



Data Sources: Massachusetts Department of Public Utilities; MAPC Ride-hailing Passenger Survey, 2017

The Ride-Hailing Effect in Greater Boston

In the past decade, ride-hailing companies such as Uber and Lyft have fundamentally altered the way people get around. Nearly 65 million ride-hailing trips started in Massachusetts in 2017, with over 85% originating in 19 of Greater Boston’s inner core municipalities. While these services are useful, two MAPC studies suggest that not all outcomes have been positive: ride-hailing passengers are substituting for more sustainable transportation modes, adding more cars to our already-congested roadways.

MAPC surveyed nearly 1,000 ride-hailing passengers and found that 42% of respondents would have taken public transit were ride-hailing unavailable. Ride-hailing is most common in cities

like Somerville, where more than one in 40 trips was via ride-hailing in 2017. The financial impact on the MBTA has been substantial. We estimate that the MBTA lost at least \$16.5 million in net revenue in 2017 from ride-hailing trips starting in the core, even after considering passengers with stored value on transit passes.

While more nuanced data on ride-hailing travel patterns are needed to inform evidence-based policies, these data suggest a restructuring of the regional transportation landscape and a growing need for further research into the environmental, social, and economic impacts of ride-hailing.