

Regional Destinations and Demographic Questions from Bus Network Redesign Travel Survey

Welcome to the Bus Network Redesign Travel Survey

The Bus Network Redesign is a once-in-a-generation attempt to make bold improvements to the bus network for the people who depend on it most.

We want to create a better and more equitable bus network based on your input. To do that, the MBTA needs your help to understand:

1. Does the MBTA take you to the places that you need or want to go?
2. Is riding the MBTA a good option for you when you need to get somewhere?

This survey should take you approximately 10 minutes to complete.

First, please tell us where you live. You can provide this in the form of an address, the nearest intersection, or just the name of your street. Please be sure to include the city or town and your zip code in the designated boxes. This information will only be used to contextualize your survey answers based on your residential area and will be kept **confidential**.

☐ Address, Intersection, or Street Name

☐ City or Town _____

☐ ZIP Code _____

Start of Block: Regional Destinations

It's also important for transit to serve trips to major destinations in the Greater Boston region. We might be willing to travel across the city to get to the job we want, to a medical specialist, or to a cultural hub. We want to understand which places are important for **many residents of the region** to be able to get to for these regional trips, regardless of where in the service area they live. These places could include major employment areas, tourist destinations, cultural hubs, and other regionally important locations.

Please select the areas below that you believe are important for many residents of the region to be able to get to, regardless of where in the service area they live (check all that apply). Each destination includes information about points of interest located within the destination area.

- ☐ The Port, Cambridge: Includes MIT Museum and Labs, Lafayette Square, Cambridgeport School
- ☐ Back Bay: Includes Copley Square, Trinity Church, Hynes Convention Center, Newbury Street, Commonwealth Avenue Mall
- ☐ Beacon Hill/MGH: Includes Beacon Hill Neighborhood, Boston Common, Massachusetts General Hospital
- ☐ Central Square, Cambridge: Includes Dana Hill, Central Square, Cambridge City Hall
- ☐ Central Square, Lynn: Includes Lynn Central Square, High Rock Tower Park, Central Square Commuter Rail Station
- ☐ Chinatown, Boston: Includes Boston Chinatown, Tufts Medical Center, InkBlock complex
- ☐ Fenway-Kenmore: Includes Kenmore Square, Fenway Park, Boston University
- ☐ Financial District/Downtown Crossing: Includes Financial District Area, Downtown Crossing, South Station
- ☐ Government Center: Includes Boston City Hall, Faneuil Hall, Boston Public Market, Boston Waterfront
- ☐ Harvard Square: Includes Harvard Square, Harvard Yard, Widener Library, Memorial Church, Cambridge Public Library
- ☐ Kendall Square: Includes Kendall Square, Broad Institute
- ☐ Lechmere: Includes Lechmere Square, Lechmere Station, Cambridgeside Galleria, North Point Park
- ☐ Logan Airport: Includes Logan Airport, Hotels, Rental Car Centers
- ☐ Longwood Medical Area: Includes Longwood Medical Area Hospitals and Universities, Museum of Fine Arts
- ☐ Lower Roxbury: Includes North Nubian Square, Nubian Station, Reggie Lewis Athletic Center, Madison Park High School
- ☐ Malden Center: Includes Malden Center, Malden City Hall, Malden High School
- ☐ Prudential/Copley: Includes Prudential Center, Copley Place, Boston Public Library, Christian Science Plaza

- ☐ South Boston Waterfront (Seaport): Includes Fort Point, Seaport District, Seaport World Trade Center, Moakley Courthouse
 - ☐ South End Harrison Lenox/BMC: Includes Boston Medical Center, Boston University School of Medicine, Franklin Square, SoWa Neighborhood
 - ☐ West End/North Station: Includes West End, North Station, the Hub on Causeway
 - ☐ Davis Square, Somerville: Includes Davis Square, Somerville Theatre, Kenney Park
 - ☐ UMass Boston: Includes Dorchester Columbia Point, J.F.K. Presidential Library and Museum
 - ☐ Union Square, Somerville: Includes Union Square, Market Basket, Bow Market
 - ☐ Warren Street - Allston/Brighton: Includes Harvard Ave and Commonwealth Ave Restaurants and Businesses, Union Square Allston, St. Elizabeth's Medical Center, Brighton High School
 - ☐ Jamaica Plain Center: Includes Centre Street Restaurants and Businesses, Whole Foods
-

Are there any places missing from the list? Please describe any missing destinations below.

End of Block: Regional Destinations

Start of Block: Demographics

Finally, we have some questions about you. Providing this information helps us make sure that the data that we are using is representative of our riders and helps us understand how to allocate resources when different groups of riders have different preferences.

What is your gender?

- ☐ Man
 - ☐ Woman
 - ☐ Non-Binary/Gender Non-Conforming
 - ☐ Specify: _____
 - ☐ Prefer not to say
-

Are you Hispanic or Latino/Latina?

- ☐ Yes
 - ☐ No
 - ☐ Prefer not to say
-

How do you self-identify by race? (Check all that apply)

☐

American Indian or Alaska Native

☐

Asian

☐

Black or African American

☐

Native Hawaiian or other Pacific Islander

☐

White

☐

Other _____

☐

Prefer not to say

Do you currently have a valid driver's license?

☐

Yes

☐

No

How many usable vehicles are in your household?

▼ 0 ... 3 or more

How many people are in your household, including yourself?

Do you currently use a smartphone? (e.g. iPhone, Android, Windows Phone, Blackberry)

☐ Yes

☐ No

What is your age?

☐ Under 18

☐ 18 to 21

☐ 22 to 34

☐ 35 to 44

☐ 45 to 64

☐ 65 or over

What is your current household income?

- ☐ Less than \$14,500
 - ☐ \$14,500 to \$28,999
 - ☐ \$29,000 to \$43,499
 - ☐ \$43,500 to \$57,999
 - ☐ \$58,000 to \$75,999
 - ☐ \$76,000 to \$108,499
 - ☐ \$108,500 to \$151,999
 - ☐ \$152,000 or more
 - ☐ Prefer not to say
-

How often did you generally use the MBTA before the COVID-19 pandemic?

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

How often do you currently use the MBTA?

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

Are you generally able to understand basic directions spoken or written in English?

- ☐ Always
 - ☐ Often
 - ☐ Sometimes
 - ☐ Never
 - ☐ Prefer not to say
-

Do you identify as having a disability and/or a condition that may make using parts of the MBTA more challenging?

- ☐ Yes
 - ☐ No
 - ☐ Prefer not to say
-

Display This Question:

If Do you identify as having a disability and/or a condition that may make using parts of the MBTA m... = Yes

What general disability type do you experience? (Check all that apply.)

- ☐ Physical disability
- ☐ Blindness/low vision
- ☐ Deaf or hard of hearing
- ☐ Speech-related disability
- ☐ Intellectual disability
- ☐ Autism
- ☐ Brain Injury
- ☐ Psychiatric Disability
- ☐ Chronic Illness
- ☐ Other (Please specify): _____
- ☐ Prefer not to say

Display This Question:

If Do you identify as having a disability and/or a condition that may make using parts of the MBTA m... = Yes

What functional limitations do you experience? (Check all that apply.)

- ☐ Walking
 - ☐ Climbing stairs
 - ☐ Standing for long periods of time
 - ☐ Balance
 - ☐ Reaching for buttons, ticket slots, handrails, etc.
 - ☐ Pressing buttons with one hand
 - ☐ Grasping small items such as tickets or coins
 - ☐ Seeing
 - ☐ Hearing
 - ☐ Speaking
 - ☐ Concentrating
 - ☐ Difficulty following directions
 - ☐ Interacting with technology (smart phones, touchscreens, etc.)
 - ☐ Other (Please specify): _____
 - ☐ Prefer not to say
-

Display This Question:

If Do you identify as having a disability and/or a condition that may make using parts of the MBTA m... = Yes

Do you use any of the following mobility aids? (Check all that apply.)

- ☐ Wheelchair or motorized scooter
- ☐ Walker or rollator
- ☐ Balance Cane
- ☐ Other (Please specify): _____
- ☐ Prefer not to say

Display This Question:

If Do you identify as having a disability and/or a condition that may make using parts of the MBTA m... = Yes

Do you travel with a service animal?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

End of Block: Demographics
