

## **DOT Citywide Mobility Survey Questionnaire – Wave II**

**May 1, 2018**

### **Survey Overview**

#### **Methodology**

20 minute survey conducted among New York City Residents:

- N=2,500 New York City General Population conducted over the phone
- N=800 Oversample of New York City Residents conducted online

#### **Objectives:**

NYC DOT would like to conduct research to accomplish the following:

- Track year-over-year changes against the baseline established in the 2017 Citywide Mobility Survey
- Assess views on the current state of transportation within the City, including reactions to any new topic areas or transportation-related news/announcements
- Measure attitudes toward transportation-related issues or news topics
- Reach large sample sizes overall and among key targeted areas, such as NTA-derived zones, to allow for in-depth sub-group analysis

Note: This survey will be offered in multiple languages. English, Spanish, and Chinese will be offered immediately, and other languages will be available via call-back.

The telephone portion of the survey will reach a wide range of New York City Residents including those who are disabled.

This draft will go through a pre-testing procedure, where 40-50 participants will take the survey in order to gauge survey length and gain an in-depth understanding of clarity and comprehension of questions.

The answer choices "other" and "don't know" will be voluntary for phone surveys. The answer choice "refused" will not be offered in the online survey.

The questions highlighted in yellow have been added or altered since the last wave of this research.

## Survey Introduction

Hello, my name is \_\_\_\_\_ and I am doing a public opinion survey for PSB Research, on behalf of the New York City Department of Transportation. We'd like to get your opinion on a few issues people have been talking about lately. It will only take a few minutes. Your responses will be kept strictly confidential, no personally identifiable information will be made publicly available. To thank you for your participation, you will be entered into a lottery to win one of five free iPads.

## Screening Demographics

### Objectives:

- **To determine demographic trends in our audience**

**First, we'd like to ask you a few questions to ensure that we're talking to the correct people.**

1. Because it is sometimes difficult to determine over the phone, I am asked to confirm with everyone . . . Are you male or female? (Source: American Community Survey – U.S. Census Bureau)
  - 1) Male
  - 2) Female
  - 3) Don't know **[Voluntary for phone survey]**
  - 4) Refused **[Voluntary for phone survey; not offered online]**
2. What is your age? **[Open ended numeric question] [Terminate if under the age of 18]**
3. What is your race? (Source: ACS – U.S. Census Bureau)
  - 1) White/Caucasian
  - 2) Black/ African American/ Caribbean American
  - 3) Asian
  - 4) American Indian or Alaska Native
  - 5) Native Hawaiian or Pacific Islander
  - 6) Other **[Specify] [Voluntary for phone survey]**
  - 7) Two or more races
  - 8) Don't know **[Voluntary for phone survey]**
  - 9) Refused **[Voluntary for phone survey; not offered online]**
4. Would you consider yourself to be of Hispanic, Latino or Spanish origin? (Source: ACS – U.S. Census Bureau)
  - 1) No, not of Hispanic, Latino, or Spanish origin
  - 2) Yes, Mexican, Mexican American, Chicano
  - 3) Yes, Puerto Rican
  - 4) Yes, Cuban
  - 5) Yes, Other **[Specify]**
  - 6) Don't know **[Voluntary for phone survey]**
  - 7) Refused **[Voluntary for phone survey; not offered online]**

5. Which of the following categories best represents the last level of schooling you have completed? (Source: ACS – U.S. Census Bureau)
  - 1) No high school
  - 2) Some high school
  - 3) High school graduate or equivalent (i.e., GED)
  - 4) Some college but degree not received or in progress
  - 5) Associate degree (i.e., AA, AS)
  - 6) Bachelor's degree (i.e., BA, BS, AB)
  - 7) Graduate degree (i.e., Master's, Professional, Doctorate)
  - 8) Don't know **[Voluntary for phone survey]**
  - 9) Refused **[Voluntary for phone survey; not offered online]**
  
6. Could you please indicate which of the following categories best represents your total annual household income before taxes and deductions? (Source: ACS – U.S. Census Bureau)
  - 1) Less than \$14,999
  - 2) \$15,000 - \$24,999
  - 3) \$25,000 - \$34,999
  - 4) \$35,000 - \$49,999
  - 5) \$50,000 - \$74,999
  - 6) \$75,000 - \$99,999
  - 7) \$100,000 - \$149,999
  - 8) \$150,000-\$199,999
  - 9) \$200,000 and above
  - 10) Don't know **[Voluntary for phone survey]**
  - 11) Refused **[Voluntary for phone survey; not offered online]**
  
7. What is the address of your primary residence? **[Open end numeric]**
  
8. **[If decline to answer home address]** What are the nearest cross streets to your primary residence? **[Open ended question]**
  
9. What is the zip code of your primary residence? **[Open ended numeric question]**

**CODE: From the previous question, respondents will be coded into the following regions**

- 1) **Northern Bronx**
- 2) **Southern Bronx**
- 3) **Northern Manhattan**
- 4) **Manhattan Core**
- 5) **Inner Queens**
- 6) **Middle Queens**
- 7) **Outer Queens**
- 8) **Inner Brooklyn**
- 9) **Outer Brooklyn**
- 10) **Staten Island**

Calling Schedule	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Day asked about	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday

Now we're going to ask you a series of questions about each of the individual one-way trips you made yesterday. A one-way trip is any time you leave one location to go to another.

Please provide the address or closest intersection of the places you started and ended for each of the trips you made.

**For example:** If you went to work, walked around the corner to get lunch, and went home, your first trip of the day would be to work, your second trip would be from work to lunch, your third trip would be from lunch back to work, and your fourth trip would be from work back to your home.

**PROBE 1A:** Does that make sense?

- 1) Yes
- 2) No

**[If does not make sense]** Ok no problem. Let's go through the example again. If you went to work, went around the corner to get lunch, and went home your first trip of the day would be to work, your second trip would be from work to lunch, your third trip would be from lunch back to work, and your fourth trip would be from work back to your home.

**PROBE 1B:** Does that make sense?

- 1) Yes
- 2) No

**[If makes sense]** Great, let's get started!

9a. How many trips did you take yesterday? **[Open ended numeric]**

Please think about your day yesterday in three time frames: morning, afternoon, and night. We are going to start out by discussing the trips you took yesterday in the **morning from 4am-12pm**. Next we're going to discuss the trips you took yesterday **in the afternoon from 12pm-5pm**. And last, we're going to discuss the trips you took yesterday **at night from 5pm-4am**.

10. Thinking about yesterday **[morning, between the hours of 4am and 12pm/afternoon, between the hours of 12pm and 5pm/night, between the hours of 5pm and 4am]** did you take any trips?

- 1) Yes
- 2) No

**PROBE 2: [If did not take any trips]** Just as a reminder, a trip is defined as any time you go from one location to another. With that in mind, are you sure you did not take any other trips yesterday **in the morning/ in the afternoon/ at night?**

- 1) Yes, I am sure I did not take any other trips yesterday
- 2) No, I did take a trip yesterday **[Skip to trip origin]**

**PROBE 3: [If did not take any trips]** Where did you start your day? **[Open ended]**

**PROBE 4: [If did not take any trips]** Does that mean you didn't leave **[insert response from above]** yesterday **in the morning/ in the afternoon/ at night?**

- 1) Yes, I did not leave my home **[Skip to "How typical of a day was this for you?"]**
- 2) No, I went out

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## ORIGIN

- 11a. Thinking about your **[first/next/last]** trip of the **[morning/afternoon/night]**, did your trip start at home, work, school, or somewhere else? **[OPEN ENDED WITH PRECODES]**

- 1) Home
- 2) Work
- 3) School
- 4) Park/recreational area/gym
- 5) Grocery store or market (including deli, bodega, etc.)
- 6) Retail store (e.g. clothing, electronic, hardware, etc.)
- 7) Child's daycare facility or school
- 8) Friend or family member's home
- 9) Restaurant or bar
- 10) Doctor's office or hospital
- 11) Entertainment event (i.e. sporting event, play, etc.)
- 12) Outside of New York City
- 13) Other **[Specify] [Voluntary for phone survey]**
- 14) Don't know **[Voluntary for phone survey]**
- 15) Refused **[Voluntary for phone survey; not offered online]**

11b. ***[If outside of New York City]*** Where was the first place you visited in New York City?

- 1) Commuter rail station
- 2) Airport
- 3) Grand Central Station
- 4) Penn Station
- 5) Port Authority Bus Terminal
- 6) PATH Station
- 7) Bus stop
- 8) Road/tunnel/bridge
- 9) Park and ride/parking lot
- 10) Ferry dock
- 11) Helicopter pad
- 12) Other ***[Specify] [Voluntary for phone survey]***
- 13) Don't know ***[Voluntary for phone survey]***
- 14) Refused ***[Voluntary for phone survey; not offered online]***

11c. ***[If not home]*** At what address did you start your trip?

11d. ***[Phone only – if refuse to give address]*** What are the nearest cross streets to the location where you started your trip? ***[Open ended]***

11e. ***[If not home]*** In which borough did you start your trip? ***[ASK OPEN ENDED WITH PRECODES]***

- 1) Manhattan
- 2) Brooklyn
- 3) Queens
- 4) The Bronx
- 5) Staten Island
- 6) Outside of NYC
- 7) Don't know ***[Voluntary for phone survey]***
- 8) Refused ***[Voluntary for phone survey; not offered online]***

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## DESTINATION

12a. Did your trip end at home, work, school, or somewhere else? **[OPEN ENDED WITH PRECODES]**

- 1) Home
- 2) Work
- 3) School
- 4) Park/recreational area/gym
- 5) Grocery store or market (including deli, bodega, etc.)
- 6) Retail store (e.g. clothing, electronic, hardware, etc.)
- 7) Child's daycare facility or school
- 8) Friend or family member's home
- 9) Restaurant or bar
- 10) Doctor's office or hospital
- 11) Entertainment event (i.e. sporting event, play, etc.)
- 12) Outside of New York City
- 13) Other **[Specify] [Voluntary for phone survey]**
- 14) Don't know **[Voluntary for phone survey]**
- 15) Refused **[Voluntary for phone survey; not offered online]**

12b. **[If outside of New York City]** Where was the last place in New York City you visited?

- 1) Commuter rail station
- 2) Airport
- 3) Grand Central Station
- 4) Penn Station
- 5) Port Authority Bus Terminal
- 6) PATH Station
- 7) Bus stop
- 8) Road/tunnel/bridge
- 9) Park and ride/parking lot
- 10) Ferry dock
- 11) Helicopter pad
- 12) Other **[Specify] [Voluntary for phone survey]**
- 13) Don't know **[Voluntary for phone survey]**
- 14) Refused **[Voluntary for phone survey; not offered online]**

12c. **[If not home]** At what address did your trip end? **[Open ended]**

12d. **[Phone only – if refuse to give address]** What are the nearest cross streets to the trip destination? **[Open ended]**

12e. ***[If not home]*** In which borough did your trip end? ***[ASK OPEN ENDED WITH PRE-CODES]***

- 1) Manhattan
- 2) Brooklyn
- 3) Queens
- 4) The Bronx
- 5) Staten Island
- 6) Outside of NYC
- 7) Don't know ***[Voluntary for phone survey]***
- 8) Refused ***[Voluntary for phone survey; not offered online]***

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## **TRIP MODE**

13a. How did you get to your destination? ***[Multiple responses permitted] [READ FULL LIST]***

- 1) Walk
- 2) Transit (i.e. bus, subway)
- 3) Car
- 4) For-hire vehicle (i.e. taxi, Uber, Lyft)
- 5) Bike
- 6) Other ***[Specify] [Voluntary for phone survey]***
- 7) Don't know ***[Voluntary for phone survey]***
- 8) Refused ***[Voluntary for phone survey; not offered online]***

13b. ***[If transit]*** What form of transit did you take? ***[Multiple responses permitted] [ASK AS OPEN END WITH PRE-CODES]***

- 1) Subway
- 2) Local bus
- 3) Select bus service
- 4) Express bus
- 5) PATH train
- 6) Staten Island Ferry
- 7) Other ferry
- 8) Commuter rail
- 9) Paratransit/Access-A-Ride
- 10) Other ***[Specify] [Voluntary for phone survey]***
- 11) Don't know ***[Voluntary for phone survey]***
- 12) Refused ***[Voluntary for phone survey; not offered online]***

13c. ***[If transit]*** How did you get to the transit stop? ***[READ FULL LIST, OPEN ENDED WITH PRECODES EACH ADDITIONAL TRIP]***

- 1) Walk
- 2) Bicycle
- 3) Car
- 4) For-hire vehicle
- 5) Other ***[Specify] [Voluntary for phone survey]***



- 6) Don't know ***[Voluntary for phone survey]***
  - 7) Refused ***[Voluntary for phone survey; not offered online]***
- 13d. ***[If transit]*** How did you get from the transit stop to your destination? ***[ASK AS OPEN END WITH PRE-CODES]***
- 1) Walk
  - 2) Bicycle
  - 3) Car
  - 4) For-hire vehicle
  - 5) Other ***[Specify] [Voluntary for phone survey]***
  - 6) Don't know ***[Voluntary for phone survey]***
  - 7) Refused ***[Voluntary for phone survey; not offered online]***
- 13e. ***[If car]*** What type of car did you take? ***[ASK AS OPEN END WITH PRE-CODES]***
- 1) Personal car
  - 2) Carshare
  - 3) Carpool
  - 4) Motorcycle
  - 5) Other ***[Specify] [Voluntary for phone survey]***
  - 6) Don't know ***[Voluntary for phone survey]***
  - 7) Refused ***[Voluntary for phone survey; not offered online]***
- 13f. ***[If for-hire vehicle]*** What type of for-hire vehicle did you take? ***[ASK AS OPEN END WITH PRE-CODES]***
- 1) Yellow taxi
  - 2) Green taxi
  - 3) Ride-hail service such as Uber or Lyft
  - 4) Shared-ride service such as Uber Pool, Via, or Lyft Line
  - 5) Car service
  - 6) Commuter van/dollar van
  - 7) Other ***[Specify] [Voluntary for phone survey]***
  - 8) Don't know ***[Voluntary for phone survey]***
  - 9) Refused ***[Voluntary for phone survey; not offered online]***
- 13g. ***[If bicycle]*** What type of bicycle did you use? ***[ASK AS OPEN END WITH PRE-CODES]***
- 1) Personal bicycle
  - 2) Citi Bike
  - 3) Electric bicycle
  - 4) Other ***[Specify] [Voluntary for phone survey]***
  - 5) Don't know ***[Voluntary for phone survey]***
  - 6) Refused ***[Voluntary for phone survey; not offered online]***

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## PURPOSE

14a. What was the purpose of this trip?

- 1) Commute to/from work
- 2) Business
- 3) School
- 4) Shopping
- 5) Social/recreation
- 6) Personal errands
- 7) Medical visit (doctor's office)
- 8) Dining
- 9) Other ***[Specify] [Voluntary for phone survey]***
- 10) Don't know ***[Voluntary for phone survey]***
- 11) Refused ***[Voluntary for phone survey; not offered online]***

## [RECODE 'OTHER' BASED ON ORIGIN/DESTINATION]

14b. How long did this entire trip take? Please note that we are only referring to the time that it took to get to your destination. ***[OE Numeric]***

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## PARKING

15a. ***[If took personal car or car share]*** You indicated you drove a car on your trip, where did you park your car at your destination?

- 1) On the street
- 2) In a single family home garage or driveway
- 3) In a shared driveway
- 4) In a garage or lot in your apartment building
- 5) In another parking garage or lot
- 6) Other ***[Specify] [Voluntary for phone survey]***
- 7) Don't know ***[Voluntary for phone survey]***
- 8) Refused ***[Voluntary for phone survey; not offered online]***

15b. ***[If took personal or car share]*** Did you pay to park?

- 1) Yes
- 2) No
- 3) Don't know ***[Voluntary for phone survey]***
- 4) Refused ***[Voluntary for phone survey; not offered online]***

15c. ***[If yes]*** How much did you pay? ***[Open end numeric]***

15d. ***[If took a bicycle]*** You indicated you rode your bicycle on your trip, where did you store your bicycle at your destination?

- 1) On the street
- 2) In your home or apartment
- 3) In a dedicated bike room
- 4) In a single family garage/driveway
- 5) In a shared driveway
- 6) In a parking garage/lot
- 7) Other ***[Specify] [Voluntary for phone survey]***
- 8) Don't know ***[Voluntary for phone survey]***
- 9) Refused ***[Voluntary for phone survey; not offered online]***

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#### **OTHER TRIPS**

16a. Did you take any other trips yesterday ***[morning/afternoon/night]***?

- 1) Yes
- 2) No
- 3) Don't know ***[Voluntary for phone survey]***
- 4) Refused ***[Voluntary for phone survey; not offered online]***

***[If reporting third trip]*** Thank you for reporting the first two trips you took yesterday!

#### **PROBE 5: *[If trip did not end at home and did not take any other trips]***

So does that mean you ended your day at *[insert trip-end response]*?

- 1) Yes, I ended my day there ***[Skip to How typical of a day was this for you?]***
- 2) No, I went somewhere else ***[Skip to next trip of the day]***

**PROBE 6: *[If they ended their day there]*** Because sometimes people forget about small trips throughout the day, I'd like to remind you that a trip can be anything from travelling to work to going around the corner to get lunch. With that said, did you take any other trips yesterday?

- 1) Yes, I took another trip ***[Skip to next trip of the day]***
- 2) No, I did not take another trip ***[Skip to "How typical of a day was this for you?"]***

**PROBE 7: *[If on sixth trip and said yes]*** Before we continue, do you work as a delivery driver/cyclist or a cab/ride-hail driver?

- 1) Yes ***[Skip to probe 8]***
- 2) No ***[Skip to next trip of the day]***

**PROBE 8: *[If yes]*** How many of the trips you've already reported were deliveries for work? ***[Open end numeric]***

**PROBE 9: [If yes]** Did you take any other trips yesterday for personal reasons?

- 1) Yes **[Skip to next trip of the day]**
- 2) No **[Skip to "How typical of a day was this for you?"]**

16b. How typical of a day was this for you?

- 1) Very typical
- 2) Somewhat typical
- 3) Not very typical
- 4) Not at all typical
- 5) Don't know **[Voluntary for phone survey]**
- 6) Refused **[Voluntary for phone survey; not offered online]**

16c. **[If not very or not at all]** Why do you say that? **[Open end]**

<b>Travel Habits</b>
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**Thank you for reporting your trips! We're now going to ask you a few questions about how you travel around the city**

**Driving & Parking**

17a. Do you currently have a valid driver's license?

- 1) Yes
- 2) No
- 3) Don't know **[Voluntary for phone survey]**
- 4) Refused **[Voluntary for phone survey; not offered online]**

17b. Which of the following best describes your current access to a car?

- 1) I personally own or lease a car
- 2) I do not personally own or lease a car, but I have access to a car belonging to a member of my household
- 3) I do not have access to a car
- 4) Other **[Specify] [Voluntary for phone survey]**
- 5) Don't know **[Voluntary for phone survey]**
- 6) Refused **[Voluntary for phone survey; not offered online]**

17c. **[If has access to a car]** How many cars does your household own or have access to?

- 1) 1
- 2) 2
- 3) 3
- 4) 4 or more
- 5) Don't know **[Voluntary for phone survey]**
- 6) Refused **[Voluntary for phone survey; not offered online]**

17d. **[Ask of each car]** What type of car do you own or have access to?

- 1) Gasoline
  - 2) Diesel
  - 3) Hybrid
  - 4) Plug-in hybrid
  - 5) All-electric
  - 6) Other ***[Specify] [Voluntary for phone survey]***
  - 7) Don't know ***[Voluntary for phone survey]***
  - 8) Refused ***[Voluntary for phone survey; not offered online]***
- 17e. ***[If has access to a plug-in hybrid or electric car]*** Where do you charge your electric or plug-in hybrid vehicle?
- 1) At home
  - 2) In a public charging station in a garage or lot
  - 3) At work
  - 4) Other ***[Specify] [Voluntary for phone survey]***
  - 5) Don't know ***[Voluntary for phone survey]***
  - 6) Refused ***[Voluntary for phone survey; not offered online]***
- 18a. In the past two years has your household...
- 1) Reduced the number of cars it has access to
  - 2) Increased the number of cars it has access to
  - 3) The number has not changed
  - 4) Don't know ***[Voluntary for phone survey]***
  - 5) Refused ***[Voluntary for phone survey; not offered online]***
- 18b. ***[If reduced]*** Which factors influenced your decision to reduce the number of cars in your household? ***[Multiple responses permitted]***
- 1) Car ownership was expensive
  - 2) Parking was difficult or expensive
  - 3) I no longer needed a car on a frequent basis
  - 4) I started using a ride hail service such as Lyft/Uber
  - 5) I started using a carshare service such as Zipcar or Car2go
  - 6) I started using public transit
  - 7) Other ***[Specify]***
  - 8) Don't know ***[Voluntary for phone survey]***
  - 9) Refused ***[Voluntary for phone survey; not offered online]***

- 18h. ***[If increased]*** Which factors influence your decision to increase the number of cars in your household? ***[Multiple Responses Permitted]***
- 1) New driver in household (i.e. grown child or spouse)
  - 2) I needed a car to transport a household member (i.e. spouse, relative, or child, other)
  - 3) I moved into an area where I felt I needed a car
  - 4) I got a new job that was not easily accessible by transit
  - 5) I found other transportation options were unreliable
  - 6) I wanted the flexibility and convenience of having a car
  - 7) Other ***[Specify]***
  - 8) Don't know ***[Voluntary for phone survey]***
  - 9) Refused ***[Voluntary for phone survey; not offered online]***
19. ***[If increased]*** Did you consider buying or leasing an electric car?
- 1) Yes, I bought/leased an electric car
  - 2) Yes, I considered but I did not buy/lease an electric car
  - 3) No, I did not consider buying/leasing an electric car
20. ***[If did not buy or lease an electric car]*** When you increased the number of cars in your household, why didn't you buy/lease an electric car?
- 1) It was too expensive
  - 2) It would be difficult to charge
  - 3) It would not have sufficient range
  - 4) It would not be the style of vehicle I prefer
  - 5) I didn't know electric cars were available for purchase
  - 6) Other ***[Specify; voluntary for phone survey]***
  - 7) Don't know ***[Voluntary for phone survey]***
  - 8) Refused ***[Voluntary for phone survey; not offered online]***
- 21a. ***[If has car; ask of each car]*** Where do you typically park your vehicle at home?
- 1) On the street
  - 2) In a single family home garage or driveway
  - 3) In a shared driveway
  - 4) In a garage or lot in your apartment building
  - 5) In another parking garage or lot
  - 6) Other ***[Specify] [Voluntary for phone survey]***
  - 7) Don't know ***[Voluntary for phone survey]***
  - 8) Refused ***[Voluntary for phone survey; not offered online]***

21b. ***[If garage or parking lot]*** Do you typically pay to park at home?

- 1) Yes
- 2) No
- 3) Don't know ***[Voluntary for phone survey]***
- 4) Refused ***[Voluntary for phone survey; not offered online]***

21c. ***[If pays to park]*** How much do you typically pay per month to park at home? ***[Open end numeric]***

#### Car Sharing

22. Which of the following car sharing services, if any, are you a member of? ***[Multiple responses permitted]***

- 1) Zipcar
- 2) Car2go
- 3) Enterprise Carshare
- 4) Reach Now
- 5) Other ***[Specify] [Voluntary for phone survey]***
- 6) None of the above
- 7) Don't know ***[Voluntary for phone survey]***
- 8) Refused ***[Voluntary for phone survey; not offered online]***

#### Ride-hailing Apps

23a. Do you own a smartphone?

- 1) Yes
- 2) No
- 3) Don't know ***[Voluntary for phone survey]***
- 4) Refused ***[Voluntary for phone survey; not offered online]***

23b. ***[If owns a smartphone]*** Which of the following ride-hailing apps do you use? ***[Multiple responses permitted]***

- 1) Uber
- 2) Lyft
- 3) Via
- 4) Juno
- 5) Chariot
- 6) None of the above
- 7) Don't know ***[Voluntary for phone survey]***
- 8) Refused ***[Voluntary for phone survey; not offered online]***

- 23c. ***[If uses ride-hailing apps]*** How frequently do you use ride-hailing apps?
- 1) Daily
  - 2) Several times a week
  - 3) Once a week
  - 4) A few times a month
  - 5) Once a month
  - 6) A few times a year
  - 7) Less than a few times a year
  - 8) Don't know ***[Voluntary for phone survey]***
  - 9) Refused ***[Voluntary for phone survey; not offered online]***
- 23d. ***[If uses ride-hailing apps]*** When using ride-hailing apps, what is the most common purpose of your trips?
- 1) Commute to/from work
  - 2) Business
  - 3) School
  - 4) Shopping
  - 5) Social/recreation
  - 6) Personal errands
  - 7) Medical visit (doctor's office)
  - 8) Dining
  - 9) Other ***[Specify] [Voluntary for phone survey]***
  - 10) Don't know ***[Voluntary for phone survey]***
  - 11) Refused ***[Voluntary for phone survey; not offered online]***
- 23e. ***[Ask for response from above ]*** Before you began using ride-hailing services, how did you typically make **[INSERT RESPONSES FROM ABOVE]** trips? ***[Multiple responses permitted]***  
***[READ FULL LIST]***
- 1) Walk
  - 2) Transit
  - 3) Car
  - 4) Taxi or car service
  - 5) Bicycle
  - 6) Did not make the trip
  - 7) Other ***[Specify] [Voluntary for phone survey]***
  - 8) Don't know ***[Voluntary for phone survey]***
  - 9) Refused ***[Voluntary for phone survey; not offered online]***



- 23f. ***[If transit]*** What form of transit did you take? ***[ASK AS OPEN END WITH PRE-CODES]***
- 1) Subway
  - 2) Local bus
  - 3) Select bus service
  - 4) Express bus
  - 5) PATH train
  - 6) Staten Island Ferry
  - 7) Other ferry
  - 8) Commuter rail
  - 9) Paratransit/Access-A-Ride
  - 10) Other ***[Specify] [Voluntary for phone survey]***
  - 11) Don't know ***[Voluntary for phone survey]***
  - 12) Refused ***[Voluntary for phone survey; not offered online]***
- 23g. ***[If car]*** What type of car did you take? ***[ASK AS OPEN END WITH PRE-CODES]***
- 1) Personal car
  - 2) Carshare
  - 3) Carpool
  - 4) Motorcycle
  - 5) Other ***[Specify] [Voluntary for phone survey]***
  - 6) Don't know ***[Voluntary for phone survey]***
  - 7) Refused ***[Voluntary for phone survey; not offered online]***
- 23h. ***[If taxi or car service]*** What type of taxi or car service did you take? ***[ASK AS OPEN END WITH PRE-CODES]***
- 1) Yellow taxi
  - 2) Green taxi
  - 3) Car service
  - 4) Commuter van/dollar van
  - 5) Other ***[Specify] [Voluntary for phone survey]***
  - 6) Don't know ***[Voluntary for phone survey]***
  - 7) Refused ***[Voluntary for phone survey; not offered online]***
- 23i. ***[If bicycle]*** What type of bicycle did you take? ***[ASK AS OPEN END WITH PRE-CODES]***
- 1) Personal bicycle
  - 2) Citi Bike
  - 3) Electric bicycle
  - 4) Other ***[Specify] [Voluntary for phone survey]***
  - 5) Don't know ***[Voluntary for phone survey]***
  - 6) Refused ***[Voluntary for phone survey; not offered online]***

24. How frequently do you use trip planning apps, such as Google Maps, MTA Trip Planner, or Transit App, to plan your trips?
- 1) Daily
  - 2) Several times a day
  - 3) Once a day
  - 4) A few times week
  - 5) Once a week
  - 6) A few times a month
  - 7) Once a month
  - 8) Less than once a month
  - 9) Don't know ***[Voluntary for phone survey]***
  - 10) Refused ***[Voluntary for phone survey; not offered online]***

### Bicycling

- 25a. Do you or does someone in your household currently own a bicycle?
- 1) Yes
  - 2) No
  - 3) Don't know ***[Voluntary for phone survey]***
  - 4) Refused ***[Voluntary for phone survey; not offered online]***
- 25b. ***[If yes]*** How many bicycles do you or your household members own? ***[Open end numeric]***
- 25c. ***[If yes]*** What types of bicycle(s) do you or your household members own? ***[Multiple responses permitted]***
- 1) Standard bicycle
  - 2) Electric bicycle
  - 3) Other ***[Specify] [Voluntary for phone survey]***
  - 4) Don't know ***[Voluntary for phone survey]***
  - 5) Refused ***[Voluntary for phone survey; not offered online]***
- 25d. ***[If currently owns a bicycle]*** Where do you or the members of your household store your bicycle(s)? ***[Multiple responses permitted]***
- 1) On the street
  - 2) In your home or apartment
  - 3) In a dedicated bike room in your building
  - 4) In a single family garage/driveway
  - 5) In a shared driveway
  - 6) In a parking garage/lot
  - 7) Other ***[Specify] [Voluntary for phone survey]***
  - 8) Don't know ***[Voluntary for phone survey]***
  - 9) Refused ***[Voluntary for phone survey; not offered online]***

25e. Have you or your household members ever had a bike stolen in New York City?

- 1) Yes
- 2) No
- 3) Don't know ***[Voluntary for phone survey]***
- 4) Refused ***[Voluntary for phone survey; not offered online]***

***Now we're going to discuss your biking habits throughout the City.***

25f. In the past 12 months, how often have you ridden a bicycle in one of the five boroughs of New York City? Would you say once a week or more, several times a month, at least once a month, a few times a year, or never? IF ASKED: This does not include a stationary bike.

- 1) Once a week or more
- 2) Several times a month
- 3) At least once a month
- 4) A few times a year
- 5) Never
- 6) Physically unable to ride a bike ***[Voluntary]***
- 7) Don't know ***[Voluntary for phone survey]***
- 8) Refused ***[Voluntary for phone survey; not offered online]***

25g. During the last 7 days did you use a bicycle to get to and from places?

- 1) Yes
- 2) No
- 3) Don't know ***[Voluntary for phone survey]***
- 4) Refused ***[Voluntary for phone survey; not offered online]***

25h. ***[If used bicycle during the last 7 days]*** During the last 7 days, on how many days did you bike to get to and from places? ***[Open end numeric]***

PROBE: This question asks about travel to and from places such as work, shopping, or other activities.

25i. ***[If bike at least once a month]*** Why do you ride your bicycle in the City?

- 1) To run errands
- 2) To connect to/from public transportation
- 3) For recreation/exercise
- 4) To commute to work or school
- 5) To go to an appointment (e.g. doctor, meeting, conference)
- 6) Other ***[Specify] [Voluntary for phone survey]***
- 7) Don't know ***[Voluntary for phone survey]***
- 8) Refused ***[Voluntary for phone survey; not offered online]***

25j. ***[If does not ride a bicycle/only a few times a year]*** Why don't you ride a bicycle in the City?

- 1) I don't feel safe due to lack of bike lanes
- 2) I don't feel safe due to poor street paving
- 3) I have nowhere to store my bike
- 4) I prefer using other modes
- 5) I am physically unable to ride a bike
- 6) Other ***[Specify] [Voluntary for phone survey]***
- 7) Don't know ***[Voluntary for phone survey]***
- 8) Refused ***[Voluntary for phone survey; not offered online]***

Citi Bike

26a. Have you ever used Citi Bike?

- 1) Yes
- 2) No
- 3) Don't know ***[Voluntary for phone survey]***
- 4) Refused ***[Voluntary for phone survey; not offered online]***

26b. ***[If uses Citi Bike]*** How frequently do you use Citi Bike?

- 1) Daily
- 2) Several times a week
- 3) Once a week
- 4) A few times a month
- 5) Once a month
- 6) A few times a year
- 7) Less than a few times a year
- 8) Don't know ***[Voluntary for phone survey]***
- 9) Refused ***[Voluntary for phone survey; not offered online]***

- ***[If uses Citi Bike]*** How frequently do you encounter the following issues with Citi Bike, if at all?

- 1) Very frequently
- 2) Somewhat frequently
- 3) Not very frequently
- 4) Not at all frequently
- 5) Never

26c. Citi Bike docks are completely empty when I want to start a trip

26d. Citi Bike docks are completely full when I want to dock my bike at the end of a trip

26f. ***[If don't use Citi Bike]*** Why don't you use Citi Bike? ***[Multiple responses permitted]***

- 1) I do not know what Citi Bike is
- 2) Too expensive
- 3) Not in my neighborhood
- 4) Stations are too far from where I want to go
- 5) Prefer to use my personal bicycle
- 6) Docks are too often full or empty
- 7) Do not feel comfortable biking
- 8) Do not bike
- 9) Other ***[Voluntary for phone survey]***
- 10) Don't know ***[Voluntary for phone survey]***
- 11) Refused ***[Voluntary for phone survey; not offered online]***

<b>Freight Choices</b>
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**We're now going to ask you a few questions about your everyday living experiences.**

- How often do you receive deliveries at home for the following?

- 1) Daily
- 2) Several times a week
- 3) Once a week
- 4) A few times a month
- 5) Once a month
- 6) A few times a year
- 7) Less than a few times a year
- 8) Don't know ***[Voluntary for phone survey]***
- 9) Refused ***[Voluntary for phone survey; not offered online]***

27a. Groceries/liquor/household staples (Fresh Direct, Instacart, Blue Apron, etc.)

27b. Prepared food (take out)

27c. Personal items (laundry, dry cleaning, etc.)

27d. Other packages (clothing, home goods, Amazon etc.)

27f. Where are your packages delivered to when you're not at home to receive them?

- 1) My lobby
- 2) My doorstep
- 3) My doorman
- 4) A postal store
- 5) An alternative address (i.e. a family member or friend's)
- 6) An alternative access point (i.e. Amazon locker, UPS, Access Point)
- 7) My workplace
- 8) Other ***[Specify]***
- 9) Don't know ***[Voluntary for phone survey]***
- 10) Refused ***[Voluntary for phone survey; not offered online]***

27g. ***[If postal store or alternative access point]*** How far are you willing to travel to pick up packages?

- 1) Less than 1 block
- 2) 1-2 blocks
- 3) 3-5 blocks
- 4) 6-10 blocks
- 5) 10-20 blocks
- 6) More than 20 blocks
- 7) Don't know ***[Voluntary for phone survey]***
- 8) Refused ***[Voluntary for phone survey; not offered online]***

<b>State of Public Transportation</b>
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**We're now going to ask your opinion on transportation modes throughout the city.**

28a. Thinking about **subway service** in the past year in New York City, do you think it is getting better, worse, or staying the same?

- 1) Getting better
- 2) Getting worse
- 3) Staying the same
- 4) Don't know ***[Voluntary for phone survey]***
- 5) Refused ***[Voluntary for phone survey; not offered online]***

28b. How has this impacted your use of the subway in the past year?

- 1) I use the subway more frequently
- 2) I use the subway less frequently
- 3) I use the subway the same amount
- 4) Don't know ***[Voluntary for phone survey]***
- 5) Refused ***[Voluntary for phone survey; not offered online]***

28c. ***[If takes the subway less frequently]*** What transportation mode are you using instead of the subway?

- 1) Walk
- 2) Bus
- 3) Car
- 4) For-hire vehicle
- 5) Bicycle
- 6) Ferry
- 7) Commuter rail
- 8) I do not make the trip
- 9) Other ***[Specify] [Voluntary for phone survey]***
- 10) Don't know ***[Voluntary for phone survey]***
- 11) Refused ***[Voluntary for phone survey; not offered online]***

- 28d. Thinking about **bus service** in the year in New York City, do you think it is getting better, worse, or staying the same?
- 1) Getting better
  - 2) Getting worse
  - 3) Staying the same
  - 4) Don't know **[Voluntary for phone survey]**
  - 5) Refused **[Voluntary for phone survey; not offered online]**
- 28e. How has this impacted your use of the bus in the past year?
- 1) I take the bus more frequently
  - 2) I take the bus less frequently
  - 3) I take the bus the same amount
  - 4) Don't know **[Voluntary for phone survey]**
  - 5) Refused **[Voluntary for phone survey; not offered online]**
- 28f. **[If takes the bus less frequently]** What transportation modes are you using instead of the bus?
- 1) Walk
  - 2) Subway
  - 3) Car
  - 4) For-hire vehicle
  - 5) Bicycle
  - 6) Ferry
  - 7) Commuter rail
  - 8) I do not make the trip
  - 9) Other **[Specify] [Voluntary for phone survey]**
  - 10) Don't know **[Voluntary for phone survey]**
  - 11) Refused **[Voluntary for phone survey; not offered online]**

#### Automated Vehicles

- 29a. How familiar are you with automated vehicles, also known as self-driving cars?
- 1) Very familiar
  - 2) Somewhat familiar
  - 3) Not very familiar
  - 4) Not at all familiar
  - 5) Don't know **[Voluntary for phone survey]**
  - 6) Refused **[Voluntary for phone survey; not offered online]**

***An automated vehicle, also known as a driverless car or self-driving car, is an unmanned ground vehicle capable of sensing its environment and navigating without human input.***

- 29b. How willing would you be to ride as a passenger in a driverless automated vehicle?
- 1) Very willing
  - 2) Somewhat willing
  - 3) Not very willing
  - 4) Not at all willing
  - 5) Don't know **[Voluntary for phone survey]**
  - 6) Refused **[Voluntary for phone survey; not offered online]**
- 29c. How safe do you feel automated vehicles are compared to standard vehicles? *Automated vehicles are...*
- 1) Much safer than standard vehicles
  - 2) Somewhat safer than standard vehicles
  - 3) Somewhat less safe than standard vehicles
  - 4) Much less safe than standard vehicles
  - 5) Neither more nor less safe than standard vehicles
  - 6) Other **[Specify] [Voluntary for phone survey]**
  - 7) Refused **[Voluntary for phone survey; not offered online]**

<b>Additional Demographics</b>
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***The following questions are for statistical purposes only.***

- 30a. What is your nation of origin? **[Open end] [Cap at n=1,000]**
- 30b. What is the primary language spoken in your home? **[Open end] [Cap at n=1,000]**
- 30c. What other languages do you speak, if any? **[Open end] [Cap at n=1,000]**
31. What is your current marital status?
- 1) Single
  - 2) Married
  - 3) Widowed
  - 4) Divorced
  - 5) Living in a committed partnership
  - 6) Don't know **[Voluntary for phone survey]**
  - 7) Refused **[Voluntary for phone survey; not offered online]**
32. Do any of the following describe you? **[Multiple responses permitted]**
- 1) I receive public assistance or welfare payments from the state or local welfare office
  - 2) I am a NYCHA tenant or Section 8 housing voucher recipient
  - 3) None of the above
  - 4) Don't know **[Voluntary for phone survey]**
  - 5) Refused **[Voluntary for phone survey; not offered online]**



33. Do any of the following describe you? ***[Multiple responses permitted]***
- 1) I am deaf or have difficulty hearing
  - 2) I am blind or have difficulty seeing
  - 3) I have serious difficulty walking or climbing stairs
  - 4) I have limited mobility and can't walk
  - 5) I have difficulty dressing or bathing
  - 6) I have difficulty concentrating, remembering, or making decisions because of a physical mental, or emotional condition
  - 7) None of the above
  - 8) Don't know ***[Voluntary for phone survey]***
  - 9) Refused ***[Voluntary for phone survey; not offered online]***
34. What type of building do you live in?
- 1) A one family house detached from any other house
  - 2) A one family house attached to one or more houses
  - 3) A building with 2 to 9 apartments
  - 4) A building with 10 to 59 apartments
  - 5) A building with 50 or more apartments
  - 6) Boat, RV, van, trailer, etc.
  - 7) I am homeless
  - 8) Don't know ***[Voluntary for phone survey]***
  - 9) Refused ***[Voluntary for phone survey; not offered online]***
- 34b. ***[If not homeless]*** Do you rent or own your home?
- 1) Rent
  - 2) Own
  - 3) Don't know ***[Voluntary for phone survey]***
  - 4) Refused ***[Voluntary for phone survey; not offered online]***

*Child's trip to daycare or school*

- 35a. How many children under the age of 18, if any, do you have living in your household currently?
- 1) None
  - 2) One
  - 3) Two
  - 4) Three
  - 5) Four or more
  - 6) Don't know ***[Voluntary for phone survey]***
  - 7) Refused ***[Voluntary for phone survey; not offered online]***

35b. ***[If has children]*** Are your children currently enrolled in school or daycare outside of the home?  
***[Ask for all children]***

- 1) Yes
- 2) No
- 3) Don't know ***[Voluntary for phone survey]***
- 4) Refused ***[Voluntary for phone survey; not offered online]***

35c. ***[If have children enrolled outside of the home]*** In which borough is your child's school or daycare located? ***[ASK OPEN ENDED WITH PRE-CODES]***

- 1) Manhattan
- 2) Brooklyn
- 3) Queens
- 4) The Bronx
- 5) Staten Island
- 6) Outside of NYC
- 7) Don't know ***[Voluntary for phone survey]***
- 8) Refused ***[Voluntary for phone survey; not offered online]***

35d. ***[If children are enrolled outside the home]*** Does a parent or guardian accompany your child(ren) on their trip to school or daycare?

- 1) Yes
- 2) No
- 3) Don't know ***[Voluntary for phone survey]***
- 4) Refused ***[Voluntary for phone survey; not offered online]***

35e. ***[If children are enrolled outside the home]*** Which of the following modes of transportation do your children use to get to school or daycare each day? ***[Multiple responses permitted] [READ FULL LIST]***

- 1) Walk
- 2) School bus
- 3) Transit
- 4) Car
- 5) For-hire vehicle (i.e. taxi, Uber, Lyft)
- 6) Bicycle
- 7) Other ***[Specify] [Voluntary for phone survey]***
- 8) Don't know ***[Voluntary for phone survey]***
- 9) Refused ***[Voluntary for phone survey; not offered online]***

35f. ***[If transit]*** What form of transit do they take? ***[Multiple responses permitted] [ASK AS OPEN END WITH PRE-CODES]***

- 1) Subway
- 2) Local bus
- 3) Select bus service
- 4) Express bus
- 5) PATH train
- 6) Staten Island Ferry
- 7) Other ferry
- 8) Commuter rail
- 9) Paratransit/Access-A-Ride
- 10) Other ***[Specify] [Voluntary for phone survey]***
- 11) Don't know ***[Voluntary for phone survey]***
- 12) Refused ***[Voluntary for phone survey; not offered online]***

35g. ***[If transit]*** How do they get to the ***[insert form of transit taken]***? ***[READ FULL LIST]***

- 1) Walk
- 2) Bicycle
- 3) Car
- 4) For-hire vehicle
- 5) Other ***[Specify]***
- 6) Don't know ***[Voluntary for phone survey]***
- 7) Refused ***[Voluntary for phone survey; not offered online]***

35h. ***[If transit]*** How do they get from ***[insert form of transit taken]*** to their destination? ***[READ FULL LIST]***

- 1) Walk
- 2) Bicycle
- 3) Car
- 4) For-hire vehicle
- 5) Other ***[Specify] [Voluntary for phone survey]***
- 6) Don't know ***[Voluntary for phone survey]***
- 7) Refused ***[Voluntary for phone survey; not offered online]***

35i. ***[If Car]*** What type of car do they take? ***[ASK AS OPEN END WITH PRE-CODES]***

- 1) Personal car
- 2) Carshare
- 3) Carpool
- 4) Motorcycle
- 5) Other ***[Specify] [Voluntary for phone survey]***
- 6) Don't know ***[Voluntary for phone survey]***
- 7) Refused ***[Voluntary for phone survey; not offered online]***

35j. ***[If for-hire vehicle]*** What type of for-hire vehicle do they take? ***[ASK AS OPEN END WITH PRE-CODES]***

- 1) Yellow taxi
- 2) Green taxi
- 3) Ride-hail service such as Uber or Lyft
- 4) Shared-ride service such as Uber Pool, Via, or Lyft Line
- 5) Car service
- 6) Commuter van/dollar van
- 7) Other ***[Specify] [Voluntary for phone survey]***
- 8) Don't know ***[Voluntary for phone survey]***
- 9) Refused ***[Voluntary for phone survey; not offered online]***

35k. ***[If bicycle]*** What type of bicycle do they use? ***[READ FULL LIST]***

- 1) Personal bicycle
- 2) Citi Bike
- 3) Electric bicycle
- 4) Other ***[Specify] [Voluntary for phone survey]***
- 5) Don't know ***[Voluntary for phone survey]***
- 6) Refused ***[Voluntary for phone survey; not offered online]***

#### Employment

36a. Which of the following best describes you? (Source: ACS – US Census)

- 1) Employed full time (working more than 30 hours per week)
- 2) Employed part time (working less than 30 hours per week)
- 3) Unemployed
- 4) Stay-at-home parent
- 5) Volunteer work (at least 1 day/week)
- 6) Full time student
- 7) Part-time student
- 8) Retired
- 9) Active military service
- 10) Other ***[Specify] [Voluntary for phone survey]***
- 11) Don't know ***[Voluntary for phone survey]***
- 12) Refused ***[Voluntary for phone survey; not offered online]***

- 36b. ***[If employed]*** Which of the following best describes the type of industry you work in? (Source: NYC EDC, NAICS)
- 1) Financial services
  - 2) Real estate
  - 3) Capital Goods (aerospace & defense, electrical, machinery)
  - 4) Professional & Business Services (consulting, legal, marketing)
  - 5) Hospitality
  - 6) Energy (oil, gas, and coal)
  - 7) Education
  - 8) Health Care/Social Assistance
  - 9) Arts & Entertainment
  - 10) Retail
  - 11) Manufacturing
  - 12) Transportation and Utilities
  - 13) Construction
  - 14) Government
  - 15) Non-profit
  - 16) Technology & Telecommunications
  - 17) Media
  - 18) Other ***[Specify] [Voluntary for phone survey]***
  - 19) Don't know ***[Voluntary for phone survey]***
- ***[If employed full time or part time]*** How many jobs do you have in each of the following categories?
- 1) 1
  - 2) 2
  - 3) 3 or more
  - 4) Don't know ***[Voluntary for phone survey]***
  - 5) Refused ***[Voluntary for phone survey; not offered online]***
- 36c. ***[If employed full time]*** Full time jobs
- 36d. ***[If employed full time or part time]*** Part time jobs
- 36e. ***[If employed]*** Which of the following best describes where you usually work?
- 1) At an office
  - 2) At a store, restaurant, or hotel
  - 3) At a school or day care facility
  - 4) At a hospital/doctor's office/healthcare facility
  - 5) Varying job sites
  - 6) At a stadium, concert hall, or event space
  - 7) From home
  - 8) In a remote location that is not at home (i.e. a coworking space or coffee shop)
  - 9) Other
  - 10) Don't know ***[Voluntary for phone survey]***
  - 11) Refused ***[Voluntary for phone survey; not offered online]***
- 36f. ***[If employed and doesn't work from home]*** What is the address of your workplace? ***[Open end numeric] [Ask for multiple places of employment]***

- 36g. ***[If decline to respond]*** What are the nearest cross streets to your workplace? ***[Open ended] [Ask for multiple places of employment]***
- 36h. ***[If employed and doesn't work from home]*** In which borough is your workplace located? ***[ASK OPEN ENDED WITH PRE-CODES]***
- 1) Manhattan
  - 2) Brooklyn
  - 3) Queens
  - 4) The Bronx
  - 5) Staten Island
  - 6) Outside of NYC
  - 7) Don't know ***[Voluntary for phone survey]***
  - 8) Refused ***[Voluntary for phone survey; not offered online]***
- 36i. ***[If employed and doesn't work form home]*** What time do you typically go to work? ***[Open ended] [Ask for multiple places of employment]***
- 36j. ***[If employed and doesn't work from home]*** What time do you typically get home from work? ***[Open ended] [Ask for multiple places of employment]***
- 36k. ***[If employed and doesn't work from home]*** How do you typically travel to and from work?
- 1) Walk
  - 2) Transit
  - 3) Car
  - 4) For-hire vehicle (i.e. taxi, Uber, Lyft)
  - 5) Bicycle
  - 6) Other ***[Specify]***
  - 7) Don't know ***[Voluntary for phone survey]***
  - 8) Refused ***[Voluntary for phone survey; not offered online]***
- 36l. ***[If transit]*** What form of transit do you take? ***[Multiple responses permitted] [ASK AS OPEN END WITH PRE-CODES]***
- 1) Subway
  - 2) Local bus
  - 3) Select bus service
  - 4) Express bus
  - 5) PATH train
  - 6) Staten Island Ferry
  - 7) Other ferry
  - 8) Commuter rail
  - 9) Paratransit/Access-A-Ride
  - 10) Other ***[Specify] [Voluntary for phone survey]***
  - 11) Don't know ***[Voluntary for phone survey]***
  - 12) Refused ***[Voluntary for phone survey; not offered online]***
- 36m. ***[If car]*** What type of car do you take? ***[ASK AS OPEN END WITH PRE-CODES]***
- 1) Personal car

- 2) Carshare
- 3) Carpool
- 4) Motorcycle
- 5) Other ***[Specify] [Voluntary for phone survey]***
- 6) Don't know ***[Voluntary for phone survey]***
- 7) Refused ***[Voluntary for phone survey; not offered online]***

36n. ***[If car]*** Where do you typically park your car at work?

- 1) On the street
- 2) In a single family home garage or driveway
- 3) In a shared driveway
- 4) In a private garage or parking lot
- 5) In a public parking garage or lot
- 6) Other ***[Specify] [Voluntary for phone survey]***
- 7) Don't know ***[Voluntary for phone survey]***
- 8) Refused ***[Voluntary for phone survey; not offered online]***

36o. ***[If car]*** How much do you pay per month to park your car at work? ***[Open ended]***

36p. ***[If for-hire vehicle]*** What type of for-hire vehicle do you take? ***[ASK AS OPEN END WITH PRE-CODES]***

- 1) Yellow taxi
- 2) Green taxi
- 3) Ride-hail service such as Uber or Lyft
- 4) Shared-ride service such as Uber Pool, Via, or Lyft Line
- 5) Car service
- 6) Commuter van/dollar van
- 7) Other ***[Specify] [Voluntary for phone survey]***
- 8) Don't know ***[Voluntary for phone survey]***
- 9) Refused ***[Voluntary for phone survey; not offered online]***

36q. ***[If bicycle]*** What type of bicycle do you use? ***[READ FULL LIST]***

- 1) Personal bicycle
- 2) Citi Bike
- 3) Electric bicycle
- 4) Other ***[Specify] [Voluntary for phone survey]***
- 5) Don't know ***[Voluntary for phone survey]***
- 6) Refused ***[Voluntary for phone survey; not offered online]***

- 36r. ***[If personal or electric bicycle][Do not ask if takes Citi Bike to work]*** Where do you typically park the bicycle at work?
- 1) On the street
  - 2) In a dedicated bike room in your workplace
  - 3) In a garage/parking lot at your workplace
  - 4) In a public parking garage/lot
  - 5) Other ***[Specify] [Voluntary for phone survey]***
  - 6) Don't know ***[Voluntary for phone survey]***
  - 7) Refused***[Voluntary for phone survey; not offered online]***
- 37a. Do you currently attend school?
- 1) Yes, I attend school full time
  - 2) Yes, I attend school part time
  - 3) No, I do not attend school
  - 4) Don't know ***[Voluntary for phone survey]***
  - 5) Refused ***[Voluntary for phone survey; not offered online]***
- 37b. ***[If currently attends school]*** What level of school do you attend?
- 1) High school or GED program
  - 2) College or community college
  - 3) Graduate school
  - 4) Technical or vocational school
  - 5) Other ***[Specify] [Voluntary for phone survey]***
  - 6) Don't know ***[Voluntary for phone survey]***
  - 7) Refused ***[Voluntary for phone survey; not offered online]***
- 37c. ***[If currently attends school]*** What is the address of your school? ***[Open ended]***
- 37d. ***[If declined]*** What are the nearest cross streets to your school? ***[Open ended]***
- 37e. ***[If currently attends school]*** In which borough is your school located? ***[ASK OPEN ENDED WITH PRE-CODES]***
- 1) Manhattan
  - 2) Brooklyn
  - 3) Queens
  - 4) The Bronx
  - 5) Staten Island
  - 6) Outside of NYC
  - 7) Don't know ***[Voluntary for phone survey]***
  - 8) Refused ***[Voluntary for phone survey; not offered online]***



- 37f. ***[If currently attends school]*** How do you typically travel to and from school?
- 1) Walk
  - 2) Transit
  - 3) Car
  - 4) For-hire vehicle (i.e. taxi, Uber, Lyft)
  - 5) Bicycle
  - 6) Other ***[Specify]***
  - 7) Don't know ***[Voluntary for phone survey]***
  - 8) Refused ***[Voluntary for phone survey; not offered online]***
- 37g. ***[If transit]*** What form of transit do you take? ***[Multiple responses permitted] [ASK AS OPEN END WITH PRE-CODES]***
- 1) Subway
  - 2) Local bus
  - 3) Select bus service
  - 4) Express bus
  - 5) PATH train
  - 6) Staten Island Ferry
  - 7) Other ferry
  - 8) Commuter rail
  - 9) Paratransit/Access-A-Ride
  - 10) Other ***[Specify] [Voluntary for phone survey]***
  - 11) Don't know ***[Voluntary for phone survey]***
  - 12) Refused ***[Voluntary for phone survey; not offered online]***
- 37h. ***[If Car]*** What type of car do you take? ***[ASK AS OPEN END WITH PRE-CODES]***
- 1) Personal car
  - 2) Carshare
  - 3) Carpool
  - 4) Motorcycle
  - 5) Other ***[Specify] [Voluntary for phone survey]***
  - 6) Don't know ***[Voluntary for phone survey]***
  - 7) Refused ***[Voluntary for phone survey; not offered online]***
- 37i. ***[If Car]*** Where do you typically park your car at school?
- 1) On the street
  - 2) In a single family home garage or driveway
  - 3) In a shared driveway
  - 4) In a garage or parking lot at your school
  - 5) In a public parking garage or lot
  - 6) Other ***[Specify] [Voluntary for phone survey]***
  - 7) Don't know ***[Voluntary for phone survey]***
  - 8) Refused ***[Voluntary for phone survey; not offered online]***
- 37j. ***[If car]*** How much do you pay per month to park your car at school? ***[Open ended]***

37l. ***[If for-hire vehicle]*** What type of for-hire vehicle do you take? ***[ASK AS OPEN END WITH PRE-CODES]***

- 1) Yellow taxi
- 2) Green taxi
- 3) Ride-hail service such as Uber or Lyft
- 4) Shared-ride service such as Uber Pool, Via, or Lyft Line
- 5) Car service
- 6) Commuter van/dollar van
- 7) Other ***[Specify] [Voluntary for phone survey]***
- 8) Don't know ***[Voluntary for phone survey]***
- 9) Refused ***[Voluntary for phone survey; not offered online]***

37m. ***[If bicycle]*** What type of bicycle do you use? ***[READ FULL LIST]***

- 1) Personal bicycle
- 2) Citi Bike
- 3) Electric bicycle
- 4) Other ***[Specify] [Voluntary for phone survey]***
- 5) Don't know ***[Voluntary for phone survey]***
- 6) Refused ***[Voluntary for phone survey; not offered online]***

37n. ***[If personal or electric bicycle] [Do not ask if takes Citi Bike to school]*** Where do you typically park the bicycle at school?

- 1) On the street
- 2) In a dedicated bike room in your school
- 3) In a garage/parking lot at your school
- 4) In a public parking garage/lot
- 5) Other ***[Specify] [Voluntary for phone survey]***
- 6) Don't know ***[Voluntary for phone survey]***
- 7) Refused ***[Voluntary for phone survey; not offered online]***