

TRANSPORTATION ACCESS STUDIES OF BUSINESS DISTRICTS

Transportation Access Survey

The Boston Region Metropolitan Planning Organization (MPO) is studying how changing travel behavior is affecting how customers travel to and from business districts. This survey asks business owners and managers about their customers' travel and shopping choices. It will take approximately 5–10 minutes to complete. **Please complete this survey by April 5, 2019, to have your response included in our analysis.**

Please contact Andrew Clark at aclark@ctps.org or 857-702-3660 with any questions. Feel free to share this survey with other businesses in your area that may be interested in helping with this effort.

We appreciate your help with this study.

Business type:

- | | |
|---|--|
| <input type="checkbox"/> Bakery, café, coffee shop | <input type="checkbox"/> Movie theater, performance venue |
| <input type="checkbox"/> Bank, financial service | <input type="checkbox"/> Pharmacy, laundromat, household service |
| <input type="checkbox"/> Beer/wine/liquor store | <input type="checkbox"/> Restaurant: quick-service |
| <input type="checkbox"/> Convenience store | <input type="checkbox"/> Restaurant: sit-down, bar |
| <input type="checkbox"/> Grocery store, specialty food shop | <input type="checkbox"/> Retail, clothing, household goods |
| <input type="checkbox"/> Gym, yoga/fitness center | <input type="checkbox"/> Salon, barber, spa |
| <input type="checkbox"/> Other (specify) | |

What are your hours of operation?

Weekday: _____ Weekend: _____

When is the busiest time of day for your business?

Weekday: _____ Weekend: _____

What is the busiest day of the week for your business? (Check all that apply.)

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

On average, how many customers does your business serve per day?

Weekday: _____ Weekend: _____

How much time does a customer typically spend at your business?

Weekday: _____ Weekend: _____

How much money does a customer typically spend at your business?

Weekday: _____ Weekend: _____

During your busiest times, what percentage of your customers arrive by the following means of transportation?

	Weekday	Weekend
Drive:	_____ %	_____ %
Dropped off:	_____ %	_____ %
Walk:	_____ %	_____ %
Bike:	_____ %	_____ %
Bus:	_____ %	_____ %
Commuter rail:	_____ %	_____ %
Rapid transit (subway or light rail):	_____ %	_____ %
Other (specify):	_____ %	_____ %

What percentage of your customers live or work within walking distance of your business?

_____ %

Please provide the following information to help us understand the area where your business is located.

City or town: _____

Nearest major intersection: _____

Please share any other information about trends or issues regarding how your patrons access your business below.

Based on the response rate from this survey, we will survey customers in person at selected locations to learn more about their travel choices. Would you be willing to let us survey your customers?

Yes

No

[If yes]

Thank you for being willing to let us survey your customers. Please provide your contact information below.

We will communicate with selected businesses during the week of April 16, 2019, to schedule a time for us to conduct the customer surveys, which will take place between April 22 and May 31, 2019. Thank you!

Contact name: _____

Contact email: _____

Business name: _____

Business address: _____