



ROUTE 28 FARE-FREE PILOT SURVEY

Survey Results Appendix



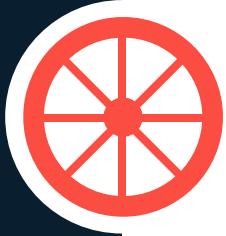
City of Boston
Transportation



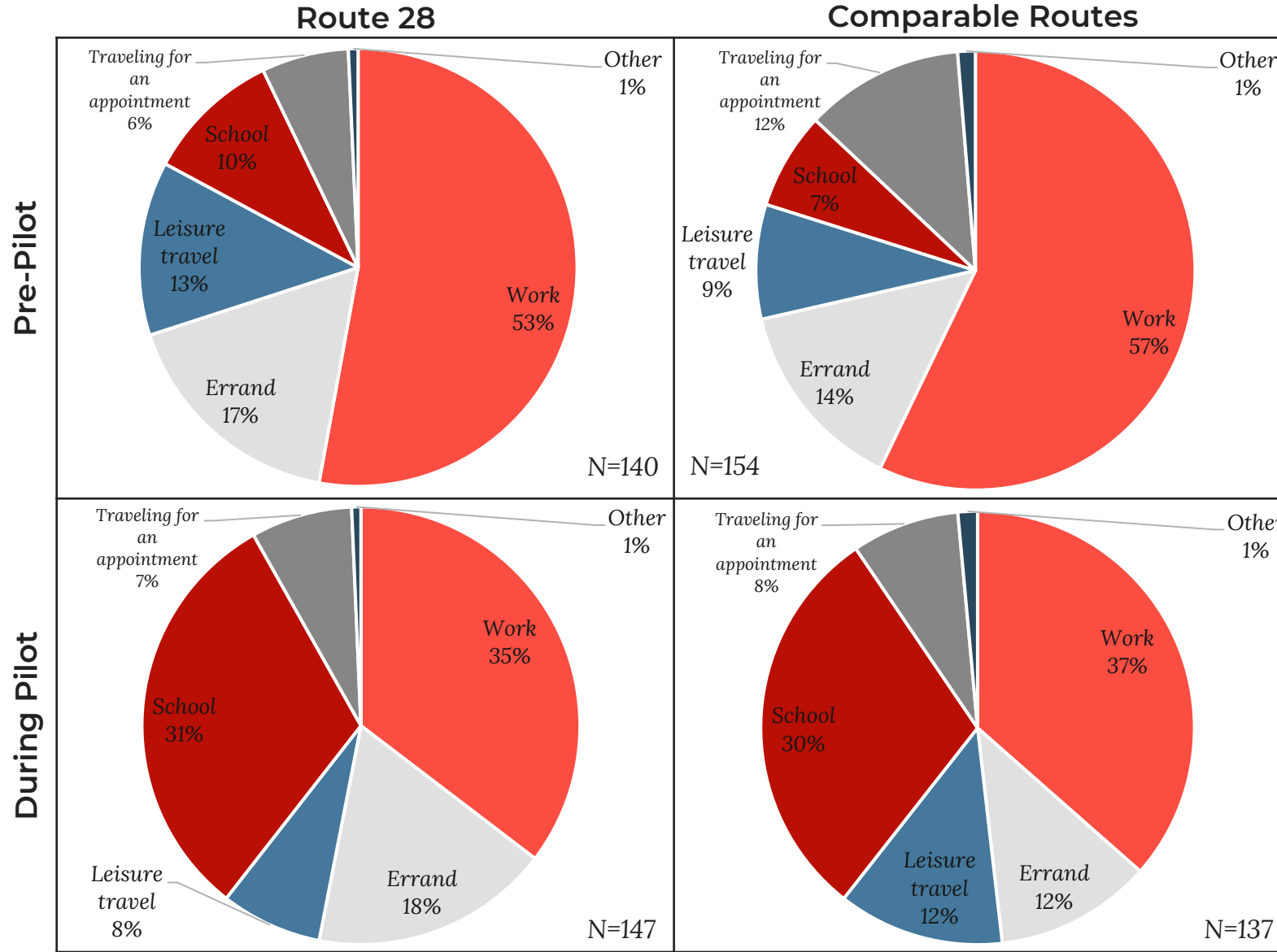


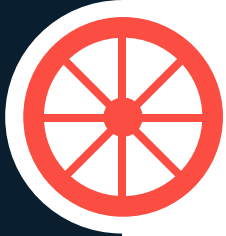
Responses to General Questions



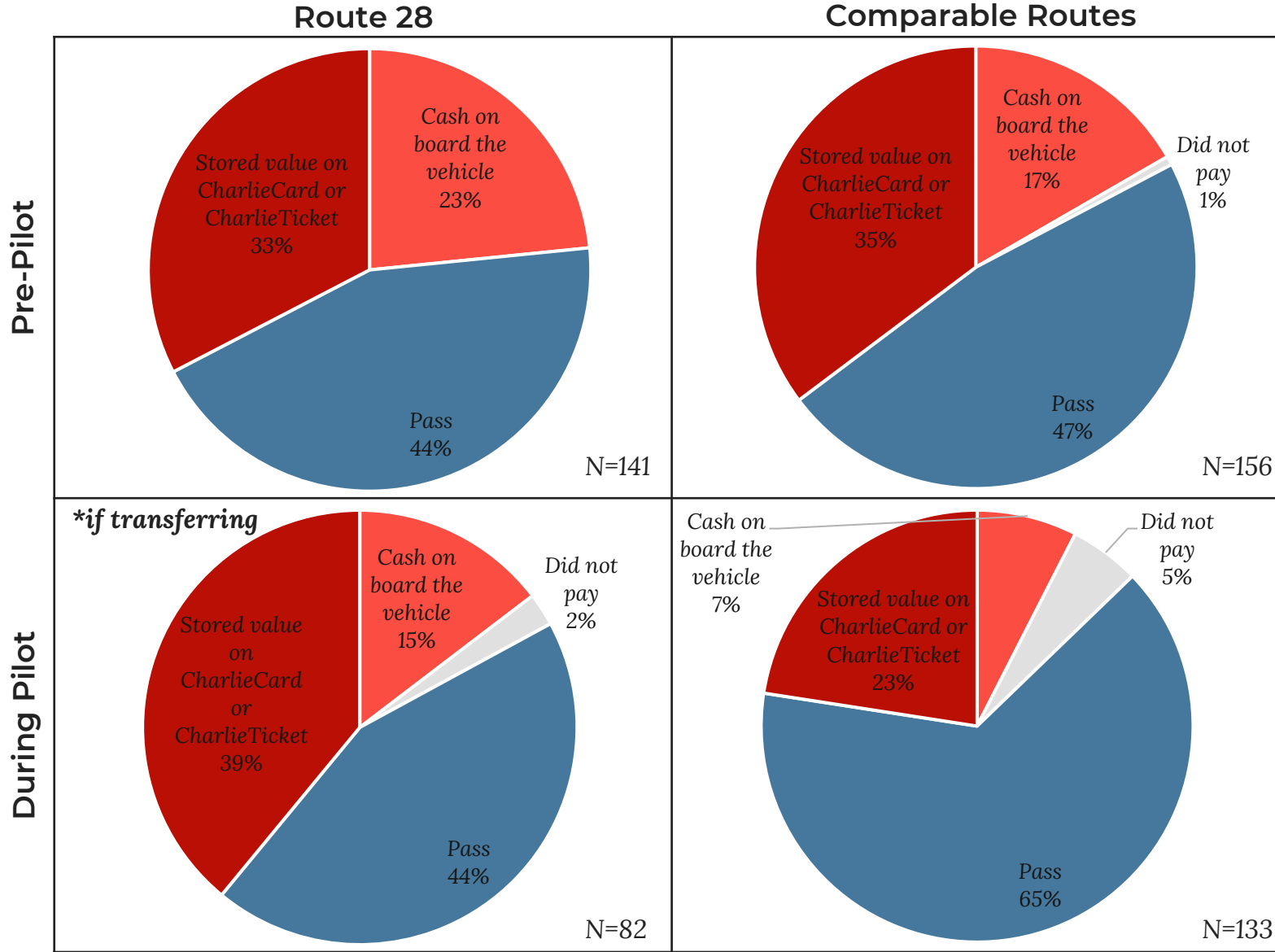


What is the purpose of the trip that you are currently taking on the MBTA?



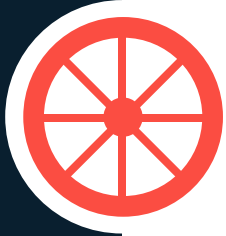


How are you paying for this trip?

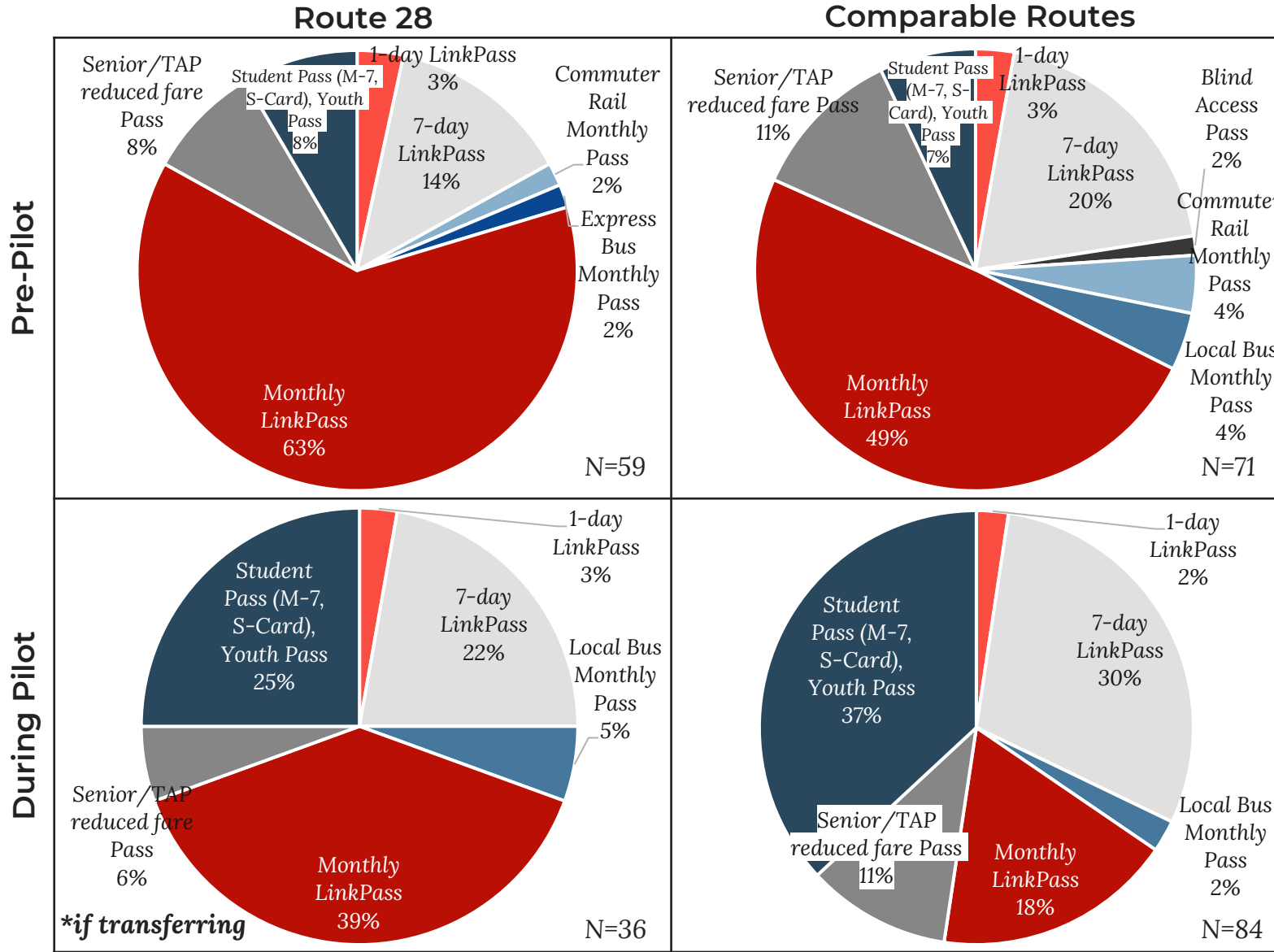


Notes: Responses for Route 28 during the pilot reflect how the respondent is paying for the service they transfer to, if they indicated they were transferring.





How are you paying for this trip? – Pass Type



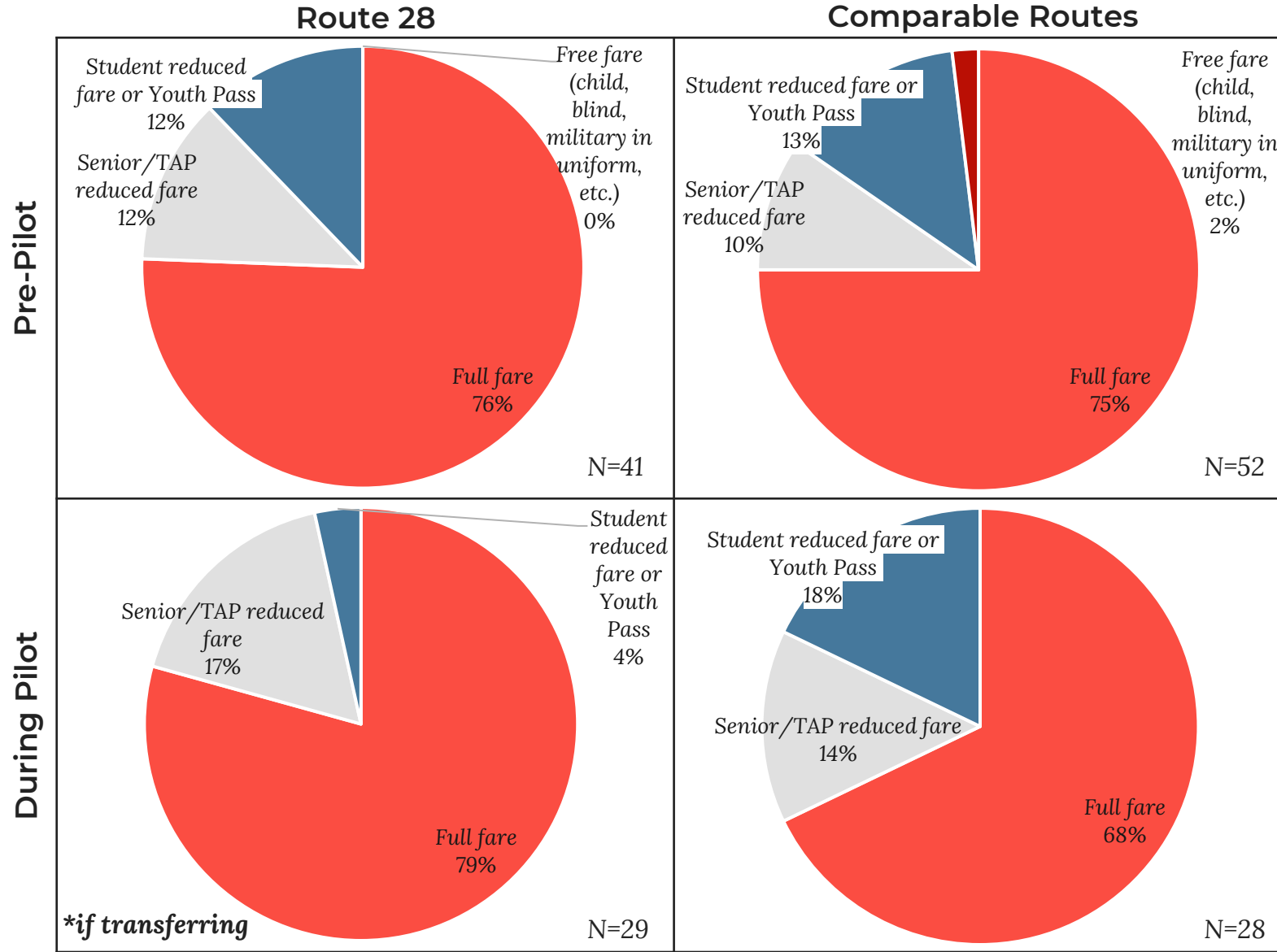
Notes: Responses for Route 28 during the pilot reflect how the respondent is paying for the service they transfer to, if they indicated they were transferring.

*if transferring





How are you paying for this trip? – Pay as you go Type



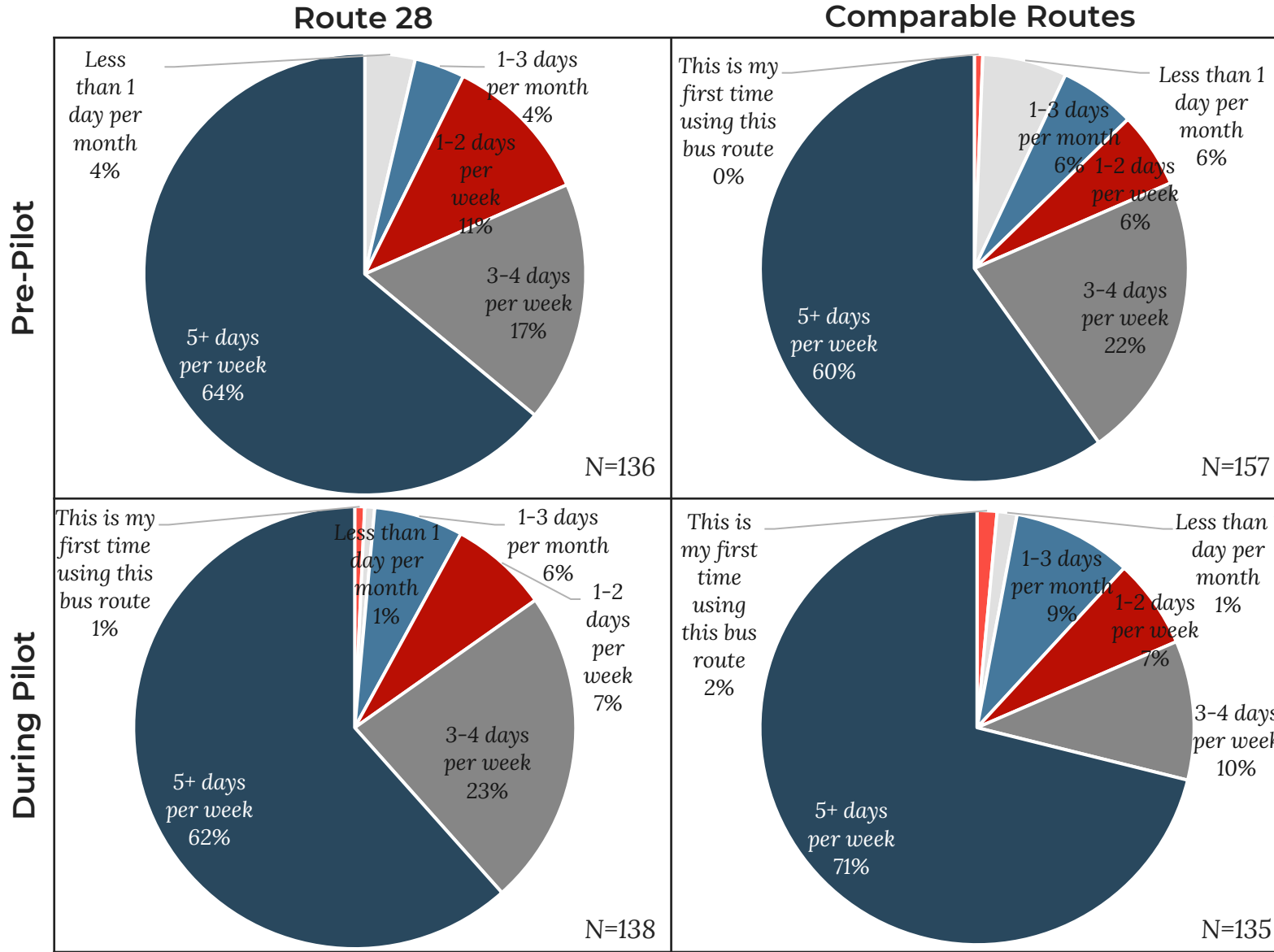
Notes: Responses for Route 28 during the pilot reflect how the respondent is paying for the service they transfer to, if they indicated they were transferring.

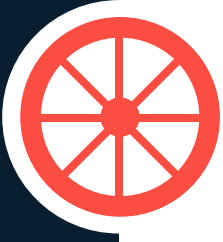
*if transferring



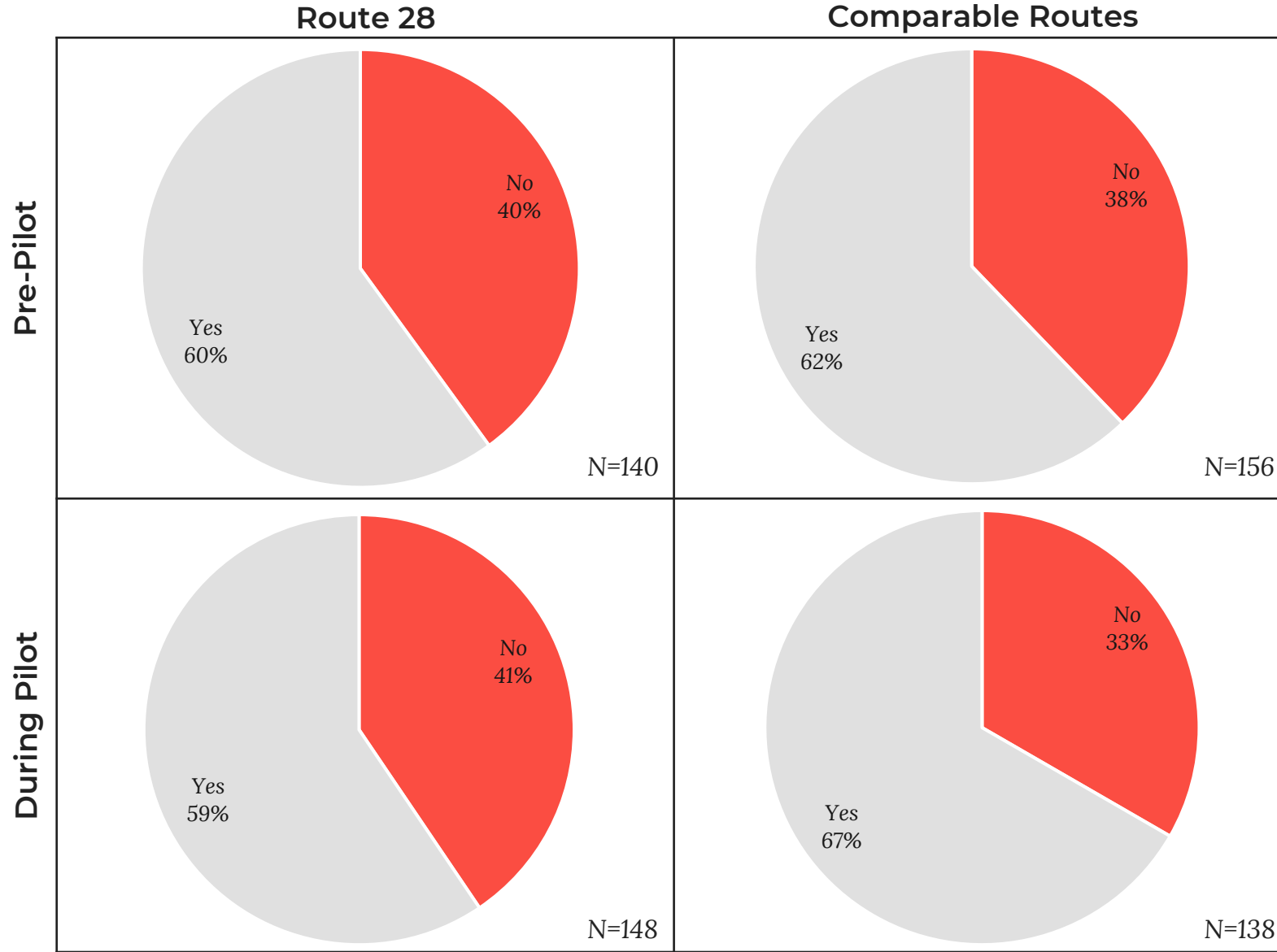


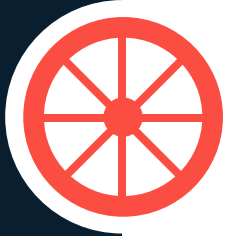
How often do you use this bus route?



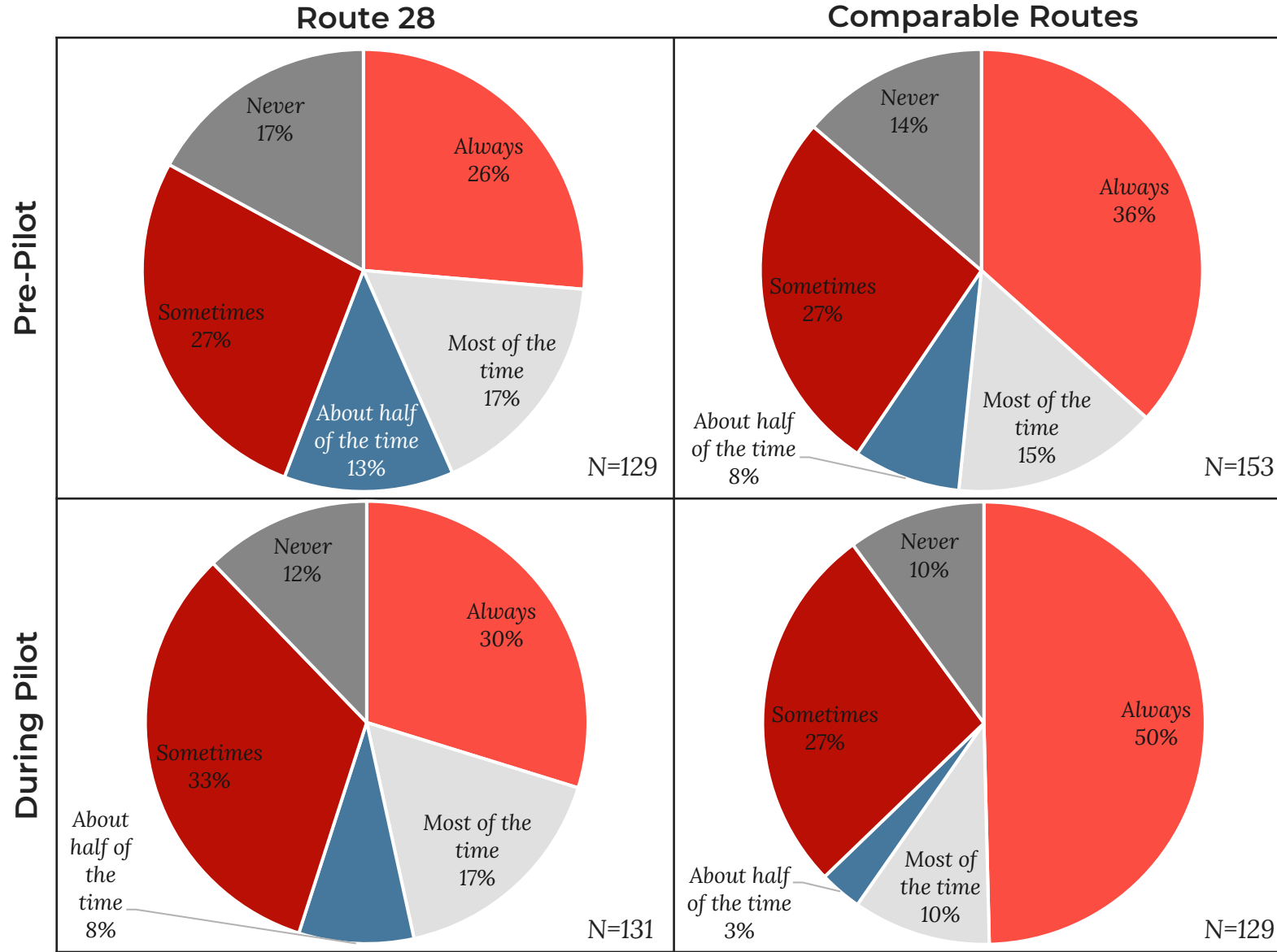


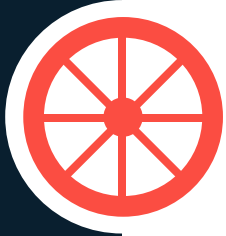
Does this trip include transfers to any other MBTA services?



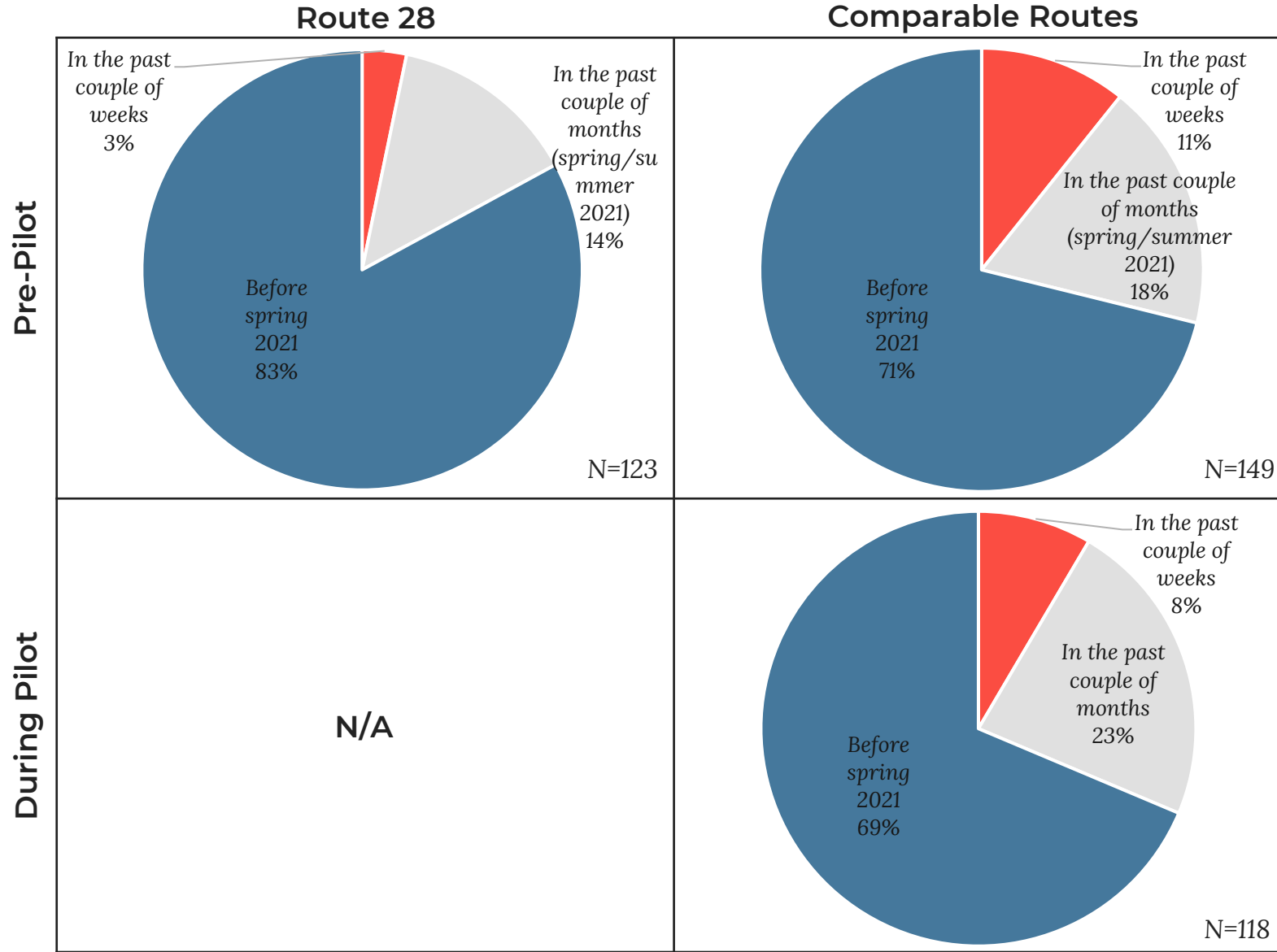


When you take a trip that includes this bus route, how often do you transfer to another MBTA service?





When did you start riding this bus route?



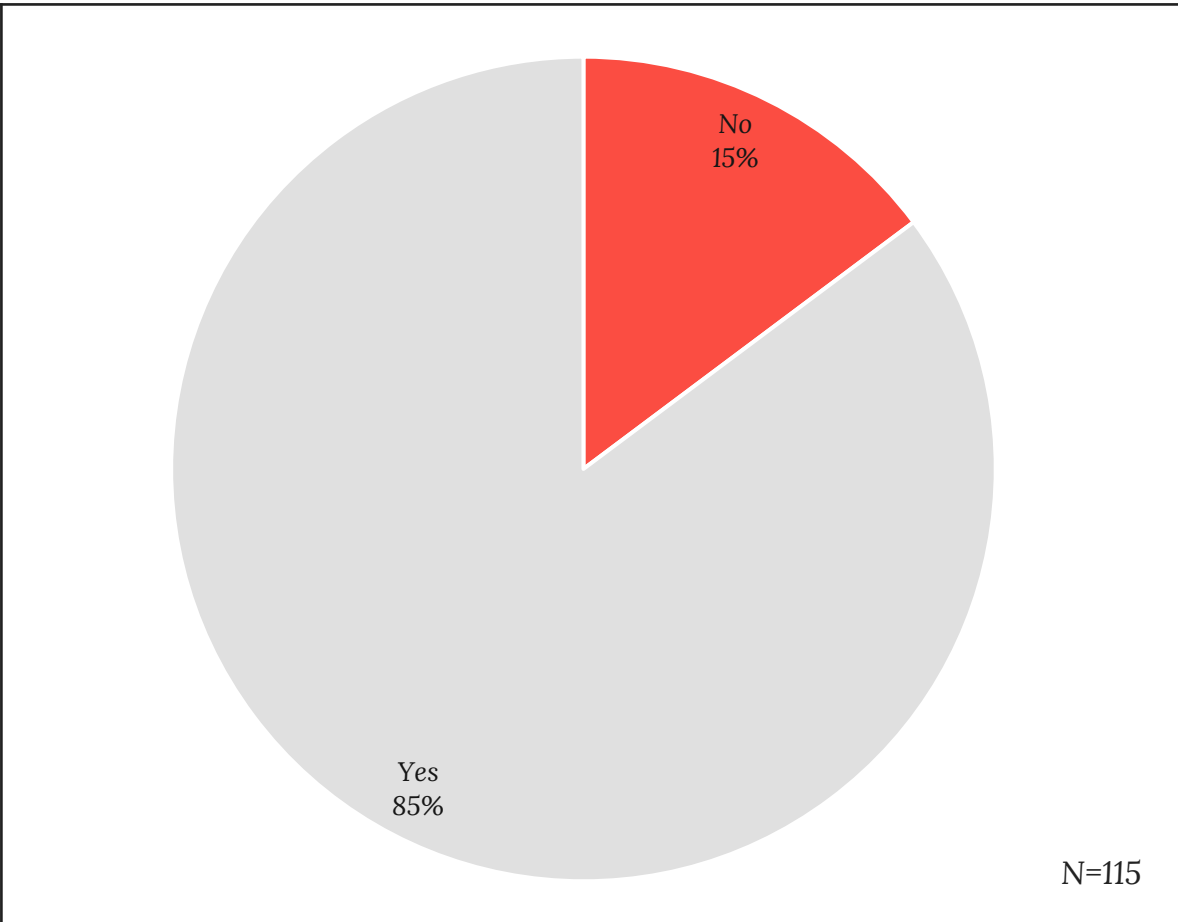
Notes: Different question about when respondents started riding asked to Route 28 riders during the pilot. See next page.





Did you use the 28 before the start of the Route 28 Fare Free Pilot?

Route 28 – During Pilot



Notes: Only asked to people riding Route 28 during the pilot.



Responses and Analysis for Money Saved

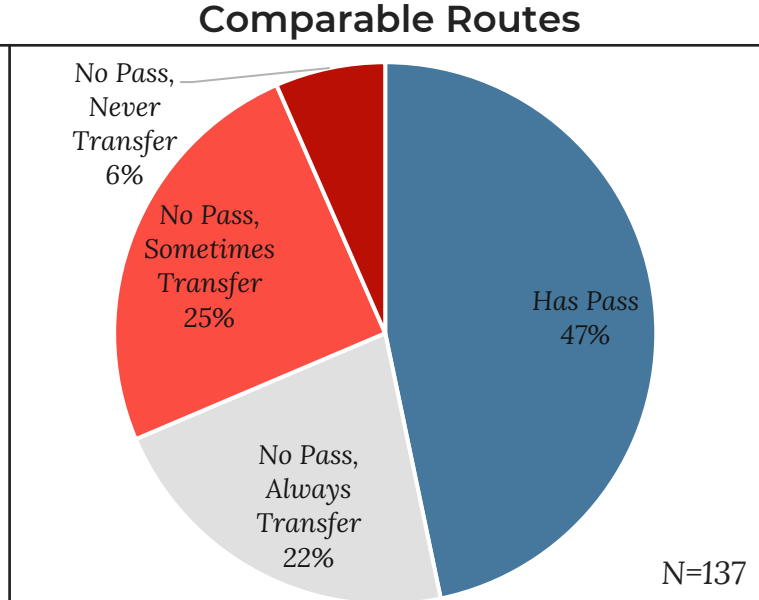
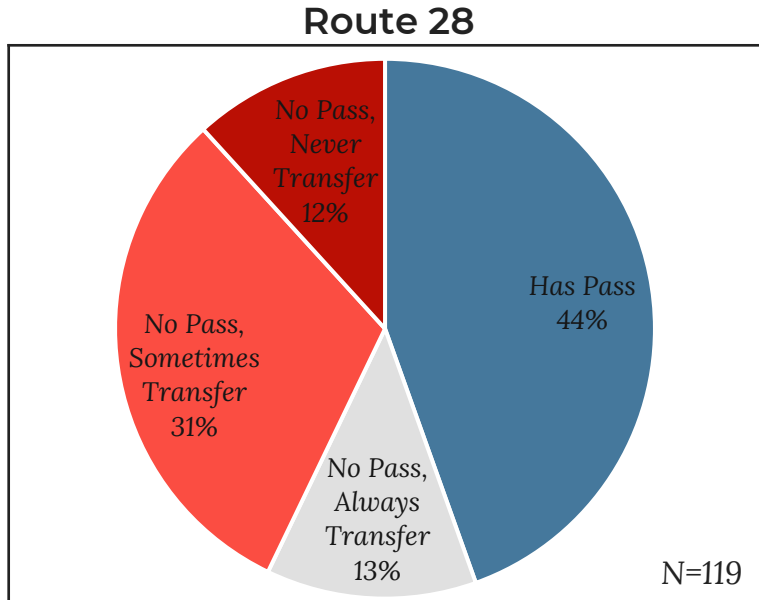




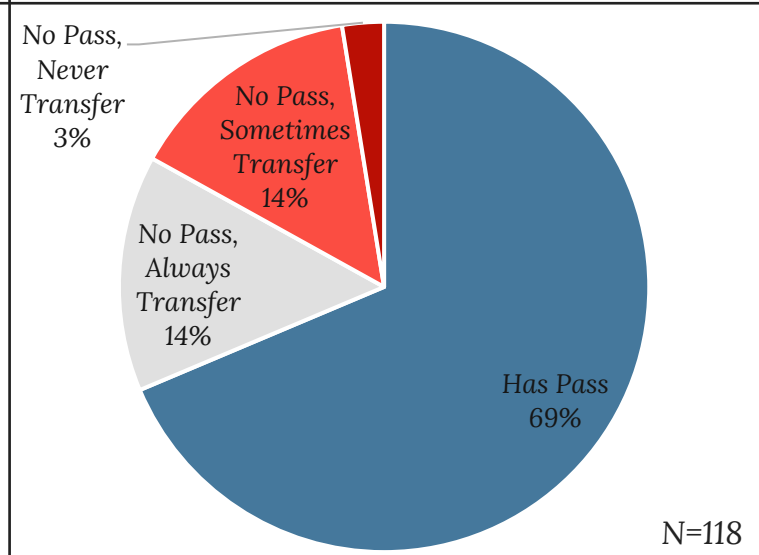
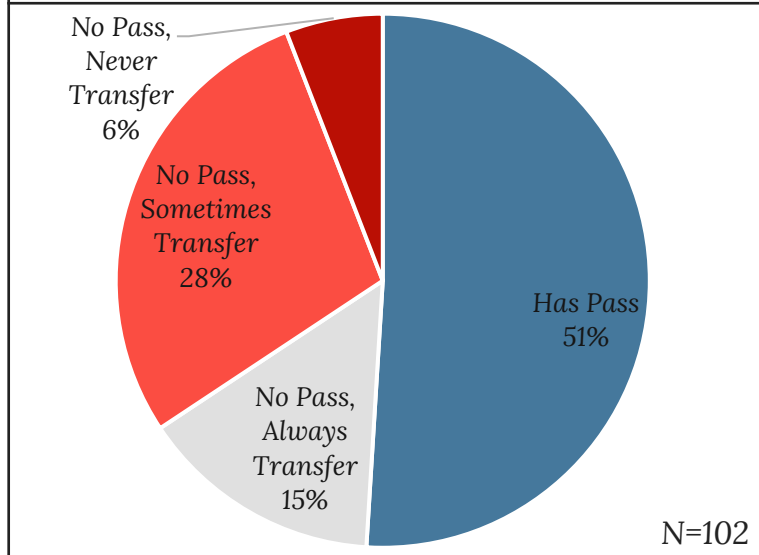
Are/Would people be saving money based on their typical transfer behavior?

- Riders who would save money **some of the time** if the route became fare-free
- Riders who would **always** save money if the route became fare-free

Pre-Pilot



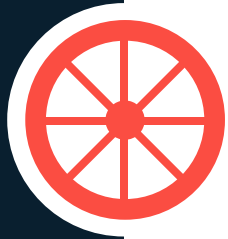
During Pilot



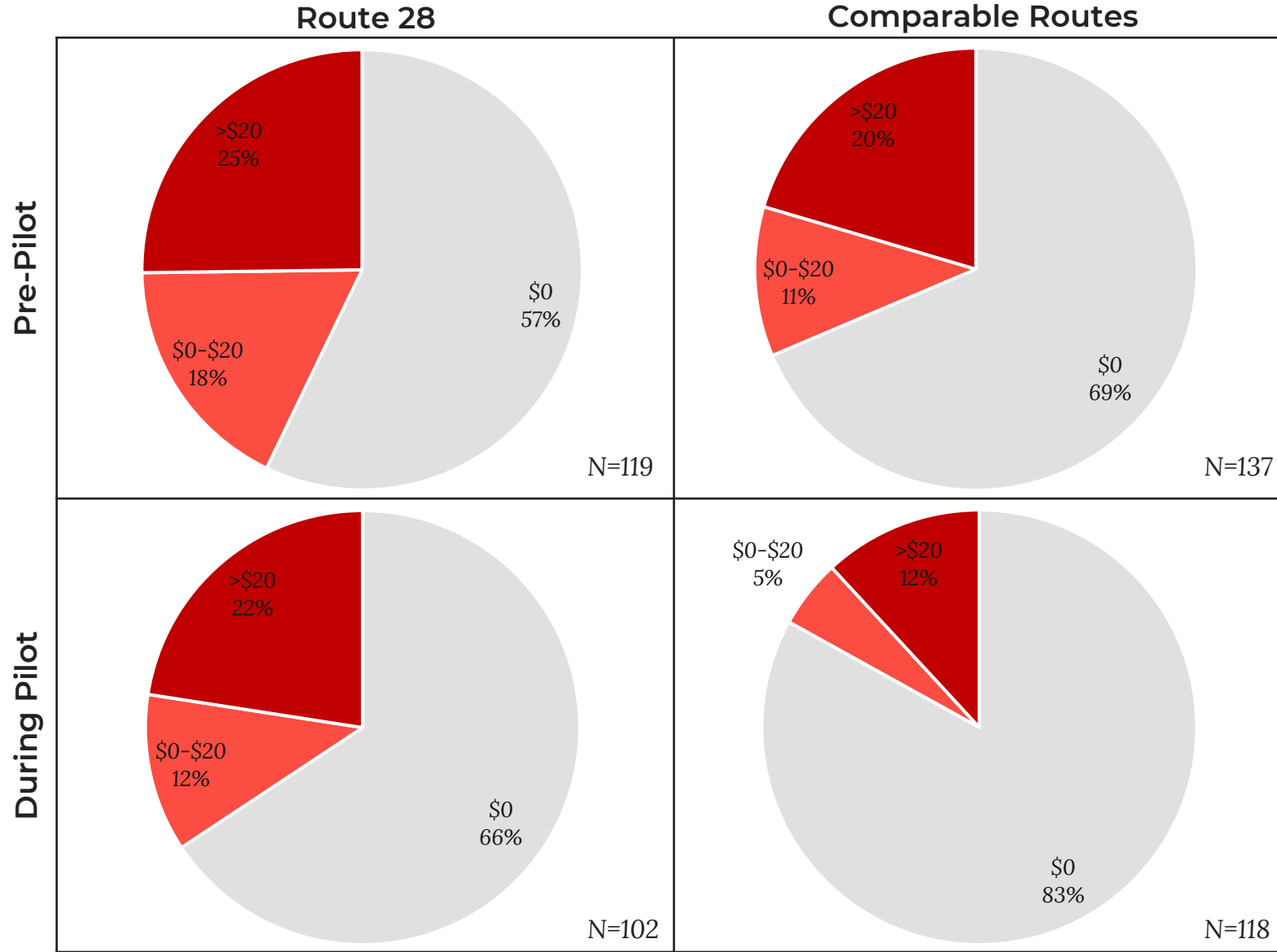
Notes: Combines responses to:

- When you take a trip that includes this bus route, how often do you transfer to another MBTA service?
- How are you paying for this trip?
 - For Route 28 during pilot, for respondents transferring: “How are you paying for the other MBTA services that you are using during this trip?”
 - For Route 28 during pilot, for respondents NOT transferring: “Do you currently have an active MBTA pass that you can use to pay for other services?”





How much money did/would people save based on their typical transfer behavior, riding frequency, and membership in a reduced fares program?



- Notes: Combines responses to:
- When you take a trip that includes this bus route, how often do you transfer to another MBTA service?
 - How are you paying for this trip?
 - For Route 28 during pilot, for respondents transferring: “How are you paying for the other MBTA services that you are using during this trip?”
 - For Route 28 during pilot, for respondents NOT transferring: “Do you currently have an active MBTA pass that you can use to pay for other services?”
 - How often do you use this bus route?
 - Are you a member of an MBTA reduced fares program?



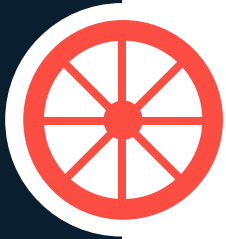


How much money did/would people save based on their typical transfer behavior, riding frequency, and membership in a reduced fares program?

Methodology

- **Step 1: Estimate the number of trips that each respondent makes in an average month**
 - Based on the following question: When you take a trip that includes this bus route, how often do you transfer to another MBTA service?
 - Use the "average" number of days implied by the response, and then multiply that number of days by 1.75 to convert days into trips
 - See assumptions on following page
- **Step 2: Estimate the number of single-ride trips on the route (i.e. trips without a transfer) that each respondent makes in an average month**
 - Based on the following question: How often do you use this bus route?
 - Multiply the Trips per Month by an "estimated % of trips that do not have a transfer"
 - See assumptions on following page
- **Step 3: Estimate the number of trips each respondent saves money on**
 - Account for whether or not the respondent has a pass
 - If they have a pass, they save money on 0 of their trips
 - If they do not have a pass, they save money on all trips from Step 2
- **Step 4: Convert the number of trips into cost savings**
 - Assume full fare \$1.70 per trip cost without a reduced fare card
 - Assume \$0.85 per trip cost with a reduced fare care
 - Assume \$0 per trip cost with a Blind Access Card





How much money did/would people save based on their typical transfer behavior, riding frequency, and membership in a reduced fares program?

Assumptions

Step 1: How often do you use this bus route?

Frequency Ride	Trips/Month
This is my first time using this bus route	1.75
Less than 1 day per month	1.75
1-3 days per month	3.5
1-2 days per week	11.406
3-4 days per week	26.613
5+ days per week	38.019

Step 2: When you take a trip that includes this bus route, how often do you transfer to another MBTA service?


Frequency Transfer	% of time not transferring
Always	0%
Most of the time	25%
About half of the time	50%
Sometimes	75%
Never	100%
Unknown, transferred on the day responded to survey	33%
Unknown, did not transfer on the day responded to survey	67%

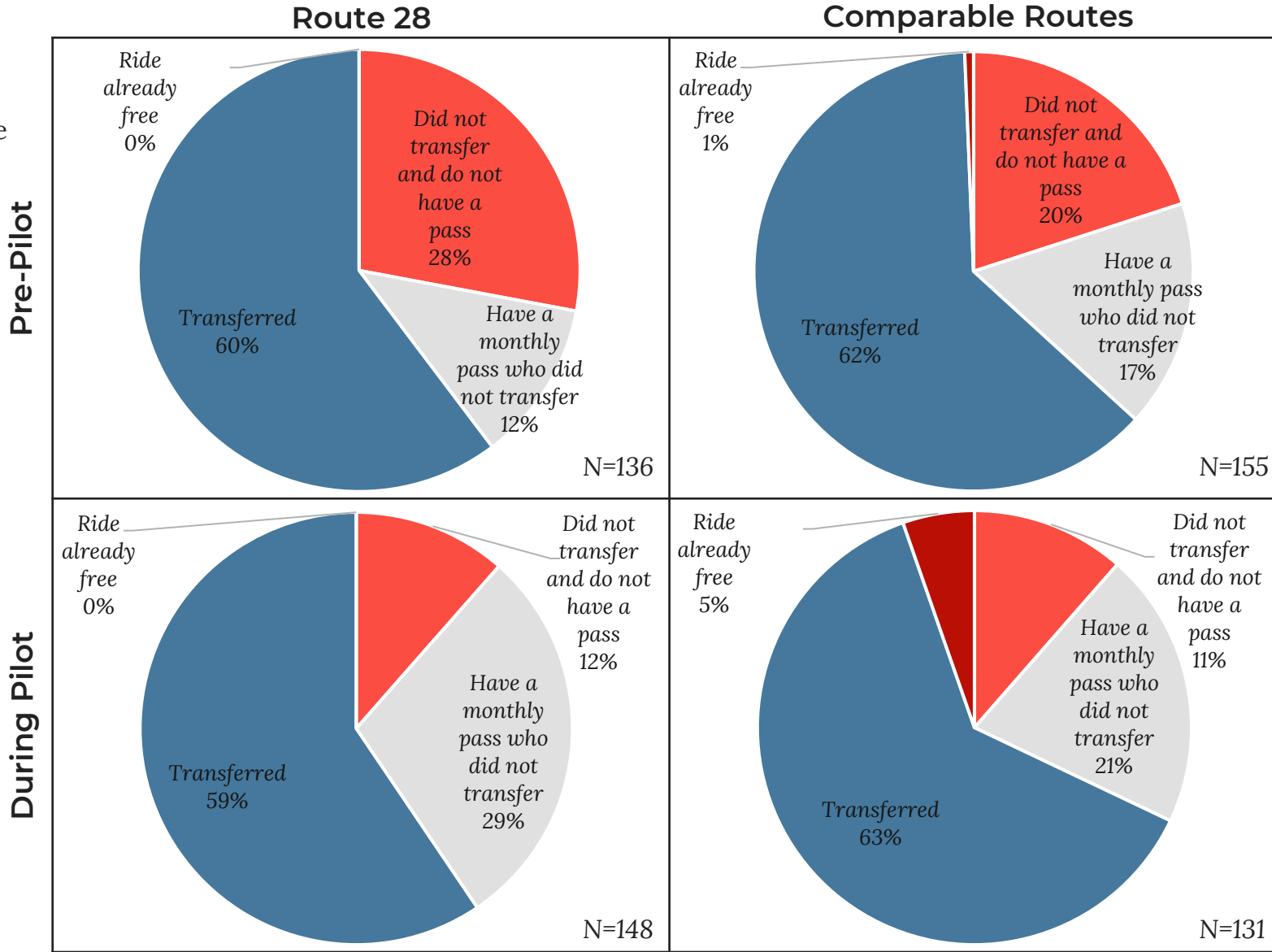




Are/Would people be saving money during their trip today?

ROUTE 28 FARE-FREE PILOT

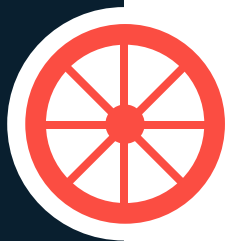
 Riders who would save money if the route became fare-free



Notes: Combines responses to:

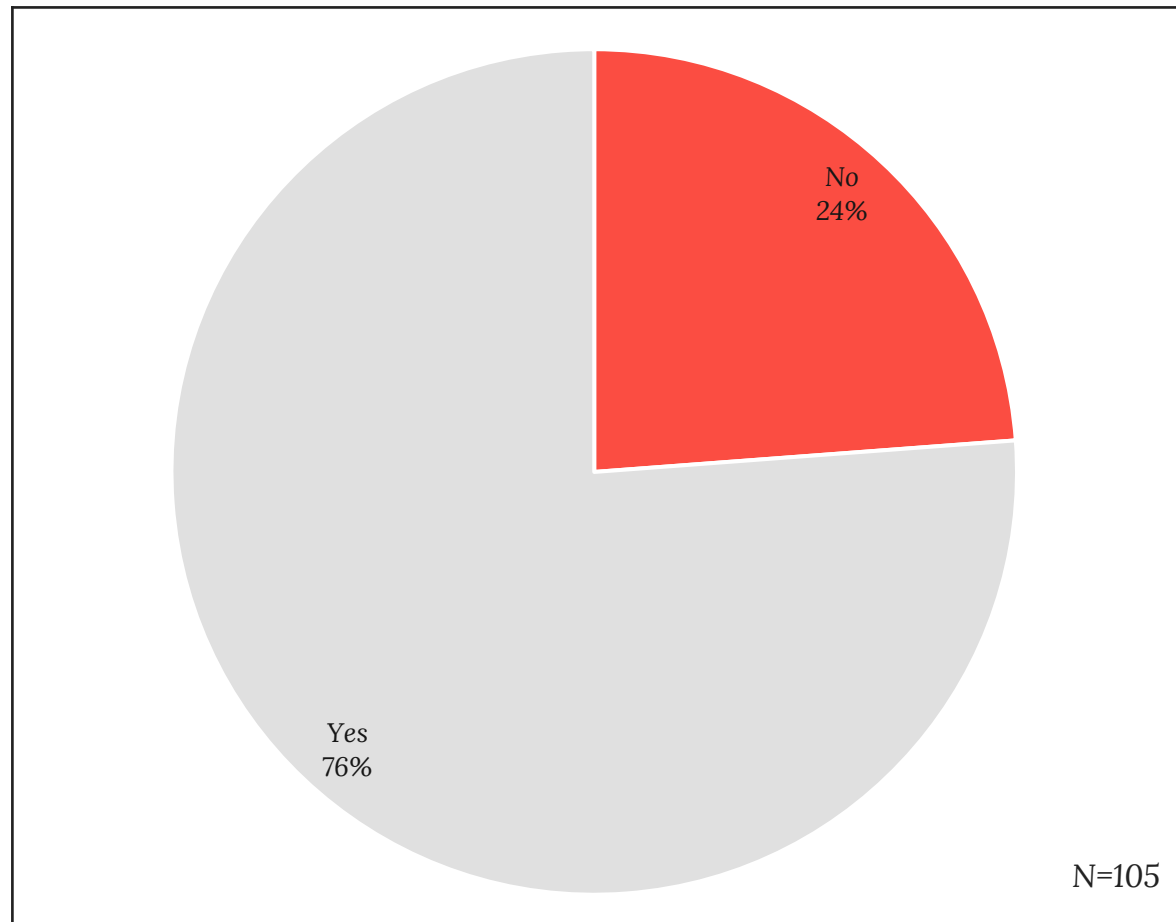
- Does this trip include transfers to any other MBTA services?
- How are you paying for this trip?
 - For Route 28 during pilot, for respondents transferring: “How are you paying for the other MBTA services that you are using during this trip?”
 - For Route 28 during pilot, for respondents NOT transferring: “Do you currently have an active MBTA pass that you can use to pay for other services?”





Are you saving money as a result of the Route 28 Free Fare Pilot?

Route 28 – During Pilot



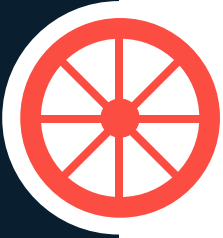
Notes: Only asked to people riding Route 28 during the pilot.



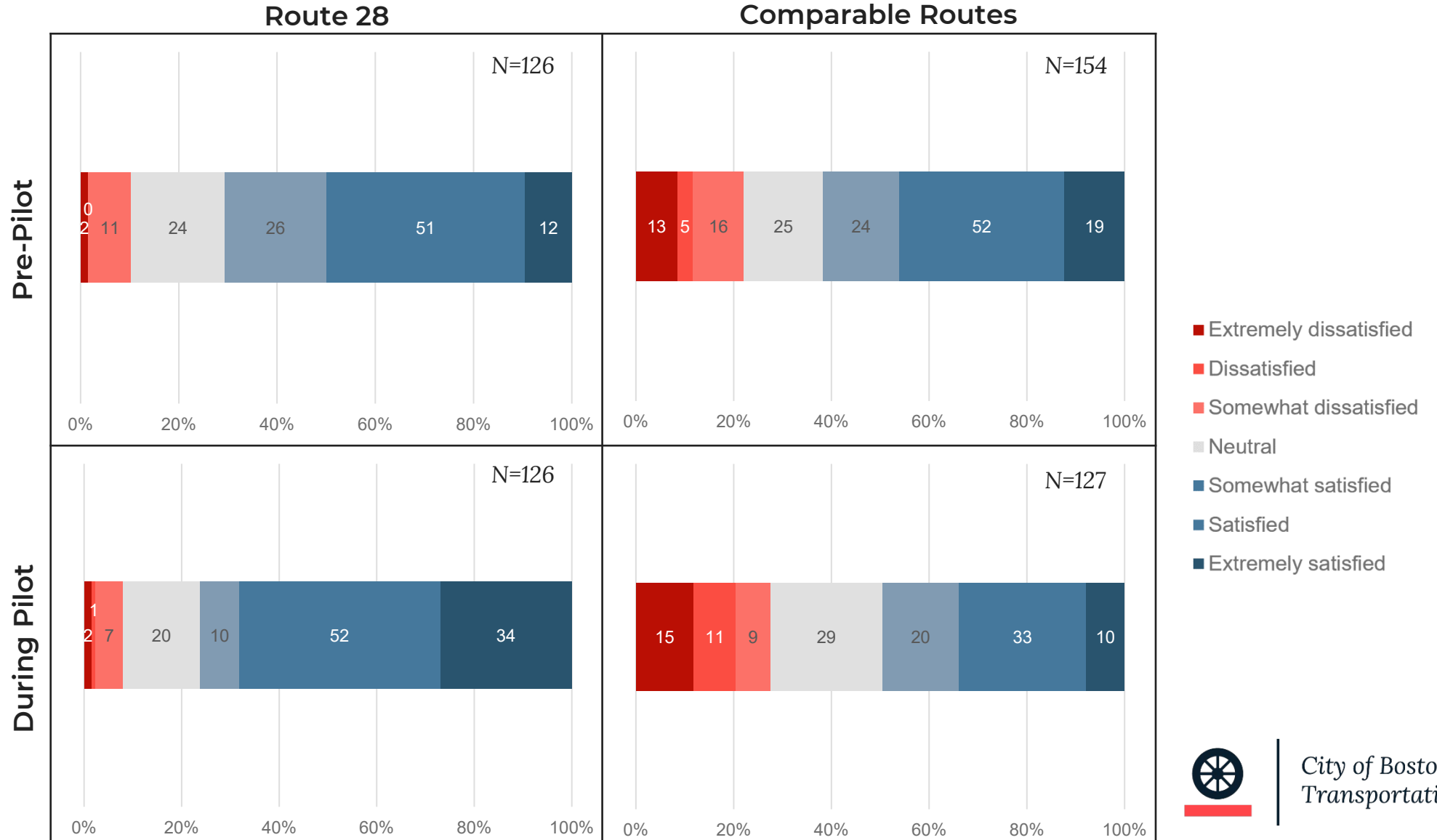


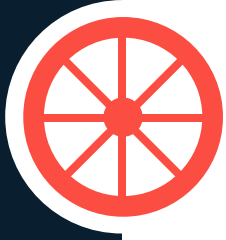
Responses to Satisfaction Questions



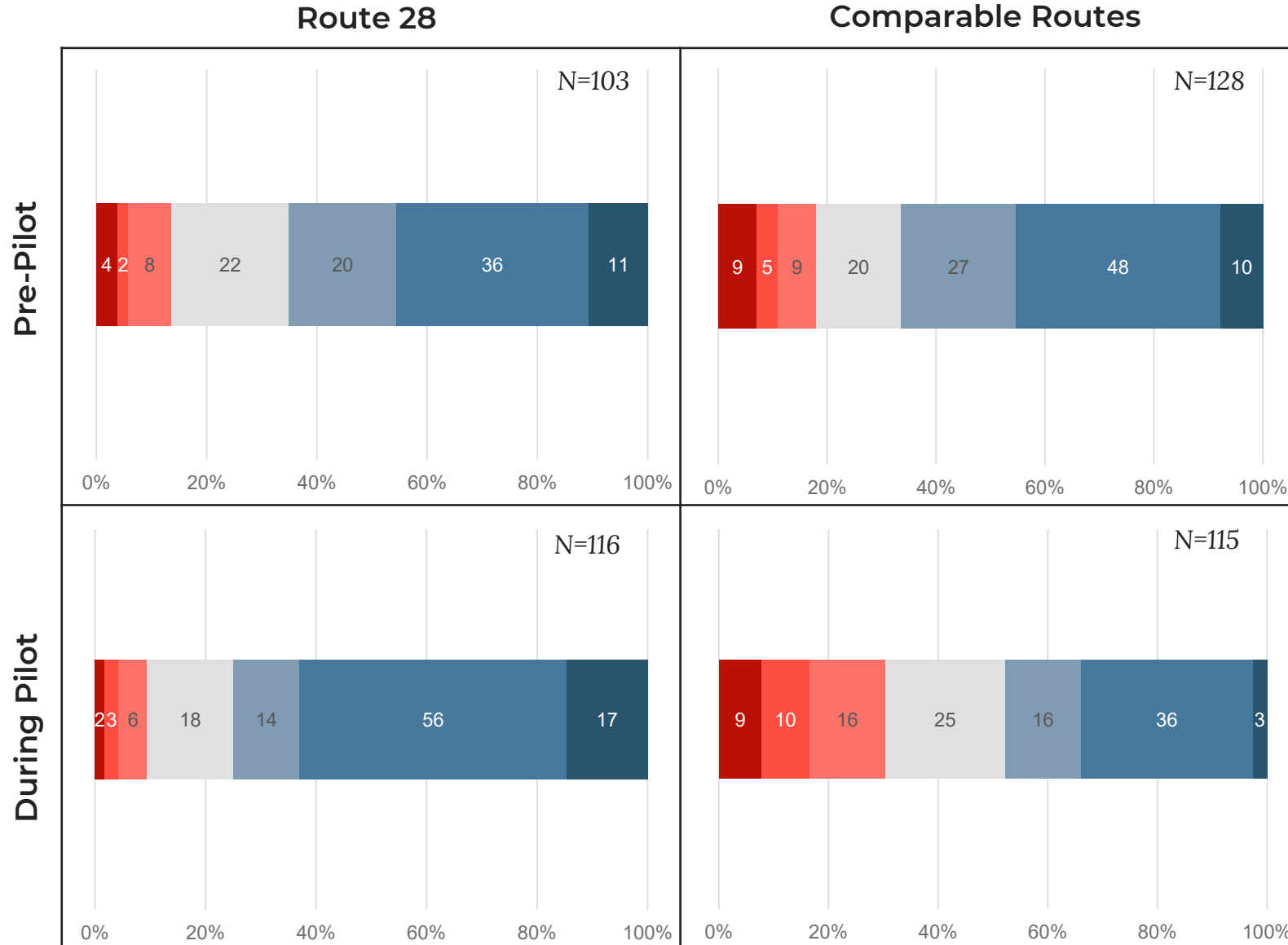


How satisfied have you been overall with this bus route?





In the past month, how satisfied have you been with your experiences boarding this bus route at Forest Hills, Jackson Square, Ruggles, Mattapan, or Nubian Station?



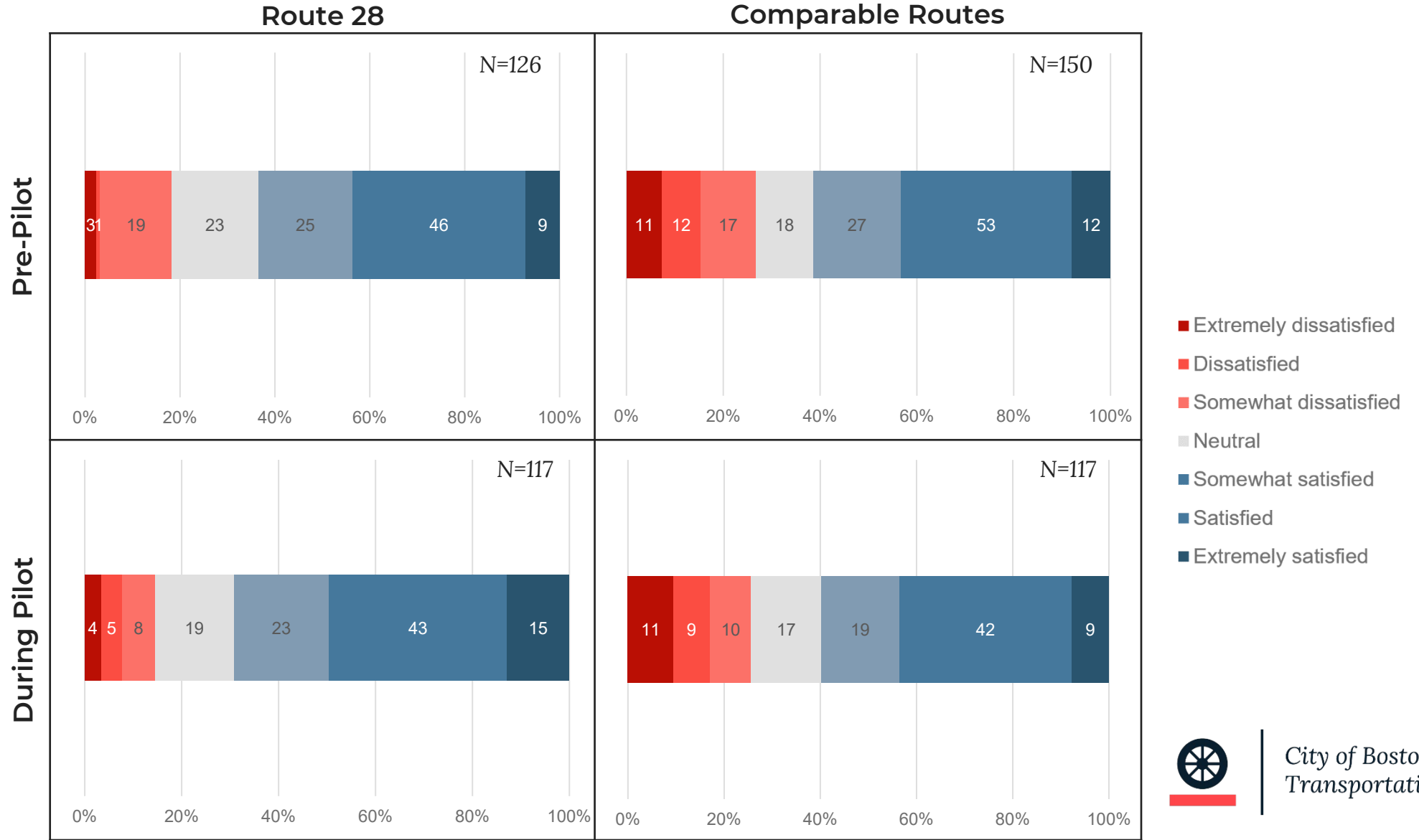
Notes:

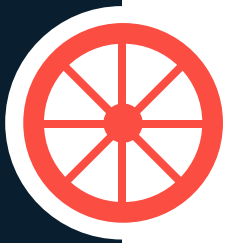
- Ruggles, Mattapan, and Nubian Station are included for Route 28.
- Forest Hills, Jackson Square, Ruggles, Mattapan, and Nubian Station are included for comparable routes.

- Extremely dissatisfied
- Dissatisfied
- Somewhat dissatisfied
- Neutral
- Somewhat satisfied
- Satisfied
- Extremely satisfied

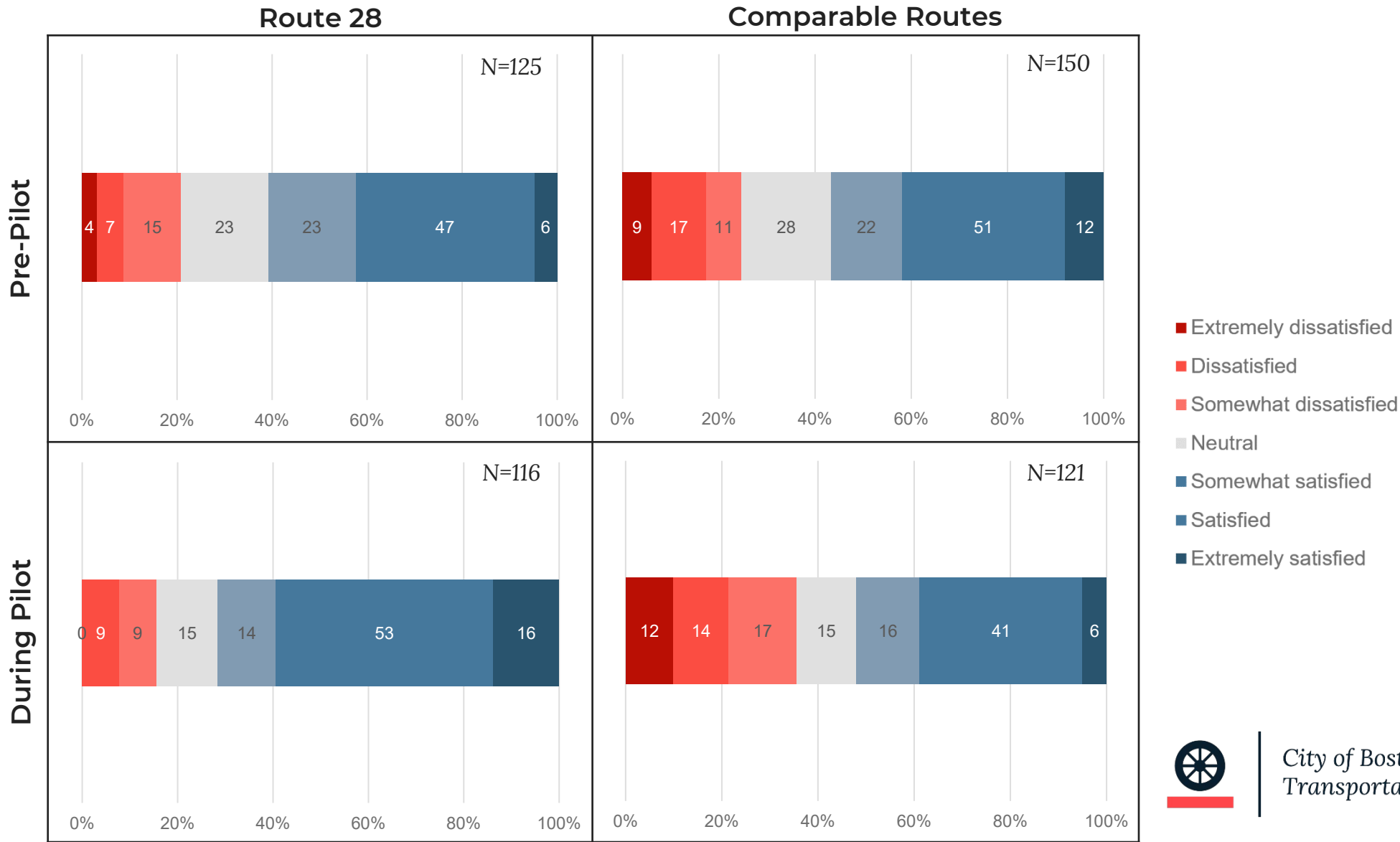


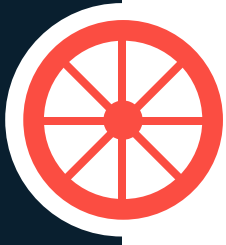
How satisfied have you been with travel time on this bus route?



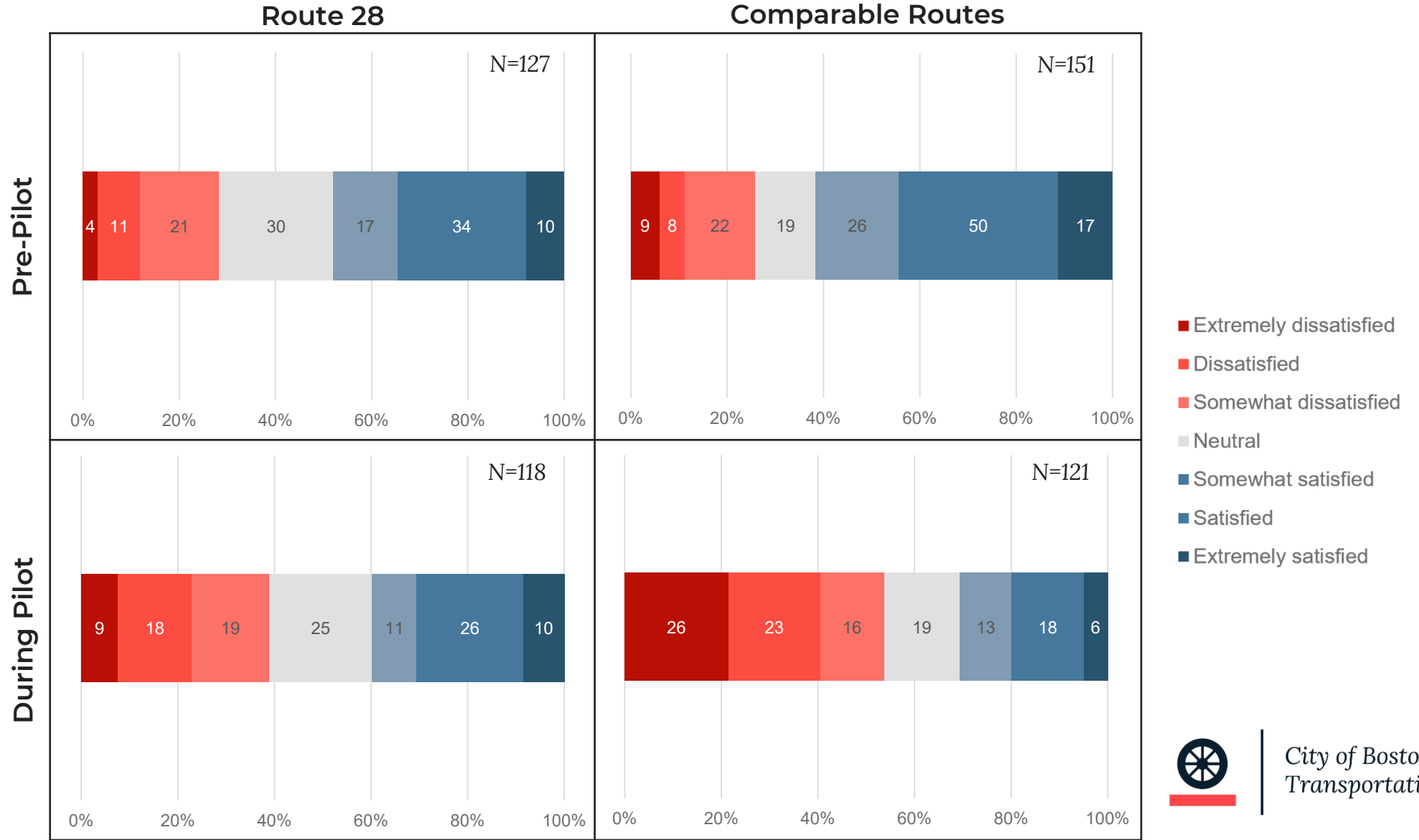


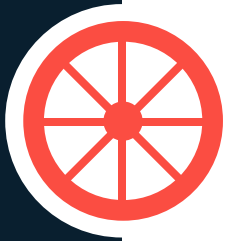
How satisfied have you been with reliability on this bus route?



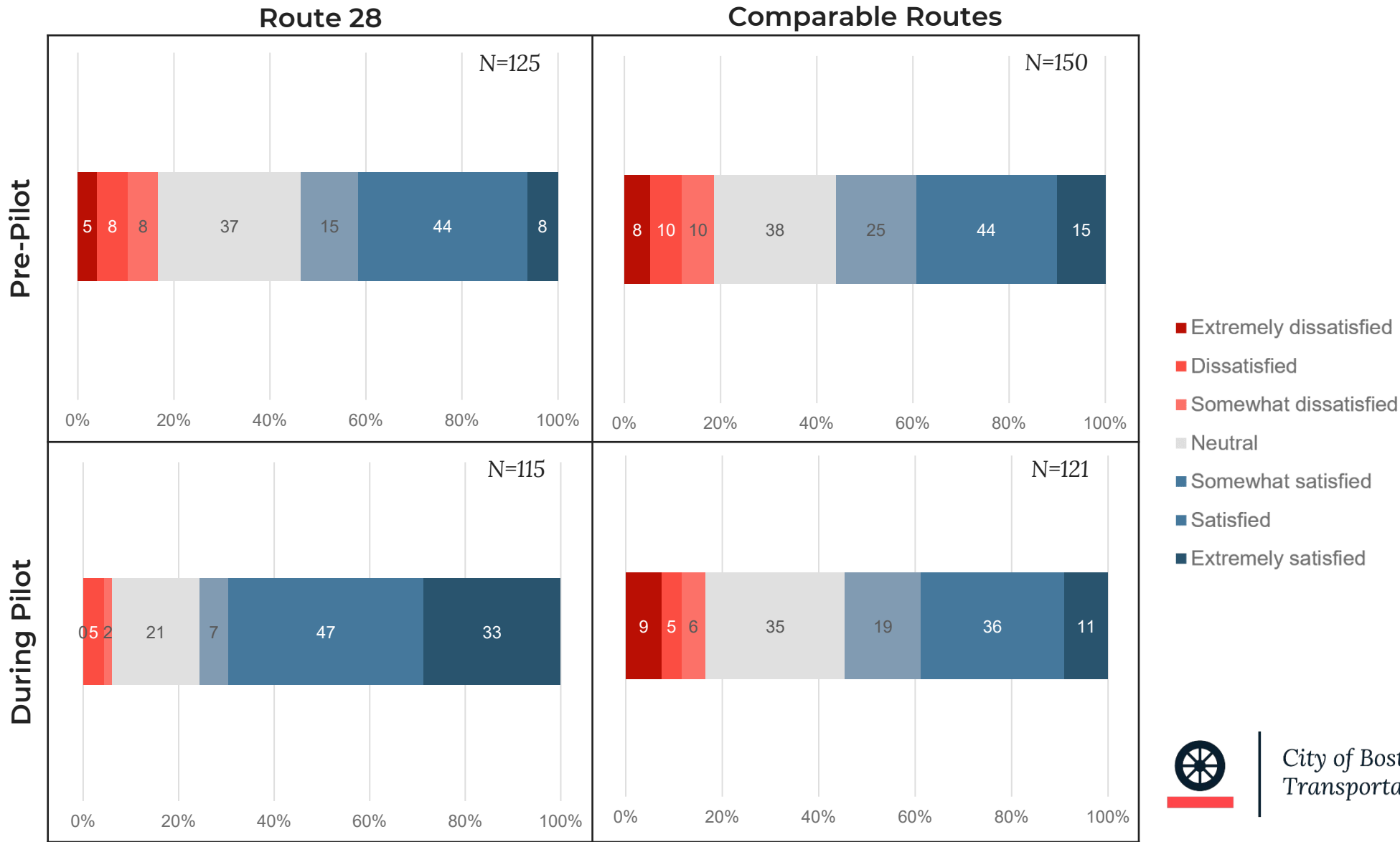


How satisfied have you been with crowding on this bus route?



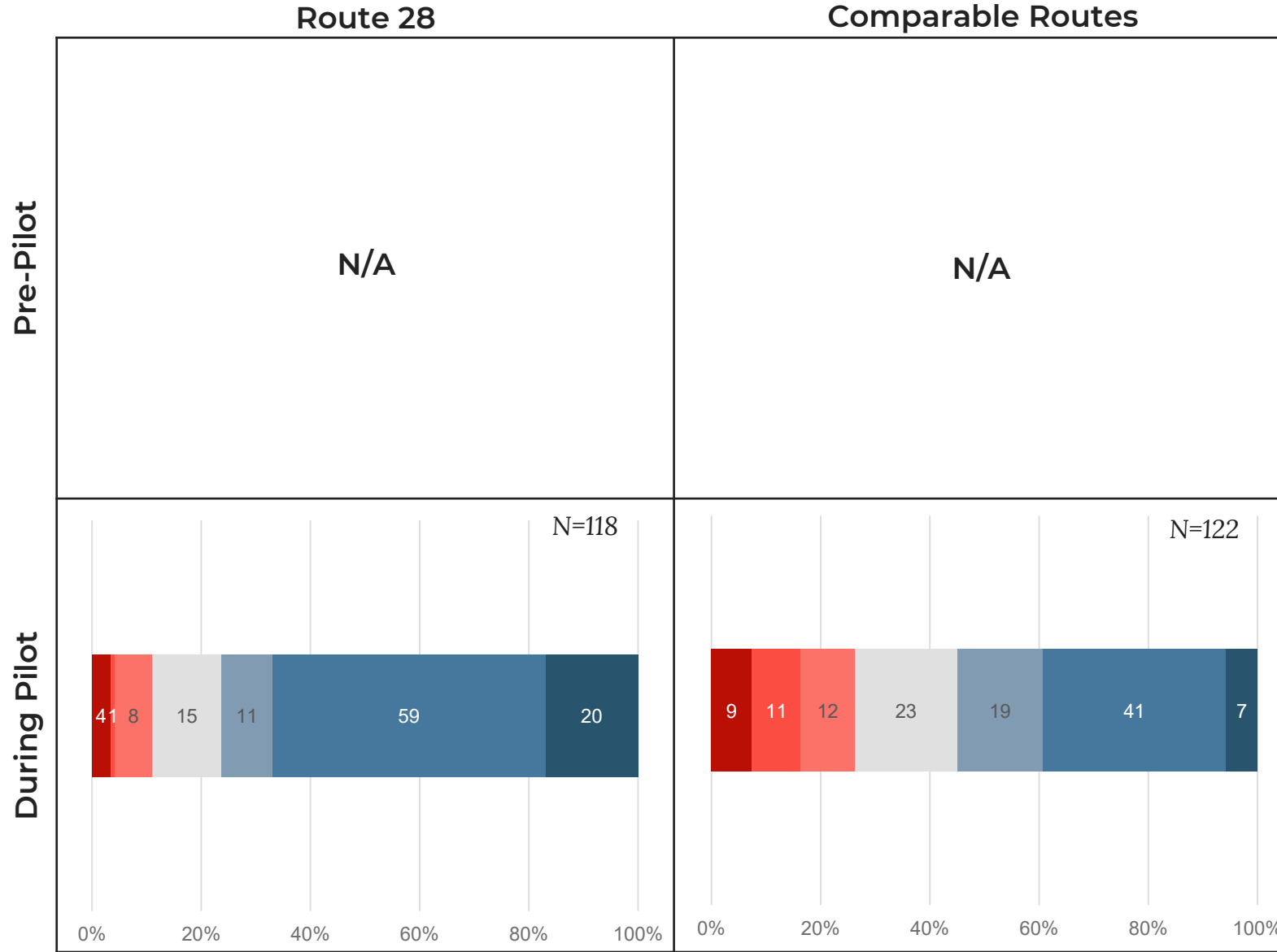


How satisfied have you been with value on this bus route?



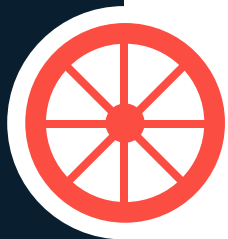


How satisfied have you been with getting on the bus for this route?



Notes: Question added for during pilot only, to capture perception of boarding experience.

- Extremely dissatisfied
- Dissatisfied
- Somewhat dissatisfied
- Neutral
- Somewhat satisfied
- Satisfied
- Extremely satisfied



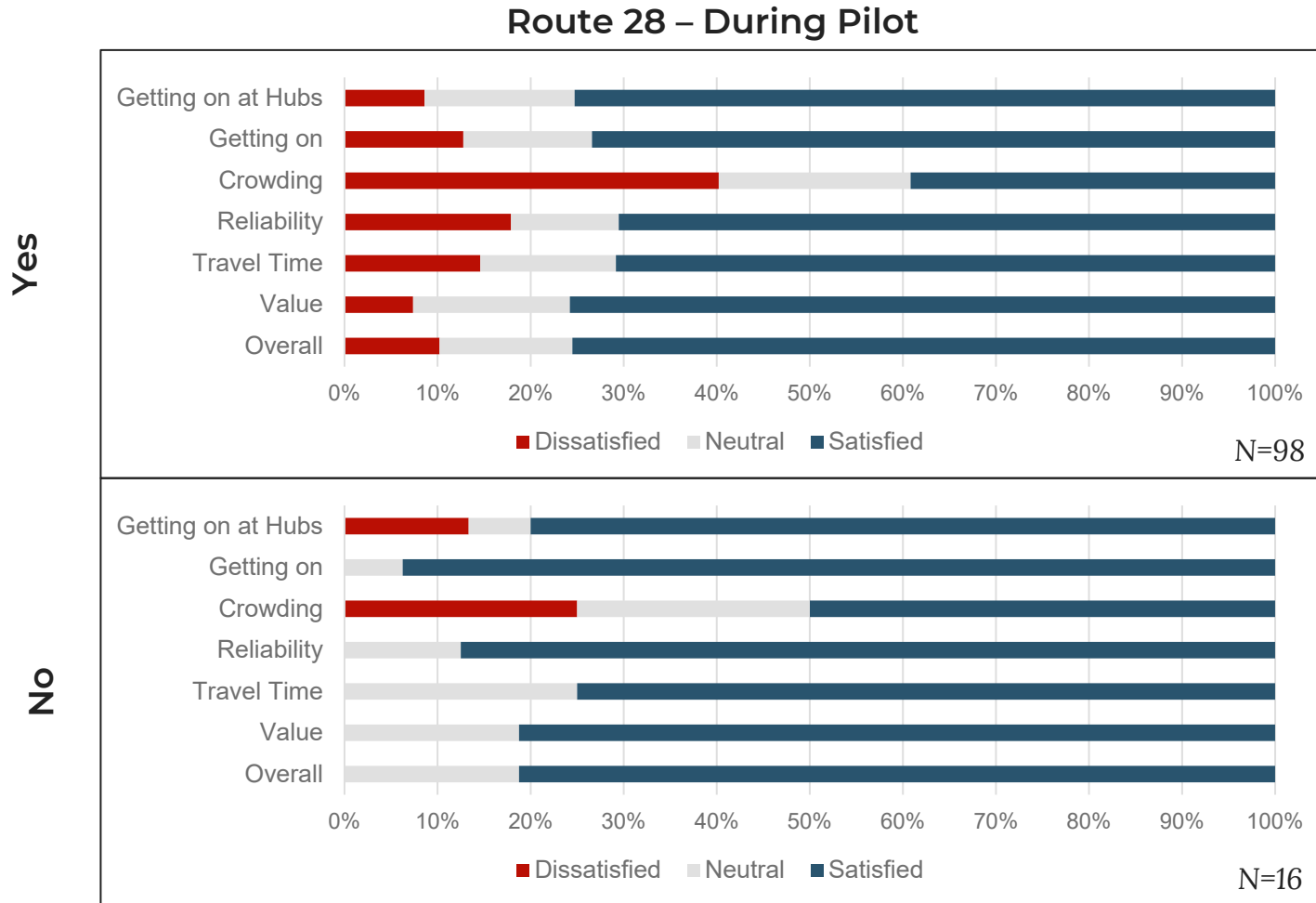
Responses to Route 28 Only Questions





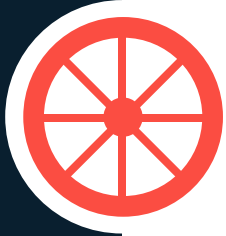
New Rider Perceptions

Did you use the 28 before the start of the Route 28 Fare Free Pilot?



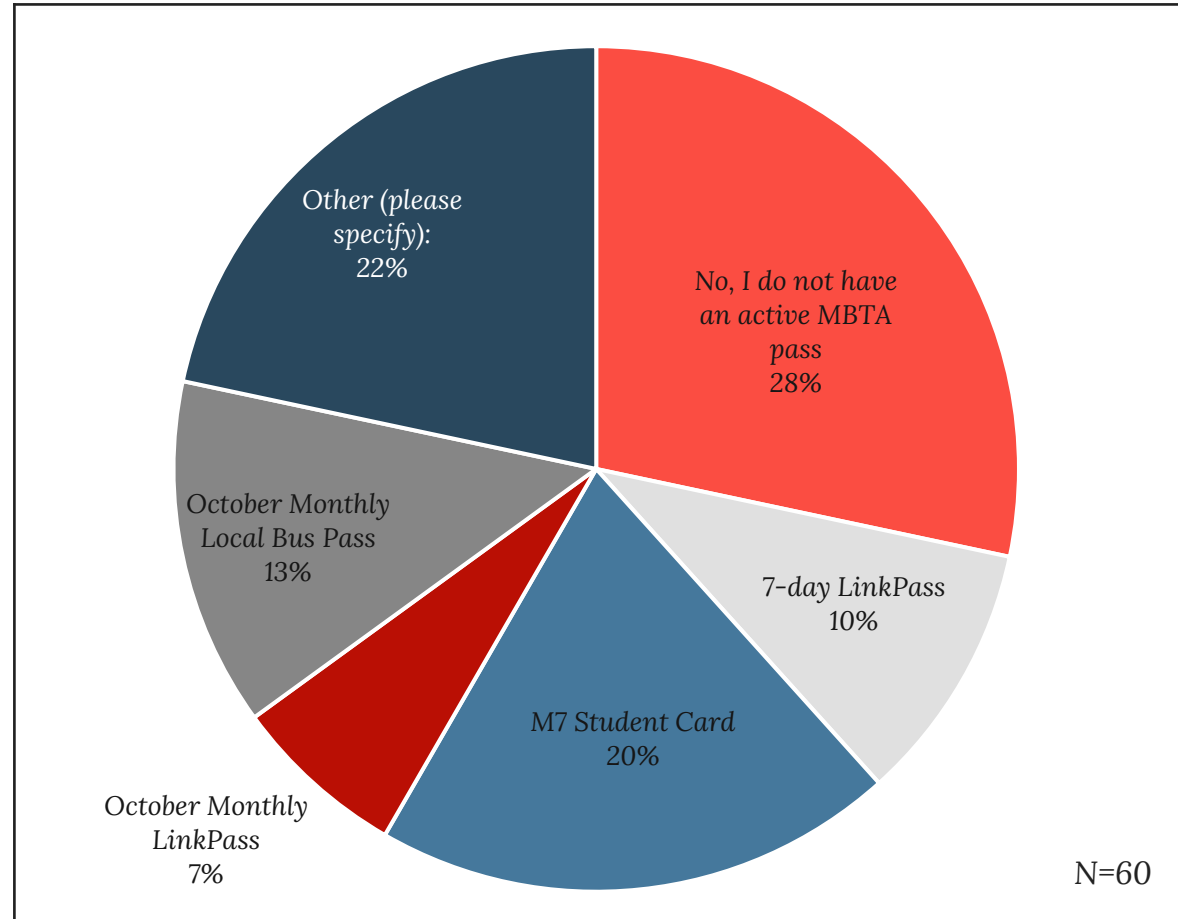
Notes: Only assessed for people riding Route 28 during the pilot.





Do you currently have an active MBTA pass that you can use to pay for other services?

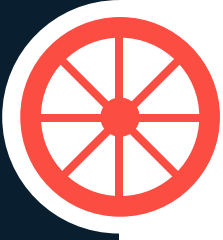
Route 28 – During Pilot



Notes: Only asked to people riding Route 28 during the pilot.

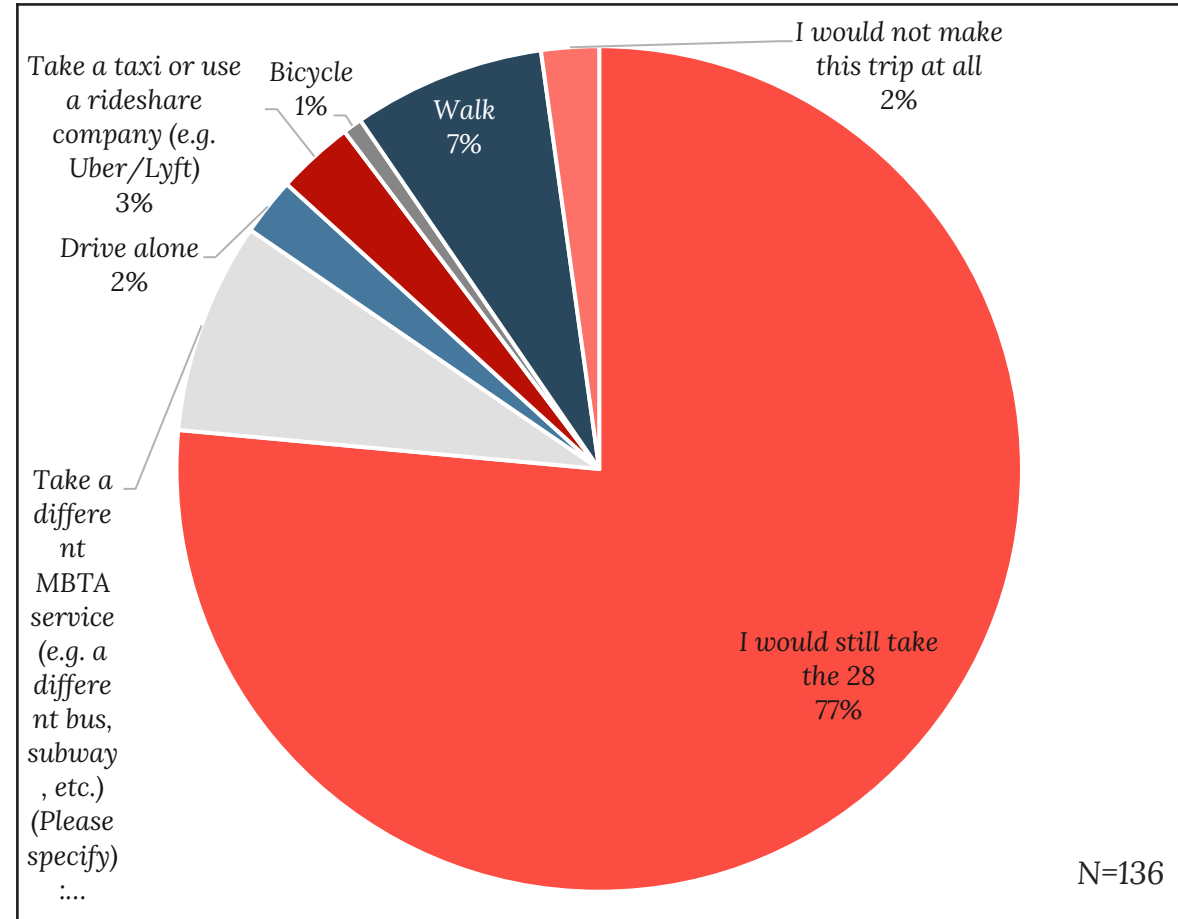
Only asked to people who responded that they were not transferring on their current trip.





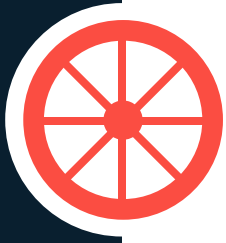
How would you have made this trip if the 28 were not free?

Route 28 – During Pilot



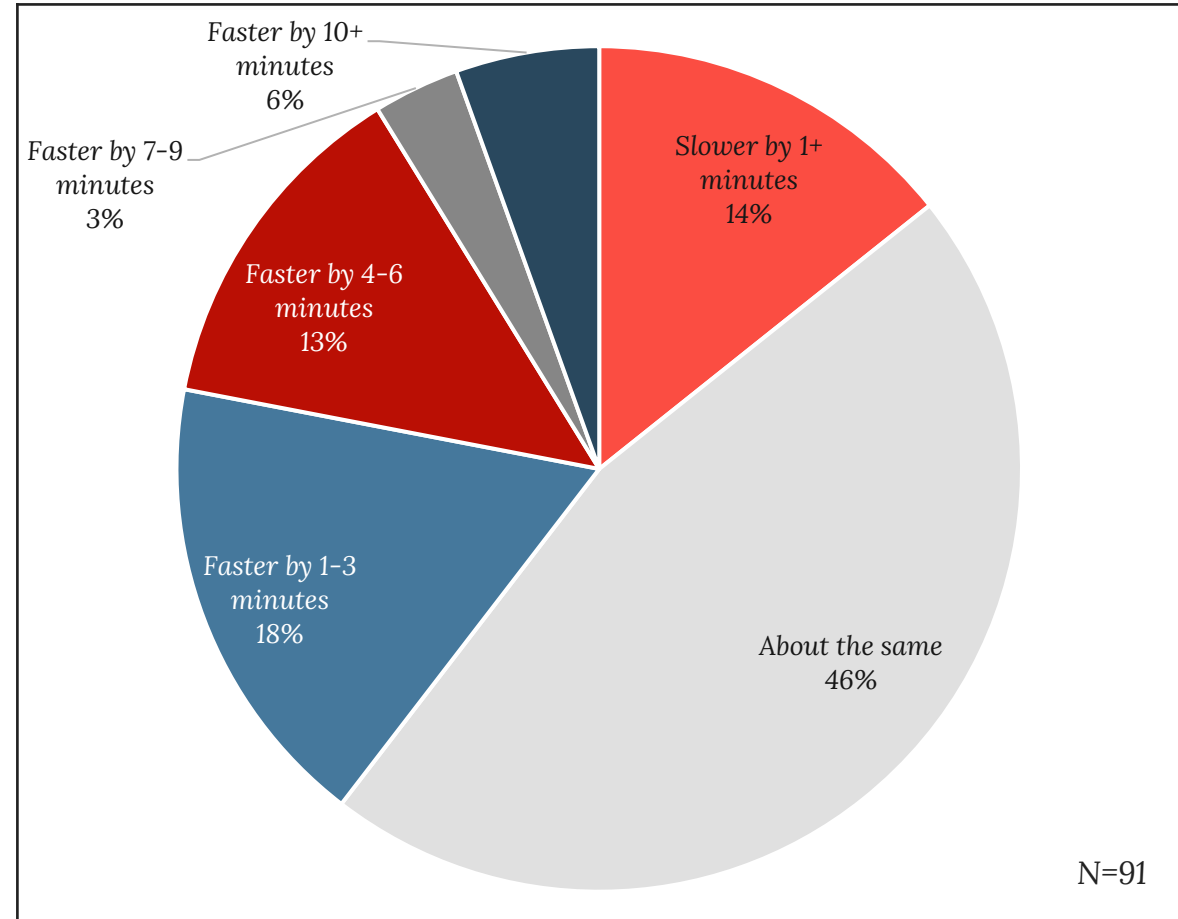
Notes: Only asked to people riding Route 28 during the pilot.





Do you feel your trips on the 28 have been faster or slower during the Route 28 Free Fare Pilot? If so, by how much?

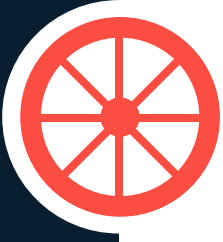
Route 28 – During Pilot



Notes: Only asked to people riding Route 28 during the pilot.

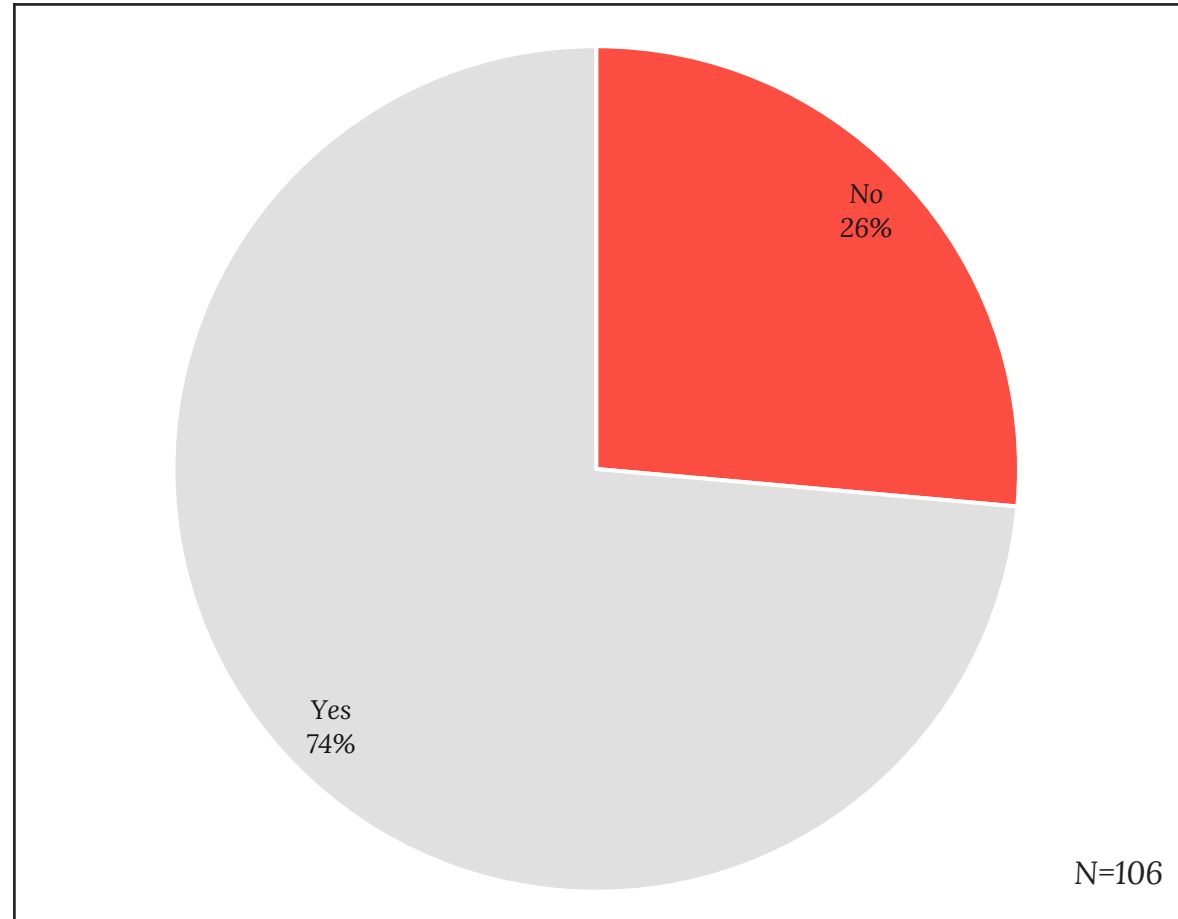
Only asked to people who responded Yes to: "Did you use the 28 before the start of the Route 28 Fare Free Pilot?"





Are you saving time as a result of the Route 28 Free Fare Pilot?

Route 28 – During Pilot



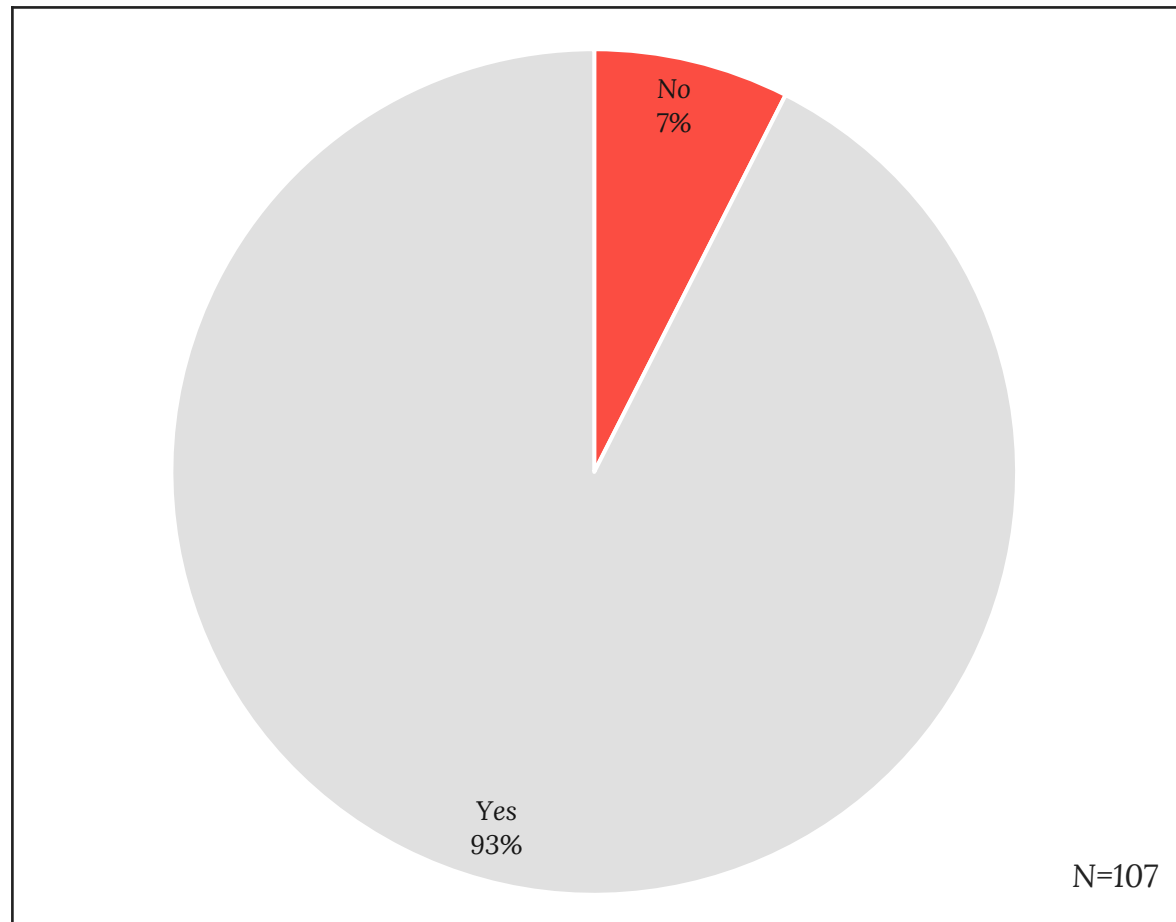
Notes: Only asked to people riding Route 28 during the pilot.





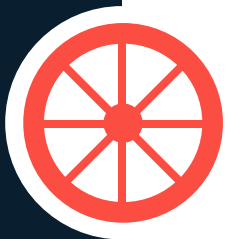
Do you plan on riding the Route 28 after the Free Fare Pilot ends?

Route 28 – During Pilot



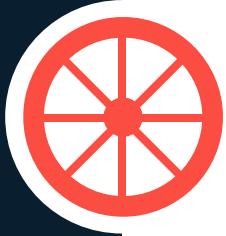
Notes: Only asked to people riding Route 28 during the pilot.



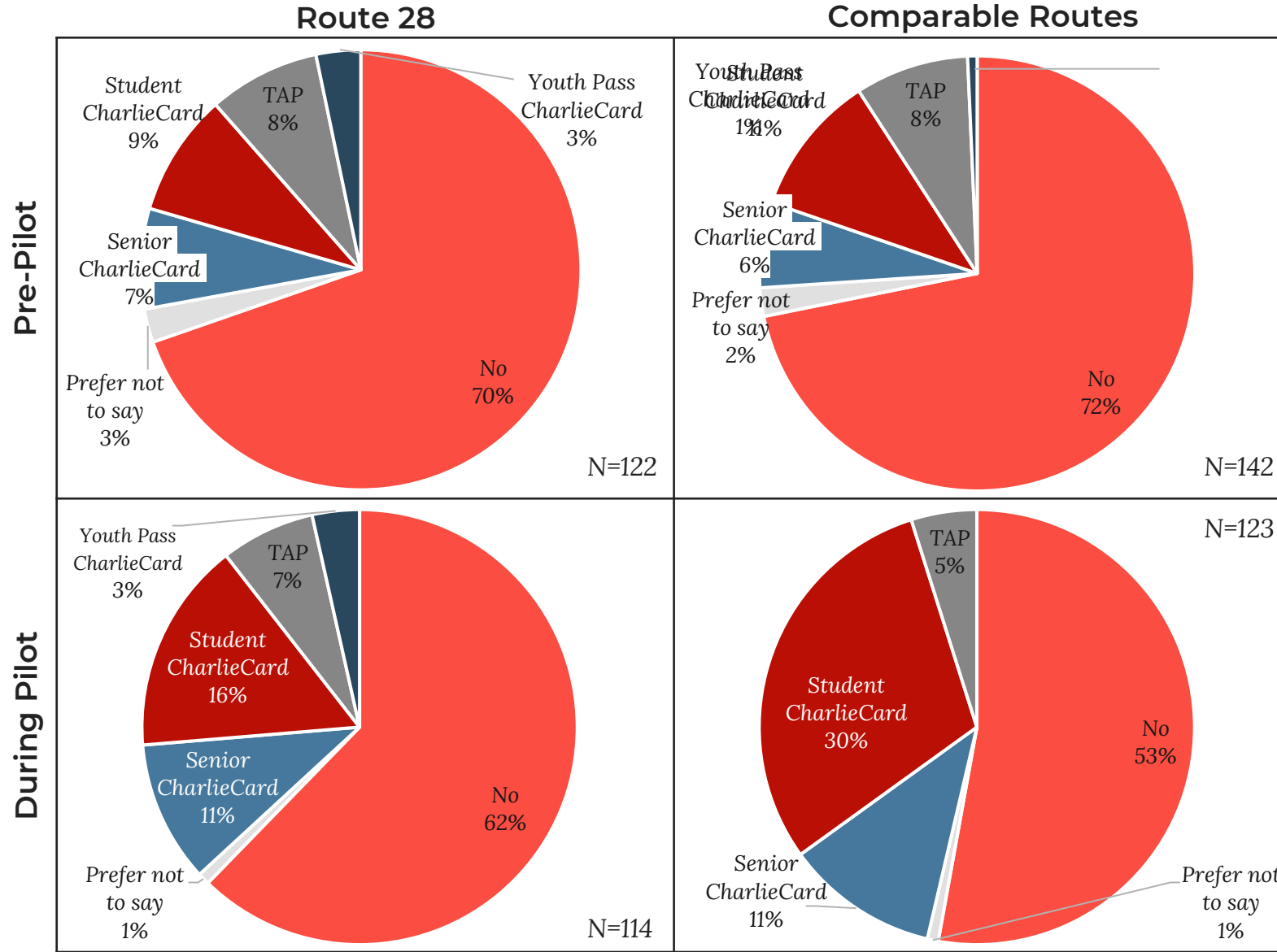


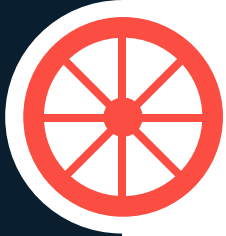
Responses to Demographic Questions



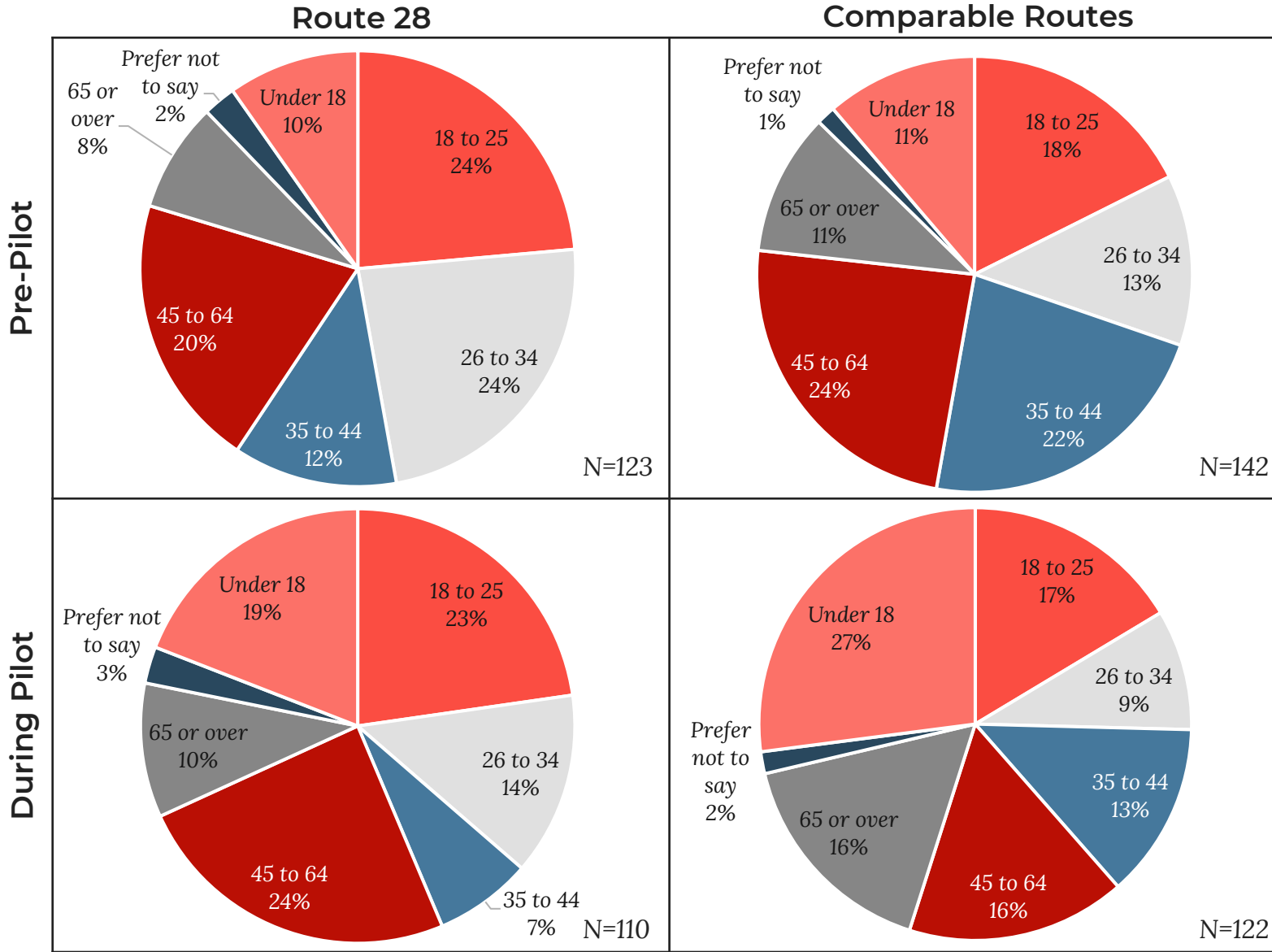


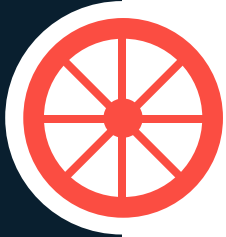
Are you a member of an MBTA reduced fares program? If so, what type of reduced fare CharlieCard do you have?





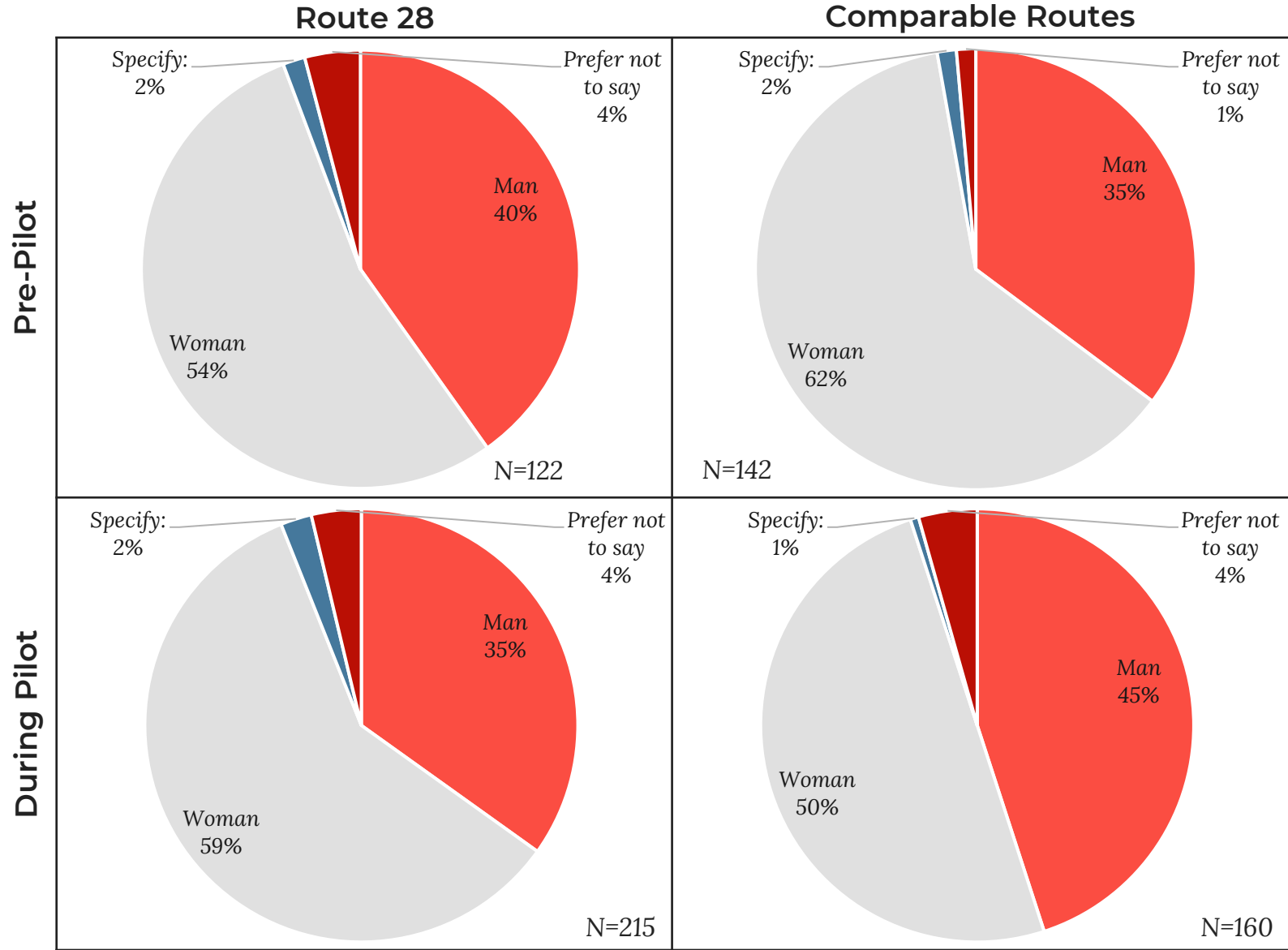
What is your age?

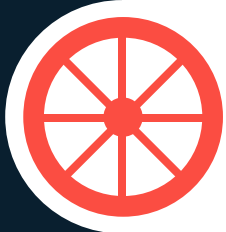




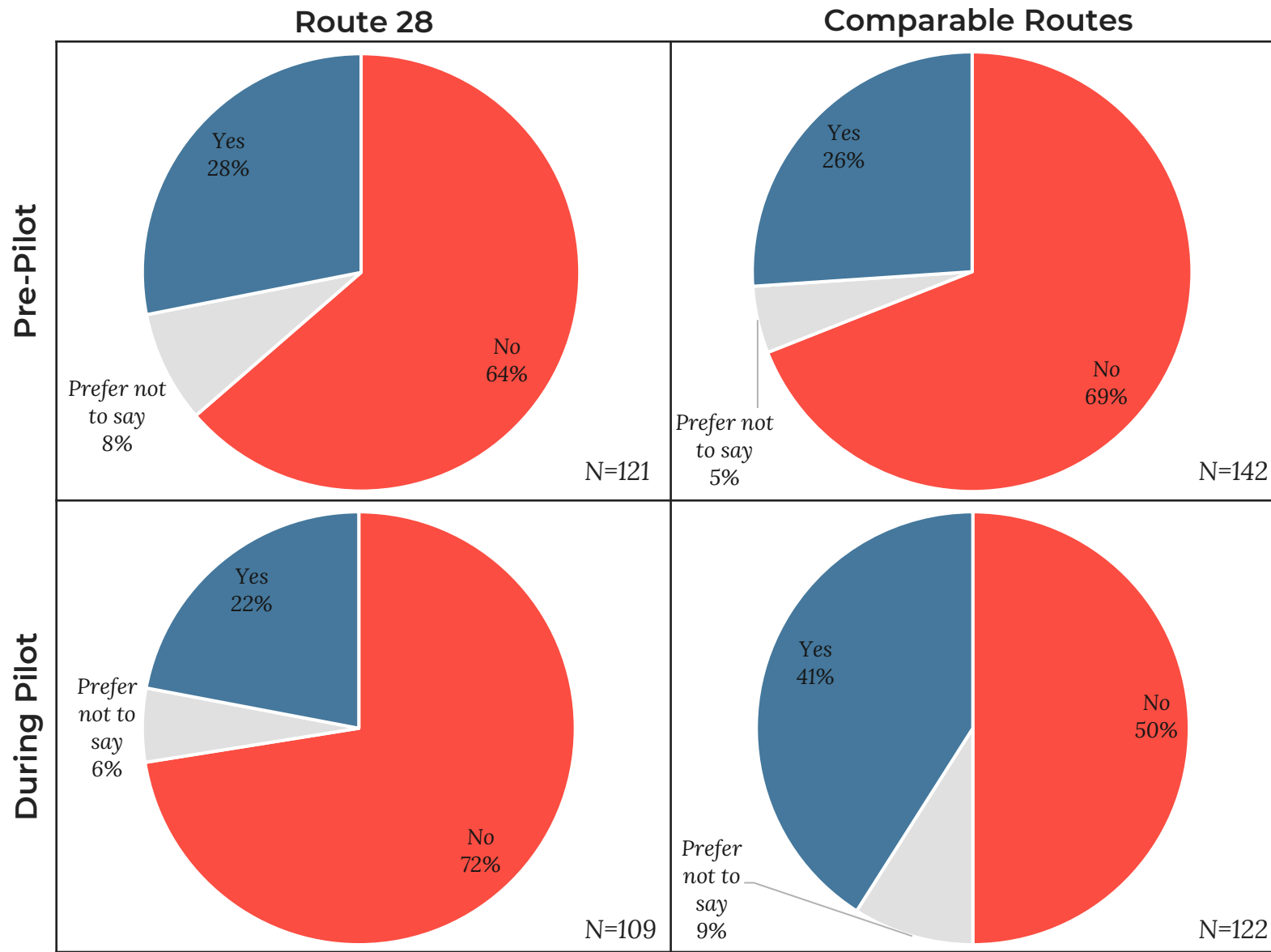
What is your gender?

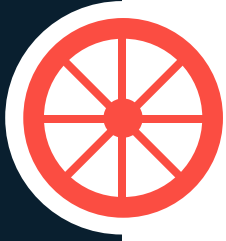
ROUTE 28 FARE-FREE PILOT



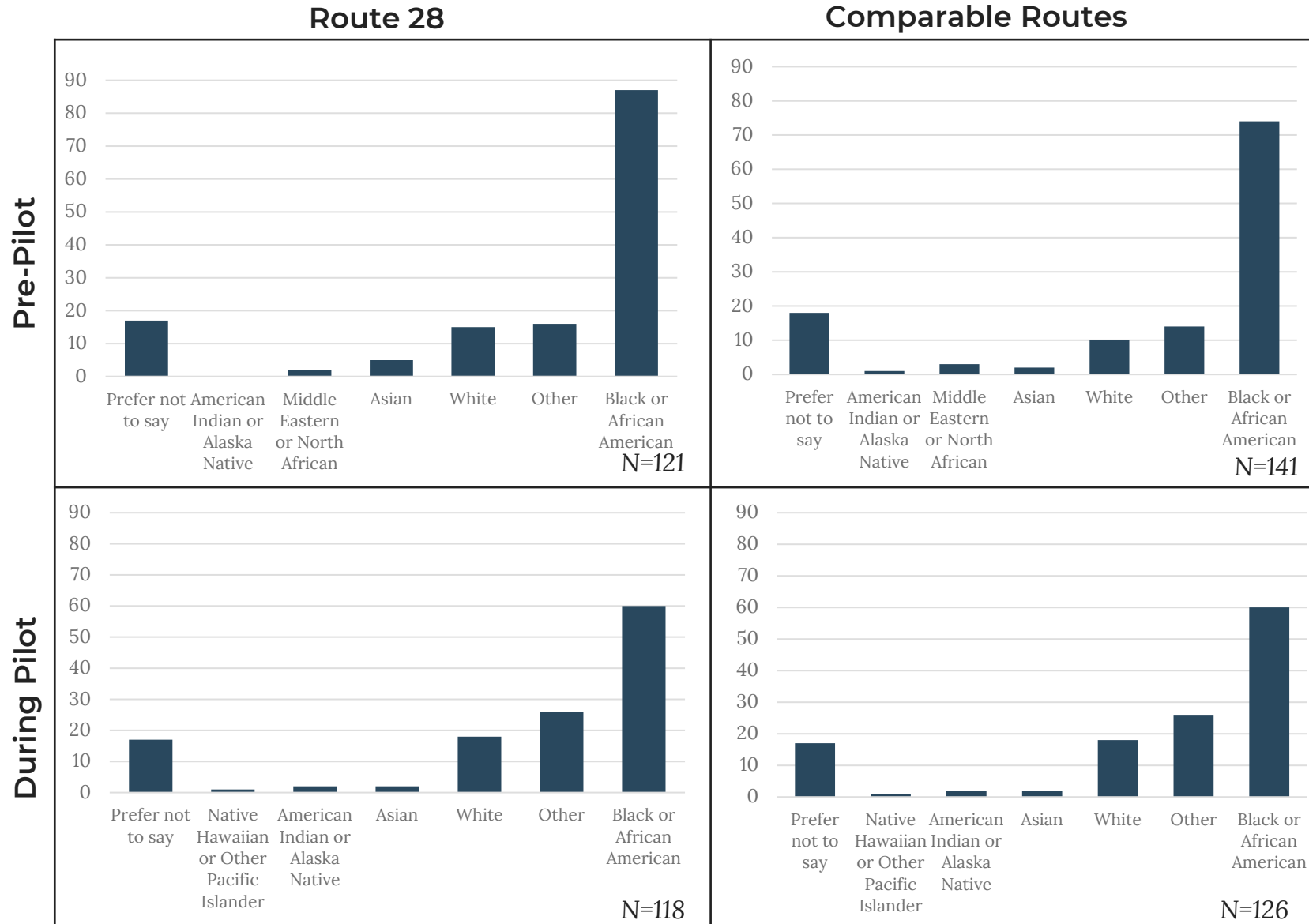


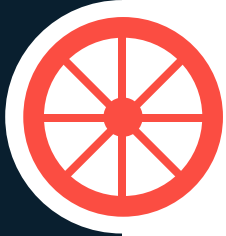
Are you Hispanic or Latino/Latina?



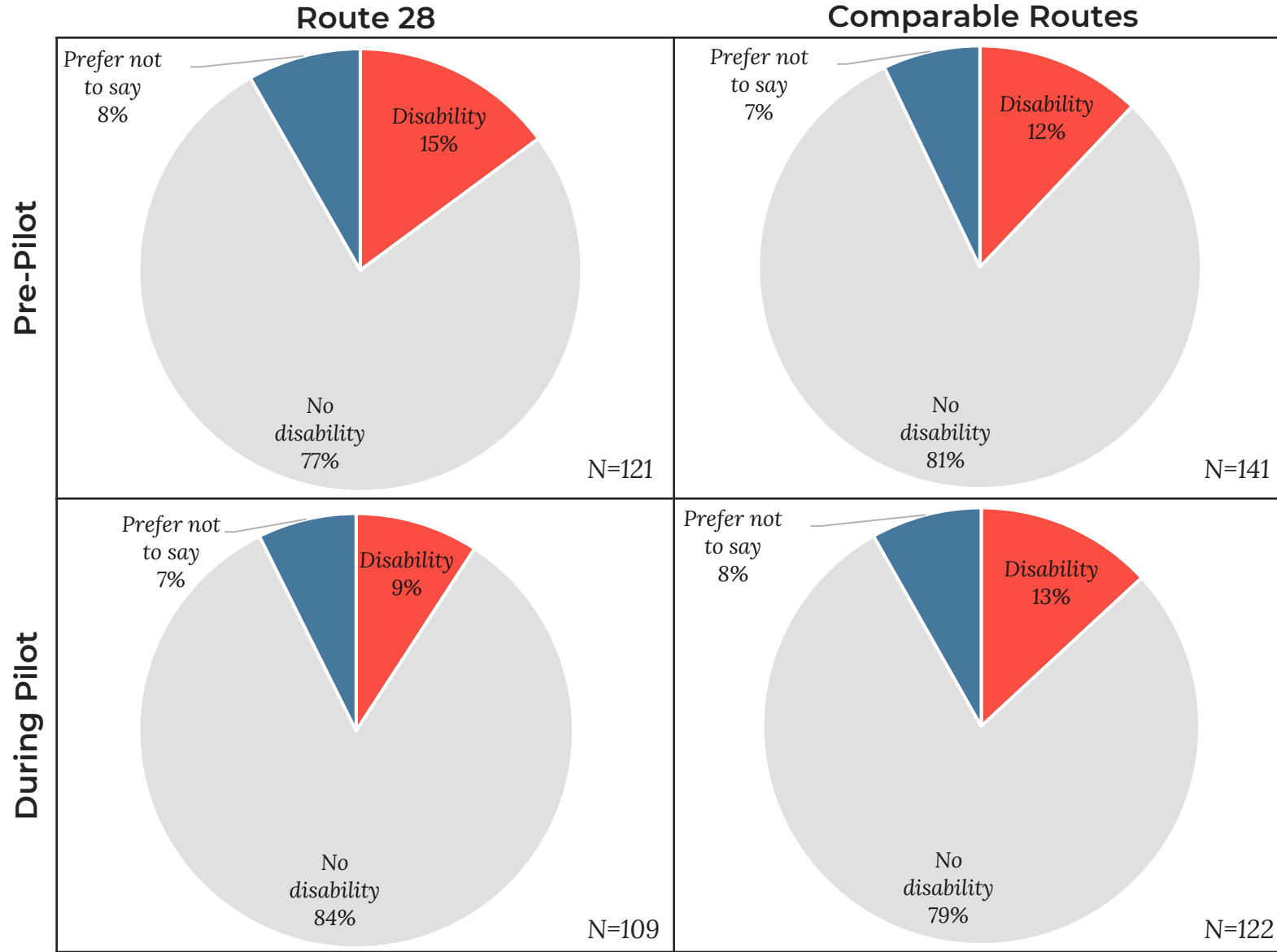


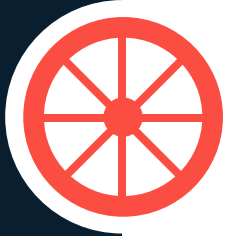
How do you self-identify by race?



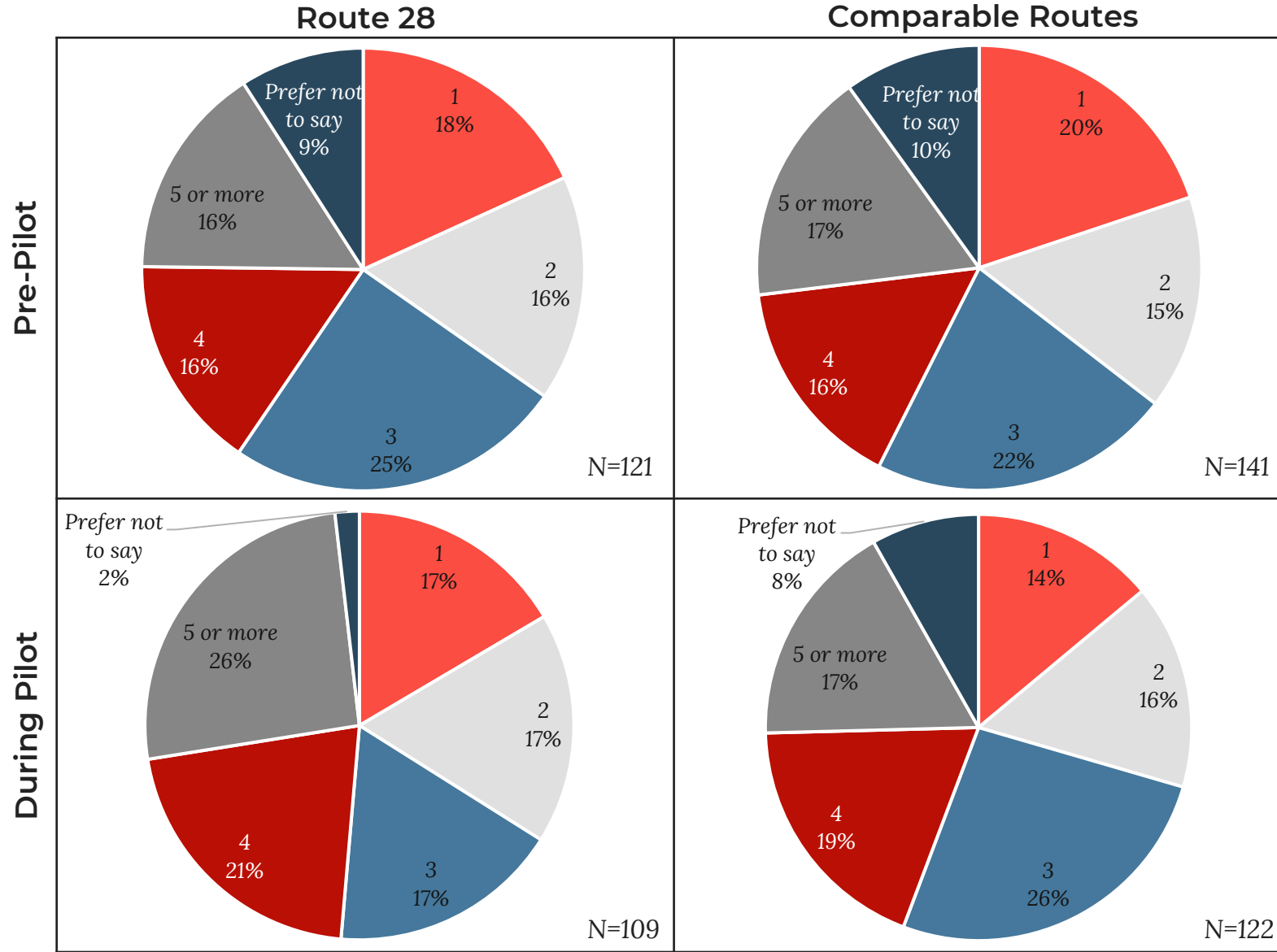


Do you identify as having a disability and/or a condition that may make using parts of the MBTA more challenging?



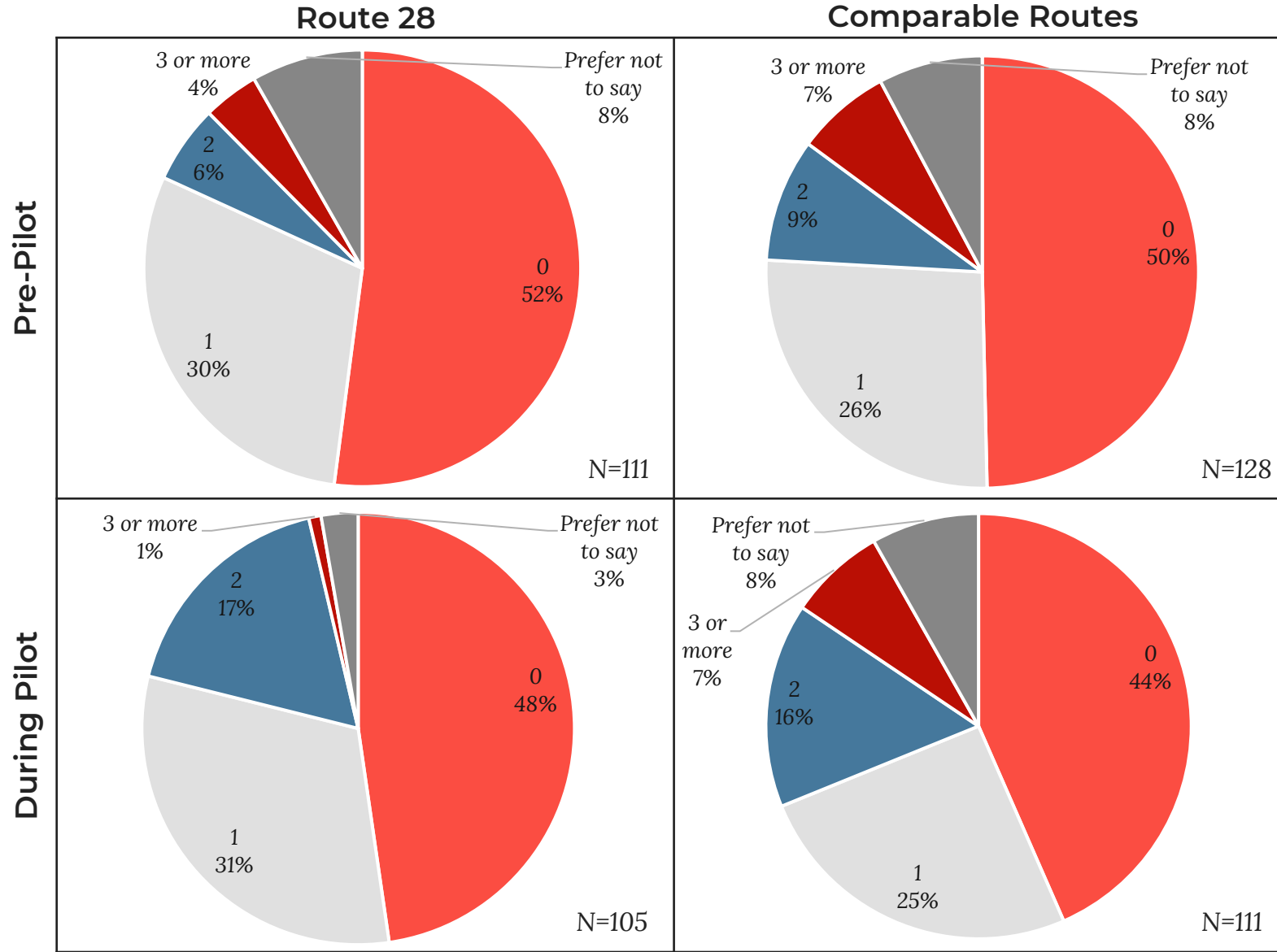


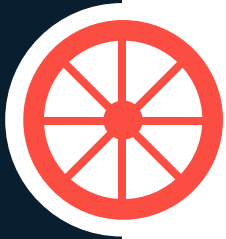
How many people are in your household?



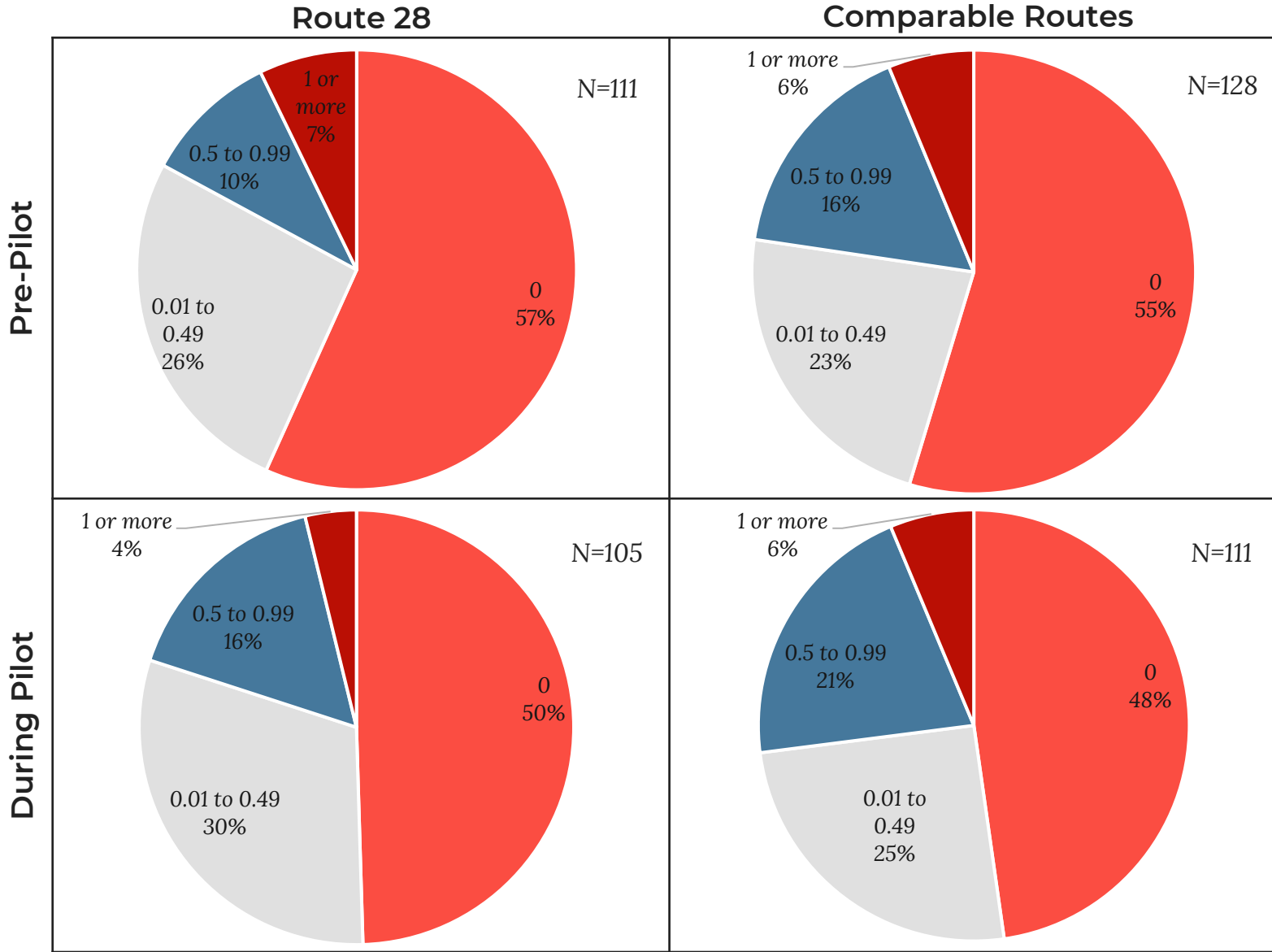


How many usable vehicles are in your household?





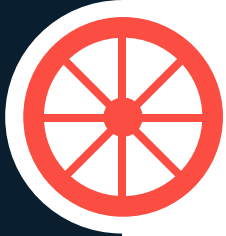
Vehicles per capita



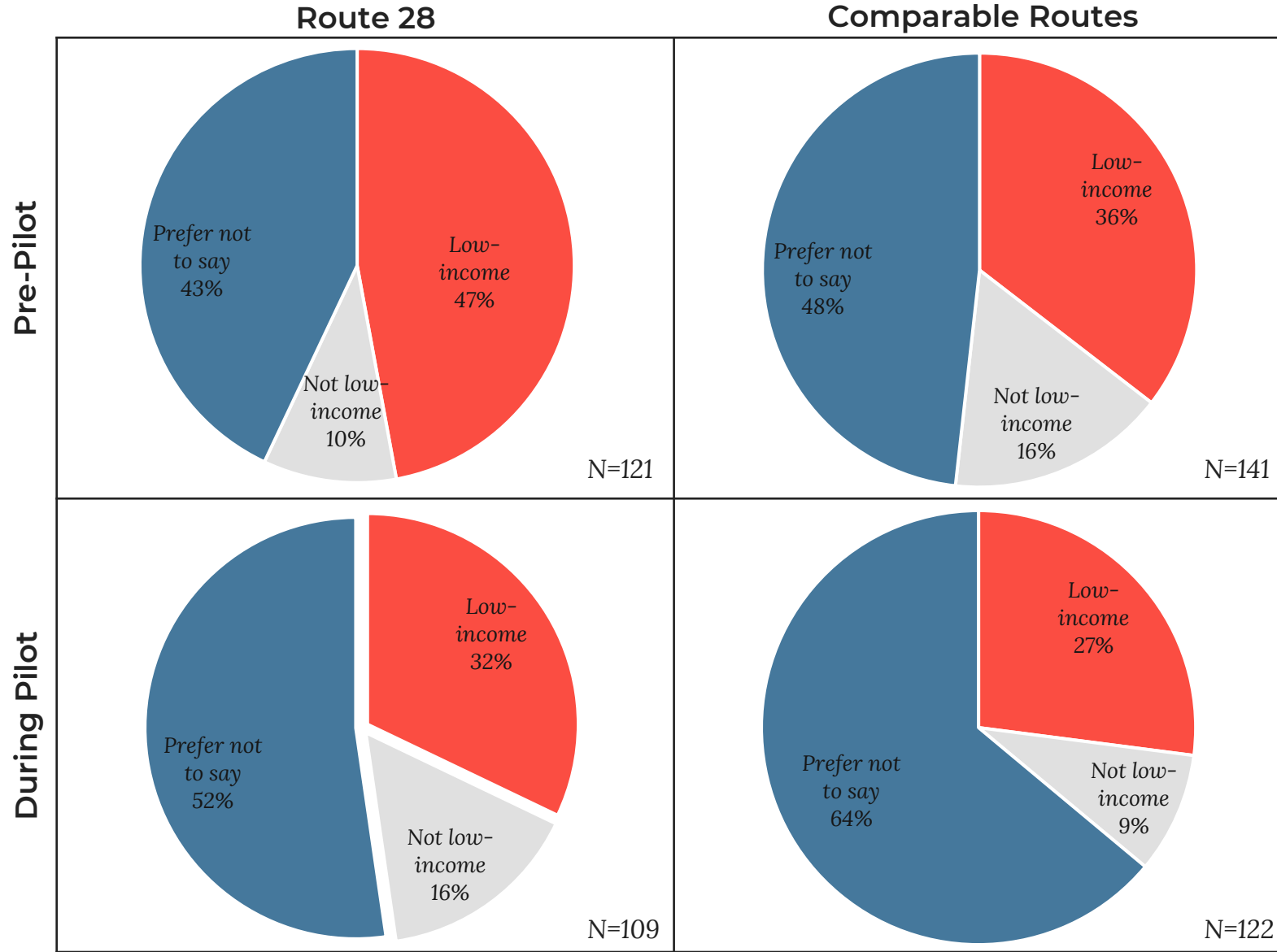
Notes: Combines responses to:

- How many people are in your household?
- How many usable vehicles are in your household?





What is your current household income?

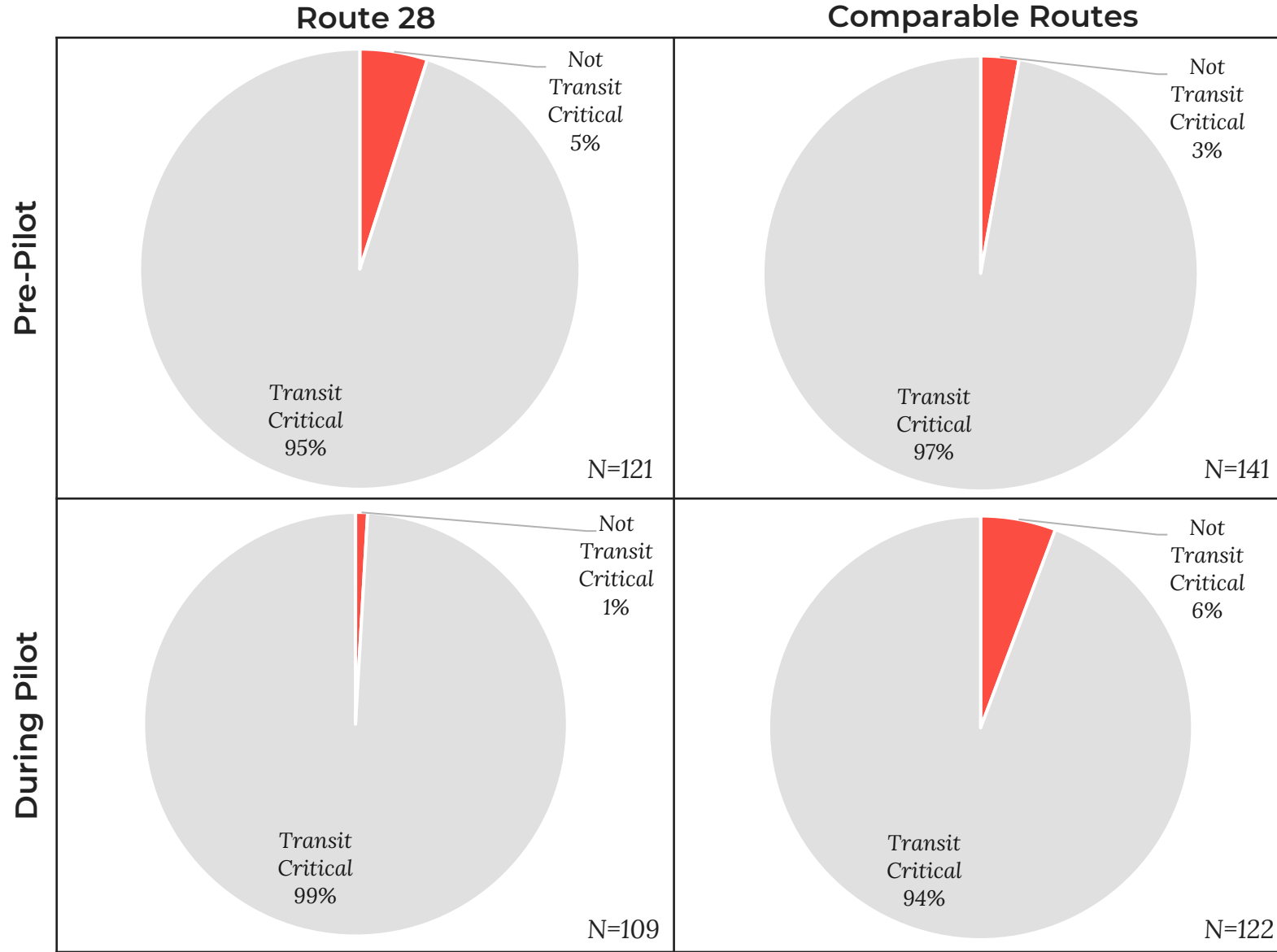


Notes: Low-income is defined as a household with income of less than \$43,500.





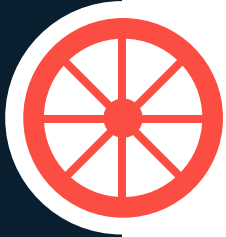
Transit Critical Riders Summary



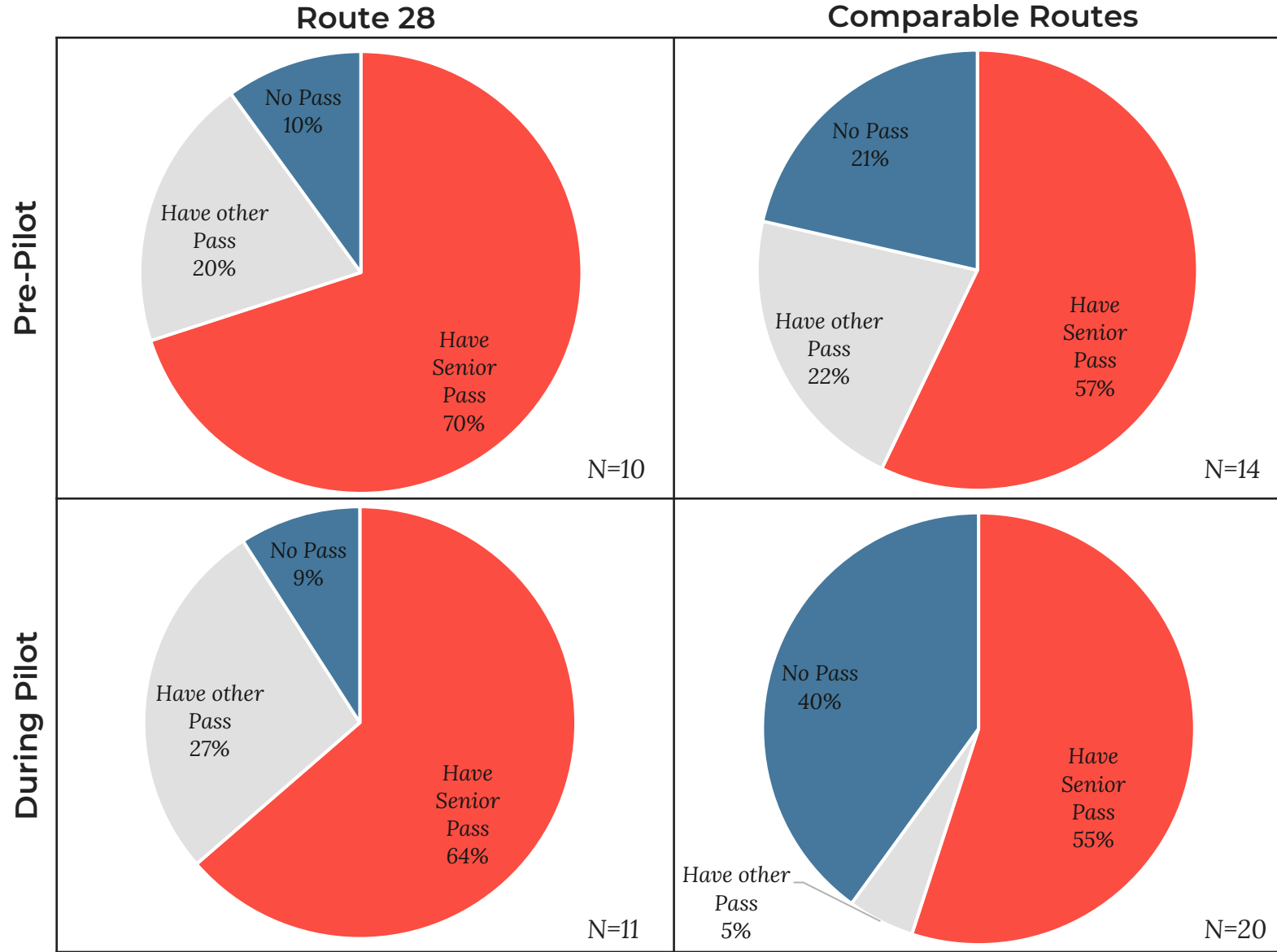
Notes: Transit Critical is defined as someone who is one or more of the following:

- 65 or older
- A person of color
- Someone with a disability
- Living in a household with 0.5 or fewer vehicles per person
- Low-income





Eligible for Senior (65+) reduced fare pass and do/don't have pass



Notes: Combines responses to:

- What is your age?
 - Only includes those who are 65+
- Are you a member of an MBTA reduced fares program? If so, what type of reduced fare CharlieCard do you have?

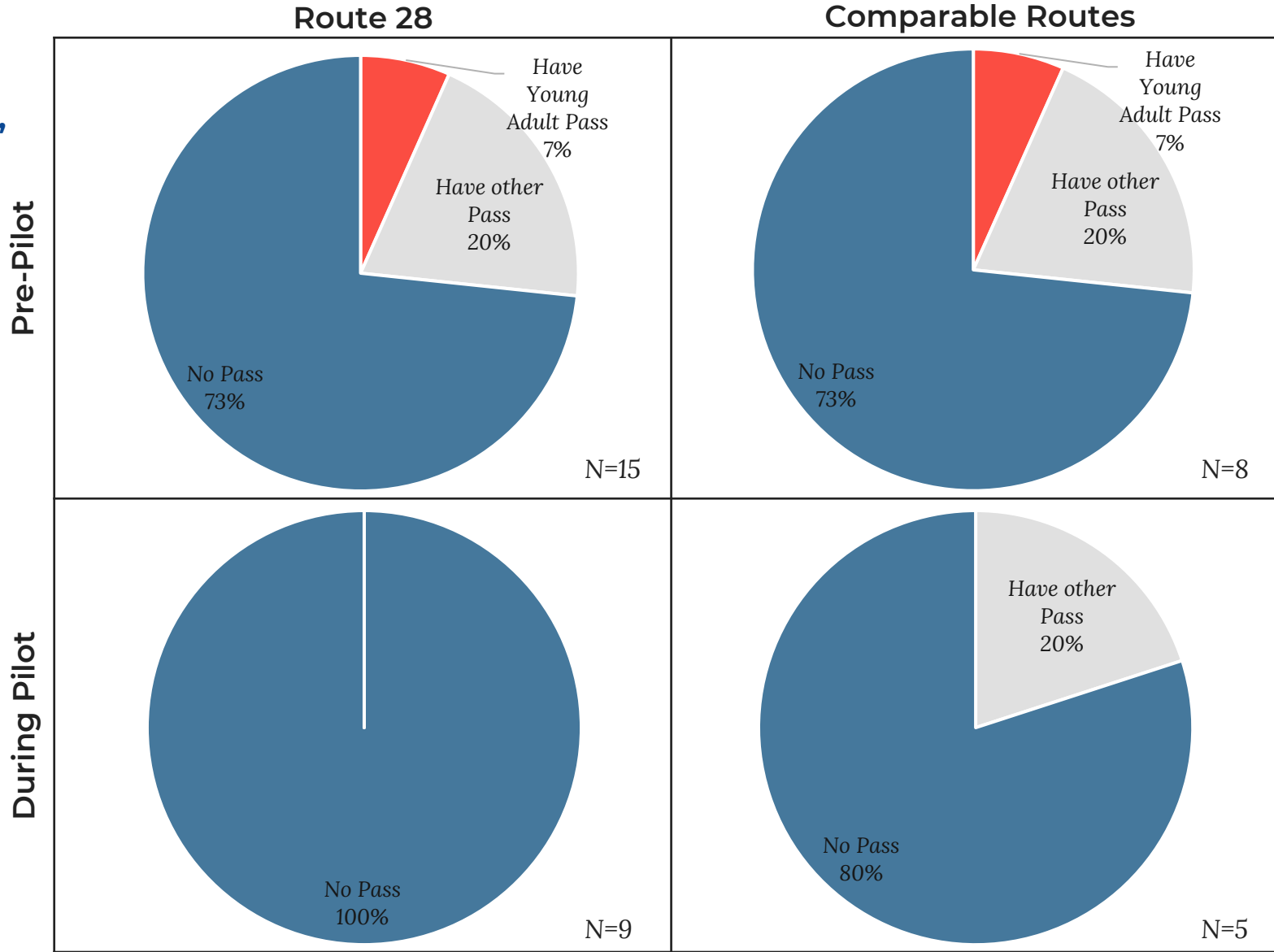




Eligible for Young Adult Low Income (18-25) reduced fare pass* and do/don't have pass

ROUTE 28 FARE-FREE PILOT

*Referred to as "Youth Charlie Pass" in survey



- Notes: Combines responses to:
- What is your age?
 - Only includes those who are 18-25
 - What is your current household income?
 - Only includes those who are low income
 - Are you a member of an MBTA reduced fares program? If so, what type of reduced fare CharlieCard do you have?





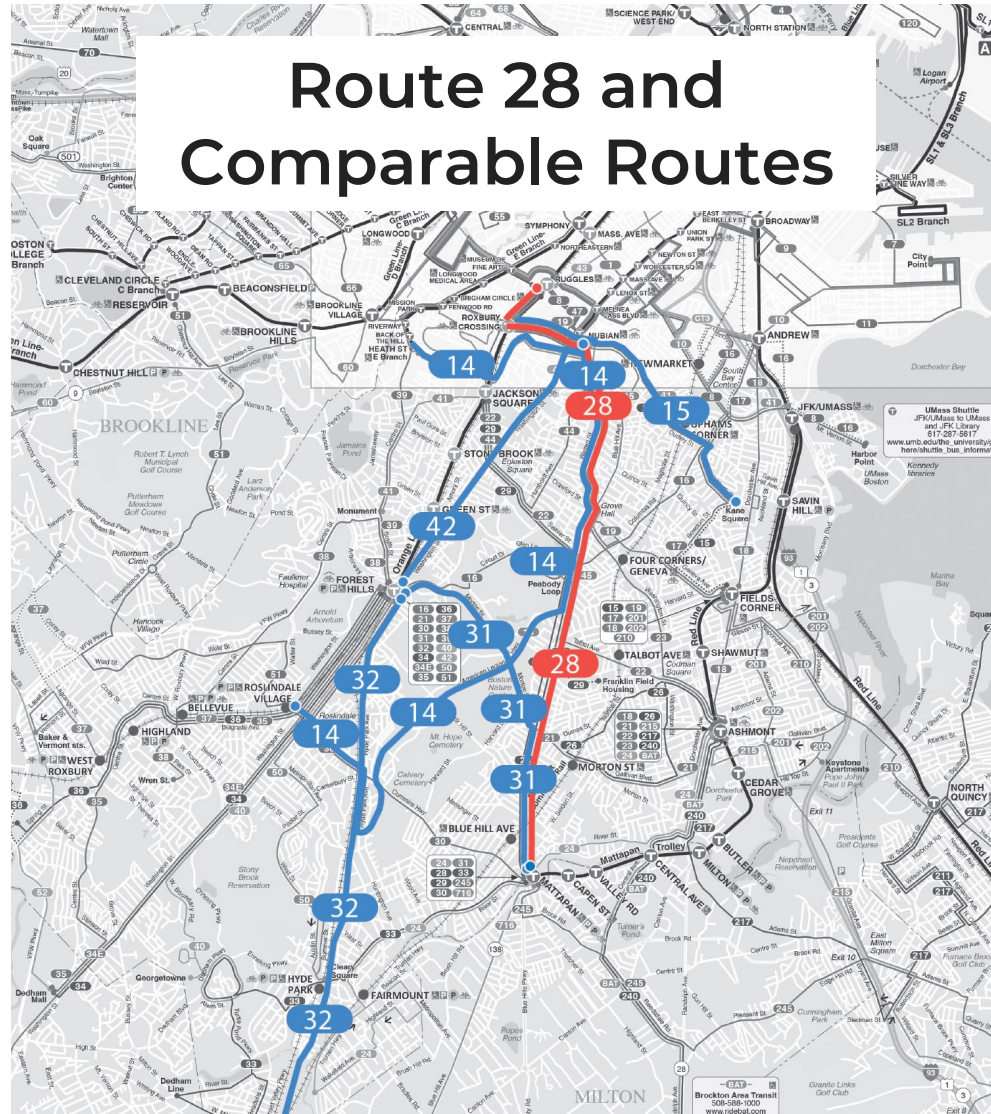
Survey Administration Details





Pilot Survey Details

- Survey instrument and approach developed in coordination with MBTA
- **Pre-Pilot (Aug 2021) Surveys**
AM and PM Peak and Off-Peak Hours
Weekday and weekend
- **Pilot (Oct 2021) Surveys**
AM and PM Peak and Off-Peak Hours
Weekday and weekend
- Surveys included Route 28 and the following comparable routes: 14, 15, 31, 32, 42



280
APPROXIMATE
PRE-PILOT
(AUG) SURVEY
RESPONDENTS

240
APPROXIMATE
PILOT (OCT)
SURVEY
RESPONDENTS





Survey Count

Pre-pilot survey (August 2021)			
Route	Total Surveys	Total Marked as Finished	Total With at least 3 Demographic Questions Answered
28	152	137	121
14	22	22	20
15	46	45	43
31	33	32	24
32	24	23	19
42	38	37	35
<i>Comparison Bus Routes</i>	163	159	141
TOTAL	315	296	262

Pilot survey (October 2021)			
Route	Total Surveys	Total Marked as Finished	Total With at least 3 Demographics Questions Answered
28	159	147	109
14	16	16	13
15	28	26	22
31	14	14	14
32	61	60	53
42	25	23	20
<i>Comparison Bus Routes</i>	144	139	122
TOTAL	303	286	231





Survey Questions

Category	Pre-Pilot (28 and Comparables) AND During Pilot (Comparables only)	During Pilot (Route 28 questions only)
General	What is the purpose of the trip that you are currently making on the MBTA?	What is the purpose of the trip that you are currently making on the MBTA?
	Does this trip include transfers to any other MBTA services? If so, please check all services that you will use during this trip.	Does this trip include transfers to any other MBTA services? If so, please check all services that you will use during this trip.
	How are you paying for this trip?	How are you paying for this trip if you are transferring? (Note different Q for 28)
	How often do you use this bus route?	How often do you use the 28?
	When you take a trip that includes this bus route, how often do you transfer to another MBTA service?	When you take a trip that includes the 28, how often do you transfer to another MBTA service?
Satisfaction	When did you start riding this bus route?	
	In the past month, how satisfied have you been overall with this bus route?	In the past month, how satisfied have you been overall with your trips on the 28?
	In the past month, how satisfied have you been with your experiences boarding this bus route at Forest Hills, Jackson Square, Ruggles, or Nubian Station ?	In the past month, how satisfied have you been with your experiences boarding this bus route at Ruggles, Nubian, or Mattapan Station ?
	In the past month, how satisfied have you been with travel time on this bus route?	In the past month, how satisfied have you been with travel time on the 28?
	In the past month, how satisfied have you been with reliability on this bus route?	In the past month, how satisfied have you been with reliability on the 28?
	In the past month, how satisfied have you been with crowding on this bus route?	In the past month, how satisfied have you been with crowding on the 28?
	In the past month, how satisfied have you been with value on this bus route?	In the past month, how satisfied have you been with value on the 28?
In the past month, how satisfied have you been with your experience getting on the bus ? (During pilot only)	In the past month, how satisfied have you been with your experience getting on the bus on the route 28?	





Survey Questions

Category	Pre-Pilot (28 and Comparables) AND During Pilot (Comparables only)	During Pilot (Route 28 questions only)
Route 28 Only		Did you use the 28 before the start of the Route 28 Free Fare Pilot (August 29, 2021)?
		Do you currently have an active MBTA pass that you can use to pay for other services?
		How would you have made this trip if the 28 were not free?
		Do you feel your trips on the 28 have been faster or slower during the Route 28 Free Fare Pilot? If so, by how much?
		Are you saving money as a result of the Route 28 Free Fare Pilot?
		Are you saving time as a result of the Route 28 Free Fare Pilot?
Demographics	Are you a member of an MBTA reduced fares program? If so, what type of reduced fare CharlieCard do you have?	Are you a member of an MBTA reduced fares program? If so, what type of reduced fare CharlieCard do you have?
	What is your age?	What is your age?
	What is your gender?	How do you self-identify by gender?
	Are you Hispanic or Latino/Latina?	Are you Hispanic or Latino/Latina?
	How do you self-identify by race? (Check all that apply)	How do you self-identify by race? (Check all that apply)
	Do you identify as having a disability and/or a condition that may make using parts of the MBTA more challenging?	Do you identify as having a disability and/or a condition that may make using parts of the MBTA more challenging?
	How many people are in your household, including yourself?	How many people are in your household, including yourself?
	How many usable vehicles are in your household?	How many usable vehicles are in your household?
What is your current household income?	What is your current household income?	

