	0	0	0	99
											0.0%	3.7%
Boston: Charlestown	0	13	0	0	0	0	0	0	0	0	72	85
											84.6%	3.2%
Saugus	0	36	13	0	13	0	0	0	0	0	13	76
											17.4%	2.8%
Boston: Financial/Retail	0	0	0	0	0	0	36	0	0	0	36	72
											50.0%	2.7%
Unspecified	0	0	0	0	0	13	0	0	0	0	13	26
											50.0%	1.0%
Revere	0	13	0	0	0	0	0	13	0	0	0	26
											0.0%	1.0%
Wolfeboro, NH	0	0	0	0	0	0	0	0	13	0	0	13
											0.0%	0.5%
Peabody	0	0	0	0	0	0	0	0	0	0	13	13
											100.0%	0.5%
Newburyport	13	0	0	0	0	0	0	0	0	0	0	13
											0.0%	0.5%
Malden	0	0	13	0	0	0	0	0	0	0	0	13
											0.0%	0.5%
Column Total & % of Overall	457	309	276	197	125	115	112	85	76	72	786	2682
	17.0%	11.5%	10.3%	7.4%	4.7%	4.3%	4.2%	3.2%	2.8%	2.7%	29.3%	

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Origin-Destination Cross-tabulation

Expanded Results

ORANGE LINE
 Entry Station: State

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Prudential/ Hancock	Malden	Boston: Jamaica Plain	Boston: Charlesto wn	Boston: South End	Boston: Park Square	Boston: North End	Melrose	Unspecif ed	Medford	Other & % of Row	Row Total & % of Overall
Boston: Financial/Retail	100	98	67	73	53	20	37	61	26	24	323 36.1%	896 43.9%
Boston: Govt Center	40	73	80	12	40	67	49	12	13	37	290 39.2%	740 36.2%
Unspecified	13	24	13	12	13	0	0	0	0	0	0 0.0%	90 4.4%
Boston: Waterfront	13	0	0	0	7	0	0	0	0	0	38 65.0%	58 2.8%
Boston: North End	7	0	13	0	13	0	0	0	12	0	0 0.0%	46 2.2%
Hingham	7	0	0	12	0	0	0	0	0	0	20 51.4%	40 1.9%
Woburn	13	0	0	0	0	20	0	0	0	0	0 0.0%	34 1.6%
Boston: Charlestown	28	0	0	0	0	0	0	0	0	0	0 0.0%	28 1.4%
Hull	13	0	0	0	0	0	0	0	0	0	0 0.0%	20 1.0%
Billerica	7	0	0	12	0	0	0	0	0	0	0 0.0%	19 0.9%
Boston: Beacon Hill	0	0	0	0	0	0	0	0	0	0	13 100.0%	13 0.7%
Boston: Brighton	0	0	0	12	0	0	0	0	0	0	0 0.0%	12 0.6%
Chelmsford	0	0	0	0	0	0	0	0	12	0	0 0.0%	12 0.6%
Newton	0	0	0	0	0	0	12	0	0	0	0 0.0%	12 0.6%
Gardner	0	0	0	0	0	0	0	0	0	0	7 100.0%	7 0.3%
Weymouth	7	0	0	0	0	0	0	0	0	0	0 0.0%	7 0.3%
Burlington	0	0	0	0	0	0	0	0	0	0	7 100.0%	7 0.3%
Column Total & % of Overall	249 12.2%	196 9.6%	173 8.5%	135 6.6%	127 6.2%	107 5.3%	98 4.8%	73 3.6%	63 3.1%	61 3.0%	699 34.2%	2042

MBTA Surveys: 2008-09

Rapid Transit Survey

Origin-Destination Cross-tabulation

ORANGE LINE

Expanded Results

Entry Station: Downtown Crossing

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Jamaica Plain	Boston: Prudential/ Hancock	Boston: Charlesto wn	Boston: Roxbury	Malden	Boston: Fenway	Boston: Longwood Med Area	Unspecifie d	Boston: North End	Boston: South End	Other & % of Row	Row Total & % of Overall
Boston: Financial/Retail	299	224	100	137	75	112	112	75	75	150	736	2207
											33.3%	65.0%
Boston: Govt Center	37	0	25	37	63	37	0	75	0	0	37	350
											10.7%	10.3%
Boston: Park Square	75	0	37	0	37	0	37	37	0	0	0	224
											0.0%	6.6%
Boston: Waterfront	25	0	37	0	25	0	0	0	0	0	63	150
											41.6%	4.4%
Boston: South End	0	0	0	0	0	0	0	0	37	0	75	112
											66.7%	3.3%
Boston: So Bos Indust	37	0	0	0	0	0	37	0	0	0	0	75
											0.0%	2.2%
Unspecified	0	0	0	0	0	0	0	0	0	0	37	37
											100.0%	1.1%
Hull	0	0	0	0	0	37	0	0	0	0	0	37
											0.0%	1.1%
Cohasset	0	0	0	37	0	0	0	0	0	0	0	37
											0.0%	1.1%
Boston: Roxbury	0	0	0	0	0	0	0	0	37	0	0	37
											0.0%	1.1%
Waltham	0	0	25	0	0	0	0	0	0	0	0	25
											0.0%	0.7%
Scituate	0	25	0	0	0	0	0	0	0	0	0	25
											0.0%	0.7%
Boston: So Bos Res	0	0	0	0	0	0	0	0	25	0	0	25
											0.0%	0.7%
Boston: Dwntwn Unspecified	0	0	0	0	0	0	0	0	0	0	25	25
											100.0%	0.7%
Abington	0	0	0	0	0	0	0	0	0	0	25	25
											100.0%	0.7%
Column Total & % of Overall	474	250	225	212	200	187	187	187	175	150	998	3394
	14.0%	7.4%	6.6%	6.3%	5.9%	5.5%	5.5%	5.5%	5.1%	4.4%	29.4%	

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Origin-Destination Cross-tabulation

Expanded Results

ORANGE LINE
 Entry Station: Back Bay

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Financial/R etail	Boston: Govt Center	Boston: Park Square	Boston: North End	Boston: Charlesto wn	Boston: Fenway	Boston: Jamaica Plain	Boston: Longwood Med Area	Malden	Boston: Roxbury	Other & % of Row	Row Total & % of Overall
Boston: South End	389	204	23	70	64	46	31	0	0	0	460 34.7%	1325 18.7%
Boston: Prudential/Hancock	259	111	116	0	14	0	46	15	47	15	309 31.1%	993 14.0%
Boston: Back Bay	122	60	0	0	23	31	46	15	116	15	425 49.7%	855 12.0%
Unspecified	0	88	51	51	0	31	0	31	0	15	43 12.9%	332 4.7%
Natick	64	14	14	41	51	15	0	0	0	0	0 0.0%	213 3.0%
Canton	23	37	52	0	0	31	0	46	0	0	15 7.5%	205 2.9%
Framingham	14	74	27	23	0	0	15	15	0	0	0 0.0%	169 2.4%
Norwood	37	37	14	37	14	0	0	0	0	0	29 17.4%	168 2.4%
Sharon	23	74	14	23	0	0	0	15	0	0	0 0.0%	150 2.1%
Boston: Hyde Park	14	60	0	0	0	0	0	31	0	15	15 11.4%	136 1.9%
Newton	23	27	0	0	23	31	15	0	0	0	15 11.4%	136 1.9%
Needham	37	51	0	27	0	0	0	0	0	0	14 10.6%	129 1.8%
Boston: West Roxbury	0	47	47	14	0	0	0	0	0	0	14 11.4%	129 1.8%
Mansfield	51	23	0	14	0	0	0	15	0	0	0 0.0%	103 1.5%
Boston: Roslindale	0	51	14	37	0	0	0	0	0	0	0 0.0%	101 1.4%
Wellesley	0	0	23	47	23	0	0	0	0	0	0 0.0%	93 1.3%
Stoughton	0	0	14	23	14	0	0	0	0	0	37 42.2%	88 1.2%
Attleboro	0	27	0	0	0	31	0	0	0	0	27 32.0%	86 1.2%
Other & % of Column	306 22.4%	311 23.6%	277 39.1%	160 28.3%	55 19.5%	62 22.2%	123 44.5%	77 29.4%	0 0.0%	62 44.4%	180 11.2%	1613 22.7%
Column Total & % of Overall	1362 19.2%	1320 18.6%	709 10.0%	567 8.0%	281 4.0%	277 3.9%	277 3.9%	262 3.7%	163 2.3%	139 2.0%	1608 22.7%	7099

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Origin-Destination Cross-tabulation

Expanded Results

ORANGE LINE

Entry Station: Ruggles

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Govt Center	Boston: Jamaica Plain	Boston: Financial/R etail	Boston: Prudential/ Hancock	Boston: Back Bay	Boston: North End	Malden	Boston: Park Square	Boston: Waterfront	Cambridge : East Cambridge	Other & % of Row	Row Total & % of Overall
Boston: Fenway	59	271	190	59	32	63	95	32	95	27	491	1414
											34.7%	31.5%
Boston: Roxbury	200	34	118	150	150	27	32	63	27	91	430	1382
											31.2%	30.8%
Boston: Longwood Med Area	0	170	32	59	0	32	59	0	0	0	224	575
											38.9%	12.8%
Boston: North Dorchester	118	0	0	0	55	32	0	55	0	0	156	416
											37.6%	9.3%
Boston: South Dorchester	0	0	32	0	32	27	0	0	0	0	32	150
											21.1%	3.3%
Boston: South End	32	0	0	0	0	0	0	32	0	0	66	129
											51.0%	2.9%
Cambridge: Central Square	0	34	0	0	0	0	0	0	0	0	32	66
											48.3%	1.5%
Franklin	0	0	0	27	0	0	0	0	0	0	32	59
											53.6%	1.3%
Seekonk	0	0	0	0	0	0	0	0	0	0	34	34
											100.0%	0.8%
Sharon	32	0	0	0	0	0	0	0	0	0	0	32
											0.0%	0.7%
Attleboro	0	0	32	0	0	0	0	0	0	0	0	32
											0.0%	0.7%
Boston: Brighton	32	0	0	0	0	0	0	0	0	0	0	32
											0.0%	0.7%
Braintree	0	0	0	0	0	0	0	0	0	0	0	32
											0.0%	0.7%
Dedham	27	0	0	0	0	0	0	0	0	0	0	27
											0.0%	0.6%
Foxborough	27	0	0	0	0	0	0	0	0	0	0	27
											0.0%	0.6%
Boston: Mattapan	0	0	0	0	0	0	0	0	0	0	27	27
											100.0%	0.6%
Plainville	0	0	0	0	0	27	0	0	0	0	0	27
											0.0%	0.6%
Boston: West Roxbury	0	0	27	0	0	0	0	0	0	0	0	27
											0.0%	0.6%
Other & % of Column	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Column Total & % of Overall	527	509	430	295	268	209	186	181	122	118	1524	4484
	11.8%	11.3%	9.6%	6.6%	6.0%	4.7%	4.1%	4.0%	2.7%	2.6%	34.0%	

T *MBTA Surveys: 2008-09*
Rapid Transit Survey

Origin-Destination Cross-tabulation

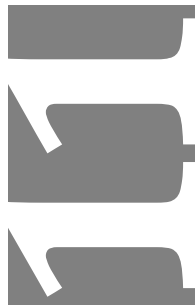
Expanded Results

ORANGE LINE

Entry Station: Forest Hills

Destination Town/Neighborhood:

Origin Town/ Neighborhood:	Boston: Financial/R etail	Boston: Govt Center	Boston: Park Square	Boston: Prudential/ Hancock	Boston: Back Bay	Boston: Fenway	Boston: South End	Cambridge : Kendall/MI	Boston: Longwood Med Area	Boston: North End	Other & % of Row	Row Total & % of Overall
Boston: Jamaica Plain	640	299	311	179	229	341	158	229	73	106	875	3531
											24.8%	33.3%
Boston: Roslindale	623	236	179	227	188	119	102	65	99	43	636	2594
											24.5%	24.5%
Boston: West Roxbury	274	307	30	93	106	33	76	17	73	30	251	1329
											18.9%	12.5%
Boston: Hyde Park	147	155	106	76	39	43	43	13	13	13	307	988
											31.1%	9.3%
Boston: Mattapan	162	147	60	17	56	33	82	13	13	43	212	854
											24.8%	8.1%
Boston: South Dorchester	60	89	13	43	26	0	0	0	39	47	47	363
											12.8%	3.4%
Dedham	52	0	13	30	13	50	0	0	0	0	82	240
											34.1%	2.3%
Norwood	33	13	0	17	17	0	17	0	0	0	39	153
											25.6%	1.4%
Unspecified	43	0	26	0	13	0	13	0	0	0	43	138
											31.1%	1.3%
Milton	13	0	0	52	0	0	0	0	0	13	17	95
											17.6%	0.9%
Brookline: Chestnut Hill	17	13	0	0	0	0	0	0	0	0	13	56
											23.3%	0.5%
Brockton	30	0	0	0	0	17	0	0	0	0	0	47
											0.0%	0.4%
Boston: North Dorchester	13	13	0	0	0	0	0	0	0	0	13	47
											33.3%	0.4%
Foxborough	0	13	0	17	0	0	0	0	0	0	0	30
											0.0%	0.3%
Norton	0	0	17	0	0	0	0	0	0	0	0	17
											0.0%	0.2%
Randolph	17	0	0	0	0	0	0	0	0	0	0	17
											0.0%	0.2%
Belmont	17	0	0	0	0	0	0	0	0	0	0	17
											0.0%	0.2%
Wayland	0	13	0	0	0	0	0	0	0	0	0	13
											0.0%	0.1%
Other & % of Column	13	13	0	0	0	0	0	0	13	0	26	65
	0.6%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	40.0%	0.6%
Column Total & % of Overall	2153	1312	754	750	687	636	491	337	322	294	2574	10598
	20.3%	12.4%	7.1%	7.1%	6.5%	6.0%	4.6%	3.2%	3.0%	2.8%	24.3%	



Socioeconomic Characteristics

This chapter presents data on the age, gender, income, and ethnicity of Orange Line riders. Tables (at the end of the chapter) present these data by station. For each station, three tables presenting, respectively, the age, gender, and income data are grouped on one page. Ethnicity data for that station's riders are shown in two tables on the following page. The data for each station 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 Orange Line as a whole. It includes tables and discussion.

11.1 AGE OF RIDERS

11.1.1 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.

11.1.2 OVERVIEW OF RESULTS

North Side

Across the north side, 85% of the respondents were between the ages of 25 and 64. This population made up at least 79% of the population at each station. At North Station, 90% of the ridership fell within this range.

More specifically, the 45-to-64 age bracket was reported by the highest percentage of north side riders, at 36% overall. The highest percentages in this bracket were reported at North Station and Oak Grove (44% each), and the lowest at Community College (19%). The large share of 45-to-64-year-old respondents is partially due to different sizes of the age brackets. The 45-to-64 age bracket covers 20 years, while the 25-to-34 bracket covers only 10 years.

The 19-to-24 category accounted for 5% to 10% of the entries to most stations. The lowest value (4%) was reported at North Station, which had the second-highest percentage of riders in the 45-to-64 bracket. The highest percentage of riders in the 19 to 24 bracket (19%) was at Community College. That station adjoins Bunker Hill Community College, which has nearly 9,000 students. Two-thirds of the respondents in this age group at this station listed checked “student” in the occupation question. This station also had the lowest median rider age among north side stations, with 50% under 35 years old.

Riders aged 18 or under accounted for no more than 2% of the responses at any north side station. However, comparisons with fare data indicate that riders in this age group are generally underrepresented in MBTA passenger surveys. At the other end of the spectrum, the percentages of riders aged 65 and older varied between 5% and 10%, except at Community College, where this population made up less than 1% of the respondents. The highest percentages were observed at Haymarket and State (10% each).

South Side

As on the north side, most respondents were between the ages of 25 and 64, at 80% overall. This population made up at least 74% of the respondents at each station except Massachusetts Avenue (69%) and Ruggles (62%). The single-most-populated age bracket varied among stations. At Forest Hills, Jackson Square, and all stations from Massachusetts Avenue through Downtown Crossing, 45-to-64 was the most common age bracket, ranging from 29% to 45% of respondents. At Ruggles, which serves several colleges and universities, the largest group was ages 19-to-24 (31%), but the 45-to-64 group was only slightly smaller (29%). The 25-to-34 age bracket had its highest percentage of ridership at Green Street and Roxbury Crossing (33% each) and at Stony Brook (48%). Roxbury Crossing, which adjoins Roxbury Community College, also had an above-average percentage of riders aged 19 to 24 (21%), versus 12% overall on the south side.

Riders aged 18 and under accounted for less than 1% of the responses at each station except Chinatown (3%), New England Medical Center (2%), Ruggles (4%), and Roxbury Crossing (1%). At the three innermost stations, Downtown Crossing through New England Medical Center, 12% to 14% of riders were age 65 or over. However, only 2% to 8% of respondents at other south side stations were in this group.

11.2 GENDER OF RIDERS

11.2.1 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.

11.2.2 OVERVIEW OF RESULTS

North Side

Female respondents outnumbered males 61% to 39% overall at north side stations, with only 0.1% reporting as transgender. (The transgender percent was based on one survey each from Oak Grove, Malden, Wellington, and North Station.) At State, the female and male percentages were equal. Otherwise, females ranged from 57% at North Station to 67% at Oak Grove.

South Side

Female respondents outnumbered males 60% to 40% overall at south side stations, with only 0.1% reporting as transgender. (The transgender percent was based on one survey from Ruggles Station.) At Downtown Crossing, males outnumbered females 55% to 45%. Otherwise, females ranged from 52% at Roxbury Crossing to 72% at Jackson Square.

11.3 ANNUAL HOUSEHOLD INCOME

11.3.1 DESCRIPTION OF TABLE

Each station's table on annual household income summarizes the responses to survey question 19, "What is your annual combined household income?" The survey form provided eight income-range choices: "under \$20,000," "\$20,000–\$29,999," "\$30,000–\$39,999," "\$40,000–\$49,999," "\$50,000–\$59,999," "\$60,000–\$74,999," "\$75,000–\$99,999," and "\$100,000 or more." The table shows the number and percent of riders who checked each income range, as well as giving the cumulative percentages that result as one adds each income group to the ones preceding it in the table. Riders who did not answer this question are not reflected in the percentages. Below this table is a line that reports the average household size for riders at the station.

11.3.2 OVERVIEW OF RESULTS

North Side

Of the income check-off choices provided on the survey form, the one checked by the largest group of north side riders was "\$100,000 or more," at 32% overall. North Station, where many of the entering riders transfer from commuter rail, had the highest percentage in this range, at 44%. Malden station had the lowest percentage of riders in this range, at 22%.

Incomes in the ranges under \$50,000 were reported by 30% overall. The highest percentages of riders with incomes in these ranges were reported at Community College (48%), Malden (40%), and Haymarket (35%).

The high concentration of reported incomes in the “\$100,000 or more” range suggests that the question’s check-off choices did not include enough higher ranges for 2008–09 incomes. The typical maximum was not determined. A significant number of respondents did not answer the income question.

South Side

Of the income check-off choices provided on the survey form, the one checked by the largest group of south side riders was “\$100,000 or more,” at 27% overall. Back Bay Station, where many of the entering riders transfer from commuter rail, had the highest percentage in this range, at 46%. Jackson Square Station had the lowest percentage of riders in this range, at 9%.

Incomes in the ranges under \$50,000 were reported by 37% overall. The highest percentage in these ranges (60%) was reported at Jackson Square, and the lowest at Back Bay (16%). The only other south side stations with lower-than-average percentages of income under \$50,000 were Forest Hills through Stony Brook.

11.4 ETHNICITY OF RIDERS

11.4.1 DESCRIPTION OF TABLES

For each station, ethnicity is reported using two tables. The first summarizes the results of survey question 21a, “How do you self-identify by race? Six check-off choices were provided: “American Indian or Alaska native,” “black or African American,” “native Hawaiian or other Pacific islander,” “Asian,” “white,” and “other” with space for write-ins. These categories were those used in the U.S. census. Respondents were instructed to check as many as applied. Two columns in the table show the number and percent of responses for each race category. Because riders were allowed to check more than one box, percentages generally add up to more than 100%.

The second table shows the results from survey question 21b, “Are you Hispanic/Latino?”, which provided the check-off options “yes” and “no.” The table shows the number and percent of “yes” and “no” responses. The data reported in this table are independent of those in the preceding table. Riders who self-identified as Hispanic or Latino in question 21b could have checked any of the races listed in question 21a. Of those who checked “yes” for question 21b, 63% checked “other,” 30% checked “white,” and 11% checked “black or African-American” in question 21a.

11.4.2 OVERVIEW OF RESULTS

North Side

The majority of riders who boarded the Orange Line at north side stations (76%) self-identified by race as white. This ranged from a maximum of 84% at Oak Grove to a minimum of 61% at Malden. Also at Malden, 14% self-identified as black or African-American, 23% as Asian, and 4% as “other.”

The stations with the largest percentage of people who indicated that they were Hispanic/Latino were Community College (10%) and Haymarket (11%). Oak Grove and North Station were the stations with the lowest percentages of Hispanics or Latinos (4% and 5%, respectively). The North Station results were influenced heavily by suburban residents transferring from commuter rail. Among those who did not transfer from commuter rail there, 9% were Hispanic/Latino.

South Side

Fewer south side riders (66%) than north side riders (76%) self-identified as white. Nevertheless, more than half of the riders checked “white” at each south side station except Jackson Square. There, “black or African-American” was the largest group (46%), followed by “white” (33%). For all south side stations combined, 21% of riders checked “black or African-American.”

Asians were the third largest racial group overall, including 7% of all south side riders. This percent ranged from 2% to 9% except at Chinatown (24%) and New England Medical Center (19%). Overall, 9% of south side riders answered “yes” to question 21b, “Are you Hispanic/Latino?” This percentage ranged from 4% to 10% at individual stations, except Jackson Square (22%) and Roxbury Crossing (15%).



MBTA Surveys: 2008-09

Rapid Transit Survey

Socioeconomic Characteristics

Expanded Results

ORANGE LINE

Entry Station: Oak Grove

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	20	0.4%	0.4%
19 - 24	284	5.7%	6.1%
25 - 34	1,185	23.8%	29.9%
35 - 44	1,068	21.4%	51.3%
45 - 64	2,195	44.1%	95.4%
65 and Older	229	4.6%	100.0%
TOTAL	4,982	100.0%	100.0%
No Answer	29		

Gender of Riders:	Number of Riders	Percent of Riders
Male	1,592	33.0%
Female	3,233	66.9%
Transgender	6	0.1%
TOTAL	4,831	100.0%
No Answer	180	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	101	2.3%	2.3%
\$20,000 - \$29,999	115	2.7%	5.0%
\$30,000 - \$39,999	153	3.5%	8.5%
\$40,000 - \$49,999	277	6.4%	14.8%
\$50,000 - \$59,999	207	4.8%	19.6%
\$60,000 - \$74,999	787	18.1%	37.7%
\$75,000 - \$99,999	887	20.4%	58.1%
\$100,000 or more	1,824	41.9%	100.0%
TOTAL	4,350	100.0%	100.0%
No Answer	661		

Mean Household Size: 2.60



MBTA Surveys: 2008-09

Rapid Transit Survey

Ethnicity of Riders

Expanded Results

ORANGE LINE

Entry Station: Oak Grove

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	18	0.4%
Black or African-American	174	3.7%
Native Hawaiian or Other Pacific Islander	6	0.1%
Asian	504	10.6%
White	3,997	84.0%
Other	131	2.8%
 Riders who gave at least 1 response	 4,761	

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	173	3.7%
No	4,538	96.3%
TOTAL	4,712	100.0%
No Answer	300	



MBTA Surveys: 2008-09

Rapid Transit Survey

Socioeconomic Characteristics

Expanded Results

ORANGE LINE

Entry Station: Malden

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	137	1.5%	1.5%
19 - 24	854	9.4%	10.9%
25 - 34	2,381	26.2%	37.1%
35 - 44	2,198	24.2%	61.3%
45 - 64	2,924	32.2%	93.4%
65 and Older	598	6.6%	100.0%
TOTAL	9,091	100.0%	100.0%
No Answer	99		

Gender of Riders:	Number of Riders	Percent of Riders
Male	3,556	40.2%
Female	5,271	59.6%
Transgender	17	0.2%
TOTAL	8,844	100.0%
No Answer	346	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	853	10.5%	10.5%
\$20,000 - \$29,999	876	10.8%	21.3%
\$30,000 - \$39,999	744	9.1%	30.4%
\$40,000 - \$49,999	755	9.3%	39.7%
\$50,000 - \$59,999	859	10.6%	50.2%
\$60,000 - \$74,999	1,115	13.7%	64.0%
\$75,000 - \$99,999	1,114	13.7%	77.7%
\$100,000 or more	1,817	22.3%	100.0%
TOTAL	8,132	100.0%	100.0%
No Answer	1,059		

Mean Household Size: 2.40



MBTA Surveys: 2008-09

Rapid Transit Survey

Ethnicity of Riders

Expanded Results

ORANGE LINE

Entry Station: Malden

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	199	2.3%
Black or African-American	1,152	13.5%
Native Hawaiian or Other Pacific Islander	17	0.2%
Asian	1,913	22.5%
White	5,209	61.2%
Other	360	4.2%
 Riders who gave at least 1 response	 8,504	

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

Are You Hispanic/Latino?:	Number of Responses	Percent of Responses
Yes	539	6.4%
No	7,903	93.6%
TOTAL	8,442	100.0%
No Answer	749	



MBTA Surveys: 2008-09

Rapid Transit Survey

Socioeconomic Characteristics

Expanded Results

ORANGE LINE

Entry Station: Wellington

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	14	0.3%	0.3%
19 - 24	532	9.7%	9.9%
25 - 34	1,503	27.4%	37.3%
35 - 44	1,225	22.3%	59.6%
45 - 64	1,957	35.6%	95.3%
65 and Older	260	4.7%	100.0%
TOTAL	5,491	100.0%	100.0%
No Answer	39		

Gender of Riders:	Number of Riders	Percent of Riders
Male	2,068	39.2%
Female	3,200	60.6%
Transgender	14	0.3%
TOTAL	5,282	100.0%
No Answer	249	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	193	3.8%	3.8%
\$20,000 - \$29,999	174	3.4%	7.3%
\$30,000 - \$39,999	246	4.9%	12.1%
\$40,000 - \$49,999	444	8.8%	20.9%
\$50,000 - \$59,999	476	9.4%	30.3%
\$60,000 - \$74,999	627	12.4%	42.7%
\$75,000 - \$99,999	1,069	21.1%	63.9%
\$100,000 or more	1,827	36.1%	100.0%
TOTAL	5,056	100.0%	100.0%
No Answer	474		

Mean Household Size: 2.56



MBTA Surveys: 2008-09

Rapid Transit Survey

Ethnicity of Riders

Expanded Results

ORANGE LINE

Entry Station: Wellington

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	53	1.0%
Black or African-American	283	5.4%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	393	7.5%
White	4,259	81.5%
Other	353	6.8%
Riders who gave at least 1 response	5,224	

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	423	8.0%
No	4,856	92.0%
TOTAL	5,279	100.0%
No Answer	251	



MBTA Surveys: 2008-09

Rapid Transit Survey

Socioeconomic Characteristics

Expanded Results

ORANGE LINE

Entry Station: Sullivan Square

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	24	0.4%	0.4%
19 - 24	425	7.1%	7.5%
25 - 34	1,926	32.0%	39.4%
35 - 44	1,162	19.3%	58.7%
45 - 64	2,075	34.4%	93.2%
65 and Older	411	6.8%	100.0%
TOTAL	6,023	100.0%	100.0%
No Answer	49		

Gender of Riders:	Number of Riders	Percent of Riders
Male	2,005	34.7%
Female	3,774	65.3%
Transgender	0	0.0%
TOTAL	5,778	100.0%
No Answer	293	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	339	6.2%	6.2%
\$20,000 - \$29,999	398	7.3%	13.5%
\$30,000 - \$39,999	548	10.0%	23.5%
\$40,000 - \$49,999	410	7.5%	31.0%
\$50,000 - \$59,999	538	9.8%	40.9%
\$60,000 - \$74,999	655	12.0%	52.9%
\$75,000 - \$99,999	1,014	18.6%	71.4%
\$100,000 or more	1,560	28.6%	100.0%
TOTAL	5,461	100.0%	100.0%
No Answer	610		

Mean Household Size: 2.32



MBTA Surveys: 2008-09

Rapid Transit Survey

Ethnicity of Riders

Expanded Results

ORANGE LINE

Entry Station: Sullivan Square

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	76	1.3%
Black or African-American	407	7.0%
Native Hawaiian or Other Pacific Islander	14	0.2%
Asian	383	6.6%
White	4,715	81.1%
Other	311	5.3%
Riders who gave at least 1 response	5,816	

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	487	8.6%
No	5,202	91.4%
TOTAL	5,689	100.0%
No Answer	383	



MBTA Surveys: 2008-09

Rapid Transit Survey

Socioeconomic Characteristics

Expanded Results

ORANGE LINE

Entry Station: Community College

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	0	0.0%	0.0%
19 - 24	510	19.1%	19.1%
25 - 34	838	31.3%	50.4%
35 - 44	814	30.4%	80.8%
45 - 64	504	18.8%	99.7%
65 and Older	8	0.3%	100.0%
TOTAL	2,674	100.0%	100.0%
No Answer	8		

Gender of Riders:	Number of Riders	Percent of Riders
Male	1,065	41.5%
Female	1,501	58.5%
Transgender	0	0.0%
TOTAL	2,566	100.0%
No Answer	116	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	270	10.2%	10.2%
\$20,000 - \$29,999	286	10.9%	21.1%
\$30,000 - \$39,999	440	16.7%	37.8%
\$40,000 - \$49,999	278	10.6%	48.4%
\$50,000 - \$59,999	88	3.3%	51.7%
\$60,000 - \$74,999	266	10.1%	61.8%
\$75,000 - \$99,999	275	10.4%	72.3%
\$100,000 or more	730	27.7%	100.0%
TOTAL	2,632	100.0%	100.0%
No Answer	51		

Mean Household Size: 2.50



MBTA Surveys: 2008-09

Rapid Transit Survey

Ethnicity of Riders

Expanded Results

ORANGE LINE

Entry Station: Community College

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	54	2.2%
Black or African-American	278	11.1%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	295	11.8%
White	1,761	70.3%
Other	179	7.1%
Riders who gave at least 1 response	2,504	

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	241	9.9%
No	2,192	90.1%
TOTAL	2,433	100.0%
No Answer	249	



MBTA Surveys: 2008-09

Rapid Transit Survey

Socioeconomic Characteristics

Expanded Results

ORANGE LINE

Entry Station: North Station

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	0	0.0%	0.0%
19 - 24	168	4.0%	4.0%
25 - 34	1,029	24.7%	28.7%
35 - 44	909	21.8%	50.5%
45 - 64	1,822	43.7%	94.2%
65 and Older	240	5.8%	100.0%
TOTAL	4,168	100.0%	100.0%
No Answer	33		

Gender of Riders:	Number of Riders	Percent of Riders
Male	1,769	42.9%
Female	2,342	56.8%
Transgender	15	0.4%
TOTAL	4,125	100.0%
No Answer	76	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	124	3.4%	3.4%
\$20,000 - \$29,999	120	3.3%	6.6%
\$30,000 - \$39,999	142	3.9%	10.5%
\$40,000 - \$49,999	360	9.8%	20.3%
\$50,000 - \$59,999	234	6.4%	26.7%
\$60,000 - \$74,999	450	12.3%	39.0%
\$75,000 - \$99,999	607	16.6%	55.6%
\$100,000 or more	1,629	44.4%	100.0%
TOTAL	3,667	100.0%	100.0%
No Answer	534		

Mean Household Size: 2.47



MBTA Surveys: 2008-09

Rapid Transit Survey

Ethnicity of Riders

Expanded Results

ORANGE LINE

Entry Station: North Station

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	26	0.6%
Black or African-American	203	5.0%
Native Hawaiian or Other Pacific Islander	26	0.6%
Asian	244	6.0%
White	3,468	85.7%
Other	135	3.3%
 Riders who gave at least 1 response	 4,048	

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	198	5.0%
No	3,773	95.0%
TOTAL	3,971	100.0%
No Answer	230	



MBTA Surveys: 2008-09

Rapid Transit Survey

Socioeconomic Characteristics

Expanded Results

ORANGE LINE

Entry Station: Haymarket

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	36	1.4%	1.4%
19 - 24	250	9.5%	10.9%
25 - 34	864	32.8%	43.7%
35 - 44	365	13.9%	57.5%
45 - 64	864	32.8%	90.4%
65 and Older	253	9.6%	100.0%
TOTAL	2,633	100.0%	100.0%
No Answer	49		

Gender of Riders:	Number of Riders	Percent of Riders
Male	901	36.1%
Female	1,594	63.9%
Transgender	0	0.0%
TOTAL	2,495	100.0%
No Answer	187	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	197	8.1%	8.1%
\$20,000 - \$29,999	270	11.0%	19.1%
\$30,000 - \$39,999	151	6.2%	25.3%
\$40,000 - \$49,999	233	9.5%	34.8%
\$50,000 - \$59,999	250	10.2%	45.0%
\$60,000 - \$74,999	286	11.7%	56.7%
\$75,000 - \$99,999	394	16.1%	72.8%
\$100,000 or more	664	27.2%	100.0%
TOTAL	2,445	100.0%	100.0%
No Answer	237		

Mean Household Size: 2.10



MBTA Surveys: 2008-09

Rapid Transit Survey

Ethnicity of Riders

Expanded Results

ORANGE LINE

Entry Station: Haymarket

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	36	1.5%
Black or African-American	342	13.8%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	148	6.0%
White	2,015	81.2%
Other	161	6.5%
 Riders who gave at least 1 response	 2,482	

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	263	10.5%
No	2,248	89.5%
TOTAL	2,511	100.0%
No Answer	171	



MBTA Surveys: 2008-09

Rapid Transit Survey

Socioeconomic Characteristics

Expanded Results

ORANGE LINE

Entry Station: State

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	38	1.9%	1.9%
19 - 24	181	9.0%	10.9%
25 - 34	487	24.2%	35.0%
35 - 44	294	14.6%	49.6%
45 - 64	820	40.7%	90.3%
65 and Older	195	9.7%	100.0%
TOTAL	2,015	100.0%	100.0%
No Answer	27		

Gender of Riders:	Number of Riders	Percent of Riders
Male	973	49.9%
Female	978	50.1%
Transgender	0	0.0%
TOTAL	1,951	100.0%
No Answer	91	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	168	9.2%	9.2%
\$20,000 - \$29,999	114	6.3%	15.4%
\$30,000 - \$39,999	72	4.0%	19.4%
\$40,000 - \$49,999	130	7.1%	26.5%
\$50,000 - \$59,999	147	8.0%	34.5%
\$60,000 - \$74,999	296	16.2%	50.7%
\$75,000 - \$99,999	246	13.5%	64.1%
\$100,000 or more	656	35.9%	100.0%
TOTAL	1,829	100.0%	100.0%
No Answer	212		

Mean Household Size: 2.52



MBTA Surveys: 2008-09

Rapid Transit Survey

Ethnicity of Riders

Expanded Results

ORANGE LINE

Entry Station: State

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	13	0.7%
Black or African-American	264	13.7%
Native Hawaiian or Other Pacific Islander	12	0.6%
Asian	93	4.8%
White	1,533	79.5%
Other	102	5.3%
 Riders who gave at least 1 response	 1,928	

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	153	8.2%
No	1,720	91.8%
TOTAL	1,873	100.0%
No Answer	169	



MBTA Surveys: 2008-09

Rapid Transit Survey

Socioeconomic Characteristics

Expanded Results

ORANGE LINE

Entry Station: Downtown Crossing

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	0	0.0%	0.0%
19 - 24	250	7.4%	7.4%
25 - 34	811	23.9%	31.3%
35 - 44	562	16.6%	47.8%
45 - 64	1,360	40.1%	87.9%
65 and Older	411	12.1%	100.0%
TOTAL	3,394	100.0%	100.0%
No Answer	37		

Gender of Riders:	Number of Riders	Percent of Riders
Male	1,734	54.7%
Female	1,436	45.3%
Transgender	0	0.0%
TOTAL	3,169	100.0%
No Answer	262	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	598	19.7%	19.7%
\$20,000 - \$29,999	362	11.9%	31.5%
\$30,000 - \$39,999	212	7.0%	38.5%
\$40,000 - \$49,999	250	8.2%	46.7%
\$50,000 - \$59,999	275	9.0%	55.7%
\$60,000 - \$74,999	324	10.7%	66.4%
\$75,000 - \$99,999	362	11.9%	78.3%
\$100,000 or more	662	21.7%	100.0%
TOTAL	3,044	100.0%	100.0%
No Answer	387		

Mean Household Size: 2.58



MBTA Surveys: 2008-09

Rapid Transit Survey

Ethnicity of Riders

ORANGE LINE

Expanded Results

Entry Station: Downtown Crossing

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	37	1.1%
Black or African-American	523	16.0%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	150	4.6%
White	2,408	73.7%
Other	224	6.9%
Riders who gave at least 1 response	3,269	

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	312	9.8%
No	2,869	90.2%
TOTAL	3,182	100.0%
No Answer	250	



MBTA Surveys: 2008-09

Rapid Transit Survey

Socioeconomic Characteristics

Expanded Results

ORANGE LINE

Entry Station: Chinatown

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	56	2.5%	2.5%
19 - 24	125	5.6%	8.1%
25 - 34	557	24.9%	33.0%
35 - 44	291	13.0%	45.9%
45 - 64	893	39.8%	85.8%
65 and Older	319	14.2%	100.0%
TOTAL	2,242	100.0%	100.0%
No Answer	28		

Gender of Riders:	Number of Riders	Percent of Riders
Male	889	40.9%
Female	1,284	59.1%
Transgender	0	0.0%
TOTAL	2,173	100.0%
No Answer	97	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	432	20.6%	20.6%
\$20,000 - \$29,999	141	6.7%	27.3%
\$30,000 - \$39,999	194	9.2%	36.5%
\$40,000 - \$49,999	153	7.3%	43.8%
\$50,000 - \$59,999	210	10.0%	53.8%
\$60,000 - \$74,999	182	8.6%	62.5%
\$75,000 - \$99,999	141	6.7%	69.2%
\$100,000 or more	647	30.8%	100.0%
TOTAL	2,101	100.0%	100.0%
No Answer	169		

Mean Household Size: 2.37



MBTA Surveys: 2008-09

Rapid Transit Survey

Ethnicity of Riders

Expanded Results

ORANGE LINE

Entry Station: Chinatown

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	85	4.0%
Black or African-American	254	11.9%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	506	23.8%
White	1,228	57.7%
Other	113	5.3%
 Riders who gave at least 1 response	 2,129	

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	113	5.4%
No	1,988	94.6%
TOTAL	2,101	100.0%
No Answer	169	



MBTA Surveys: 2008-09

Rapid Transit Survey

Socioeconomic Characteristics

ORANGE LINE

Expanded Results

Entry Station: New England Medical Center

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	41	1.6%	1.6%
19 - 24	311	12.5%	14.1%
25 - 34	600	24.0%	38.2%
35 - 44	320	12.8%	51.0%
45 - 64	923	37.0%	88.0%
65 and Older	301	12.0%	100.0%
TOTAL	2,497	100.0%	100.0%
No Answer	21		

Gender of Riders:	Number of Riders	Percent of Riders
Male	912	36.8%
Female	1,565	63.2%
Transgender	0	0.0%
TOTAL	2,476	100.0%
No Answer	41	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	591	25.8%	25.8%
\$20,000 - \$29,999	330	14.4%	40.2%
\$30,000 - \$39,999	72	3.2%	43.4%
\$40,000 - \$49,999	41	1.8%	45.2%
\$50,000 - \$59,999	176	7.7%	52.9%
\$60,000 - \$74,999	259	11.3%	64.2%
\$75,000 - \$99,999	156	6.8%	71.0%
\$100,000 or more	665	29.0%	100.0%
TOTAL	2,290	100.0%	100.0%
No Answer	228		

Mean Household Size: 2.22



MBTA Surveys: 2008-09

Rapid Transit Survey

Ethnicity of Riders

Expanded Results

ORANGE LINE

Entry Station: New England Medical Center

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	31	1.3%
Black or African-American	259	10.6%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	465	19.1%
White	1,618	66.4%
Other	114	4.7%
 Riders who gave at least 1 response	 2,434	

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	83	3.6%
No	2,238	96.4%
TOTAL	2,321	100.0%
No Answer	197	



MBTA Surveys: 2008-09

Rapid Transit Survey

Socioeconomic Characteristics

Expanded Results

ORANGE LINE

Entry Station: Back Bay

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	52	0.7%	0.7%
19 - 24	398	5.6%	6.4%
25 - 34	1,441	20.4%	26.8%
35 - 44	1,455	20.6%	47.4%
45 - 64	3,176	45.0%	92.4%
65 and Older	540	7.6%	100.0%
TOTAL	7,062	100.0%	100.0%
No Answer	37		

Gender of Riders:	Number of Riders	Percent of Riders
Male	3,129	46.5%
Female	3,601	53.5%
Transgender	0	0.0%
TOTAL	6,730	100.0%
No Answer	369	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	345	5.3%	5.3%
\$20,000 - \$29,999	145	2.2%	7.5%
\$30,000 - \$39,999	341	5.3%	12.8%
\$40,000 - \$49,999	236	3.6%	16.4%
\$50,000 - \$59,999	454	7.0%	23.4%
\$60,000 - \$74,999	868	13.4%	36.8%
\$75,000 - \$99,999	1,105	17.0%	53.8%
\$100,000 or more	2,999	46.2%	100.0%
TOTAL	6,495	100.0%	100.0%
No Answer	605		

Mean Household Size: 2.30



MBTA Surveys: 2008-09

Rapid Transit Survey

Ethnicity of Riders

Expanded Results

ORANGE LINE

Entry Station: Back Bay

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	91	1.4%
Black or African-American	576	8.6%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	585	8.7%
White	5,300	79.1%
Other	215	3.2%
 Riders who gave at least 1 response	 6,698	

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	271	4.2%
No	6,265	95.8%
TOTAL	6,536	100.0%
No Answer	563	



MBTA Surveys: 2008-09

Rapid Transit Survey

Socioeconomic Characteristics

Expanded Results

ORANGE LINE

Entry Station: Massachusetts Ave.

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	24	0.9%	0.9%
19 - 24	619	22.6%	23.4%
25 - 34	739	27.0%	50.4%
35 - 44	357	13.0%	63.5%
45 - 64	788	28.7%	92.2%
65 and Older	214	7.8%	100.0%
TOTAL	2,740	100.0%	100.0%
No Answer	48		

Gender of Riders:	Number of Riders	Percent of Riders
Male	1,169	43.4%
Female	1,524	56.6%
Transgender	0	0.0%
TOTAL	2,693	100.0%
No Answer	95	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	642	25.9%	25.9%
\$20,000 - \$29,999	190	7.7%	33.6%
\$30,000 - \$39,999	191	7.7%	41.3%
\$40,000 - \$49,999	166	6.7%	48.0%
\$50,000 - \$59,999	191	7.7%	55.7%
\$60,000 - \$74,999	239	9.6%	65.3%
\$75,000 - \$99,999	262	10.6%	75.9%
\$100,000 or more	598	24.1%	100.0%
TOTAL	2,479	100.0%	100.0%
No Answer	309		

Mean Household Size: 2.26



MBTA Surveys: 2008-09

Rapid Transit Survey

Ethnicity of Riders

Expanded Results

ORANGE LINE

Entry Station: Massachusetts Ave.

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	48	2.0%
Black or African-American	334	13.7%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	119	4.9%
White	1,883	77.5%
Other	119	4.9%
 Riders who gave at least 1 response	 2,431	

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	286	10.8%
No	2,359	89.2%
TOTAL	2,645	100.0%
No Answer	143	



MBTA Surveys: 2008-09

Rapid Transit Survey

Socioeconomic Characteristics

Expanded Results

ORANGE LINE

Entry Station: Ruggles

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	188	4.3%	4.3%
19 - 24	1,354	30.6%	34.9%
25 - 34	811	18.4%	53.3%
35 - 44	661	15.0%	68.2%
45 - 64	1,282	29.0%	97.2%
65 and Older	122	2.8%	100.0%
TOTAL	4,418	100.0%	100.0%
No Answer	59		

Gender of Riders:	Number of Riders	Percent of Riders
Male	1,497	35.2%
Female	2,730	64.1%
Transgender	32	0.7%
TOTAL	4,259	100.0%
No Answer	218	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	1,014	24.9%	24.9%
\$20,000 - \$29,999	277	6.8%	31.7%
\$30,000 - \$39,999	350	8.6%	40.2%
\$40,000 - \$49,999	501	12.3%	52.5%
\$50,000 - \$59,999	562	13.8%	66.3%
\$60,000 - \$74,999	420	10.3%	76.6%
\$75,000 - \$99,999	449	11.0%	87.6%
\$100,000 or more	505	12.4%	100.0%
TOTAL	4,078	100.0%	100.0%
No Answer	399		

Mean Household Size: 2.73



MBTA Surveys: 2008-09

Rapid Transit Survey

Ethnicity of Riders

Expanded Results

ORANGE LINE

Entry Station: Ruggles

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	63	1.5%
Black or African-American	1,298	30.8%
Native Hawaiian or Other Pacific Islander	27	0.7%
Asian	313	7.4%
White	2,491	59.1%
Other	213	5.1%
 Riders who gave at least 1 response	 4,213	

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	397	9.3%
No	3,867	90.7%
TOTAL	4,264	100.0%
No Answer	213	



MBTA Surveys: 2008-09

Rapid Transit Survey

Socioeconomic Characteristics

Expanded Results

ORANGE LINE

Entry Station: Roxbury Crossing

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	34	1.4%	1.4%
19 - 24	508	20.5%	21.9%
25 - 34	814	32.9%	54.7%
35 - 44	307	12.4%	67.1%
45 - 64	705	28.5%	95.6%
65 and Older	109	4.4%	100.0%
TOTAL	2,477	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	1,075	47.4%
Female	1,192	52.6%
Transgender	0	0.0%
TOTAL	2,267	100.0%
No Answer	210	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	318	13.7%	13.7%
\$20,000 - \$29,999	202	8.7%	22.4%
\$30,000 - \$39,999	185	7.9%	30.3%
\$40,000 - \$49,999	332	14.3%	44.6%
\$50,000 - \$59,999	193	8.3%	52.9%
\$60,000 - \$74,999	449	19.3%	72.2%
\$75,000 - \$99,999	265	11.4%	83.6%
\$100,000 or more	382	16.4%	100.0%
TOTAL	2,326	100.0%	100.0%
No Answer	151		

Mean Household Size: 2.57



MBTA Surveys: 2008-09

Rapid Transit Survey

Ethnicity of Riders

Expanded Results

ORANGE LINE

Entry Station: Roxbury Crossing

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	63	2.7%
Black or African-American	811	34.8%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	151	6.5%
White	1,204	51.7%
Other	205	8.8%
 Riders who gave at least 1 response	 2,329	

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	356	15.2%
No	1,986	84.8%
TOTAL	2,342	100.0%
No Answer	135	



MBTA Surveys: 2008-09

Rapid Transit Survey

Socioeconomic Characteristics

Expanded Results

ORANGE LINE

Entry Station: Jackson Square

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	24	0.7%	0.7%
19 - 24	572	16.6%	17.2%
25 - 34	933	27.0%	44.2%
35 - 44	691	20.0%	64.2%
45 - 64	1,167	33.8%	98.0%
65 and Older	68	2.0%	100.0%
TOTAL	3,454	100.0%	100.0%
No Answer	58		

Gender of Riders:	Number of Riders	Percent of Riders
Male	967	28.5%
Female	2,429	71.5%
Transgender	0	0.0%
TOTAL	3,396	100.0%
No Answer	116	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	572	18.5%	18.5%
\$20,000 - \$29,999	259	8.4%	26.9%
\$30,000 - \$39,999	384	12.5%	39.4%
\$40,000 - \$49,999	643	20.9%	60.3%
\$50,000 - \$59,999	245	7.9%	68.2%
\$60,000 - \$74,999	334	10.8%	79.0%
\$75,000 - \$99,999	357	11.6%	90.6%
\$100,000 or more	289	9.4%	100.0%
TOTAL	3,083	100.0%	100.0%
No Answer	429		

Mean Household Size: 2.75



MBTA Surveys: 2008-09

Rapid Transit Survey

Ethnicity of Riders

Expanded Results

ORANGE LINE

Entry Station: Jackson Square

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	34	1.0%
Black or African-American	1,514	46.0%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	58	1.8%
White	1,072	32.6%
Other	670	20.4%
Riders who gave at least 1 response	3,290	

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	718	22.4%
No	2,491	77.6%
TOTAL	3,209	100.0%
No Answer	303	



MBTA Surveys: 2008-09

Rapid Transit Survey

Socioeconomic Characteristics

Expanded Results

ORANGE LINE

Entry Station: Stony Brook

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	0	0.0%	0.0%
19 - 24	221	9.1%	9.1%
25 - 34	1,171	48.4%	57.5%
35 - 44	375	15.5%	73.0%
45 - 64	611	25.3%	98.3%
65 and Older	41	1.7%	100.0%
TOTAL	2,419	100.0%	100.0%
No Answer	21		

Gender of Riders:	Number of Riders	Percent of Riders
Male	873	38.8%
Female	1,377	61.2%
Transgender	0	0.0%
TOTAL	2,250	100.0%
No Answer	189	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	165	7.1%	7.1%
\$20,000 - \$29,999	123	5.3%	12.4%
\$30,000 - \$39,999	103	4.4%	16.8%
\$40,000 - \$49,999	354	15.3%	32.1%
\$50,000 - \$59,999	103	4.4%	36.5%
\$60,000 - \$74,999	318	13.7%	50.3%
\$75,000 - \$99,999	487	21.0%	71.3%
\$100,000 or more	667	28.7%	100.0%
TOTAL	2,321	100.0%	100.0%
No Answer	118		

Mean Household Size: 2.48



MBTA Surveys: 2008-09

Rapid Transit Survey

Ethnicity of Riders

Expanded Results

ORANGE LINE

Entry Station: Stony Brook

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	21	0.9%
Black or African-American	216	9.4%
Native Hawaiian or Other Pacific Islander	0	0.0%
Asian	82	3.6%
White	1,849	80.9%
Other	180	7.9%
 Riders who gave at least 1 response	 2,285	

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	159	7.0%
No	2,121	93.0%
TOTAL	2,280	100.0%
No Answer	159	



MBTA Surveys: 2008-09

Rapid Transit Survey

Socioeconomic Characteristics

Expanded Results

ORANGE LINE

Entry Station: Green Street

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	19	0.8%	0.8%
19 - 24	227	9.2%	9.9%
25 - 34	806	32.5%	42.5%
35 - 44	631	25.5%	68.0%
45 - 64	684	27.6%	95.6%
65 and Older	110	4.4%	100.0%
TOTAL	2,476	100.0%	100.0%
No Answer	0		

Gender of Riders:	Number of Riders	Percent of Riders
Male	947	39.8%
Female	1,432	60.2%
Transgender	0	0.0%
TOTAL	2,378	100.0%
No Answer	98	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	87	3.8%	3.8%
\$20,000 - \$29,999	92	4.1%	7.9%
\$30,000 - \$39,999	150	6.6%	14.5%
\$40,000 - \$49,999	199	8.7%	23.2%
\$50,000 - \$59,999	176	7.7%	30.9%
\$60,000 - \$74,999	293	12.9%	43.8%
\$75,000 - \$99,999	444	19.5%	63.3%
\$100,000 or more	836	36.7%	100.0%
TOTAL	2,277	100.0%	100.0%
No Answer	199		

Mean Household Size: 2.42



MBTA Surveys: 2008-09

Rapid Transit Survey

Ethnicity of Riders

Expanded Results

ORANGE LINE

Entry Station: Green Street

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	26	1.1%
Black or African-American	239	10.2%
Native Hawaiian or Other Pacific Islander	17	0.7%
Asian	101	4.3%
White	1,881	80.1%
Other	148	6.3%
 Riders who gave at least 1 response	 2,349	

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	195	8.5%
No	2,108	91.5%
TOTAL	2,303	100.0%
No Answer	173	



MBTA Surveys: 2008-09

Rapid Transit Survey

Socioeconomic Characteristics

Expanded Results

ORANGE LINE

Entry Station: Forest Hills

Age of Riders:	Number of Riders	Percent of Riders	Cumulative Percentage
18 and Under	60	0.6%	0.6%
19 - 24	759	7.3%	7.8%
25 - 34	2,801	26.8%	34.6%
35 - 44	2,315	22.1%	56.8%
45 - 64	3,899	37.3%	94.0%
65 and Older	623	6.0%	100.0%
TOTAL	10,456	100.0%	100.0%
No Answer	141		

Gender of Riders:	Number of Riders	Percent of Riders
Male	3,683	36.8%
Female	6,336	63.2%
Transgender	0	0.0%
TOTAL	10,019	100.0%
No Answer	579	

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	664	6.9%	6.9%
\$20,000 - \$29,999	642	6.7%	13.6%
\$30,000 - \$39,999	631	6.6%	20.1%
\$40,000 - \$49,999	821	8.5%	28.7%
\$50,000 - \$59,999	1,182	12.3%	41.0%
\$60,000 - \$74,999	1,379	14.3%	55.3%
\$75,000 - \$99,999	1,638	17.0%	72.3%
\$100,000 or more	2,659	27.7%	100.0%
TOTAL	9,615	100.0%	100.0%
No Answer	983		

Mean Household Size: 2.58



MBTA Surveys: 2008-09

Rapid Transit Survey

Ethnicity of Riders

Expanded Results

ORANGE LINE

Entry Station: Forest Hills

Self-Identified Race:	Number of Responses	Percent of Responses
American Indian/Alaskan Native	108	1.1%
Black or African-American	2,806	27.9%
Native Hawaiian or Other Pacific Islander	26	0.3%
Asian	422	4.2%
White	6,390	63.6%
Other	508	5.1%
Riders who gave at least 1 response	10,051	

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	689	7.0%
No	9,172	93.0%
TOTAL	9,861	100.0%
No Answer	737	



Usage Rates and Fare Types

The data in this chapter show how frequently Orange Line riders used the service. They also show how riders paid their fares and how frequently the users of each fare type rode the line.

The tables (at the end of the chapter) present data by station. For each station, 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 Orange Line; the second shows their weekend use patterns. The third table shows how many riders used each fare type and how often the users of each fare type rode the Orange Line. The data for each station 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 Orange Line as a whole. It includes tables and discussion.

12.1 NUMBER OF DAYS USED PER WEEK

12.1.1 DESCRIPTION OF TABLE

The first table for each station summarizes the results of survey question 11, which asked how many days a week riders used the Orange Line. Nine check-off boxes were provided on the survey form: one for each possible number of days per week, plus “less than 1 day” and “I’m only visiting Boston.” For each usage level, the table shows the number and percent of riders; it also gives the cumulative percentages that result as one adds each category of user to the ones preceding it in the table.

12.1.2 OVERVIEW OF RESULTS

At every station along the Orange Line, the most common reported usage frequency was five days per week. Those reporting usage rates other than five days could have reported either more frequent or less frequent use. Some of those who checked six- or seven-day use also indicated that they used weekend service on one or both days occasionally rather than regularly, which would put their average usage closer to five days. Therefore, comparisons of reported

usage of five or more days provide a better picture of usage frequency than comparisons of five-day usage alone.

North Side

For the north side stations overall, 77% of the riders reported usage rates of five or more days per week. These combined rates ranged from 77% to 83% at all stations except Community College (63%) and State (55%). State had an unusually large percentage of less-than-one-day-per-week users (15%) compared with 1% to 6% at the other north side stations. Many of the “less than 1 day” riders at State were making trips for work-based or home-based errands with one end in downtown Boston. Visitors accounted for under 2% of the riders at every north side station except State (3%).

South Side

For the south side stations overall, 71% of the riders reported usage rates of five or more days per week. These combined rates ranged from 66% to 84% at stations from Back Bay through Forest Hills. However, at the three innermost stations, Downtown Crossing through New England Medical Center, only 50% to 53% of riders used the Orange Line five or more days per week. At these three stations, usage rates of less than one day per week were reported by 13% to 14% of entering riders compared with 8% at Back Bay, 9% at Massachusetts Avenue, and 3% to 5% at all other south side stations. Visitors accounted for under 2% of the riders at each south side station.

12.2 WEEKEND USAGE

12.2.1 DESCRIPTION OF TABLE

The weekend usage table for each station summarizes the results of survey question 12, which asked how frequently riders used the Orange Line on Saturdays and Sundays. For each weekend day, riders could check one of three frequency-of-use categories: regularly, occasionally, or not at all.

In the table, Sunday usage categories are displayed across the top of the table, and Saturday down the left side. The table cells show cross-tabulated data for Saturdays and Sundays. For example, the cells in the first data row show the numbers and percentages of Sunday riders, by usage category, who used the Orange Line regularly on Saturday. Likewise, the cells in the first data column show the numbers and percentages of Saturday riders, by usage category, who used the Orange Line regularly on Sunday.

The far-right column shows the total numbers and percentages of Saturday riders by usage category, and the bottom row shows the same for Sunday. These totals reflect only riders who described their usage for both Saturday and Sunday.

12.2.2 OVERVIEW OF RESULTS

North side

For north side stations overall, the most common weekend usage pattern was occasional use on both Saturday and Sunday, at 48%. This was also the most common pattern at all but two individual stations. At North Station, where the majority of the entering riders transferred from commuter rail, the largest group (47%) did not use the Orange Line at all on weekends, but 39% used it occasionally on both weekend days. At State, riders who did not use the Orange Line at all on weekends were a slightly larger group than occasional Saturday and Sunday users (42% versus 40%). For the rest of the stations, not using the line on the weekend was the second-most-common answer. Riding regularly on both days was the third-most-common result at most stations. Malden (19%) and Haymarket (15%) had higher percentages than the other north side stations had of riders using the Orange Line on both Saturday and Sunday.

Few people at any north side station used the line regularly on Saturday but not at all on Sunday, and vice versa.

South Side

For south side stations overall, the most common weekend usage pattern was occasional use on both Saturday and Sunday, at 48% (the same as at north side stations). This was also the most common pattern at each individual south side station, ranging from 39% at Downtown Crossing to 61% at Green Street. Non-use on both Saturday and Sunday was the second-most-common pattern overall (23%). However, at Green Street, Stony Brook, Roxbury Crossing, and Massachusetts Avenue, regular use on both Saturday and Sunday was the second-most-common pattern, followed by non-use on weekends. Other common pairs of weekend usage were regular use on Saturday paired with occasional use on Sunday, and occasional use on Saturday paired with no use on Sunday.

12.3 FARE TYPES AND PASS USAGE

12.3.1 DESCRIPTION OF TABLE

The third table for each station, on a separate page, presents three data points for each fare type: the number of riders using the fare type, the percentage of riders using the fare type, and the number of days per week that the riders using each fare type rode the Orange Line.

The first two columns are based on the results of survey question 7: “What type of fare did you pay for this rapid transit trip?” Ten check-off choices were provided, including “other” with space for write-ins. Riders using commuter rail monthly passes could also write in the zone number. The data in the third column are based on the assumption that each rider used the fare payment type

reported in question 7 on the same number of days per week that the rider reported using the Orange Line in question 11.

12.3.2 OVERVIEW OF RESULTS

Mix of Fare Types

North Side

At each of the north side stations, the most common fare payment type was some form of monthly pass. These were reported by 55% to 75% of the riders entering each station, with an overall average of 69%. The monthly LinkPass (subway and bus) was the most commonly used, at 53% overall. However, at North Station, where the majority of riders transferred from commuter rail, 63% used commuter rail Zone passes, and 12% used other types of monthly passes. At Haymarket, where many of the riders transferred from MBTA express buses, 16% of entering riders used Inner Express Bus Passes, 33% used monthly Link passes, and 10% used other types of passes. After monthly passes, the most common type of fare payment was the plastic CharlieCard, at 21% overall and a range of 15% to 27%.

Pay-per-ride reduced fares were third in volume overall, at just over 4%. Almost two-thirds of these were reported by senior citizens and most of the rest by passengers with disabilities. Very few responses were received from students paying half fare. Seniors and riders with disabilities were almost twice as likely to pay for single rides as to use reduced-fare monthly passes.

The fourth-most-common fare type was the 7-Day LinkPass, at just under 4% overall, ranging from 2% to 7% of the total usage. Purchasing four 7-Day LinkPasses (for 28 days) costs one dollar more than a monthly LinkPass, but riders that purchase passes in this way gain flexibility to match their weekly schedules to their passes and are able to spread the cost over four payments instead of one.

Very few riders reported using any of the other fare payment types listed on the survey form. These included the paper pay-per-ride CharlieTicket, Blind Access Card, and 1-Day LinkPass. No one reported using the free fare for a child under 12 to access north side Orange Line stations, though it is likely some such riders were traveling with adults who did fill out survey forms.

South Side

The mix of fare payment types at south side stations was similar to that at north side stations. Overall, 65% used some form of monthly pass, with a range of 48% to 75%. The monthly LinkPass was most common, at 49% overall. However, at Back Bay station, where almost half the entering riders transferred from commuter rail, 45% of the total used commuter rail Zone passes, and 25% used the LinkPass. After monthly passes, the most common fare payment type was the plastic CharlieCard, at 21% overall and a range of 17% to 28%.

Pay-per-ride reduced fares were third in volume overall, at over 7%. Almost two-thirds of these were reported by senior citizens and most of the rest by passengers with disabilities. Very few responses were received from students paying half fares. Seniors and riders with disabilities were three to four times as likely to pay for single rides as to use reduced-fare monthly passes.

The fourth-most-common fare type was the 7-Day LinkPass, at over 4% overall, ranging from 1% to 8% of the total usage. Very few riders reported using any other fare types.

Usage Rates by Fare Type

As discussed above, the final column of the Fare Types and Pass Usage table shows the average number of days per week that riders reporting use of each fare type used the Orange Line.

As discussed above, the final column of the Fare Types and Pass Usage table shows the average number of days per week that riders reporting use of each fare type used the Orange Line.

Pay-per-Ride CharlieCard

The CharlieCard, a plastic card containing a radio-frequency identification (RFID) chip, was launched in 2006. The user can simply tap the pass on a reader to pay a fare. At the time of the survey, users of the CharlieCard paid 15% less per ride than those who used the paper CharlieTicket (\$1.70 versus \$2.00). Using the CharlieCard also took less time than paying using a CharlieTicket.

North Side

At north side stations overall, CharlieCard users rode the Orange Line an average of 3.9 days per week. This ranged from 3.3 days at Community College to 4.3 days at Malden.

South Side

At south side stations overall, CharlieCard users rode the Orange Line an average of 3.7 days per week. This ranged from 2.8 days at Downtown Crossing to 5.1 days at Jackson Square.

Pay-per-Ride CharlieTicket

The CharlieTicket, a paper ticket with a magnetic strip, has been in use since early 2005. At the time of the survey, the cost per ride on rapid transit lines was \$2.00 using a CharlieTicket, compared with \$1.70 using a CharlieCard.

North Side

At north side stations overall, CharlieTicket users rode the Orange Line an average of 2.9 days per week. This ranged from 1.8 days at North Station to 4.0 days at Community College.

South Side

At south side stations overall, CharlieTicket users rode the Orange Line an average of 3.6 days per week. This ranged from 1.3 days at Chinatown to 5.7 days at Roxbury Crossing.

Monthly Pass

Monthly pass users generally have higher usage rates than passengers making the same trips using other fare payment types.

North Side

For all monthly pass types combined, the average usage rate was 5.0 days per week. This ranged from 4.4 days at Haymarket to 5.2 days at Malden. Passengers using the Orange Line as the final link on trips within downtown Boston often had the option of walking instead. Riders using monthly commuter rail Zone or Inner Express Bus Passes used the Orange Line an average of 4.8 days per week. For Boat Pass holders, the average Orange Line use was 4.7 days, and for Outer Express Bus pass holders it was 3.3 days. Monthly LinkPass users rode the Orange Line an average of 5.1 days per week. The reported average usage rates for reduced-fare monthly passes were 5.8 days for students, 4.8 days for seniors, and 5.1 days for riders with disabilities.

South Side

For all monthly pass types combined, the average usage rate was 5.0 days per week. This ranged from 4.3 days at Downtown Crossing to 5.8 days at Stony Brook. Riders using monthly commuter rail Zone passes used the Orange Line an average of 4.5 days per week. For Boat Pass holders the average Orange Line use was 5.0 days, and for Inner Express Bus Pass holders it was 4.8 days. Monthly LinkPass users rode the Orange Line an average of 5.1 days per week. The reported average usage rates for reduced-fare monthly passes were 5.7 days for students, 5.2 days for seniors, and 3.8 days for riders with disabilities.

Full Cash Fare On-Board Trolley

The standard table format includes a row for this fare payment method, but it is applicable only to trips beginning at Green Line surface stops or stations on the Mattapan High-Speed Line.

Reduced Fare

This category includes pay-per-ride reduced fares for students from age 12 through high school, for seniors (age 65 and over), and for passengers with disabilities. Monthly passes for riders eligible for reduced fares are included in the monthly pass summaries.

North Side

The reported average usage rates for pay-per-ride reduced-fares were 3.5 days for students, 2.9 days for seniors, and 4.6 days for riders with disabilities.

South Side

The reported average usage rates for pay-per-ride reduced-fares were 4.6 days for students, 3.0 days for seniors, and 4.7 days for riders with disabilities.

Child Under Age 12 Free Fare

No surveys were returned either from north side stations or from south side stations for passengers using this fare type. However, there were probably some children traveling with adults who did fill out surveys.

Blind Access Card

Only two survey forms were returned by Orange Line passengers using this fare type. One entering at Malden reported using the Orange Line 7.0 days per week, and one entering at Wellington reported using the Orange Line 5.0 days per week.

1-Day LinkPass

Only two survey forms were returned by Orange Line passengers using this fare type. One entering at Malden did not specify, a use rate. One entering at Downtown Crossing reported using the Orange Line 3.0 days per week (presumably getting a new pass each day.)

7-Day LinkPass

North Side

At most north side stations, the 7-Day LinkPass had a higher reported average usage rate than any other fare type. The overall average usage of the 7-Day LinkPass at these stations was 5.6 days, ranging from 4.5 days per week at Community College to 6.1 days per week at Wellington and North Stations.

South Side

At most south side stations, the 7-Day LinkPass was among the fare types with the highest usage rates. The overall average usage of the 7-Day LinkPass at these stations was 5.4 days, ranging from 3.5 days per week at Chinatown to 6.3 days per week at Jackson Square. These results were based on small numbers of actual survey returns. Although the average usage at Chinatown was lower than the level at which a 7-Day LinkPass would result in a lower cost per ride than a Charlie Card, some of the respondents may have used their passes to make transit trips that did not involve the Orange Line on other days.

Other

Very few surveys reported a payment type not listed on the survey form. The write-in fare types were mostly MBTA employee passes or MBTA retiree passes. The usage rates averaged 3.4 to 5.0 days per week at north side stations and 5.0 to 7.0 days per week at south side stations.

*This chapter's tables begin
on the following page.*



MBTA Surveys: 2008-09

Rapid Transit Survey

Usage Rates

Expanded Results

ORANGE LINE

Entry Station: Oak Grove

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	58	1.2%	1.2%
One Day	46	0.9%	2.1%
Two Days	141	2.8%	4.9%
Three Days	237	4.7%	9.6%
Four Days	414	8.3%	17.9%
Five Days	3,655	73.3%	91.2%
Six Days	265	5.3%	96.5%
Seven Days	159	3.2%	99.7%
Only Visiting	14	0.3%	100.0%
TOTAL	4,989	100.0%	100.0%
No Answer	24		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	192 4.0%	136 2.9%	23 0.5%	39	351 7.4%
Occasionally	26 0.6%	2,599 54.6%	401 8.4%	168	3,027 63.6%
Not at all	17 0.4%	18 0.4%	1,345 28.3%	26	1,380 29.0%
No Answer	8	0	0	12	
Sunday Total	235 5.0%	2,753 57.9%	1,769 37.2%		4,757 *

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

Fare Types and Pass Usage
ORANGE LINE

Expanded Results

Entry Station: Oak Grove

Usage Rates by Fare Type:
Fare Payment Type

	Number of Riders	Percent of Riders	Avg. No. of Days Line Used/Wk.
Pay-per-ride CharlieCard (plastic)	955	19.2%	4.1
Pay-per-ride CharlieTicket (paper)	55	1.1%	3.7
Monthly pass	3,761	75.5%	5.0
Full cash fare on-board trolley	0	0.0%	0.0
Reduced fare	120	2.4%	3.4
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	108	2.2%	3.1
<i>Disability</i>	12	0.2%	6.0
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	73	1.5%	5.8
Other	14	0.3%	5.0
No Fare Payment Type Selected	31		
All Payment Types	4,980	100.0%	4.8

Monthly Pass Users
by Type of Pass:
Pass Type

	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
Link (Subway + Bus)	3,480	69.9%	5.0
Zone	201	4.0%	4.9
Boat	0	0.0%	0.0
Inner Express Bus	14	0.3%	3.3
Outer Express Bus	6	0.1%	5.0
Student	14	0.3%	5.6
Senior	29	0.6%	3.7
Disability	8	0.2%	5.0
No Pass Selected	8	0.2%	5.0
Total Riders Using Monthly Passes	3,761	75.5%	5.0

Zones Reported by
Users of Zone Passes:
Zone

	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
1A	90	1.8%	5.2
1	51	1.0%	4.5
2	48	1.0%	5.0
3	0	0.0%	0.0
4	0	0.0%	0.0
5	6	0.1%	5.0
6	0	0.0%	0.0
7	6	0.1%	4.0
8	0	0.0%	0.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	201	4.0%	4.9



MBTA Surveys: 2008-09

Rapid Transit Survey

Usage Rates

Expanded Results

ORANGE LINE

Entry Station: Malden

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	116	2.5%	2.5%
One Day	48	1.0%	3.5%
Two Days	213	4.5%	7.9%
Three Days	261	5.5%	13.4%
Four Days	233	4.9%	18.3%
Five Days	2,611	55.0%	73.3%
Six Days	643	13.5%	86.9%
Seven Days	624	13.1%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	4,749	100.0%	100.0%
No Answer	4,441		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	761 18.6%	272 6.6%	65 1.6%	110	1,098 26.8%
Occasionally	62 1.5%	1,924 47.0%	193 4.7%	382	2,179 53.2%
Not at all	0 0.0%	17 0.4%	801 19.6%	113	819 20.0%
No Answer	17	0	31	4,441	
Sunday Total	823 20.1%	2,213 54.0%	1,059 25.9%		4,096 *

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

Fare Types and Pass Usage
ORANGE LINE

Expanded Results

Entry Station: Malden

Usage Rates by Fare Type:

Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Line Used/Wk.
Pay-per-ride CharlieCard (plastic)	1,379	15.0%	4.2
Pay-per-ride CharlieTicket (paper)	102	1.1%	3.0
Monthly pass	6,675	72.6%	5.2
Full cash fare on-board trolley	0	0.0%	0.0
Reduced fare	469	5.1%	3.6
<i>Student</i>	51	0.6%	3.5
<i>Senior</i>	213	2.3%	2.4
<i>Disability</i>	171	1.9%	5.1
<i>No Reduced Fare Selected</i>	34	0.4%	3.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	17	0.2%	7.0
1-Day LinkPass	17	0.2%	0.0
7-Day LinkPass	514	5.6%	5.5
Other	17	0.2%	0.0
No Fare Payment Type Selected	0		
All Payment Types	9,191	100.0%	5.0

Monthly Pass Users by Type of Pass:

Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
Link (Subway + Bus)	5,765	62.7%	5.2
Zone	477	5.2%	5.2
Boat	0	0.0%	0.0
Inner Express Bus	48	0.5%	6.0
Outer Express Bus	0	0.0%	0.0
Student	17	0.2%	0.0
Senior	258	2.8%	5.4
Disability	110	1.2%	6.4
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	6,675	72.6%	5.2

Zones Reported by Users of Zone Passes:

Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
1A	144	1.6%	4.8
1	48	0.5%	6.0
2	134	1.5%	5.0
3	34	0.4%	0.0
4	34	0.4%	5.0
5	0	0.0%	0.0
6	17	0.2%	0.0
7	65	0.7%	5.6
8	0	0.0%	0.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	477	5.2%	5.2



MBTA Surveys: 2008-09

Rapid Transit Survey

Usage Rates

Expanded Results

ORANGE LINE

Entry Station: Wellington

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	216	3.9%	3.9%
One Day	195	3.6%	7.5%
Two Days	221	4.0%	11.5%
Three Days	281	5.1%	16.6%
Four Days	291	5.3%	21.9%
Five Days	3,739	68.1%	90.0%
Six Days	256	4.7%	94.7%
Seven Days	279	5.1%	99.7%
Only Visiting	14	0.3%	100.0%
TOTAL	5,492	100.0%	100.0%
No Answer	39		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	311 6.2%	132 2.6%	70 1.4%	128	513 10.2%
Occasionally	51 1.0%	2,003 39.9%	504 10.0%	279	2,558 50.9%
Not at all	0 0.0%	37 0.7%	1,915 38.1%	23	1,952 38.9%
No Answer	0	26	12	39	
Sunday Total	362 7.2%	2,173 43.2%	2,489 49.5%		5,024 *

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



MBTA Surveys: 2008-09

Rapid Transit Survey

Fare Types and Pass Usage

ORANGE LINE

Expanded Results

Entry Station: Wellington

Usage Rates by Fare Type:

Fare Payment Type

	Number of Riders	Percent of Riders	Avg. No. of Days Line Used/Wk.
Pay-per-ride CharlieCard (plastic)	1,487	26.9%	3.8
Pay-per-ride CharlieTicket (paper)	139	2.5%	3.1
Monthly pass	3,546	64.1%	4.9
Full cash fare on-board trolley	0	0.0%	0.0
Reduced fare	165	3.0%	3.5
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	142	2.6%	3.3
<i>Disability</i>	23	0.4%	5.0
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	12	0.2%	5.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	156	2.8%	6.1
Other	26	0.5%	3.4
No Fare Payment Type Selected	0		
All Payment Types	5,530	100.0%	4.6

Monthly Pass Users

by Type of Pass:

Pass Type

	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
Link (Subway + Bus)	3,256	58.9%	5.0
Zone	160	2.9%	3.5
Boat	0	0.0%	0.0
Inner Express Bus	26	0.5%	2.1
Outer Express Bus	23	0.4%	0.8
Student	0	0.0%	0.0
Senior	53	1.0%	5.8
Disability	14	0.3%	7.0
No Pass Selected	14	0.3%	5.0
Total Riders Using Monthly Passes	3,546	64.1%	4.9

Zones Reported by

Users of Zone Passes:

Zone

	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
1A	37	0.7%	4.2
1	23	0.4%	4.5
2	74	1.3%	3.3
3	0	0.0%	0.0
4	14	0.3%	1.0
5	0	0.0%	0.0
6	12	0.2%	3.0
7	0	0.0%	0.0
8	0	0.0%	0.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	160	2.9%	3.5



MBTA Surveys: 2008-09

Rapid Transit Survey

Usage Rates

Expanded Results

ORANGE LINE

Entry Station: Sullivan Square

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	225	3.7%	3.7%
One Day	97	1.6%	5.3%
Two Days	208	3.4%	8.7%
Three Days	339	5.6%	14.3%
Four Days	362	6.0%	20.3%
Five Days	3,554	58.7%	79.0%
Six Days	659	10.9%	89.9%
Seven Days	542	8.9%	98.8%
Only Visiting	73	1.2%	100.0%
TOTAL	6,059	100.0%	100.0%
No Answer	14		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	653 11.7%	266 4.8%	14 0.2%	152	932 16.7%
Occasionally	0 0.0%	2,878 51.5%	327 5.8%	252	3,205 57.3%
Not at all	0 0.0%	27 0.5%	1,427 25.5%	14	1,455 26.0%
No Answer	0	24	0	38	
Sunday Total	653 11.7%	3,171 56.7%	1,768 31.6%		5,592 *

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



MBTA Surveys: 2008-09

Rapid Transit Survey

Fare Types and Pass Usage

ORANGE LINE

Expanded Results

Entry Station: Sullivan Square

Usage Rates by Fare Type:

Fare Payment Type

	Number of Riders	Percent of Riders	Avg. No. of Days Line Used/Wk.
Pay-per-ride CharlieCard (plastic)	1,322	21.8%	4.0
Pay-per-ride CharlieTicket (paper)	124	2.0%	2.8
Monthly pass	4,096	67.5%	5.1
Full cash fare on-board trolley	0	0.0%	0.0
Reduced fare	284	4.7%	4.2
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	208	3.4%	3.3
<i>Disability</i>	76	1.3%	6.3
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	232	3.8%	5.4
Other	14	0.2%	5.0
No Fare Payment Type Selected	0		
All Payment Types	6,072	100.0%	4.8

Monthly Pass Users

by Type of Pass:

Pass Type

	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
Link (Subway + Bus)	3,775	62.2%	5.1
Zone	141	2.3%	4.4
Boat	0	0.0%	0.0
Inner Express Bus	27	0.5%	5.0
Outer Express Bus	41	0.7%	5.0
Student	0	0.0%	0.0
Senior	111	1.8%	5.0
Disability	0	0.0%	0.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	4,096	67.5%	5.1

Zones Reported by

Users of Zone Passes:

Zone

	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
1A	76	1.3%	4.0
1	0	0.0%	0.0
2	27	0.5%	4.5
3	38	0.6%	5.0
4	0	0.0%	0.0
5	0	0.0%	0.0
6	0	0.0%	0.0
7	0	0.0%	0.0
8	0	0.0%	0.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	141	2.3%	4.4



MBTA Surveys: 2008-09

Rapid Transit Survey

Usage Rates

ORANGE LINE

Expanded Results

Entry Station: Community College

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	108	4.0%	4.0%
One Day	0	0.0%	4.0%
Two Days	71	2.6%	6.7%
Three Days	394	14.7%	21.4%
Four Days	420	15.7%	37.1%
Five Days	1,149	43.0%	80.1%
Six Days	266	10.0%	90.0%
Seven Days	266	10.0%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	2,674	100.0%	100.0%
No Answer	8		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	283 12.1%	116 5.0%	0 0.0%	54	399 17.1%
Occasionally	54 2.3%	1,232 52.8%	62 2.7%	278	1,348 57.8%
Not at all	0 0.0%	0 0.0%	586 25.1%	0	586 25.1%
No Answer	0	8	0	8	
Sunday Total	337 14.4%	1,348 57.8%	649 27.8%		2,334 *

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

Fare Types and Pass Usage
ORANGE LINE

Expanded Results

Entry Station: Community College

Usage Rates by Fare Type: Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Line Used/Wk.
Pay-per-ride CharlieCard (plastic)	615	22.9%	3.3
Pay-per-ride CharlieTicket (paper)	54	2.0%	4.0
Monthly pass	1,798	67.0%	5.1
Full cash fare on-board trolley	0	0.0%	0.0
Reduced fare	108	4.0%	4.0
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	0	0.0%	0.0
<i>Disability</i>	108	4.0%	4.0
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	108	4.0%	4.5
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	2,682	100.0%	4.6

Monthly Pass Users by Type of Pass: Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
Link (Subway + Bus)	1,532	57.1%	5.1
Zone	204	7.6%	4.8
Boat	0	0.0%	0.0
Inner Express Bus	8	0.3%	5.0
Outer Express Bus	0	0.0%	0.0
Student	0	0.0%	0.0
Senior	0	0.0%	0.0
Disability	54	2.0%	6.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	1,798	67.0%	5.1

Zones Reported by Users of Zone Passes: Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
1A	79	3.0%	3.8
1	108	4.0%	5.5
2	0	0.0%	0.0
3	17	0.6%	5.0
4	0	0.0%	0.0
5	0	0.0%	0.0
6	0	0.0%	0.0
7	0	0.0%	0.0
8	0	0.0%	0.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	204	7.6%	4.8



MBTA Surveys: 2008-09

Rapid Transit Survey

Usage Rates

Expanded Results

ORANGE LINE

Entry Station: North Station

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	228	5.5%	5.5%
One Day	75	1.8%	7.3%
Two Days	101	2.4%	9.7%
Three Days	252	6.0%	15.7%
Four Days	287	6.9%	22.6%
Five Days	2,796	67.0%	89.7%
Six Days	201	4.8%	94.5%
Seven Days	219	5.3%	99.7%
Only Visiting	11	0.3%	100.0%
TOTAL	4,170	100.0%	100.0%
No Answer	30		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	244 6.2%	72 1.8%	0 0.0%	73	317 8.1%
Occasionally	30 0.8%	1,511 38.5%	178 4.5%	126	1,718 43.7%
Not at all	0 0.0%	41 1.0%	1,853 47.2%	50	1,893 48.2%
No Answer	13	0	0	11	
Sunday Total	274 7.0%	1,624 41.3%	2,030 51.7%		3,929 *

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



MBTA Surveys: 2008-09

Rapid Transit Survey

Fare Types and Pass Usage

ORANGE LINE

Expanded Results

Entry Station: North Station

Usage Rates by Fare Type:

Fare Payment Type

	Number of Riders	Percent of Riders	Avg. No. of Days Line Used/Wk.
Pay-per-ride CharlieCard (plastic)	635	15.4%	3.5
Pay-per-ride CharlieTicket (paper)	116	2.8%	1.8
Monthly pass	3,072	74.5%	4.9
Full cash fare on-board trolley	0	0.0%	0.0
Reduced fare	199	4.8%	3.1
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	118	2.9%	2.8
<i>Disability</i>	81	2.0%	3.6
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	77	1.9%	6.1
Other	22	0.5%	4.0
No Fare Payment Type Selected	79		
All Payment Types	4,121	100.0%	4.6

Monthly Pass Users

by Type of Pass:

Pass Type

	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
Link (Subway + Bus)	429	10.4%	5.1
Zone	2,579	62.6%	4.9
Boat	0	0.0%	0.0
Inner Express Bus	22	0.5%	5.0
Outer Express Bus	0	0.0%	0.0
Student	0	0.0%	0.0
Senior	13	0.3%	4.0
Disability	30	0.7%	3.2
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	3,072	74.5%	4.9

Zones Reported by

Users of Zone Passes:

Zone

	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
1A	168	4.1%	4.8
1	164	4.0%	4.6
2	378	9.2%	4.9
3	633	15.4%	5.1
4	279	6.8%	4.9
5	193	4.7%	5.0
6	404	9.8%	4.9
7	171	4.2%	4.8
8	188	4.6%	5.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	2,579	62.6%	4.9



MBTA Surveys: 2008-09

Rapid Transit Survey

Usage Rates

Expanded Results

ORANGE LINE

Entry Station: Haymarket

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	145	5.5%	5.5%
One Day	85	3.2%	8.7%
Two Days	109	4.1%	12.8%
Three Days	26	1.0%	13.8%
Four Days	49	1.9%	15.7%
Five Days	1,715	64.8%	80.5%
Six Days	260	9.8%	90.3%
Seven Days	220	8.3%	98.6%
Only Visiting	36	1.4%	100.0%
TOTAL	2,645	100.0%	100.0%
No Answer	36		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	352 14.9%	135 5.7%	13 0.6%	135	500 21.1%
Occasionally	13 0.6%	1,390 58.7%	85 3.6%	109	1,489 62.9%
Not at all	0 0.0%	0 0.0%	378 16.0%	36	378 16.0%
No Answer	0	36	0	0	
Sunday Total	365 15.4%	1,525 64.4%	476 20.1%		2,366 *

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



MBTA Surveys: 2008-09

Rapid Transit Survey

Fare Types and Pass Usage

ORANGE LINE

Expanded Results

Entry Station: Haymarket

Usage Rates by Fare Type:

Fare Payment Type

	Number of Riders	Percent of Riders	Avg. No. of Days Line Used/Wk.
Pay-per-ride CharlieCard (plastic)	703	27.0%	4.3
Pay-per-ride CharlieTicket (paper)	49	1.9%	2.8
Monthly pass	1,528	58.6%	5.0
Full cash fare on-board trolley	0	0.0%	0.0
Reduced fare	145	5.5%	3.3
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	109	4.2%	2.5
<i>Disability</i>	36	1.4%	5.0
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	184	7.1%	5.7
Other	0	0.0%	0.0
No Fare Payment Type Selected	72		
All Payment Types	2,610	100.0%	4.7

Monthly Pass Users

by Type of Pass:

Pass Type

	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
Link (Subway + Bus)	851	32.6%	5.4
Zone	135	5.2%	4.1
Boat	0	0.0%	0.0
Inner Express Bus	420	16.1%	5.1
Outer Express Bus	0	0.0%	0.0
Student	13	0.5%	6.0
Senior	72	2.8%	3.0
Disability	36	1.4%	0.5
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	1,528	58.6%	5.0

Zones Reported by

Users of Zone Passes:

Zone

	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
1A	13	0.5%	5.0
1	49	1.9%	5.0
2	36	1.4%	6.0
3	0	0.0%	0.0
4	0	0.0%	0.0
5	0	0.0%	0.0
6	0	0.0%	0.0
7	0	0.0%	0.0
8	36	1.4%	0.5
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	135	5.2%	4.1



MBTA Surveys: 2008-09

Rapid Transit Survey

Usage Rates

Expanded Results

ORANGE LINE

Entry Station: State

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	311	15.4%	15.4%
One Day	102	5.1%	20.4%
Two Days	152	7.5%	28.0%
Three Days	166	8.2%	36.2%
Four Days	116	5.7%	41.9%
Five Days	713	35.2%	77.2%
Six Days	116	5.7%	82.9%
Seven Days	294	14.5%	97.4%
Only Visiting	52	2.6%	100.0%
TOTAL	2,022	100.0%	100.0%
No Answer	20		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	154 8.4%	52 2.9%	38 2.1%	41	244 13.4%
Occasionally	0 0.0%	739 40.4%	87 4.7%	59	826 45.2%
Not at all	0 0.0%	0 0.0%	758 41.5%	51	758 41.5%
No Answer	12	0	12	38	
Sunday Total	154 8.4%	791 43.3%	882 48.3%		1,828 *

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



MBTA Surveys: 2008-09

Rapid Transit Survey

Fare Types and Pass Usage

ORANGE LINE

Expanded Results

Entry Station: State

Usage Rates by Fare Type:

Fare Payment Type

	Number of Riders	Percent of Riders	Avg. No. of Days Line Used/Wk.
Pay-per-ride CharlieCard (plastic)	554	27.3%	3.4
Pay-per-ride CharlieTicket (paper)	109	5.4%	3.0
Monthly pass	1,106	54.5%	4.4
Full cash fare on-board trolley	0	0.0%	0.0
Reduced fare	143	7.0%	2.7
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	104	5.1%	3.0
<i>Disability</i>	39	1.9%	1.3
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	116	5.7%	5.8
Other	0	0.0%	0.0
No Fare Payment Type Selected	13		
All Payment Types	2,029	100.0%	4.0

Monthly Pass Users

by Type of Pass:

Pass Type

	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
Link (Subway + Bus)	747	36.8%	4.8
Zone	196	9.7%	3.5
Boat	60	3.0%	4.7
Inner Express Bus	26	1.3%	1.5
Outer Express Bus	66	3.3%	3.0
Student	0	0.0%	0.0
Senior	12	0.6%	3.0
Disability	0	0.0%	0.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	1,106	54.5%	4.4

Zones Reported by

Users of Zone Passes:

Zone

	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
1A	26	1.3%	6.0
1	26	1.3%	4.6
2	24	1.2%	3.0
3	39	1.9%	1.9
4	12	0.6%	1.0
5	0	0.0%	0.0
6	12	0.6%	3.0
7	26	1.3%	3.6
8	31	1.6%	3.8
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	196	9.7%	3.5



MBTA Surveys: 2008-09

Rapid Transit Survey

Usage Rates

ORANGE LINE

Expanded Results

Entry Station: Downtown Crossing

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	449	13.2%	13.2%
One Day	250	7.4%	20.6%
Two Days	324	9.6%	30.1%
Three Days	324	9.6%	39.7%
Four Days	212	6.3%	45.9%
Five Days	1,174	34.6%	80.5%
Six Days	224	6.6%	87.1%
Seven Days	399	11.8%	98.9%
Only Visiting	37	1.1%	100.0%
TOTAL	3,393	100.0%	100.0%
No Answer	37		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	362 11.7%	237 7.7%	0 0.0%	100	599 19.4%
Occasionally	37 1.2%	1,185 38.5%	175 5.7%	100	1,397 45.3%
Not at all	0 0.0%	37 1.2%	1,048 34.0%	0	1,085 35.2%
No Answer	0	0	0	150	
Sunday Total	399 13.0%	1,460 47.4%	1,223 39.7%		3,082 *

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



MBTA Surveys: 2008-09

Rapid Transit Survey

Fare Types and Pass Usage

ORANGE LINE

Expanded Results

Entry Station: Downtown Crossing

Usage Rates by Fare Type:

Fare Payment Type

	Number of Riders	Percent of Riders	Avg. No. of Days Line Used/Wk.
Pay-per-ride CharlieCard (plastic)	574	17.1%	2.8
Pay-per-ride CharlieTicket (paper)	112	3.3%	2.8
Monthly pass	2,084	62.1%	4.3
Full cash fare on-board trolley	0	0.0%	0.0
Reduced fare	449	13.4%	2.7
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	224	6.7%	2.1
<i>Disability</i>	224	6.7%	3.3
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	25	0.8%	3.0
7-Day LinkPass	75	2.2%	5.0
Other	37	1.1%	7.0
No Fare Payment Type Selected	75		
All Payment Types	3,356	100.0%	3.8

Monthly Pass Users

by Type of Pass:

Pass Type

	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
Link (Subway + Bus)	1,460	43.5%	4.3
Zone	250	7.4%	3.8
Boat	100	3.0%	5.0
Inner Express Bus	50	1.5%	4.5
Outer Express Bus	0	0.0%	0.0
Student	0	0.0%	0.0
Senior	150	4.5%	5.3
Disability	75	2.2%	3.8
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	2,084	62.1%	4.3

Zones Reported by

Users of Zone Passes:

Zone

	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
1A	37	1.1%	4.0
1	0	0.0%	0.0
2	37	1.1%	5.0
3	37	1.1%	4.0
4	63	1.9%	2.6
5	0	0.0%	0.0
6	0	0.0%	0.0
7	37	1.1%	1.0
8	0	0.0%	0.0
Interzone	37	1.1%	7.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	250	7.4%	3.8



MBTA Surveys: 2008-09

Rapid Transit Survey

Usage Rates

Expanded Results

ORANGE LINE

Entry Station: Chinatown

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	310	13.8%	13.8%
One Day	141	6.3%	20.1%
Two Days	250	11.2%	31.3%
Three Days	182	8.1%	39.4%
Four Days	182	8.1%	47.5%
Five Days	785	35.0%	82.5%
Six Days	113	5.0%	87.6%
Seven Days	250	11.2%	98.7%
Only Visiting	28	1.3%	100.0%
TOTAL	2,241	100.0%	100.0%
No Answer	28		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	360 18.6%	56 2.9%	0 0.0%	113	416 21.6%
Occasionally	0 0.0%	893 46.2%	85 4.4%	113	977 50.6%
Not at all	0 0.0%	0 0.0%	538 27.9%	0	538 27.9%
No Answer	28	28	28	28	
Sunday Total	360 18.6%	949 49.1%	623 32.2%		1,932 *

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



MBTA Surveys: 2008-09

Rapid Transit Survey

Fare Types and Pass Usage

ORANGE LINE

Expanded Results

Entry Station: Chinatown

Usage Rates by Fare Type:

Fare Payment Type

	Number of Riders	Percent of Riders	Avg. No. of Days Line Used/Wk.
Pay-per-ride CharlieCard (plastic)	545	24.0%	3.0
Pay-per-ride CharlieTicket (paper)	56	2.5%	1.3
Monthly pass	1,092	48.1%	4.4
Full cash fare on-board trolley	0	0.0%	0.0
Reduced fare	464	20.4%	3.7
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	339	14.9%	2.9
<i>Disability</i>	125	5.5%	5.7
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	113	5.0%	3.5
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	2,270	100.0%	3.8

Monthly Pass Users

by Type of Pass:

Pass Type

	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
Link (Subway + Bus)	845	37.2%	4.7
Zone	166	7.3%	3.0
Boat	0	0.0%	0.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Student	28	1.2%	5.0
Senior	25	1.1%	6.0
Disability	28	1.2%	2.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	1,092	48.1%	4.4

Zones Reported by

Users of Zone Passes:

Zone

	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
1A	28	1.2%	1.0
1	0	0.0%	0.0
2	41	1.8%	2.9
3	12	0.5%	5.0
4	0	0.0%	0.0
5	28	1.2%	0.5
6	28	1.2%	5.0
7	0	0.0%	0.0
8	28	1.2%	5.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	166	7.3%	3.0



MBTA Surveys: 2008-09

Rapid Transit Survey

Usage Rates

ORANGE LINE

Expanded Results

Entry Station: New England Medical Center

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	322	13.2%	13.2%
One Day	145	5.9%	19.1%
Two Days	135	5.5%	24.6%
Three Days	405	16.6%	41.2%
Four Days	218	8.9%	50.1%
Five Days	816	33.4%	83.5%
Six Days	166	6.8%	90.2%
Seven Days	239	9.8%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	2,446	100.0%	100.0%
No Answer	72		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	342 14.3%	104 4.4%	21 0.9%	0	466 19.6%
Occasionally	0 0.0%	1,202 50.4%	72 3.0%	52	1,275 53.5%
Not at all	31 1.3%	21 0.9%	591 24.8%	21	643 27.0%
No Answer	0	0	0	62	
Sunday Total	373 15.7%	1,326 55.7%	684 28.7%		2,383 *

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



MBTA Surveys: 2008-09

Rapid Transit Survey

Fare Types and Pass Usage

ORANGE LINE

Expanded Results

Entry Station: New England Medical Center

Usage Rates by Fare Type: Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Line Used/Wk.
Pay-per-ride CharlieCard (plastic)	621	24.7%	2.9
Pay-per-ride CharlieTicket (paper)	93	3.7%	2.8
Monthly pass	1,368	54.4%	4.6
Full cash fare on-board trolley	0	0.0%	0.0
Reduced fare	269	10.7%	1.9
<i>Student</i>	21	0.8%	5.0
<i>Senior</i>	249	9.9%	1.6
<i>Disability</i>	0	0.0%	0.0
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	166	6.6%	4.5
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	2,517	100.0%	3.8

Monthly Pass Users by Type of Pass: Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
Link (Subway + Bus)	1,182	46.9%	4.7
Zone	104	4.1%	3.5
Boat	0	0.0%	0.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Student	52	2.1%	5.0
Senior	31	1.2%	7.0
Disability	0	0.0%	0.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	1,368	54.4%	4.6

Zones Reported by Users of Zone Passes: Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
1A	21	0.8%	3.0
1	0	0.0%	0.0
2	0	0.0%	0.0
3	21	0.8%	4.0
4	63	2.5%	3.5
5	0	0.0%	0.0
6	0	0.0%	0.0
7	0	0.0%	0.0
8	0	0.0%	0.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	104	4.1%	3.5



MBTA Surveys: 2008-09

Rapid Transit Survey

Usage Rates

Expanded Results

ORANGE LINE

Entry Station: Back Bay

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	571	8.1%	8.1%
One Day	157	2.2%	10.4%
Two Days	235	3.3%	13.7%
Three Days	441	6.3%	20.0%
Four Days	540	7.7%	27.6%
Five Days	4,359	61.9%	89.6%
Six Days	322	4.6%	94.2%
Seven Days	336	4.8%	98.9%
Only Visiting	76	1.1%	100.0%
TOTAL	7,037	100.0%	100.0%
No Answer	62		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	365 5.5%	192 2.9%	23 0.4%	39	581 8.7%
Occasionally	23 0.4%	3,127 47.1%	620 9.3%	241	3,770 56.8%
Not at all	0 0.0%	82 1.2%	2,209 33.3%	57	2,291 34.5%
No Answer	0	31	23	68	
Sunday Total	389 5.9%	3,401 51.2%	2,852 42.9%		6,641 *

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

Fare Types and Pass Usage
ORANGE LINE

Expanded Results

Entry Station: Back Bay

Usage Rates by Fare Type: Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Line Used/Wk.
Pay-per-ride CharlieCard (plastic)	1,167	16.5%	3.2
Pay-per-ride CharlieTicket (paper)	219	3.1%	3.6
Monthly pass	5,148	72.9%	4.7
Full cash fare on-board trolley	0	0.0%	0.0
Reduced fare	440	6.2%	4.3
<i>Student</i>	37	0.5%	3.7
<i>Senior</i>	334	4.7%	4.1
<i>Disability</i>	69	1.0%	5.2
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	60	0.9%	5.8
Other	27	0.4%	6.0
No Fare Payment Type Selected	37		
All Payment Types	7,062	100.0%	4.4

Monthly Pass Users by Type of Pass: Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
Link (Subway + Bus)	1,766	25.0%	4.7
Zone	3,162	44.8%	4.7
Boat	0	0.0%	0.0
Inner Express Bus	106	1.5%	3.3
Outer Express Bus	0	0.0%	0.0
Student	0	0.0%	0.0
Senior	37	0.5%	5.0
Disability	76	1.1%	6.2
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	5,148	72.9%	4.7

Zones Reported by Users of Zone Passes: Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
1A	39	0.5%	5.0
1	381	5.4%	4.8
2	370	5.2%	4.7
3	515	7.3%	4.8
4	641	9.1%	4.6
5	267	3.8%	5.0
6	463	6.6%	4.2
7	249	3.5%	4.8
8	224	3.2%	5.1
Interzone	14	0.2%	5.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	3,162	44.8%	4.7



MBTA Surveys: 2008-09

Rapid Transit Survey

Usage Rates

ORANGE LINE

Expanded Results

Entry Station: Massachusetts Ave.

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	237	8.6%	8.6%
One Day	143	5.2%	13.7%
Two Days	143	5.2%	18.9%
Three Days	191	6.9%	25.8%
Four Days	238	8.6%	34.4%
Five Days	1,099	39.7%	74.2%
Six Days	215	7.8%	81.9%
Seven Days	499	18.1%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	2,765	100.0%	100.0%
No Answer	24		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	499 20.4%	95 3.9%	0 0.0%	119	595 24.2%
Occasionally	24 1.0%	1,313 53.5%	119 4.8%	144	1,455 59.3%
Not at all	0 0.0%	24 1.0%	381 15.5%	24	404 16.5%
No Answer	24	0	0	24	
Sunday Total	523 21.3%	1,432 58.3%	499 20.4%		2,454 *

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



MBTA Surveys: 2008-09

Rapid Transit Survey

Fare Types and Pass Usage

ORANGE LINE

Expanded Results

Entry Station: Massachusetts Ave.

Usage Rates by Fare Type: Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Line Used/Wk.
Pay-per-ride CharlieCard (plastic)	667	23.9%	3.9
Pay-per-ride CharlieTicket (paper)	0	0.0%	0.0
Monthly pass	1,598	57.3%	4.9
Full cash fare on-board trolley	0	0.0%	0.0
Reduced fare	332	11.9%	3.2
<i>Student</i>	47	1.7%	5.5
<i>Senior</i>	237	8.5%	2.2
<i>Disability</i>	47	1.7%	6.0
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	167	6.0%	5.0
Other	24	0.8%	6.0
No Fare Payment Type Selected	0		
All Payment Types	2,788	100.0%	4.5

Monthly Pass Users by Type of Pass: Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
Link (Subway + Bus)	1,432	51.4%	5.1
Zone	71	2.5%	2.8
Boat	0	0.0%	0.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Student	0	0.0%	0.0
Senior	48	1.7%	4.5
Disability	47	1.7%	1.5
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	1,598	57.3%	4.9

Zones Reported by Users of Zone Passes: Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
1A	0	0.0%	0.0
1	0	0.0%	0.0
2	0	0.0%	0.0
3	0	0.0%	0.0
4	0	0.0%	0.0
5	47	1.7%	5.0
6	24	0.8%	0.5
7	0	0.0%	0.0
8	0	0.0%	0.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	71	2.5%	2.8



MBTA Surveys: 2008-09

Rapid Transit Survey

Usage Rates

Expanded Results

ORANGE LINE

Entry Station: Ruggles

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	226	5.1%	5.1%
One Day	289	6.6%	11.7%
Two Days	215	4.9%	16.6%
Three Days	192	4.4%	20.9%
Four Days	547	12.4%	33.3%
Five Days	1,720	39.0%	72.3%
Six Days	442	10.0%	82.3%
Seven Days	748	17.0%	99.3%
Only Visiting	32	0.7%	100.0%
TOTAL	4,411	100.0%	100.0%
No Answer	66		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	716 18.2%	156 4.0%	32 0.8%	59	904 23.0%
Occasionally	0 0.0%	1,909 48.6%	177 4.5%	304	2,087 53.1%
Not at all	0 0.0%	32 0.8%	905 23.1%	61	937 23.9%
No Answer	32	32	27	34	
Sunday Total	716 18.2%	2,097 53.4%	1,114 28.4%		3,928 *

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

Fare Types and Pass Usage
ORANGE LINE

Expanded Results

Entry Station: Ruggles

Usage Rates by Fare Type: Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Line Used/Wk.
Pay-per-ride CharlieCard (plastic)	1,252	28.1%	3.4
Pay-per-ride CharlieTicket (paper)	63	1.4%	0.8
Monthly pass	2,530	56.9%	5.0
Full cash fare on-board trolley	0	0.0%	0.0
Reduced fare	243	5.5%	4.4
<i>Student</i>	59	1.3%	4.7
<i>Senior</i>	91	2.0%	3.4
<i>Disability</i>	93	2.1%	5.0
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	361	8.1%	5.9
Other	0	0.0%	0.0
No Fare Payment Type Selected	27		
All Payment Types	4,450	100.0%	4.6

Monthly Pass Users by Type of Pass: Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
Link (Subway + Bus)	1,732	38.9%	5.3
Zone	638	14.3%	4.5
Boat	0	0.0%	0.0
Inner Express Bus	32	0.7%	5.0
Outer Express Bus	0	0.0%	0.0
Student	34	0.8%	7.0
Senior	32	0.7%	7.0
Disability	63	1.4%	2.8
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	2,530	56.9%	5.0

Zones Reported by Users of Zone Passes: Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
1A	141	3.2%	5.2
1	61	1.4%	5.0
2	27	0.6%	4.0
3	34	0.8%	0.5
4	27	0.6%	4.0
5	158	3.6%	4.6
6	91	2.0%	4.3
7	97	2.2%	5.0
8	0	0.0%	0.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	638	14.3%	4.5



MBTA Surveys: 2008-09

Rapid Transit Survey

Usage Rates

Expanded Results

ORANGE LINE

Entry Station: Roxbury Crossing

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	84	3.4%	3.4%
One Day	55	2.2%	5.6%
Two Days	67	2.7%	8.3%
Three Days	285	11.6%	19.9%
Four Days	130	5.3%	25.2%
Five Days	1,063	43.1%	68.3%
Six Days	386	15.7%	84.0%
Seven Days	374	15.2%	99.2%
Only Visiting	21	0.8%	100.0%
TOTAL	2,465	100.0%	100.0%
No Answer	13		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	520 24.0%	122 5.6%	0 0.0%	109	642 29.6%
Occasionally	42 1.9%	982 45.2%	202 9.3%	101	1,226 56.5%
Not at all	0 0.0%	0 0.0%	303 13.9%	55	303 13.9%
No Answer	21	21	0	0	
Sunday Total	562 25.9%	1,104 50.9%	505 23.2%		2,170 *

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

Fare Types and Pass Usage
ORANGE LINE

Expanded Results

Entry Station: Roxbury Crossing

Usage Rates by Fare Type: Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Line Used/Wk.
Pay-per-ride CharlieCard (plastic)	532	21.5%	4.0
Pay-per-ride CharlieTicket (paper)	109	4.4%	5.7
Monthly pass	1,429	57.7%	5.1
Full cash fare on-board trolley	0	0.0%	0.0
Reduced fare	214	8.6%	4.5
<i>Student</i>	34	1.4%	2.2
<i>Senior</i>	96	3.9%	5.6
<i>Disability</i>	84	3.4%	4.3
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	193	7.8%	5.6
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	2,477	100.0%	4.9

Monthly Pass Users by Type of Pass: Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
Link (Subway + Bus)	1,286	51.9%	5.2
Zone	88	3.6%	3.6
Boat	0	0.0%	0.0
Inner Express Bus	13	0.5%	6.0
Outer Express Bus	0	0.0%	0.0
Student	0	0.0%	0.0
Senior	21	0.8%	1.0
Disability	0	0.0%	0.0
No Pass Selected	21	0.8%	5.0
Total Riders Using Monthly Passes	1,429	57.7%	5.1

Zones Reported by Users of Zone Passes: Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
1A	13	0.5%	5.0
1	21	0.8%	2.0
2	21	0.8%	6.0
3	0	0.0%	0.0
4	13	0.5%	2.0
5	0	0.0%	0.0
6	21	0.8%	3.0
7	0	0.0%	0.0
8	0	0.0%	0.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	88	3.6%	3.6



MBTA Surveys: 2008-09

Rapid Transit Survey

Usage Rates

ORANGE LINE

Expanded Results

Entry Station: Jackson Square

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	92	2.7%	2.7%
One Day	0	0.0%	2.7%
Two Days	102	3.0%	5.6%
Three Days	170	4.9%	10.5%
Four Days	197	5.7%	16.3%
Five Days	1,517	43.9%	60.2%
Six Days	544	15.8%	76.0%
Seven Days	830	24.0%	100.0%
Only Visiting	0	0.0%	100.0%
TOTAL	3,452	100.0%	100.0%
No Answer	58		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	643 20.8%	174 5.6%	0 0.0%	58	817 26.4%
Occasionally	24 0.8%	1,324 42.8%	221 7.2%	248	1,569 50.8%
Not at all	0 0.0%	0 0.0%	704 22.8%	0	704 22.8%
No Answer	0	0	0	116	
Sunday Total	667 21.6%	1,497 48.5%	925 29.9%		3,090 *

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



MBTA Surveys: 2008-09

Rapid Transit Survey

Fare Types and Pass Usage

ORANGE LINE

Expanded Results

Entry Station: Jackson Square

Usage Rates by Fare Type:

Fare Payment Type

	Number of Riders	Percent of Riders	Avg. No. of Days Line Used/Wk.
Pay-per-ride CharlieCard (plastic)	732	21.8%	5.1
Pay-per-ride CharlieTicket (paper)	184	5.5%	4.8
Monthly pass	2,113	63.0%	5.4
Full cash fare on-board trolley	0	0.0%	0.0
Reduced fare	92	2.7%	5.2
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	0	0.0%	0.0
<i>Disability</i>	92	2.7%	5.2
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	231	6.9%	6.3
Other	0	0.0%	0.0
No Fare Payment Type Selected	160		
All Payment Types	3,352	100.0%	5.4

Monthly Pass Users

by Type of Pass:

Pass Type

	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
Link (Subway + Bus)	1,997	59.6%	5.4
Zone	24	0.7%	5.0
Boat	0	0.0%	0.0
Inner Express Bus	0	0.0%	0.0
Outer Express Bus	0	0.0%	0.0
Student	34	1.0%	7.0
Senior	0	0.0%	0.0
Disability	34	1.0%	5.0
No Pass Selected	24	0.7%	5.0
Total Riders Using Monthly Passes	2,113	63.0%	5.4

Zones Reported by

Users of Zone Passes:

Zone

	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
1A	24	0.7%	5.0
1	0	0.0%	0.0
2	0	0.0%	0.0
3	0	0.0%	0.0
4	0	0.0%	0.0
5	0	0.0%	0.0
6	0	0.0%	0.0
7	0	0.0%	0.0
8	0	0.0%	0.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	24	0.7%	5.0



MBTA Surveys: 2008-09

Rapid Transit Survey

Usage Rates

Expanded Results

ORANGE LINE

Entry Station: Stony Brook

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	62	2.5%	2.5%
One Day	0	0.0%	2.5%
Two Days	62	2.5%	5.1%
Three Days	41	1.7%	6.8%
Four Days	236	9.7%	16.4%
Five Days	909	37.3%	53.7%
Six Days	513	21.0%	74.7%
Seven Days	575	23.6%	98.3%
Only Visiting	41	1.7%	100.0%
TOTAL	2,439	100.0%	100.0%
No Answer	0		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	714 31.4%	159 7.0%	56 2.5%	21	929 40.9%
Occasionally	56 2.5%	961 42.2%	0 0.0%	82	1,017 44.7%
Not at all	0 0.0%	0 0.0%	328 14.4%	21	328 14.4%
No Answer	0	0	0	41	
Sunday Total	770 33.9%	1,120 49.2%	384 16.9%		2,274 *

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

Fare Types and Pass Usage
ORANGE LINE

Expanded Results

Entry Station: Stony Brook

Usage Rates by Fare Type: Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Line Used/Wk.
Pay-per-ride CharlieCard (plastic)	555	22.7%	4.1
Pay-per-ride CharlieTicket (paper)	0	0.0%	0.0
Monthly pass	1,699	69.7%	5.8
Full cash fare on-board trolley	0	0.0%	0.0
Reduced fare	62	2.5%	5.7
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	41	1.7%	5.0
<i>Disability</i>	21	0.8%	7.0
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	123	5.1%	4.4
Other	0	0.0%	0.0
No Fare Payment Type Selected	0		
All Payment Types	2,439	100.0%	5.4

Monthly Pass Users by Type of Pass: Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
Link (Subway + Bus)	1,581	64.8%	5.8
Zone	62	2.5%	6.0
Boat	0	0.0%	0.0
Inner Express Bus	56	2.3%	7.0
Outer Express Bus	0	0.0%	0.0
Student	0	0.0%	0.0
Senior	0	0.0%	0.0
Disability	0	0.0%	0.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	1,699	69.7%	5.8

Zones Reported by Users of Zone Passes: Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
1A	41	1.7%	6.0
1	0	0.0%	0.0
2	0	0.0%	0.0
3	0	0.0%	0.0
4	0	0.0%	0.0
5	0	0.0%	0.0
6	0	0.0%	0.0
7	0	0.0%	0.0
8	21	0.8%	6.0
Interzone	0	0.0%	0.0
No Zone Selected	0	0.0%	0.0
Total Riders Using Zone Passes	62	2.5%	6.0



MBTA Surveys: 2008-09

Rapid Transit Survey

Usage Rates

Expanded Results

ORANGE LINE

Entry Station: Green Street

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	104	4.2%	4.2%
One Day	35	1.4%	5.6%
Two Days	44	1.8%	7.4%
Three Days	146	5.9%	13.4%
Four Days	195	7.9%	21.3%
Five Days	1,228	49.8%	71.1%
Six Days	443	18.0%	89.1%
Seven Days	261	10.6%	99.7%
Only Visiting	7	0.3%	100.0%
TOTAL	2,463	100.0%	100.0%
No Answer	12		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	364 15.4%	180 7.6%	19 0.8%	5	563 23.8%
Occasionally	42 1.8%	1,442 60.9%	94 4.0%	65	1,578 66.6%
Not at all	0 0.0%	11 0.4%	216 9.1%	0	227 9.6%
No Answer	7	12	5	14	
Sunday Total	406 17.2%	1,632 68.9%	330 13.9%		2,368 *

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

Fare Types and Pass Usage
ORANGE LINE

Expanded Results

Entry Station: Green Street

Usage Rates by Fare Type: Fare Payment Type	Number of Riders	Percent of Riders	Avg. No. of Days Line Used/Wk.
Pay-per-ride CharlieCard (plastic)	434	17.6%	3.9
Pay-per-ride CharlieTicket (paper)	45	1.8%	2.2
Monthly pass	1,837	74.7%	5.2
Full cash fare on-board trolley	0	0.0%	0.0
Reduced fare	94	3.8%	3.7
<i>Student</i>	0	0.0%	0.0
<i>Senior</i>	59	2.4%	3.1
<i>Disability</i>	35	1.4%	4.9
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	49	2.0%	5.9
Other	0	0.0%	0.0
No Fare Payment Type Selected	17		
All Payment Types	2,459	100.0%	4.9

Monthly Pass Users by Type of Pass: Pass Type	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
Link (Subway + Bus)	1,680	68.3%	5.3
Zone	89	3.6%	4.5
Boat	0	0.0%	0.0
Inner Express Bus	17	0.7%	5.3
Outer Express Bus	0	0.0%	0.0
Student	19	0.8%	4.2
Senior	31	1.3%	5.2
Disability	0	0.0%	0.0
No Pass Selected	0	0.0%	0.0
Total Riders Using Monthly Passes	1,837	74.7%	5.2

Zones Reported by Users of Zone Passes: Zone	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
1A	45	1.8%	5.4
1	12	0.5%	3.3
2	7	0.3%	1.0
3	0	0.0%	0.0
4	0	0.0%	0.0
5	0	0.0%	0.0
6	7	0.3%	3.0
7	0	0.0%	0.0
8	12	0.5%	5.6
Interzone	0	0.0%	0.0
No Zone Selected	5	0.2%	5.0
Total Riders Using Zone Passes	89	3.6%	4.5



MBTA Surveys: 2008-09

Rapid Transit Survey

Usage Rates

Expanded Results

ORANGE LINE

Entry Station: Forest Hills

Number of Days per Week Riders Use the Service:	Number of Riders	Percent of Riders	Cumulative Percentage
Less than One	456	4.4%	4.4%
One Day	158	1.5%	5.9%
Two Days	299	2.9%	8.8%
Three Days	450	4.3%	13.1%
Four Days	724	6.9%	20.0%
Five Days	5,824	55.8%	75.8%
Six Days	1,321	12.7%	88.5%
Seven Days	1,153	11.1%	99.5%
Only Visiting	50	0.5%	100.0%
TOTAL	10,435	100.0%	100.0%
No Answer	162		

Weekend Usage:	Sunday Usage*				Saturday Total
	Regularly	Occasionally	Not at All	No Answer	
Saturday Usage*					
Regularly	1,353 14.1%	715 7.5%	60 0.6%	210	2,127 22.2%
Occasionally	119 1.2%	4,630 48.3%	720 7.5%	510	5,469 57.1%
Not at all	33 0.3%	30 0.3%	1,917 20.0%	102	1,980 20.7%
No Answer	26	63	0	110	
Sunday Total	1,505 15.7%	5,374 56.1%	2,697 28.2%		9,576 *

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



MBTA Surveys: 2008-09

Rapid Transit Survey

Fare Types and Pass Usage

ORANGE LINE

Expanded Results

Entry Station: Forest Hills

Usage Rates by Fare Type:

Fare Payment Type

	Number of Riders	Percent of Riders	Avg. No. of Days Line Used/Wk.
Pay-per-ride CharlieCard (plastic)	1,905	18.1%	4.0
Pay-per-ride CharlieTicket (paper)	219	2.1%	4.1
Monthly pass	7,373	69.9%	5.1
Full cash fare on-board trolley	0	0.0%	0.0
Reduced fare	629	6.0%	3.9
<i>Student</i>	47	0.4%	5.6
<i>Senior</i>	355	3.4%	3.1
<i>Disability</i>	227	2.2%	4.8
<i>No Reduced Fare Selected</i>	0	0.0%	0.0
Child under age 12 free fare	0	0.0%	0.0
Blind Access Card	0	0.0%	0.0
1-Day LinkPass	0	0.0%	0.0
7-Day LinkPass	385	3.7%	5.4
Other	30	0.3%	5.0
No Fare Payment Type Selected	56		
All Payment Types	10,542	100.0%	4.8

Monthly Pass Users

by Type of Pass:

Pass Type

	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
Link (Subway + Bus)	6,456	61.2%	5.2
Zone	666	6.3%	4.7
Boat	0	0.0%	0.0
Inner Express Bus	13	0.1%	7.0
Outer Express Bus	0	0.0%	0.0
Student	30	0.3%	5.6
Senior	119	1.1%	5.0
Disability	76	0.7%	4.1
No Pass Selected	13	0.1%	0.0
Total Riders Using Monthly Passes	7,373	69.9%	5.1

Zones Reported by

Users of Zone Passes:

Zone

	Number of Riders	Percent of All Riders Responding to Fare Question	Avg. No. of Days Line Used/Wk.
1A	342	3.2%	5.0
1	179	1.7%	3.9
2	73	0.7%	4.3
3	26	0.2%	4.0
4	13	0.1%	7.0
5	0	0.0%	0.0
6	0	0.0%	0.0
7	0	0.0%	0.0
8	0	0.0%	0.0
Interzone	0	0.0%	0.0
No Zone Selected	33	0.3%	6.0
Total Riders Using Zone Passes	666	6.3%	4.7



Vehicle Availability

The four types of data presented in this chapter describe the potential for Orange Line 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 question and the household size question (for the latter, see Chapter 11).

The tables (at the end of the chapter) present these data by station. For each station, four tables presenting the four respective types of data are grouped on a single page. The data for each station 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 Orange Line as a whole. It includes tables and discussion.

13.1 LICENSED DRIVERS

13.1.1 DESCRIPTION OF TABLE

Each station's table on licensed drivers shows both the numbers and percentages of Orange Line riders who are licensed and not licensed to drive a vehicle. Also shown is the number of survey respondents who did not answer the question; however, the percentages in the table exclude riders who did not respond.

13.1.2 OVERVIEW OF RESULTS

North Side

Most people who accessed rapid transit at north side Orange Line stations (85%) were licensed to drive. The lowest percentage of riders with licenses was reported at Community College (75%). This station had the lowest average rider age of all of the north side stations, and it had a fairly low average household income. Combined, these two factors help explain the low number

of licenses. The highest percentages of licensed drivers were at Oak Grove and North Station (92% each). The majority of riders who accessed rapid transit at North Station were transferring from commuter rail, and about half of these had begun their trips by driving to a station.

South Side

Most people who accessed rapid transit at south side Orange Line stations (86%) were licensed to drive. The riders boarding at Chinatown Station had the lowest percentage of licensees (74%) of any south side station. The highest percentage was 94% at Stony Brook. Close behind were Back Bay and Green Street (92% each) and New England Medical Center (91%),

13.2 USABLE VEHICLES PER HOUSEHOLD

13.2.1 DESCRIPTION OF TABLE

Each station's table showing usable vehicles per household summarizes the results of survey question 15a, which asked how many usable vehicles (including autos, trucks, and motorcycles) riders' households had. Respondents could check one of four boxes that corresponded to zero, one, two, and three or more vehicles. The table shows the number and percentage of riders who checked each choice. Riders who did not answer this question are not counted in the percentages.

13.2.2 OVERVIEW OF RESULTS

North Side

Auto ownership varied widely among the north side stations. Overall, 38% of riders were from households with two or more vehicles, 41% from households with one vehicle, and 21% from households with no vehicles. Percentages from households with two or more vehicles were highest at Oak Grove (53%) and North Station (54%). The area served by Oak Grove is largely residential and there is ample MBTA parking adjacent to the station. The majority of riders boarding at North Station transfer from commuter rail and begin their trips in suburban residential areas. At the other extreme, of riders boarding at Community College, only 17% were from households with two or more vehicles, and 33% were from no-vehicle households. At Haymarket, 19% were from households with two or more vehicles, and 42% were from no-vehicle households.

South Side

The number of vehicles owned per household was generally lower for riders entering south side stations than for those entering north side stations. Overall, on the south side, 28% of riders were from households with two or more vehicles, 44% from households with one vehicle, and 28% from households with no vehicles. At Massachusetts Avenue, Roxbury Crossing, Jackson

Square, and Stony Brook, the percentages of households with two or more vehicles were significantly lower than the south side average, and the percentages with no vehicles were significantly higher than the south side average. Riders entering Back Bay Station had the highest household auto ownership on the south side, with 46% from households with two or more vehicles, and only 17% from households with no vehicles. Almost half of all the Back Bay riders transferred from commuter rail there.

13.3 RIDERS WITH A HOUSEHOLD VEHICLE AVAILABLE FOR THE TRIP

13.3.1 DESCRIPTION OF TABLE

Each station'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 Orange Line 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.

13.3.2 OVERVIEW OF RESULTS

North Side

Vehicle availability percentage averaged 54% overall at north side stations, but varied widely among them. At Oak Grove, Wellington, and North Stations, 61% to 71% of riders had vehicles available. At Sullivan Square, Malden, and State, availability percentages ranged from 47% to 49%. Few riders had vehicles available to them at Community College (37%) or Haymarket (32%).

South Side

Overall, 46% of riders entering south side stations had vehicles available and 54% did not. Percentage splits close to this were reported at the three innermost stations (New England Medical Center through Downtown Crossing), and at Stony Brook. At Forest Hills and Green Street, the percentages of riders with vehicles available were slightly higher than the percentages without vehicles. Compared to the rest of the south side stations, Back Bay had an exceptionally high vehicle availability rate (63%), which was also higher than the rates at most north side stations. At Massachusetts Avenue, Ruggles, and Roxbury Crossing, 32% to 35% of the respondents had access to vehicles, and at Jackson Square only 22% did.

Jackson Square, Massachusetts Avenue, and Ruggles had the lowest vehicle availabilities of *all* rapid transit stations across *all* of the lines. Roxbury Crossing has the seventh lowest availability. By this measure, this corridor is extremely transit-dependent.

13.4 VEHICLES OWNED PER CAPITA

13.4.1 DESCRIPTION OF TABLE

For each station's table on per capita vehicle ownership in the survey respondents' households, that rate was calculated by dividing the number of usable household vehicles reported in question 15a by the household size reported in question 18. The table presents six ownership ranges: no vehicles, 0.01 to 0.49 vehicles, 0.50 to 0.99 vehicles, 1.00 to 1.49 vehicles, 1.5 to 1.99 vehicles, and 2 or more vehicles. For each range, the table shows the number and percent of riders; it also gives the cumulative percentages that result as one adds each category of user to the ones preceding it in the table. Riders who did not answer both question 15a and question 18a were not included in the calculations.

13.4.2 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.

North Side

At north side stations overall, 69% of entering riders had less than 1.0 vehicles per capita, including 35% with less than 0.5 vehicles. The highest per capita ownership was reported at North Station, where 48% of riders had more than one vehicle. The stations with the highest percentages of riders having less than 0.5 vehicles per capita were Community College (53%) and Haymarket (47%).

South Side

At south side stations overall, 76% of entering riders had less than 1.0 vehicles per capita, including 44% with less than 0.5 vehicles. The highest reported vehicle ownership was at Back Bay, where 42% of riders owned 1.0 or more vehicles. The stations with the highest percentages of riders having less than 0.5 vehicles per capita were Jackson Square (62%) and Massachusetts Avenue (63%).

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Vehicle Availability

Expanded Results

ORANGE LINE

Entry Station: Oak Grove

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	4,608	92.1%
Not Licensed	397	7.9%
TOTAL	5,005	100.0%
No Answer	6	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	364	7.3%
1 vehicle	1,982	39.7%
2 vehicles	2,089	41.8%
3 or more vehicles	559	11.2%
TOTAL	4,993	100.0%
No Answer	18	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	3,265	65.8%
No	1,694	34.2%
TOTAL	4,958	100.0%
No Answer	53	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	335	6.9%	6.9%
0.01 to 0.49 vehicles	625	12.9%	19.9%
0.50 to 0.99 vehicles	2,011	41.6%	61.5%
1.00 to 1.49 vehicles	1,736	35.9%	97.4%
1.50 to 1.99 vehicles	95	2.0%	99.4%
2 or more vehicles	31	0.6%	100.0%
TOTAL RESPONSES	4,834		

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Vehicle Availability

Expanded Results

ORANGE LINE

Entry Station: Malden

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	3,555	75.3%
Not Licensed	1,163	24.7%
TOTAL	4,718	100.0%
No Answer	4,472	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	2,500	27.7%
1 vehicle	3,678	40.7%
2 vehicles	2,207	24.4%
3 or more vehicles	641	7.1%
TOTAL	9,026	100.0%
No Answer	165	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	2,311	49.1%
No	2,393	50.9%
TOTAL	4,704	100.0%
No Answer	4,486	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	2,319	27.4%	27.4%
0.01 to 0.49 vehicles	1,356	16.0%	43.5%
0.50 to 0.99 vehicles	2,847	33.7%	77.1%
1.00 to 1.49 vehicles	1,805	21.3%	98.5%
1.50 to 1.99 vehicles	34	0.4%	98.9%
2 or more vehicles	96	1.1%	100.0%
TOTAL RESPONSES	8,456		

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Vehicle Availability

Expanded Results

ORANGE LINE

Entry Station: Wellington

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	4,994	90.5%
Not Licensed	525	9.5%
TOTAL	5,519	100.0%
No Answer	12	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	453	8.3%
1 vehicle	2,377	43.4%
2 vehicles	2,052	37.5%
3 or more vehicles	595	10.9%
TOTAL	5,477	100.0%
No Answer	53	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	3,351	61.4%
No	2,105	38.6%
TOTAL	5,456	100.0%
No Answer	74	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	430	8.1%	8.1%
0.01 to 0.49 vehicles	857	16.2%	24.4%
0.50 to 0.99 vehicles	1,794	34.0%	58.4%
1.00 to 1.49 vehicles	2,082	39.5%	97.8%
1.50 to 1.99 vehicles	74	1.4%	99.3%
2 or more vehicles	39	0.7%	100.0%
TOTAL RESPONSES	5,277		

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Vehicle Availability

ORANGE LINE

Expanded Results

Entry Station: Sullivan Square

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	5,015	83.8%
Not Licensed	970	16.2%
TOTAL	5,985	100.0%
No Answer	86	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	1,526	25.5%
1 vehicle	2,510	41.9%
2 vehicles	1,497	25.0%
3 or more vehicles	459	7.7%
TOTAL	5,992	100.0%
No Answer	79	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	2,801	46.6%
No	3,209	53.4%
TOTAL	6,009	100.0%
No Answer	62	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	1,439	24.9%	24.9%
0.01 to 0.49 vehicles	817	14.1%	39.0%
0.50 to 0.99 vehicles	1,867	32.3%	71.3%
1.00 to 1.49 vehicles	1,495	25.9%	97.2%
1.50 to 1.99 vehicles	76	1.3%	98.5%
2 or more vehicles	86	1.5%	100.0%
TOTAL RESPONSES	5,782		

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Vehicle Availability

ORANGE LINE

Expanded Results

Entry Station: Community College

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	1,993	74.5%
Not Licensed	681	25.5%
TOTAL	2,674	100.0%
No Answer	8	

Usable Vehicles per Household:

	Number of Riders	Percent of Riders
No vehicles	884	33.1%
1 vehicle	1,331	49.8%
2 vehicles	433	16.2%
3 or more vehicles	25	0.9%
TOTAL	2,674	100.0%
No Answer	8	

Was a Household Vehicle Available to Rider?:

	Number of Riders	Percent of Riders
Yes	954	36.6%
No	1,649	63.4%
TOTAL	2,603	100.0%
No Answer	79	

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	822	32.4%	32.4%
0.01 to 0.49 vehicles	536	21.1%	53.4%
0.50 to 0.99 vehicles	807	31.8%	85.2%
1.00 to 1.49 vehicles	322	12.7%	97.9%
1.50 to 1.99 vehicles	0	0.0%	97.9%
2 or more vehicles	54	2.1%	100.0%
TOTAL RESPONSES	2,541		

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Vehicle Availability

Expanded Results

ORANGE LINE

Entry Station: North Station

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	3,873	92.2%
Not Licensed	328	7.8%
TOTAL	4,201	100.0%
No Answer	0	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	374	9.0%
1 vehicle	1,541	37.1%
2 vehicles	1,754	42.2%
3 or more vehicles	490	11.8%
TOTAL	4,158	100.0%
No Answer	42	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	2,918	70.1%
No	1,246	29.9%
TOTAL	4,164	100.0%
No Answer	37	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	359	8.9%	8.9%
0.01 to 0.49 vehicles	534	13.3%	22.2%
0.50 to 0.99 vehicles	1,193	29.6%	51.8%
1.00 to 1.49 vehicles	1,792	44.5%	96.4%
1.50 to 1.99 vehicles	108	2.7%	99.0%
2 or more vehicles	39	1.0%	100.0%
TOTAL RESPONSES	4,024		

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Vehicle Availability

Expanded Results

ORANGE LINE

Entry Station: Haymarket

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	2,163	81.0%
Not Licensed	506	19.0%
TOTAL	2,669	100.0%
No Answer	13	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	1,121	41.8%
1 vehicle	1,052	39.2%
2 vehicles	276	10.3%
3 or more vehicles	233	8.7%
TOTAL	2,682	100.0%
No Answer	0	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	858	32.1%
No	1,811	67.9%
TOTAL	2,669	100.0%
No Answer	13	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	1,108	42.5%	42.5%
0.01 to 0.49 vehicles	115	4.4%	46.9%
0.50 to 0.99 vehicles	874	33.5%	80.5%
1.00 to 1.49 vehicles	496	19.0%	99.5%
1.50 to 1.99 vehicles	13	0.5%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	2,606		

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Vehicle Availability

Expanded Results

ORANGE LINE

Entry Station: State

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	1,810	89.8%
Not Licensed	206	10.2%
TOTAL	2,015	100.0%
No Answer	27	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	451	22.6%
1 vehicle	726	36.5%
2 vehicles	626	31.4%
3 or more vehicles	188	9.4%
TOTAL	1,991	100.0%
No Answer	51	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	981	49.0%
No	1,022	51.0%
TOTAL	2,003	100.0%
No Answer	39	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	399	21.1%	21.1%
0.01 to 0.49 vehicles	288	15.3%	36.4%
0.50 to 0.99 vehicles	625	33.1%	69.5%
1.00 to 1.49 vehicles	564	29.9%	99.4%
1.50 to 1.99 vehicles	12	0.6%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	1,888		

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Vehicle Availability

ORANGE LINE

Expanded Results

Entry Station: Downtown Crossing

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	2,695	78.5%
Not Licensed	736	21.5%
TOTAL	3,431	100.0%
No Answer	0	

Usable Vehicles per Household:

	Number of Riders	Percent of Riders
No vehicles	848	25.5%
1 vehicle	1,185	35.7%
2 vehicles	899	27.1%
3 or more vehicles	387	11.7%
TOTAL	3,319	100.0%
No Answer	112	

Was a Household Vehicle Available to Rider?:

	Number of Riders	Percent of Riders
Yes	1,523	45.7%
No	1,809	54.3%
TOTAL	3,331	100.0%
No Answer	100	

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	773	24.4%	24.4%
0.01 to 0.49 vehicles	412	13.0%	37.4%
0.50 to 0.99 vehicles	1,098	34.7%	72.0%
1.00 to 1.49 vehicles	811	25.6%	97.6%
1.50 to 1.99 vehicles	37	1.2%	98.8%
2 or more vehicles	37	1.2%	100.0%
TOTAL RESPONSES	3,169		

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Vehicle Availability

Expanded Results

ORANGE LINE

Entry Station: Chinatown

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	1,669	74.4%
Not Licensed	573	25.6%
TOTAL	2,242	100.0%
No Answer	28	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	683	31.2%
1 vehicle	977	44.6%
2 vehicles	348	15.9%
3 or more vehicles	182	8.3%
TOTAL	2,189	100.0%
No Answer	81	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	1,055	47.1%
No	1,187	52.9%
TOTAL	2,242	100.0%
No Answer	28	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	598	28.6%	28.6%
0.01 to 0.49 vehicles	392	18.7%	47.3%
0.50 to 0.99 vehicles	460	22.0%	69.3%
1.00 to 1.49 vehicles	529	25.3%	94.6%
1.50 to 1.99 vehicles	113	5.4%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	2,092		

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Vehicle Availability

ORANGE LINE

Expanded Results

Entry Station: New England Medical Center

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	2,269	90.9%
Not Licensed	228	9.1%
TOTAL	2,497	100.0%
No Answer	21	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	724	29.0%
1 vehicle	1,192	47.8%
2 vehicles	498	19.9%
3 or more vehicles	83	3.3%
TOTAL	2,497	100.0%
No Answer	21	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	1,234	49.4%
No	1,263	50.6%
TOTAL	2,497	100.0%
No Answer	21	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	683	28.4%	28.4%
0.01 to 0.49 vehicles	321	13.4%	41.7%
0.50 to 0.99 vehicles	841	35.0%	76.7%
1.00 to 1.49 vehicles	507	21.1%	97.8%
1.50 to 1.99 vehicles	31	1.3%	99.1%
2 or more vehicles	21	0.9%	100.0%
TOTAL RESPONSES	2,404		

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Vehicle Availability

Expanded Results

ORANGE LINE

Entry Station: Back Bay

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	6,442	92.3%
Not Licensed	537	7.7%
TOTAL	6,979	100.0%
No Answer	121	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	1,169	16.7%
1 vehicle	2,639	37.7%
2 vehicles	2,350	33.6%
3 or more vehicles	843	12.0%
TOTAL	7,000	100.0%
No Answer	99	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	4,367	62.5%
No	2,616	37.5%
TOTAL	6,983	100.0%
No Answer	116	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	1,083	16.1%	16.1%
0.01 to 0.49 vehicles	679	10.1%	26.3%
0.50 to 0.99 vehicles	2,127	31.7%	58.0%
1.00 to 1.49 vehicles	2,522	37.6%	95.6%
1.50 to 1.99 vehicles	188	2.8%	98.4%
2 or more vehicles	109	1.6%	100.0%
TOTAL RESPONSES	6,710		

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Vehicle Availability

ORANGE LINE

Expanded Results

Entry Station: Massachusetts Ave.

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	2,216	79.5%
Not Licensed	572	20.5%
TOTAL	2,788	100.0%
No Answer	0	

Usable Vehicles per Household:

	Number of Riders	Percent of Riders
No vehicles	1,356	49.5%
1 vehicle	979	35.7%
2 vehicles	264	9.6%
3 or more vehicles	142	5.2%
TOTAL	2,740	100.0%
No Answer	48	

Was a Household Vehicle Available to Rider?:

	Number of Riders	Percent of Riders
Yes	811	29.6%
No	1,930	70.4%
TOTAL	2,741	100.0%
No Answer	47	

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	1,285	49.9%	49.9%
0.01 to 0.49 vehicles	334	13.0%	62.9%
0.50 to 0.99 vehicles	573	22.3%	85.2%
1.00 to 1.49 vehicles	334	13.0%	98.1%
1.50 to 1.99 vehicles	24	0.9%	99.1%
2 or more vehicles	24	0.9%	100.0%
TOTAL RESPONSES	2,574		

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Vehicle Availability

Expanded Results

ORANGE LINE
 Entry Station: Ruggles

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	3,738	84.1%
Not Licensed	705	15.9%
TOTAL	4,443	100.0%
No Answer	34	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	1,362	31.6%
1 vehicle	1,914	44.3%
2 vehicles	737	17.1%
3 or more vehicles	304	7.0%
TOTAL	4,316	100.0%
No Answer	161	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	1,406	31.9%
No	3,003	68.1%
TOTAL	4,409	100.0%
No Answer	68	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	1,335	31.8%	31.8%
0.01 to 0.49 vehicles	934	22.2%	54.0%
0.50 to 0.99 vehicles	1,237	29.4%	83.4%
1.00 to 1.49 vehicles	638	15.2%	98.6%
1.50 to 1.99 vehicles	0	0.0%	98.6%
2 or more vehicles	59	1.4%	100.0%
TOTAL RESPONSES	4,203		

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Vehicle Availability

ORANGE LINE

Expanded Results

Entry Station: Roxbury Crossing

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	2,124	86.2%
Not Licensed	340	13.8%
TOTAL	2,464	100.0%
No Answer	13	

Usable Vehicles per Household:

	Number of Riders	Percent of Riders
No vehicles	981	40.6%
1 vehicle	1,016	42.1%
2 vehicles	349	14.5%
3 or more vehicles	67	2.8%
TOTAL	2,414	100.0%
No Answer	63	

Was a Household Vehicle Available to Rider?:

	Number of Riders	Percent of Riders
Yes	865	35.4%
No	1,578	64.6%
TOTAL	2,443	100.0%
No Answer	34	

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	893	39.8%	39.8%
0.01 to 0.49 vehicles	471	21.0%	60.7%
0.50 to 0.99 vehicles	441	19.6%	80.4%
1.00 to 1.49 vehicles	428	19.1%	99.4%
1.50 to 1.99 vehicles	13	0.6%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	2,246		

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Vehicle Availability

ORANGE LINE

Expanded Results

Entry Station: Jackson Square

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	2,657	76.2%
Not Licensed	830	23.8%
TOTAL	3,488	100.0%
No Answer	24	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	1,429	41.4%
1 vehicle	1,398	40.5%
2 vehicles	602	17.4%
3 or more vehicles	24	0.7%
TOTAL	3,454	100.0%
No Answer	58	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	759	21.8%
No	2,729	78.2%
TOTAL	3,488	100.0%
No Answer	24	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	1,232	38.4%	38.4%
0.01 to 0.49 vehicles	752	23.4%	61.8%
0.50 to 0.99 vehicles	861	26.8%	88.7%
1.00 to 1.49 vehicles	316	9.9%	98.5%
1.50 to 1.99 vehicles	0	0.0%	98.5%
2 or more vehicles	48	1.5%	100.0%
TOTAL RESPONSES	3,209		

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Vehicle Availability

Expanded Results

ORANGE LINE

Entry Station: Stony Brook

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	2,295	94.1%
Not Licensed	144	5.9%
TOTAL	2,439	100.0%
No Answer	0	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	796	32.6%
1 vehicle	1,319	54.1%
2 vehicles	226	9.3%
3 or more vehicles	97	4.0%
TOTAL	2,439	100.0%
No Answer	0	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	1,104	46.0%
No	1,294	54.0%
TOTAL	2,398	100.0%
No Answer	41	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	776	33.7%	33.7%
0.01 to 0.49 vehicles	463	20.1%	53.8%
0.50 to 0.99 vehicles	605	26.3%	80.1%
1.00 to 1.49 vehicles	436	19.0%	99.1%
1.50 to 1.99 vehicles	0	0.0%	99.1%
2 or more vehicles	21	0.9%	100.0%
TOTAL RESPONSES	2,300		

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Vehicle Availability

Expanded Results

ORANGE LINE

Entry Station: Green Street

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	2,254	91.9%
Not Licensed	199	8.1%
TOTAL	2,453	100.0%
No Answer	23	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	464	19.1%
1 vehicle	1,318	54.3%
2 vehicles	567	23.3%
3 or more vehicles	78	3.2%
TOTAL	2,427	100.0%
No Answer	49	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	1,295	54.0%
No	1,102	46.0%
TOTAL	2,398	100.0%
No Answer	78	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	450	19.2%	19.2%
0.01 to 0.49 vehicles	376	16.0%	35.2%
0.50 to 0.99 vehicles	919	39.2%	74.4%
1.00 to 1.49 vehicles	596	25.4%	99.8%
1.50 to 1.99 vehicles	5	0.2%	100.0%
2 or more vehicles	0	0.0%	100.0%
TOTAL RESPONSES	2,347		

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Vehicle Availability

Expanded Results

ORANGE LINE

Entry Station: Forest Hills

Licensed Drivers:	Number of Riders	Percent of Riders
Licensed	9,087	86.7%
Not Licensed	1,392	13.3%
TOTAL	10,479	100.0%
No Answer	119	

Usable Vehicles per Household:	Number of Riders	Percent of Riders
No vehicles	2,155	20.7%
1 vehicle	5,144	49.3%
2 vehicles	2,592	24.9%
3 or more vehicles	538	5.2%
TOTAL	10,429	100.0%
No Answer	169	

Was a Household Vehicle Available to Rider?:	Number of Riders	Percent of Riders
Yes	5,315	51.4%
No	5,028	48.6%
TOTAL	10,343	100.0%
No Answer	255	

Vehicles Owned per Capita:	Number of Riders	Percent of Riders	Cumulative Percentage
No vehicles	2,043	20.3%	20.3%
0.01 to 0.49 vehicles	1,926	19.2%	39.5%
0.50 to 0.99 vehicles	3,934	39.2%	78.7%
1.00 to 1.49 vehicles	2,034	20.3%	98.9%
1.50 to 1.99 vehicles	89	0.9%	99.8%
2 or more vehicles	17	0.2%	100.0%
TOTAL RESPONSES	10,043		



Service Quality

The data in this chapter summarize the ratings that riders who began their rapid transit trips at Orange Line stations gave to MBTA service quality in terms of 11 measures that were listed in question 24 on the survey form. The question asked for the riders' feelings "about MBTA rapid transit service," as opposed to Orange Line service in particular. This question differed from the others on the form in that it dealt with subjective opinions rather than objective characteristics of riders and their trips.

There may be some bias in the results, for two reasons. Riders with strong positive or negative opinions of service may have been more inclined to complete question 24 than those without strong opinions. In addition, the survey did not capture opinions of potential riders who do not use the Orange Line because of strong negative perceptions of one or more service attributes.

After rating the 11 listed service attributes, respondents were asked to indicate which three were most important to them. Based on the weighted number of survey forms on which each attribute was marked as one of the most important, one of the following importance levels was assigned to each attribute: very low (first quartile), low (second quartile), moderate (third quartile), and high (fourth quartile). The results vary from station to station; significant variations are noted in the text. It should be noted that these are *relative* importance levels. Each rider indicated only which three attributes were most important. It does not necessarily follow that the other attributes were unimportant to that rider—they were simply not as important as the top three.

The 11 attributes and the ratings they received are discussed below in the order in which they appeared on the survey form. The importance level of each attribute is given in its section heading. Tables (at the end of the chapter) present the service quality data by station. For each station, one table presents both the ratings and importance rankings for each of the service quality measures. The data for each station 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 Orange Line as a whole. It includes tables and discussion.

14.1 DESCRIPTION OF TABLE

Respondents ranked the quality of 11 attributes of MBTA rapid transit service on a scale from poor (1) to excellent (5) and also indicated which three of the 11 attributes were most important to them. The table for each station gives, for each attribute, the percent of respondents at that station who checked each of the ratings (excluding those who gave no ratings), and it also gives the average rating. The final column in the table shows the number of riders who checked each attribute as one of the three most important.

14.2 OVERVIEW OF RESULTS

Reliability (On-Time Performance)

North Side Relative Importance: High

Among passengers entering all north side Orange Line stations combined, 82% rated “reliability” average or better. The overall mean rating was 3.3 on the scale of 1 to 5. The mean ratings at individual stations ranged from 3.2 to 3.4.

Reliability was ranked as the most important service quality at every station on the north side except Community College, where frequency was more important.

South Side Relative Importance: High

Among passengers entering all south side Orange Line stations combined, 82% rated “reliability” average or better. The overall mean rating was 3.3 on the scale of 1 to 5. The mean ratings at individual stations ranged from 3.1 to 3.4.

Reliability was ranked as the most important measure of service quality at every station on the south side.

Safety and Security

North Side Relative Importance: High

Among passengers entering all north side Orange Line stations combined, 90% rated “safety and security” average or better. The overall mean rating was 3.5 on the scale of 1 to 5. The mean ratings at individual stations ranged from 3.4 to 3.6.

“Safety and security” ranked as the third-most-important measure of service quality overall, and was second or third at each station.

South Side Relative Importance: High

Among passengers entering all south side Orange Line stations combined, 89% rated “safety and security” average or better. The overall mean rating was 3.5 on the scale of 1 to 5. The mean ratings at individual stations ranged from 3.4 to 3.7.

Safety and security ranked as the third-most-important measure of service quality at each south side station.

Cleanliness/Condition of Vehicles

North Side Relative Importance: Medium

Among passengers entering all north side Orange Line stations combined, only 69% rated “cleanliness/condition of vehicles” average or better. The overall mean rating was 2.8 on the scale of 1 to 5. The mean ratings at individual stations ranged from 2.6 to 2.9.

South Side Relative Importance: Medium

Among passengers entering all south side Orange Line stations combined, only 70% rated “cleanliness/condition of vehicles” average or better. The overall mean rating was 2.9 on the scale of 1 to 5. The mean ratings at individual stations ranged from 2.8 to 3.0.

Courtesy of Train Crews

North Side Relative Importance: Low

Among passengers entering all north side Orange Line stations combined, 79% rated “courtesy of train crews” average or better. The overall mean rating was 3.2 on the scale of 1 to 5. The mean ratings at individual stations ranged from 3.1 to 3.3 at all stations except North Station, where the mean was 3.4. Many of the riders entering there might have included commuter rail train crews in their evaluations.

South Side Relative Importance: Low

Among passengers entering all south side Orange Line stations combined, 79% rated “courtesy of train crews” average or better. The overall mean rating was 3.2 on the scale of 1 to 5. The mean ratings at individual stations ranged from 3.0 to 3.3.

Announcement of Stations

North Side Relative Importance: Very Low

Among passengers entering all north side Orange Line stations combined, 84% rated “announcement of stations” average or better. The overall mean rating was 3.5 on the scale of 1 to 5, making it one of the highest-rated measures. The mean ratings at individual stations ranged from 3.4 to 3.7, except at North Station (3.2) and Haymarket (3.1). Riders boarding at North Station may have included announcements on-board commuter rail trains, which are not automated, in their evaluations. “Announcement of stations” received the second-lowest number of checkmarks as one of the three most important of the 11 service measures. However, among riders who accessed rapid transit on any

line using the Blind Access Card, “announcement of stations” was ranked fifth in importance, and was given a mean rating of 2.9.

South Side *Relative Importance: Very Low*

Among passengers entering all south side Orange Line stations combined, 83% rated “announcement of stations” average or better. The overall mean rating was 3.5 on the scale of 1 to 5, making it one of the highest-rated measures. The mean ratings at individual stations ranged from 3.4 to 3.7, except at Chinatown (3.9) and Back Bay (3.3). Riders boarding at Back Bay may have included announcements on board commuter rail trains, which are not automated, in their evaluations. “Announcement of stations” received the fourth-lowest number of checkmarks as one of the three most important of the 11 service measures.

Availability of Seating on Trains

While the overall number of seats on a train does not change from station to station, the number of available seats decreases between the outer endpoint and the maximum load point. It would be expected that riders boarding nearer the outer ends of a line would rate seating availability higher than those boarding closer to downtown. The broad trend across the north and south ends of the Orange Line was consistent with this.

North Side *Relative Importance: Medium*

Overall, 73% of north side riders rated “availability of seating” as average or better, with a mean rating of 3.0. At Oak Grove, the outermost station, the mean was 3.2, and at Malden, the second station, it was 3.1. From there, it was 2.8 to 3.0 at all stations to Haymarket. It increased to 3.3 at State, but most of the respondents there were either traveling outbound, or were traveling inbound after the end of the AM peak period.

South Side *Relative Importance: Medium*

Overall, 80% of south side riders rated “availability of seating” as average or better, with a mean rating of 3.2. At the three outermost station, Forest Hills to Stony Brook, the mean was 3.3 or 3.4. At most stations from Jackson Square to Downtown Crossing, it was either 3.0 or 3.1. At Chinatown, where many of the respondents were either traveling outbound, or were traveling inbound after the end of the AM peak period, the mean was 3.3.

Frequency of Service

When the survey was conducted, Orange Line trains were scheduled to run every 5 minutes during the AM peak period and every 8 minutes during the midday period. Except for brief intervals when trains were going in or out of service, frequency would have been the same at every station. However, delays incurred by trains as they proceeded along the line from the starting point could create perceptions of poorer frequency at inner stations.

North Side *Relative Importance: High*

Overall, 77% of north side riders rated “frequency of service” as average or better, with a mean rating of 3.2. Starting with a mean of 3.4 at Oak Grove, the rating dropped to 3.2 at Malden and Wellington, and then ranged from 2.9 to 3.1 between Sullivan Square and Haymarket. Frequency received the second-largest number of checks as one of the three most important service measures by riders at every station except Malden, where “safety and security” was ranked slightly higher.

South Side *Relative Importance: High*

Overall, 81% of south side riders rated “frequency of service” as average or better, with a mean rating of 3.2. At every station from Forest Hills to Roxbury Crossing and at Massachusetts Avenue, the mean rating was 3.3 or 3.4. At all other stations, the mean ranged from 3.0 to 3.2. Frequency received the second-largest number of checks as one of the three most important service measures by riders at each station.

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

Overall, 87% of north side riders rated travel time as average or better, with a mean rating of 3.4. There was little variation among stations, with a range of 3.4 to 3.6. At least 83% of the respondents at each station rated “travel time” average or better. Overall, “travel time” was checked by the fourth-largest number of riders as one of the three most important measures.

South Side *Relative Importance: Medium*

Overall, 88% of south side riders rated “travel time” as average or better, with a mean rating of 3.5. There was little variation among stations, with a range of 3.4 to 3.7. At least 83% of the respondents at each station rated “travel time” average or better. Overall, “travel time” was checked by the fourth-largest number of riders as one of the three most important measures.

Parking Availability

Many of the riders who did not use driving access had no opinions about parking availability. About one-third of north side respondents and one-half of south side respondents who answered question 24 gave no rating for this measure, making it by far the least-often-rated of the 11 measures.

North Side *Relative Importance: Low*

Overall, among north side riders who did rate parking availability, only 66% rated it as average or better, with a mean rating of 2.9. The only station where the mean rating exceeded 3.0 was Wellington, at 3.4. That station has by far the greatest parking capacity on the line. At Oak Grove Station, which attracts

riders from many suburbs but has limited parking capacity, 27% of riders rated parking availability as poor, and another 26% rated it below average.

South Side Relative Importance: Low

Overall, among south side riders who did rate parking availability, only 64% rated it as average or better, with a mean rating of 2.8. Mean ratings ranged from 2.4 to 2.9 at all stations except stations from Massachusetts Avenue to Chinatown, for which the mean ratings were all 3.0 or 3.1. The only south side station with dedicated parking is Forest Hills, where the mean was 2.7. Of the riders who rated parking availability there, 18% rated it as poor and 20% as below average.

Station Amenities

Overall at north side stations and at south side stations, “station amenities” was the measure checked by the fewest riders as one of the three most important measures. It was also the measure to which the second-largest numbers of riders did not give any rating. This may have been partly because the term “station amenities” is not very specific.

North Side Relative Importance: Very Low

Overall, among north side riders who did rate station amenities, only 59% gave ratings of average or better, resulting in a mean of 2.6. This was the lowest mean given to any of the 11 measures. At individual stations, the mean ranged from 2.5 to 2.8, with Malden, Wellington, and Community College being the only stations with means of 2.8.

South Side Relative Importance: Very Low

Overall, among south side riders who did rate station amenities, only 61% gave ratings of average or better, resulting in a mean of 2.7. This was the lowest mean given to any of the 11 measures. The mean rating ranged from 2.5 to 2.7 at every station except Ruggles (2.9) and Chinatown (2.8).

Fare Collection System

All Orange Line stations use the same fare collection system, consisting of electronic fare cards that are used to open automatic fare gates at the station entrances. Differences in ratings by station could be influenced by differences in the numbers of fare gates and fare card vending machines relative to the number of riders entering the stations.

North Side Relative Importance: Very Low

Overall, 85% of north side riders rated the fare collection system as average or better, with a mean rating of 3.6. This was the highest mean rating given to any of the 11 measures. However, this measure was checked by the third-lowest number of riders as being one of the three most important measures. The mean

ratings ranged from 3.5 to 3.7 at all stations except North Station and Haymarket (3.3 each).

South Side Relative Importance: Very Low

Overall, 85% of south side riders rated the fare collection system as average or better, with a mean rating of 3.6. This was the highest mean rating given to any of the 11 measures. However, this measure was checked by the fifth-lowest number of riders as being one of the three most important measures. The mean ratings ranged from 3.5 to 3.7 at all stations except Jackson Square (3.3) and Back Bay (3.4).



MBTA Surveys: 2008-09

Rapid Transit Survey

Service Quality

Expanded Results

ORANGE LINE

Entry Station: Oak Grove

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.4	4.9%	11.2%	35.0%	40.2%	8.7%	4,902	109	2,533
Safety and security	3.5	2.8%	7.2%	37.7%	41.6%	10.7%	4,896	115	1,484
Cleanliness/condition of vehicles	2.9	9.6%	21.1%	42.0%	24.3%	3.1%	4,925	87	646
Courtesy of train crews	3.1	5.7%	16.1%	42.9%	28.8%	6.4%	4,858	153	214
Announcement of stations	3.4	5.4%	11.3%	32.6%	34.8%	15.9%	4,859	152	111
Availability of seating on trains	3.2	5.9%	14.9%	39.0%	29.7%	10.5%	4,938	73	425
Frequency of service	3.4	3.5%	11.9%	37.6%	36.3%	10.7%	4,915	96	1,742
Travel time/speed	3.5	3.0%	7.5%	35.6%	43.5%	10.4%	4,927	84	900
Parking availability	2.4	26.9%	26.1%	31.0%	12.3%	3.7%	3,700	1,311	365
Station amenities	2.5	18.6%	25.5%	42.8%	10.4%	2.7%	4,467	544	36
Fare collection system	3.6	5.6%	6.4%	29.2%	37.0%	21.9%	4,811	200	124

* 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

Rapid Transit Survey

Service Quality

Expanded Results

ORANGE LINE

Entry Station: Malden

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.2	8.9%	12.2%	39.2%	30.2%	9.6%	4,650	4,541	2,142
Safety and security	3.4	4.6%	8.0%	39.0%	35.0%	13.4%	4,667	4,524	1,448
Cleanliness/condition of vehicles	2.8	13.4%	16.8%	51.1%	15.2%	3.5%	4,588	4,603	674
Courtesy of train crews	3.1	10.0%	16.6%	36.8%	27.5%	9.0%	4,485	4,705	144
Announcement of stations	3.7	5.3%	5.7%	29.9%	35.9%	23.3%	4,582	4,609	247
Availability of seating on trains	3.1	10.5%	12.3%	39.9%	29.7%	7.6%	4,698	4,493	306
Frequency of service	3.2	8.9%	13.6%	31.5%	37.2%	8.7%	4,568	4,623	1,385
Travel time/speed	3.4	4.7%	12.0%	30.3%	40.1%	12.8%	4,568	4,623	718
Parking availability	2.9	13.1%	23.4%	33.2%	23.2%	7.1%	2,553	6,637	172
Station amenities	2.8	14.5%	25.9%	36.1%	17.2%	6.4%	3,560	5,631	48
Fare collection system	3.5	9.2%	11.6%	24.0%	35.2%	20.0%	4,262	4,929	227

* 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

Rapid Transit Survey

Service Quality

Expanded Results

ORANGE LINE

Entry Station: Wellington

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.3	4.3%	10.9%	40.2%	37.0%	7.7%	5,391	139	2,802
Safety and security	3.6	2.2%	6.5%	35.3%	44.1%	12.0%	5,275	256	1,392
Cleanliness/condition of vehicles	2.9	6.5%	20.5%	48.6%	22.1%	2.4%	5,370	160	572
Courtesy of train crews	3.2	5.3%	13.3%	43.5%	30.8%	7.1%	5,212	318	211
Announcement of stations	3.6	3.2%	10.7%	32.1%	31.0%	23.1%	5,279	251	135
Availability of seating on trains	2.8	13.3%	23.3%	40.2%	17.5%	5.6%	5,382	149	418
Frequency of service	3.2	3.7%	16.9%	42.5%	29.0%	8.0%	5,368	163	1,917
Travel time/speed	3.5	1.7%	10.4%	37.1%	38.5%	12.2%	5,430	100	1,069
Parking availability	3.5	4.2%	11.7%	31.2%	34.2%	18.7%	4,264	1,266	507
Station amenities	2.8	13.0%	19.4%	47.3%	17.1%	3.2%	4,794	737	49
Fare collection system	3.7	3.0%	5.6%	29.9%	39.7%	21.8%	5,261	270	149

* 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

Rapid Transit Survey

Service Quality

Expanded Results

ORANGE LINE

Entry Station: Sullivan Square

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.2	5.9%	12.3%	41.7%	32.8%	7.2%	5,895	176	2,998
Safety and security	3.6	2.8%	5.1%	35.9%	43.5%	12.7%	5,955	117	1,901
Cleanliness/condition of vehicles	2.9	8.5%	20.4%	46.8%	21.1%	3.2%	5,920	152	697
Courtesy of train crews	3.2	7.1%	14.8%	40.2%	29.2%	8.7%	5,751	321	217
Announcement of stations	3.7	2.3%	10.9%	30.3%	32.3%	24.2%	5,903	169	225
Availability of seating on trains	2.9	13.6%	19.2%	39.5%	22.2%	5.5%	5,892	179	594
Frequency of service	3.1	5.7%	19.2%	41.0%	28.0%	6.0%	5,830	241	2,308
Travel time/speed	3.4	2.9%	11.8%	39.9%	33.6%	11.8%	5,833	238	1,141
Parking availability	2.8	16.0%	18.6%	39.1%	21.0%	5.3%	3,041	3,030	276
Station amenities	2.6	16.3%	27.6%	41.3%	10.9%	3.8%	4,898	1,173	100
Fare collection system	3.7	3.3%	7.8%	29.6%	33.4%	25.9%	5,644	428	100

* 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

Rapid Transit Survey

Service Quality

Expanded Results

ORANGE LINE

Entry Station: Community College

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.3	3.2%	16.7%	38.7%	31.2%	10.1%	2,458	224	1,289
Safety and security	3.6	0.3%	9.0%	38.3%	37.8%	14.5%	2,575	108	927
Cleanliness/condition of vehicles	2.9	3.1%	26.4%	55.9%	9.6%	4.9%	2,521	162	689
Courtesy of train crews	3.1	10.0%	15.6%	40.8%	23.2%	10.4%	2,566	116	170
Announcement of stations	3.6	2.7%	10.3%	32.8%	32.0%	22.1%	2,575	108	125
Availability of seating on trains	2.9	11.3%	12.6%	49.7%	23.6%	2.7%	2,575	108	224
Frequency of service	2.9	5.6%	24.1%	44.2%	22.5%	3.5%	2,512	170	1,417
Travel time/speed	3.4	1.0%	11.1%	48.1%	30.9%	8.9%	2,575	108	504
Parking availability	2.9	13.7%	16.9%	43.7%	20.7%	5.0%	1,425	1,257	62
Station amenities	2.8	10.1%	29.0%	40.5%	15.2%	5.1%	2,266	416	62
Fare collection system	3.6	7.1%	7.4%	27.2%	37.7%	20.6%	2,524	158	195

* 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

Rapid Transit Survey

Service Quality

Expanded Results

ORANGE LINE

Entry Station: North Station

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.3	5.4%	10.7%	42.2%	35.9%	5.7%	4,134	67	2,200
Safety and security	3.6	1.9%	6.3%	33.3%	45.0%	13.5%	4,027	174	939
Cleanliness/condition of vehicles	2.8	11.0%	20.8%	46.4%	17.7%	4.1%	4,103	98	466
Courtesy of train crews	3.4	4.8%	12.3%	34.6%	31.2%	17.2%	4,060	141	110
Announcement of stations	3.2	7.9%	15.5%	34.3%	30.6%	11.7%	4,058	142	193
Availability of seating on trains	3.0	9.7%	17.2%	43.7%	22.0%	7.3%	4,092	109	450
Frequency of service	3.1	6.9%	19.9%	39.7%	26.4%	7.1%	4,104	97	1,604
Travel time/speed	3.4	4.2%	10.6%	38.3%	35.8%	11.1%	4,055	146	859
Parking availability	2.9	16.3%	18.7%	31.8%	21.3%	11.8%	2,895	1,305	159
Station amenities	2.7	16.3%	25.0%	40.4%	12.7%	5.5%	3,600	601	15
Fare collection system	3.3	7.9%	12.5%	32.7%	32.6%	14.3%	4,029	172	170

* 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

Rapid Transit Survey

Service Quality

Expanded Results

ORANGE LINE

Entry Station: Haymarket

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.2	10.8%	10.8%	37.2%	31.9%	9.2%	2,606	76	1,078
Safety and security	3.5	3.4%	8.2%	34.6%	40.1%	13.7%	2,534	148	644
Cleanliness/condition of vehicles	2.6	18.3%	24.3%	43.0%	11.0%	3.3%	2,620	62	263
Courtesy of train crews	3.1	9.7%	12.7%	40.6%	29.1%	7.9%	2,508	174	158
Announcement of stations	3.1	12.2%	22.7%	24.3%	24.7%	16.0%	2,606	76	0
Availability of seating on trains	2.9	14.6%	17.6%	40.0%	22.7%	5.1%	2,620	62	102
Frequency of service	3.0	8.6%	22.2%	34.4%	28.1%	6.7%	2,597	85	789
Travel time/speed	3.4	8.0%	5.7%	35.1%	38.5%	12.6%	2,583	99	431
Parking availability	2.4	33.2%	13.8%	33.8%	15.4%	3.7%	1,068	1,614	99
Station amenities	2.5	21.0%	25.1%	37.7%	14.5%	1.7%	2,160	522	49
Fare collection system	3.3	12.0%	13.1%	26.1%	33.1%	15.8%	2,544	138	138

* 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

Rapid Transit Survey

Service Quality

Expanded Results

ORANGE LINE

Entry Station: State

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.4	3.9%	9.4%	39.5%	34.0%	13.1%	1,969	72	901
Safety and security	3.5	1.3%	11.4%	35.7%	37.0%	14.5%	1,957	85	520
Cleanliness/condition of vehicles	2.9	10.1%	21.2%	46.5%	17.2%	5.1%	1,920	121	226
Courtesy of train crews	3.3	3.5%	15.3%	39.9%	30.6%	10.7%	1,851	191	91
Announcement of stations	3.6	4.8%	6.7%	27.7%	40.9%	19.9%	1,926	116	46
Availability of seating on trains	3.3	6.2%	8.0%	45.2%	35.0%	5.5%	1,982	60	168
Frequency of service	3.3	4.0%	12.7%	41.5%	36.1%	5.7%	1,957	85	606
Travel time/speed	3.6	4.0%	6.6%	31.6%	43.3%	14.5%	1,957	85	289
Parking availability	3.0	13.2%	17.0%	42.0%	16.0%	11.8%	1,248	794	74
Station amenities	2.5	18.0%	29.9%	39.6%	10.7%	1.9%	1,668	374	0
Fare collection system	3.7	6.8%	7.6%	24.7%	35.5%	25.5%	1,844	198	77

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



MBTA Surveys: 2008-09

Rapid Transit Survey

Service Quality

Expanded Results

ORANGE LINE

Entry Station: Downtown Crossing

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.2	8.1%	14.5%	38.7%	30.7%	8.1%	3,095	337	1,509
Safety and security	3.4	5.1%	8.9%	38.5%	37.4%	10.1%	3,207	224	810
Cleanliness/condition of vehicles	2.9	10.2%	21.6%	43.3%	21.6%	3.3%	3,057	374	399
Courtesy of train crews	3.1	7.0%	16.0%	42.6%	26.2%	8.2%	3,044	387	250
Announcement of stations	3.5	7.2%	10.5%	33.5%	25.0%	23.8%	3,095	337	112
Availability of seating on trains	3.0	8.5%	19.4%	45.3%	21.0%	5.7%	3,082	350	299
Frequency of service	3.2	4.8%	16.7%	41.9%	29.9%	6.8%	3,132	299	1,197
Travel time/speed	3.3	6.1%	11.0%	41.5%	32.1%	9.3%	3,069	362	798
Parking availability	2.4	28.0%	19.3%	36.0%	13.3%	3.3%	1,871	1,560	75
Station amenities	2.5	21.9%	20.9%	44.8%	11.4%	1.0%	2,508	923	37
Fare collection system	3.5	8.2%	13.5%	20.9%	31.6%	25.8%	3,044	387	299

* 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

Rapid Transit Survey

Service Quality

Expanded Results

ORANGE LINE

Entry Station: Chinatown

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.3	9.4%	11.9%	28.5%	43.6%	6.7%	2,242	28	990
Safety and security	3.5	2.6%	5.1%	38.2%	43.3%	10.9%	2,157	113	714
Cleanliness/condition of vehicles	2.9	8.0%	25.3%	38.3%	25.2%	3.3%	2,117	153	250
Courtesy of train crews	3.2	7.9%	15.0%	38.8%	25.4%	12.8%	2,145	125	12
Announcement of stations	3.9	5.3%	7.9%	18.7%	31.7%	36.5%	2,145	125	97
Availability of seating on trains	3.3	2.6%	10.1%	51.7%	24.5%	11.0%	2,157	113	125
Frequency of service	3.2	3.9%	18.7%	35.2%	35.0%	7.1%	2,157	113	840
Travel time/speed	3.6	4.5%	3.9%	30.4%	47.2%	14.1%	2,173	97	480
Parking availability	3.1	7.7%	21.3%	37.7%	16.5%	16.8%	1,252	1,018	28
Station amenities	2.8	7.7%	28.1%	43.3%	15.5%	5.4%	1,794	476	41
Fare collection system	3.5	2.7%	16.3%	30.7%	31.9%	18.4%	2,129	141	41

* 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

Rapid Transit Survey

Service Quality

Expanded Results

ORANGE LINE

Entry Station: New England Medical Center

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.4	3.5%	13.8%	34.9%	38.9%	9.1%	2,404	114	1,234
Safety and security	3.5	3.8%	9.4%	35.5%	35.9%	15.4%	2,425	93	736
Cleanliness/condition of vehicles	2.9	14.6%	12.0%	48.5%	21.9%	3.0%	2,414	104	384
Courtesy of train crews	3.3	7.1%	12.4%	35.0%	34.5%	11.1%	2,341	176	146
Announcement of stations	3.4	7.0%	13.2%	29.0%	33.7%	17.1%	2,363	155	166
Availability of seating on trains	3.1	5.5%	17.4%	41.1%	30.9%	5.1%	2,445	72	156
Frequency of service	3.2	2.2%	18.3%	43.2%	29.3%	7.0%	2,373	145	756
Travel time/speed	3.5	2.2%	7.3%	41.4%	36.2%	12.9%	2,404	114	529
Parking availability	3.0	9.0%	13.8%	49.7%	18.6%	8.9%	1,503	1,015	0
Station amenities	2.7	15.7%	19.6%	45.6%	14.7%	4.4%	2,113	404	31
Fare collection system	3.6	4.3%	10.6%	30.3%	31.3%	23.5%	2,425	93	114

* 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

Rapid Transit Survey

Service Quality

Expanded Results

ORANGE LINE

Entry Station: Back Bay

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.2	5.9%	18.0%	36.3%	34.7%	5.1%	6,711	389	3,931
Safety and security	3.5	2.0%	7.5%	37.3%	40.3%	12.9%	6,936	163	2,022
Cleanliness/condition of vehicles	2.8	10.9%	19.2%	46.8%	20.9%	2.2%	6,826	274	1,045
Courtesy of train crews	3.3	5.2%	13.2%	38.6%	32.4%	10.6%	6,779	320	149
Announcement of stations	3.3	8.9%	13.6%	28.9%	36.5%	12.1%	6,798	301	342
Availability of seating on trains	3.0	8.4%	18.1%	41.4%	25.6%	6.5%	6,855	245	1,023
Frequency of service	3.1	5.1%	18.4%	40.7%	29.1%	6.7%	6,797	303	2,309
Travel time/speed	3.4	3.7%	10.2%	38.5%	35.0%	12.5%	6,783	316	1,330
Parking availability	3.0	15.3%	15.9%	36.4%	22.6%	9.9%	4,459	2,640	337
Station amenities	2.7	17.7%	23.1%	38.6%	16.8%	3.9%	6,196	903	158
Fare collection system	3.4	7.7%	12.3%	28.5%	32.8%	18.7%	6,765	334	315

* 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

Rapid Transit Survey

Service Quality

Expanded Results

ORANGE LINE

Entry Station: Massachusetts Ave.

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.3	4.7%	12.0%	36.1%	39.8%	7.4%	2,573	215	1,287
Safety and security	3.5	3.6%	9.0%	34.8%	42.9%	9.8%	2,668	120	737
Cleanliness/condition of vehicles	2.8	10.9%	24.6%	38.2%	22.7%	3.6%	2,621	167	428
Courtesy of train crews	3.1	7.5%	14.9%	44.9%	21.4%	11.2%	2,550	238	120
Announcement of stations	3.7	6.1%	10.4%	21.8%	35.7%	26.1%	2,740	48	73
Availability of seating on trains	3.2	8.1%	12.6%	41.5%	31.5%	6.3%	2,645	143	286
Frequency of service	3.3	5.6%	12.0%	38.9%	35.2%	8.3%	2,574	214	1,025
Travel time/speed	3.5	4.5%	8.9%	29.5%	42.9%	14.2%	2,668	120	597
Parking availability	3.1	15.6%	12.5%	40.7%	12.5%	18.7%	763	2,025	0
Station amenities	2.7	16.1%	21.9%	44.9%	11.4%	5.7%	2,074	715	47
Fare collection system	3.8	3.6%	6.3%	26.4%	37.3%	26.3%	2,622	167	71

* 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

Rapid Transit Survey

Service Quality

Expanded Results

ORANGE LINE

Entry Station: Ruggles

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.1	6.2%	18.2%	44.8%	23.2%	7.6%	4,390	86	1,973
Safety and security	3.5	3.4%	12.6%	33.8%	33.9%	16.3%	4,386	91	1,044
Cleanliness/condition of vehicles	2.9	8.3%	22.1%	46.5%	20.3%	2.8%	4,352	125	215
Courtesy of train crews	3.2	7.6%	13.8%	39.5%	30.7%	8.5%	4,327	150	82
Announcement of stations	3.6	8.2%	8.8%	25.1%	33.0%	25.0%	4,450	27	161
Availability of seating on trains	3.1	5.3%	17.4%	41.5%	28.5%	7.3%	4,268	209	433
Frequency of service	3.0	9.0%	18.1%	40.8%	26.0%	6.1%	4,327	150	1,513
Travel time/speed	3.4	3.4%	9.2%	39.1%	37.6%	10.7%	4,355	122	910
Parking availability	2.9	16.1%	16.2%	37.3%	20.1%	10.3%	2,318	2,159	91
Station amenities	2.9	11.4%	19.4%	47.4%	15.9%	5.9%	3,715	762	32
Fare collection system	3.7	1.3%	11.6%	31.3%	32.2%	23.5%	4,266	211	91

* 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

Rapid Transit Survey

Service Quality

Expanded Results

ORANGE LINE

Entry Station: Roxbury Crossing

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.4	4.4%	9.3%	40.6%	37.5%	8.2%	2,351	125	1,310
Safety and security	3.4	4.1%	9.4%	39.3%	35.2%	11.9%	2,359	117	739
Cleanliness/condition of vehicles	2.9	6.2%	24.3%	45.2%	23.4%	0.9%	2,380	96	437
Courtesy of train crews	3.0	8.3%	16.5%	45.2%	24.5%	5.4%	2,414	63	168
Announcement of stations	3.6	1.8%	10.1%	35.1%	36.2%	16.8%	2,368	109	84
Availability of seating on trains	3.1	0.0%	19.3%	48.5%	30.5%	1.7%	2,422	55	151
Frequency of service	3.3	1.4%	12.9%	47.4%	29.9%	8.4%	2,443	34	940
Travel time/speed	3.6	1.8%	7.3%	31.1%	44.2%	15.7%	2,368	109	613
Parking availability	2.7	17.6%	18.2%	43.2%	21.1%	0.0%	836	1,640	0
Station amenities	2.6	12.2%	29.5%	46.2%	9.0%	3.2%	1,965	512	0
Fare collection system	3.7	4.6%	6.4%	29.7%	36.1%	23.3%	2,376	101	84

* 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

Rapid Transit Survey

Service Quality

Expanded Results

ORANGE LINE

Entry Station: Jackson Square

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.3	4.9%	10.0%	48.7%	26.7%	9.7%	3,270	242	1,422
Safety and security	3.4	2.4%	11.5%	40.1%	37.0%	8.9%	3,348	163	895
Cleanliness/condition of vehicles	2.9	7.4%	22.7%	47.3%	18.1%	4.5%	3,325	187	327
Courtesy of train crews	3.2	5.7%	13.0%	45.5%	29.5%	6.3%	3,280	231	160
Announcement of stations	3.6	3.9%	10.5%	26.5%	36.1%	23.0%	3,222	289	48
Availability of seating on trains	3.1	7.1%	15.2%	41.9%	28.8%	7.0%	3,290	221	153
Frequency of service	3.3	4.9%	14.2%	37.9%	32.5%	10.6%	3,270	242	1,099
Travel time/speed	3.5	3.9%	10.5%	27.9%	45.7%	11.9%	3,195	316	834
Parking availability	2.5	27.7%	21.0%	35.1%	7.4%	8.8%	1,426	2,086	160
Station amenities	2.6	15.8%	31.9%	35.3%	14.3%	2.6%	2,620	892	24
Fare collection system	3.3	12.6%	9.0%	32.3%	29.7%	16.3%	3,103	408	310

* 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

Rapid Transit Survey

Service Quality

Expanded Results

ORANGE LINE

Entry Station: Stony Brook

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.4	6.7%	6.7%	37.0%	41.1%	8.5%	2,362	77	1,253
Safety and security	3.7	0.0%	5.7%	31.0%	53.3%	10.0%	2,419	21	652
Cleanliness/condition of vehicles	3.0	5.8%	19.7%	47.1%	25.7%	1.7%	2,398	41	257
Courtesy of train crews	3.3	4.2%	14.6%	35.7%	35.9%	9.5%	2,316	123	41
Announcement of stations	3.6	0.9%	11.7%	35.2%	31.3%	21.0%	2,377	62	21
Availability of seating on trains	3.3	2.4%	16.3%	43.2%	29.4%	8.7%	2,357	82	236
Frequency of service	3.3	5.9%	11.1%	40.9%	33.5%	8.5%	2,357	82	1,023
Travel time/speed	3.5	1.7%	13.8%	27.6%	42.9%	14.0%	2,419	21	586
Parking availability	2.4	24.5%	30.0%	31.5%	10.0%	4.0%	1,027	1,412	97
Station amenities	2.6	6.4%	38.2%	43.5%	8.4%	3.6%	2,151	288	41
Fare collection system	3.8	1.7%	6.4%	22.9%	47.3%	21.7%	2,419	21	41

* 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

Rapid Transit Survey

Service Quality

Expanded Results

ORANGE LINE

Entry Station: Green Street

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.4	1.3%	9.4%	41.8%	39.9%	7.6%	2,398	78	1,540
Safety and security	3.5	1.7%	6.6%	42.6%	41.0%	8.1%	2,387	89	903
Cleanliness/condition of vehicles	2.9	4.3%	22.4%	51.6%	21.7%	0.0%	2,418	58	286
Courtesy of train crews	3.1	5.1%	13.9%	48.3%	28.3%	4.5%	2,347	129	84
Announcement of stations	3.4	5.0%	13.4%	34.1%	32.7%	14.7%	2,375	101	82
Availability of seating on trains	3.3	2.1%	13.7%	44.4%	33.9%	5.9%	2,415	61	270
Frequency of service	3.4	2.5%	11.6%	42.9%	33.3%	9.6%	2,408	68	1,126
Travel time/speed	3.7	1.0%	5.9%	31.1%	49.1%	12.8%	2,403	73	631
Parking availability	2.6	14.7%	24.9%	44.0%	15.8%	0.6%	1,093	1,383	54
Station amenities	2.5	12.8%	37.2%	39.9%	8.7%	1.3%	1,956	520	7
Fare collection system	3.7	2.7%	6.0%	30.3%	41.2%	19.7%	2,364	112	84

* 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

Rapid Transit Survey

Service Quality

Expanded Results

ORANGE LINE

Entry Station: Forest Hills

Service Quality	Mean	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Total	No Response	Impor- tance*
Reliability (on-time performance)	3.4	3.8%	9.5%	38.1%	38.9%	9.7%	10,097	500	5,203
Safety and security	3.5	2.3%	8.0%	38.4%	42.3%	9.0%	10,235	363	3,460
Cleanliness/condition of vehicles	2.9	9.0%	20.1%	48.3%	20.7%	2.0%	10,183	415	1,234
Courtesy of train crews	3.1	5.7%	18.6%	41.8%	26.4%	7.5%	9,943	655	376
Announcement of stations	3.6	3.9%	11.4%	29.9%	35.6%	19.3%	10,066	532	424
Availability of seating on trains	3.4	3.4%	10.7%	41.2%	35.6%	9.1%	10,138	460	670
Frequency of service	3.4	4.3%	10.8%	37.8%	37.4%	9.7%	10,140	458	3,748
Travel time/speed	3.6	2.7%	7.8%	31.5%	44.0%	13.9%	10,040	558	2,190
Parking availability	2.7	17.6%	20.0%	39.2%	17.3%	5.9%	5,738	4,860	244
Station amenities	2.7	14.1%	22.1%	44.3%	16.5%	3.0%	8,583	2,015	166
Fare collection system	3.6	5.1%	7.6%	29.6%	35.1%	22.7%	10,016	582	499

* 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

Transfer Station Results for All Stations Regardless of Line

The tables presented in previous chapters for North Station, Haymarket, State and Downtown Crossing have included responses only from passengers boarding or exiting the Orange Line at those stations. For some purposes, distinctions between Orange Line and Green Line riders at North Station and Haymarket are not important; the same is true for Orange and Blue Line riders at State and Orange and Red Line riders at Downtown Crossing. This appendix presents six tables for each station that include all of the riders boarding or exiting at the station:

- Origin Locations and Activities
- Access to the Rapid Transit System
- Transfers to the Rapid Transit System
- Egress from the Rapid Transit System
- Transfers from the Rapid Transit System
- Destination Locations and Activities

The North Station and Haymarket tables shown here are the same as the tables shown in Appendix B of the Green Line volume, the State tables are the same as the tables shown in Appendix B of the Blue Line volume, and the Downtown Crossing tables are the same as the tables shown in Appendix B of the Red Line volume. They are included in both volumes for the reader's convenience.

Origin Locations and Activities

Expanded Results

ORANGE AND GREEN LINES

Entry Station: North Station

City/Neighborhood Origins	ORIGIN LOCATIONS			ORIGIN ACTIVITIES							
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: North End	1,054	11.7%	5.1%	33.1%	1.2%	37.9%	1.4%	8.6%	5.4%	5.8%	1.4%
Salem	829	9.2%	4.2%	88.4%	1.9%	5.4%					
Beverly	559	6.2%	8.0%	88.6%				3.4%			
Unspecified	411	4.6%	43.3%	20.3%		9.2%		13.8%	3.6%		9.7%
Boston: Charlestown	329	3.7%		74.9%		4.5%	5.8%		9.1%	5.8%	
Lowell	318	3.5%	14.5%	85.5%							
Boston: Govt Center	306	3.4%		38.5%		51.8%		9.7%			
Lynn	289	3.2%	5.2%	94.8%							
Medford	231	2.6%		100.0%							
Reading	222	2.5%	5.0%	95.0%							
Haverhill	205	2.3%	13.2%	86.8%							
Winchester	204	2.3%		100.0%							
Wilmington	189	2.1%		100.0%							
Wakefield	172	1.9%	19.7%	80.3%							
Lawrence	161	1.8%		90.0%		10.0%					
Swampscott	152	1.7%		90.2%					9.8%		
Ipswich	148	1.6%	12.8%	76.3%		10.9%					
Boston: Beacon Hill	144	1.6%		50.1%		8.8%		41.1%			
Peabody	139	1.5%		90.9%		9.1%					
Newburyport	134	1.5%	16.4%	83.6%							
Woburn	132	1.5%		88.7%							11.3%
Andover	131	1.5%	20.7%	67.9%		11.4%					
Gloucester	120	1.3%		100.0%							
Chelmsford	117	1.3%		100.0%							
Acton	115	1.3%		67.1%				16.5%	16.5%		
Hamilton	106	1.2%		100.0%							
Concord	99	1.1%		84.9%		15.1%					
Rockport	93	1.0%		79.7%						20.3%	
Waltham	93	1.0%		100.0%							
Billerica	92	1.0%		100.0%							
Maynard	91	1.0%		100.0%							
Melrose	87	1.0%		100.0%							
Methuen	84	0.9%		100.0%							
Manchester by the Sea	75	0.8%		100.0%							
Chelsea	60	0.7%		75.1%		24.9%					

City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work-rel.	Social/Rec.	Other
Leominster	54	0.6%	29.7%	70.3%							
Littleton	49	0.5%		61.3%		38.7%					
Groton	47	0.5%		100.0%							
Townsend	46	0.5%		100.0%							
Other (< 0.5 % of riders)	1,097	12.2%	1.5%	95.7%		1.7%				1.2%	
OVERALL TOTAL	8,982	100.0%	6.1%	77.8%	0.3%	8.9%	0.4%	3.1%	1.5%	1.2%	0.8%

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



MBTA Surveys: 2008-09

Rapid Transit Survey

Access to the Rapid Transit System

Expanded Results

ORANGE AND GREEN LINES

Entry Station: North Station

<i>Access Mode:</i>	Number of Riders	Percent of Riders
Walk Access	1,780	20.3%
Drive/Park Access	79	0.9%
Drop-off Access	83	0.9%
Taxi Access	0	0.0%
Shuttle/Van Access	68	0.8%
Bicycle Access	0	0.0%
Other Access	11	0.1%
Total Private Trans.	2,021	23.0%
MBTA Bus	84	1.0%
Other Bus	28	0.3%
Commuter Rail	6,648	75.7%
Boat	0	0.0%
Other	0	0.0%
Total Public Trans.	6,759	77.0%
TOTAL	8,781	100.0%
No Answer	201	

Trip time from trip origin to station by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	842	56.8%	22	35.1%	30	44.2%	26	38.1%	920	54.7%
6-10	411	27.7%	30	47.4%	19	27.9%	11	16.2%	471	28.0%
11-15	134	9.0%	0	0.0%	0	0.0%	15	21.9%	149	8.9%
16-20	76	5.1%	0	0.0%	0	0.0%	0	0.0%	76	4.5%
21-30	19	1.3%	0	0.0%	0	0.0%	0	0.0%	19	1.1%
31-45	0	0.0%	11	17.5%	0	0.0%	0	0.0%	11	0.7%
Over 45	0	0.0%	0	0.0%	19	27.9%	16	23.7%	35	2.1%
TOTAL	1,481	100.0%	63	100.0%	68	100.0%	68	100.0%	1,680	100.0%
No Answer	299		16		15		11		341	
Avg. Time (min)		7.2		11.8		20.9		20.6		8.4

MBTA Surveys: 2008-09

Rapid Transit Survey

Transfers to the Rapid Transit System

ORANGE AND GREEN LINES

Expanded Results

Entry Station: North Station

Transferring from:

Commuter Rail, Boarded at Station Indicated:	Number of Riders
Salem	924
Lowell	523
Beverly	494
Anderson/Woburn	384
West Medford	303
Lynn	259
Newburyport	237
Swampscott	215
Reading	207
Winchester Center	192
West Concord	177
Wakefield	175
Wilmington	174
Haverhill	174
Lawrence	153
Ipswich	148
North Billerica	133
Andover	130
South Acton	125
Rockport	120
Hamilton/Wenham	113
Concord	97
Ayer	92
North Leominster	86
Waltham	78
Other stations	934

MBTA Bus Routes:	Number of Riders
93	50
111	34

Boat, Boarded at Dock Indicated:

(None identified)

Other Bus Routes:	Number of Riders
LRTA 11	15
Unspecified Bus	13

Egress from the Rapid Transit System
ORANGE AND GREEN LINES

Expanded Results

Exit Station: North Station

<i>Egress Mode:</i>	Number of Riders	Percent of Riders
Walk Egress	6,492	70.6%
Drive/Park Egress	55	0.6%
Pick-up Egress	120	1.3%
Taxi Egress	0	0.0%
Shuttle/Van Egress	918	10.0%
Bicycle Egress	0	0.0%
Other Egress	24	0.3%
Total Private Trans.	7,610	82.8%
MBTA Bus	36	0.4%
Other Bus	0	0.0%
Commuter Rail	1,510	16.4%
Boat	0	0.0%
Other	38	0.4%
Total Public Trans.	1,584	17.2%
TOTAL	128	100.0%
No Answer		

Trip time from station 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	3,695	67.3%	15	32.5%	4	5.1%	73	9.2%	3,787	59.2%
6-10	1,141	20.8%	0	0.0%	4	5.1%	292	36.9%	1,436	22.4%
11-15	469	8.5%	0	0.0%	28	39.8%	320	40.4%	817	12.8%
16-20	180	3.3%	11	22.2%	20	28.7%	69	8.7%	280	4.4%
21-30	7	0.1%	0	0.0%	0	0.0%	14	1.7%	21	0.3%
31-45	0	0.0%	0	0.0%	0	0.0%	24	3.1%	24	0.4%
Over 45	0	0.0%	21	45.3%	15	21.2%	0	0.0%	37	0.6%
TOTAL	5,492	100.0%	47	100.0%	71	100.0%	792	100.0%	6,402	100.0%
No Answer	1,000		8		49		151		1,208	
Avg. Time (min)	6.3		46.8		24.4		13.3		7.7	

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Transfers from the Rapid Transit System

ORANGE AND GREEN LINES

Expanded Results

Exit Station: North Station

Transferring to:

Commuter Rail, Alighted at Station Indicated:	Number of Riders
Lowell	222
Newburyport	134
Salem	114
Waltham	83
North Billerica	80
Beverly	75
Brandeis/Roberts	71
West Medford	55
Montserrat	49
West Concord	46
Concord	44
Commuter Rail: Unspecified	41
Amtrak Dover NH	37
Littleton/Route 495	37
Lincoln	36
Haverhill	35
Ipswich	33
Chelsea	32
Winchester Center	32
Beverly Farms	31
Gloucester	31
River Works	28
Wakefield	25
Swampscott	20
Lawrence	20
Other stations	103

Boat, Alighted at Dock Indicated:

(None identified)

MBTA Bus Routes:	Number of Riders
4	36

Other Bus Routes:

(None identified)

Destination Locations and Activities

ORANGE AND GREEN LINES

Expanded Results

Exit Station: North Station

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: North End	5,145	56.5%	2.6%	1.6%	0.3%	83.3%	0.2%	3.9%	4.9%	0.1%	3.1%
Boston: Charlestown	940	10.3%		0.8%	4.9%	94.3%					
Boston: Govt Center	584	6.4%		1.8%	1.0%	86.8%		9.4%	0.9%		
Boston: Beacon Hill	499	5.5%		15.1%		76.9%		8.0%			
Unspecified	254	2.8%	43.5%	25.5%		19.4%		4.8%			6.7%
Lowell	214	2.4%	11.3%	50.0%		9.8%		9.4%		12.3%	7.2%
Beverly	155	1.7%		58.3%		41.7%					
Salem	114	1.3%	10.7%	53.9%		30.9%				4.5%	
Waltham	100	1.1%		37.0%		63.0%					
Boston: So Bos Indust	95	1.0%				74.4%		25.6%			
Concord	90	1.0%		57.6%		26.4%		15.9%			
Newburyport	70	0.8%		67.2%		4.8%				28.0%	
Lynn	64	0.7%		30.5%		69.5%					
Medford	61	0.7%	6.0%	89.3%		4.7%					
Amesbury	53	0.6%		100.0%							
Other (< 0.5 % of riders)	673	7.4%	5.1%	42.8%		38.7%		2.2%	1.5%	8.4%	1.3%
OVERALL TOTAL	9,110	100.0%	3.5%	11.5%	0.7%	73.6%	0.1%	4.2%	3.0%	1.3%	2.2%

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

Origin Locations and Activities
ORANGE AND GREEN LINES

Expanded Results

Entry Station: Haymarket

City/Neighborhood Origins	ORIGIN LOCATIONS			ORIGIN ACTIVITIES							
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: North End	2,308	41.1%	0.6%	81.6%	0.6%	5.5%	1.6%	3.1%	4.3%	2.7%	
Chelsea	931	16.6%		100.0%							
Boston: Govt Center	654	11.7%		6.7%		54.6%	5.5%		11.1%	5.5%	16.6%
Lynn	431	7.7%		100.0%							
Medford	225	4.0%		100.0%							
Salem	207	3.7%		100.0%							
Saugus	119	2.1%	18.2%	81.8%							
Unspecified	111	2.0%		100.0%							
Hingham	87	1.6%		100.0%							
Boston: Charlestown	85	1.5%		57.7%						42.3%	
Boston: Financial/Retail	72	1.3%		50.0%					50.0%		
Beverly	63	1.1%		100.0%							
Everett	63	1.1%		100.0%							
Revere	48	0.9%		100.0%							
Boston: Beacon Hill	44	0.8%				100.0%					
Newburyport	35	0.6%		62.3%							37.7%
Other (< 0.5 % of riders)	126	2.2%		100.0%							
OVERALL TOTAL	5,610	100.0%	0.6%	78.9%	0.2%	9.4%	1.3%	1.3%	3.7%	2.4%	2.2%

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



MBTA Surveys: 2008-09

Rapid Transit Survey

Access to the Rapid Transit System

Expanded Results

ORANGE AND GREEN LINES

Entry Station: Haymarket

<i>Access Mode:</i>	Number of Riders	Percent of Riders
Walk Access	3,212	57.8%
Drive/Park Access	43	0.8%
Drop-off Access	13	0.2%
Taxi Access	0	0.0%
Shuttle/Van Access	0	0.0%
Bicycle Access	0	0.0%
Other Access	35	0.6%
Total Private Trans.	3,303	59.4%
MBTA Bus	2,065	37.1%
Other Bus	91	1.6%
Commuter Rail	13	0.2%
Boat	87	1.6%
Other	0	0.0%
Total Public Trans.	2,257	40.6%
TOTAL	5,561	100.0%
No Answer	49	

Trip time from trip origin to station by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	1,385	50.3%	0	0.0%	0	0.0%			1,385	49.2%
6-10	1,137	41.2%	0	0.0%	0	0.0%			1,137	40.4%
11-15	162	5.9%	0	0.0%	0	0.0%			162	5.8%
16-20	36	1.3%	22	50.0%	0	0.0%	(No responses)		58	2.1%
21-30	36	1.3%	22	50.0%	0	0.0%			58	2.1%
31-45	0	0.0%	0	0.0%	13	100.0%			13	0.5%
Over 45	0	0.0%	0	0.0%	0	0.0%			0	0.0%
TOTAL	2,756	100.0%	43	100.0%	13	100.0%			2,812	100.0%
No Answer	456		0		0		35		491	
Avg. Time (min)		6.9		21.5		45.0				7.3

MBTA Surveys: 2008-09

Rapid Transit Survey

Transfers to the Rapid Transit System

Expanded Results

ORANGE AND GREEN LINES

Entry Station: Haymarket

Transferring from:

Commuter Rail, Boarded at Station Indicated:	Number of Riders
Salem	13

MBTA Bus Routes:	Number of Riders
111	923
450	398
426	215
326	164
455	145
451	63
325	61
93	49
119	22
428	13
442	13

Boat, Boarded at Dock Indicated:	Number of Riders
Hingham	87

Other Bus Routes:	Number of Riders
CJ	56
CCO	35

Egress from the Rapid Transit System
ORANGE AND GREEN LINES

Expanded Results

Exit Station: Haymarket

<i>Egress Mode:</i>	Number of Riders	Percent of Riders
Walk Egress	3,425	86.7%
Drive/Park Egress	0	0.0%
Pick-up Egress	20	0.5%
Taxi Egress	0	0.0%
Shuttle/Van Egress	0	0.0%
Bicycle Egress	0	0.0%
Other Egress	17	0.4%
Total Private Trans.	3,461	87.6%
MBTA Bus	481	12.2%
Other Bus	0	0.0%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	8	0.2%
Total Public Trans.	489	12.4%
TOTAL	154	100.0%
No Answer		

Trip time from station to trip destination by private transportation:

	WALK		DRIVE/PARK		PICK-UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	2,031	67.6%			0	0.0%			2,031	67.1%
6-10	689	22.9%			0	0.0%			689	22.8%
11-15	175	5.8%	(No		8	40.8%	(No		183	6.0%
16-20	111	3.7%	responses)		0	0.0%	responses)		111	3.7%
21-30	0	0.0%			0	0.0%			0	0.0%
31-45	0	0.0%			12	59.2%			12	0.4%
Over 45	0	0.0%			0	0.0%			0	0.0%
TOTAL	3,007	100.0%			20	100.0%			3,026	100.0%
No Answer	418				0		17		435	
Avg. Time (min)	6.2				26.8				6.4	

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Transfers from the Rapid Transit System

ORANGE AND GREEN LINES

Expanded Results

Exit Station: Haymarket

Transferring to:

**Commuter Rail, Alighted at
Station Indicated:**

(None identified)

MBTA Bus Routes:

Number of
Riders

111	259
93	61
134	31
441	27
112	26
455	23
442	21
426	18
8	14

**Boat, Alighted at
Dock Indicated:**

(None identified)

Other Bus Routes:

(None identified)

Destination Locations and Activities

ORANGE AND GREEN LINES

Expanded Results

Exit Station: Haymarket

City/Neighborhood Destinations	DESTINATION LOCATIONS			DESTINATION ACTIVITIES							
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Govt Center	1,828	45.1%	2.7%		0.7%	80.5%	4.4%	7.4%	3.5%		0.8%
Boston: North End	1,066	26.3%		20.1%	3.7%	46.3%	9.6%	5.6%	3.6%	10.2%	0.8%
Boston: Financial/Retail	538	13.3%	11.1%	3.6%		53.2%	7.9%	3.2%	6.7%	11.1%	3.2%
Chelsea	300	7.4%	8.6%	31.1%	7.5%	48.5%			4.3%		
Boston: Charlestown	78	1.9%		10.3%	21.5%	68.2%					
Lynn	61	1.5%		32.7%		67.3%					
Boston: Waterfront	44	1.1%				100.0%					
Boston: Beacon Hill	40	1.0%				58.2%		41.8%			
Woburn	31	0.8%		100.0%							
Revere	26	0.6%		100.0%							
Other (< 0.5 % of riders)	40	1.0%				45.1%	25.7%		29.2%		
OVERALL TOTAL	4,053	100.0%	3.3%	10.2%	2.3%	63.6%	5.8%	5.6%	4.0%	4.2%	1.0%

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

Origin Locations and Activities
ORANGE AND BLUE LINES

Expanded Results

Entry Station: State

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Financial/Retail	1,476	44.0%		2.1%		61.4%	8.9%	3.5%	11.1%	3.5%	9.5%
Boston: Govt Center	875	26.1%	1.4%	10.4%	1.4%	49.9%	4.2%	7.6%	16.2%	4.3%	4.6%
Unspecified	148	4.4%	26.1%	13.2%		25.5%	17.3%			9.0%	9.0%
Boston: Waterfront	135	4.0%		28.5%		38.4%		18.9%			14.2%
Boston: Park Square	116	3.5%			33.3%	33.3%		33.3%			
Boston: Charlestown	86	2.6%		100.0%							
Boston: So Bos Indust	77	2.3%				50.0%					50.0%
Boston: South End	77	2.3%			50.0%				50.0%		
Newton	51	1.5%		100.0%							
Boston: North End	46	1.4%		15.3%		29.0%		26.7%	29.0%		
Hingham	40	1.2%		100.0%							
Barnstable	39	1.2%									100.0%
Framingham	39	1.2%		100.0%							
Woburn	34	1.0%		100.0%							
Hull	20	0.6%		100.0%							
Stoneham	20	0.6%		100.0%							
Billerica	19	0.6%		100.0%							
Other (< 0.5 % of riders)	59	1.8%		77.4%				22.6%			
OVERALL TOTAL	3,357	100.0%	1.5%	16.1%	2.7%	45.4%	5.8%	6.2%	10.7%	3.1%	8.6%

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



MBTA Surveys: 2008-09

Rapid Transit Survey

Access to the Rapid Transit System

ORANGE AND BLUE LINES

Expanded Results

Entry Station: State

<i>Access Mode:</i>	Number of Riders	Percent of Riders
Walk Access	2,661	81.1%
Drive/Park Access	27	0.8%
Drop-off Access	26	0.8%
Taxi Access	0	0.0%
Shuttle/Van Access	39	1.2%
Bicycle Access	0	0.0%
Other Access	12	0.4%
Total Private Trans.	2,764	84.3%
MBTA Bus	371	11.3%
Other Bus	39	1.2%
Commuter Rail	39	1.2%
Boat	67	2.0%
Other	0	0.0%
Total Public Trans.	515	15.7%
TOTAL	3,279	100.0%
No Answer	77	

Trip time from trip origin to station by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	1,359	57.8%	0	0.0%	0	0.0%	12	24.1%	1,371	56.2%
6-10	562	23.9%	0	0.0%	12	47.9%	39	75.9%	613	25.1%
11-15	227	9.7%	13	100.0%	0	0.0%	0	0.0%	241	9.9%
16-20	102	4.3%	0	0.0%	13	52.1%	0	0.0%	115	4.7%
21-30	102	4.3%	0	0.0%	0	0.0%	0	0.0%	102	4.2%
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	2,351	100.0%	13	100.0%	26	100.0%	51	100.0%	2,441	100.0%
No Answer	310		13		0		0		323	
Avg. Time (min)		7.5		15.0		15.2		8.8		7.6

T **MBTA Surveys: 2008-09**
Rapid Transit Survey

Transfers to the Rapid Transit System

ORANGE AND BLUE LINES

Expanded Results

Entry Station: State

Transferring from:

Commuter Rail, Boarded at Station Indicated:	Number of Riders
Framingham	39

MBTA Bus Routes:	Number of Riders
93	79
354	67
92	46
43	39
749	39
352	38
505	32
504	20
501	12

Boat, Boarded at Dock Indicated:	Number of Riders
Hingham	47
Hull	20

Other Bus Routes:	Number of Riders
PB	39

Egress from the Rapid Transit System
ORANGE AND BLUE LINES

Expanded Results

Exit Station: State

<i>Egress Mode:</i>	Number of Riders	Percent of Riders
Walk Egress	15,229	96.2%
Drive/Park Egress	72	0.5%
Pick-up Egress	55	0.3%
Taxi Egress	23	0.1%
Shuttle/Van Egress	227	1.4%
Bicycle Egress	0	0.0%
Other Egress	13	0.1%
Total Private Trans.	15,618	98.7%
MBTA Bus	143	0.9%
Other Bus	36	0.2%
Commuter Rail	0	0.0%
Boat	0	0.0%
Other	34	0.2%
Total Public Trans.	214	1.3%
TOTAL	307	100.0%
No Answer		

Trip time from station 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	8,514	63.2%	0	0.0%	0	0.0%	36	13.9%	8,550	62.0%
6-10	3,573	26.5%	11	61.0%	0	0.0%	150	57.1%	3,734	27.1%
11-15	972	7.2%	7	39.0%	19	46.0%	33	12.7%	1,032	7.5%
16-20	405	3.0%	0	0.0%	23	54.0%	30	11.3%	458	3.3%
21-30	8	0.1%	0	0.0%	0	0.0%	13	5.0%	21	0.2%
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	13,473	100.0%	18	100.0%	42	100.0%	263	100.0%	13,796	100.0%
No Answer	1,756		54		12		0		1,822	
Avg. Time (min)	6.2		12.0		17.7		11.3		6.3	

T *MBTA Surveys: 2008-09*
Rapid Transit Survey

Transfers from the Rapid Transit System

ORANGE AND BLUE LINES

Expanded Results

Exit Station: State

Transferring to:

Commuter Rail, Alighted at Station Indicated:	MBTA Bus Routes:	Number of Riders
(None identified)	93	38
	4	38
	326	19
	7	18
	505	15
	504	8
	92	7

Boat, Alighted at Dock Indicated:	Other Bus Routes:	Number of Riders
(None identified)	Unspecified Bus	36

Destination Locations and Activities

ORANGE AND BLUE LINES

Expanded Results

Exit Station: State

City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Financial/Retail	9,389	58.6%	0.9%	0.1%		89.9%	1.5%	2.2%	1.9%	2.0%	1.4%
Boston: Govt Center	5,425	33.9%	1.9%	1.8%	1.0%	82.5%	0.6%	3.9%	3.7%	2.9%	1.7%
Boston: Waterfront	441	2.8%				89.0%			11.0%		
Boston: So Bos Indust	285	1.8%				100.0%					
Boston: North End	109	0.7%		18.9%		81.1%					
Other (< 0.5 % of riders)	371	2.3%		12.4%	7.0%	53.7%		3.4%	6.1%	15.4%	1.9%
OVERALL TOTAL	16,020	100.0%	1.2%	1.1%	0.5%	86.6%	1.1%	2.7%	2.8%	2.5%	1.4%

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

Origin Locations and Activities

Expanded Results

RED AND ORANGE LINES
 Entry Station: Downtown Crossing

ORIGIN LOCATIONS			ORIGIN ACTIVITIES								
City/Neighborhood Origins	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Financial/Retail	4,124	61.5%	0.6%	5.9%		38.5%	22.6%	8.9%	8.6%	5.2%	9.7%
Boston: Govt Center	668	10.0%		10.6%	11.2%	16.1%	6.8%	11.2%	20.2%	9.7%	14.2%
Boston: Park Square	562	8.4%		5.8%	6.6%	40.4%		13.3%	27.2%	6.6%	
Boston: South End	314	4.7%		63.2%		14.5%			11.9%		10.3%
Boston: Roxbury	179	2.7%		81.9%		18.1%					
Boston: Waterfront	150	2.2%				100.0%					
Unspecified	148	2.2%	21.9%	8.9%		21.9%					47.2%
Boston: Beacon Hill	97	1.5%		33.3%				33.3%		33.3%	
Boston: Charlestown	85	1.3%		84.5%		15.5%					
Boston: So Bos Indust	75	1.1%				50.0%			50.0%		
Newton	46	0.7%		100.0%							
Boston: So Bos Res	38	0.6%		100.0%							
Cohasset	37	0.6%		100.0%							
Hull	37	0.6%		100.0%							
Other (< 0.5 % of riders)	147	2.2%		82.8%		17.2%					
OVERALL TOTAL	6,709	100.0%	0.9%	16.2%	1.7%	33.7%	14.6%	8.2%	10.7%	5.2%	8.9%

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



MBTA Surveys: 2008-09

Rapid Transit Survey

Access to the Rapid Transit System

Expanded Results

RED AND ORANGE LINES

Entry Station: Downtown Crossing

<i>Access Mode:</i>	Number of Riders	Percent of Riders
Walk Access	5,704	86.8%
Drive/Park Access	13	0.2%
Drop-off Access	0	0.0%
Taxi Access	0	0.0%
Shuttle/Van Access	32	0.5%
Bicycle Access	0	0.0%
Other Access	37	0.6%
Total Private Trans.	5,787	88.0%
MBTA Bus	662	10.1%
Other Bus	0	0.0%
Commuter Rail	25	0.4%
Boat	100	1.5%
Other	0	0.0%
Total Public Trans.	787	12.0%
TOTAL	6,573	100.0%
No Answer	136	

Trip time from trip origin to station by private transportation:

	WALK		DRIVE/PARK		DROP-OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	2,660	55.5%	0	0.0%			37	53.5%	2,698	55.3%
6-10	1,697	35.4%	0	0.0%			0	0.0%	1,697	34.8%
11-15	402	8.4%	0	0.0%			32	46.5%	435	8.9%
16-20	37	0.8%	13	100.0%	(No responses)		0	0.0%	51	1.0%
21-30	0	0.0%	0	0.0%			0	0.0%	0	0.0%
31-45	0	0.0%	0	0.0%			0	0.0%	0	0.0%
Over 45	0	0.0%	0	0.0%			0	0.0%	0	0.0%
TOTAL	4,796	100.0%	13	100.0%			70	100.0%	4,880	100.0%
No Answer	907		0				0		907	
Avg. Time (min)	6.7		20.0				9.6		6.8	

MBTA Surveys: 2008-09

Rapid Transit Survey

Transfers to the Rapid Transit System

Expanded Results

RED AND ORANGE LINES

Entry Station: Downtown Crossing

Transferring from:

Commuter Rail, Boarded at Station Indicated:	Number of Riders
Abington	25

MBTA Bus Routes:	Number of Riders
749	430
7	50
553	46
92	32
93	26
504	25
554	25
11	13
43	13

Boat, Boarded at Dock Indicated:	Number of Riders
Hingham	63
Hull	37

Other Bus Routes:

(None identified)

Egress from the Rapid Transit System

Expanded Results

RED AND ORANGE LINES

Exit Station: Downtown Crossing

<i>Egress Mode:</i>	Number of Riders	Percent of Riders
Walk Egress	20,660	94.9%
Drive/Park Egress	155	0.7%
Pick-up Egress	95	0.4%
Taxi Egress	0	0.0%
Shuttle/Van Egress	75	0.3%
Bicycle Egress	8	0.0%
Other Egress	58	0.3%
Total Private Trans.	21,051	96.7%
MBTA Bus	622	2.9%
Other Bus	8	0.0%
Commuter Rail	17	0.1%
Boat	0	0.0%
Other	67	0.3%
Total Public Trans.	715	3.3%
TOTAL	640	100.0%
No Answer		

Trip time from station 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	10,990	63.9%	39	47.6%	0	0.0%	8	9.7%	11,038	63.2%
6-10	4,782	27.8%	0	0.0%	35	42.5%	0	0.0%	4,817	27.6%
11-15	1,036	6.0%	0	0.0%	20	24.1%	48	55.1%	1,104	6.3%
16-20	358	2.1%	43	52.4%	27	33.4%	30	35.2%	458	2.6%
21-30	37	0.2%	0	0.0%	0	0.0%	0	0.0%	37	0.2%
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	17,203	100.0%	82	100.0%	82	100.0%	86	100.0%	17,453	100.0%
No Answer	3,457		73		13		54		3,598	
Avg. Time (min)	6.2		12.5		14.5		15.5		6.4	

T **MBTA Surveys: 2008-09**

Rapid Transit Survey

Transfers from the Rapid Transit System

Expanded Results

RED AND ORANGE LINES

Exit Station: Downtown Crossing

Transferring to:

Commuter Rail, Alighted at Station Indicated:	Number of Riders
Middleborough/Lakeville	17

MBTA Bus Routes:	Number of Riders
749	283
504	71
553	40
SL2	34
73	31
558	30
459	26
554	23
505	20
97	18
93	16
7	16
119	12

Boat, Alighted at Dock Indicated:

(None identified)

Other Bus Routes:	Number of Riders
Unspecified Bus	8

Destination Locations and Activities

RED AND ORANGE LINES

Expanded Results

Exit Station: Downtown Crossing

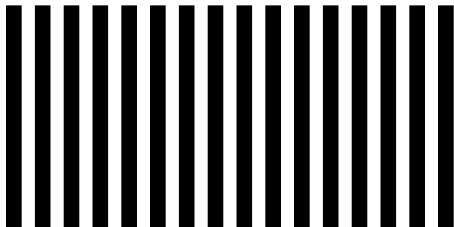
City/Neighborhood Destinations	DESTINATION LOCATIONS		DESTINATION ACTIVITIES								
	Total Riders	Pct. of Riders	No Resp.	Home	School	Work	Store	Pers. Bus.	Work- rel.	Social/ Rec.	Other
Boston: Financial/Retail	15,874	72.6%	1.5%	0.3%	1.4%	81.1%	4.0%	3.3%	3.3%	2.1%	3.0%
Boston: Govt Center	2,291	10.5%		0.7%	3.6%	86.3%	0.7%	0.9%	4.9%	0.6%	2.2%
Boston: Park Square	1,129	5.2%	1.0%		7.5%	75.4%	0.9%	2.9%	2.4%	8.6%	1.4%
Boston: Waterfront	1,071	4.9%	1.6%		0.8%	91.3%		1.4%	0.8%		4.2%
Boston: So Bos Indust	533	2.4%		3.2%		96.8%					
Boston: South End	233	1.1%		29.7%		44.6%		25.6%			
Boston: Beacon Hill	218	1.0%				71.5%			11.1%	17.4%	
Other (< 0.5 % of riders)	520	2.4%	10.1%	10.6%	6.2%	46.0%		21.6%	5.4%		
OVERALL TOTAL	21,869	100.0%	1.4%	0.9%	2.0%	80.9%	3.0%	3.5%	3.3%	2.2%	2.7%

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

APPENDIX C

Survey Form

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 2521 BOSTON MA

POSTAGE WILL BE PAID BY ADDRESSEE

**CENTRAL TRANSPORTATION PLANNING STAFF
10 PARK PLAZA STE 2150
BOSTON MA 02116-9776**



MBTA Rail Rapid Transit Passenger Survey

This survey is being conducted to help determine how rail rapid transit (Red, Blue, Orange, and Green Line) service can be improved. Please help us by answering as many questions as you can. After completing this survey, please either hand it to a survey distributor or a Customer Service Agent at a station, or drop it in the mail (no stamp is needed). You may fill out the survey online or get more information about the survey at www.ctps.org/mbtarapid/. All answers are confidential. You will not be put on any mailing lists. **THANK YOU!**

1. What rail line were you boarding/riding when you got this survey form?

- Red Line Green Line B (Boston College) on surface
 Orange Line Green Line C (Cleveland Circle) on surface
 Blue Line Green Line D (Riverside) on surface
 Mattapan Trolley Green Line E (Heath St.) on surface
 Green Line in subway, or at Lechmere or Science Park

2. At what station did you board the train on that line?

3. About what time did you board that train?

_____ : _____ AM PM

4a. Where were you before starting this entire one-way trip?

- At work At a doctor or other personal business
 At school At a work-related errand or meeting
 At home At a restaurant, or social or recreational activity
 At a store Other _____

4b. Where is the place in question 4a located?

_____ (address or nearest street intersection or landmark)

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

5a. Where did you first board a public transit vehicle on this one-way trip?

- At the station reported in question 2
 At the _____ rapid transit or commuter rail station
 At a bus or Silver Line stop at _____
on Route (number or name) _____
 At _____ boat dock Other _____

5b. How did you get to the station or stop reported in question 5a?

- Walked directly (from work, school, home, etc.)
 Drove or rode in a personal vehicle and parked at or near station/stop
 Dropped off by personal vehicle that did not park Taxi THE RIDE
 Private shuttle van/shuttle bus Bicycle Other _____

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

7. What type of fare did you pay for this rapid transit trip?

- Pay-per-ride CharlieCard (plastic) Pay-per-ride CharlieTicket (paper)
 Monthly pass (circle one): Link (Subway + Bus); Zone _____; Boat;
Inner Express Bus; Outer Express Bus; Student; Senior; Disability
 Full cash fare on-board Green Line train or Mattapan trolley
 Reduced fare (circle one): Student; Senior; Disability
 Child under age 12 free fare Blind Access Card
 1-day Link Pass 7-day Link Pass Other _____

MORE QUESTIONS INSIDE →

Please seal here with tape—do not staple.

8a. At what station will you/did you leave the train you were boarding/riding when you got the survey? _____

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

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

9b. Where is the place in question 9a located?

(address or nearest street intersection or landmark)

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

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

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

11. How many days a week do you ride the rail line checked in question 1?
 Less than 1 day 3 days 6 days
 1 day 4 days 7 days
 2 days 5 days I'm only visiting Boston

12. Do you ride that rail line on . . .
Saturdays? Yes, regularly Yes, occasionally No, not at all
Sundays? Yes, regularly Yes, occasionally No, not at all

13a. On days when you ride that rail line, how many one-way trips do you usually make on it? _____

13b. On days when you do not ride that rail line, do you make the same trips 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 rail line on the day you got this survey? Yes No

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

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

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

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

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

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

21b. Are you Hispanic/Latino? Yes No

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

23a. How do you obtain information about MBTA service? (check all that apply)
 By phone From MBTA website From SmarTraveler
 Get printed material at: ___ station ___ information booth ___ on vehicle
___ store ___ library Other _____

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

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

	Poor	Average	Excellent	✓		
Reliability (on-time performance)	1	2	3	4	5	_____
Safety and security	1	2	3	4	5	_____
Cleanliness/condition of vehicles	1	2	3	4	5	_____
Courtesy of train crews	1	2	3	4	5	_____
Announcement of stations	1	2	3	4	5	_____
Availability of seating on trains	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	_____
Station amenities	1	2	3	4	5	_____
Fare collection system	1	2	3	4	5	_____

Comments/Suggestions: