

## **DOT Citywide Mobility Survey Questionnaire**

**May 31, 2017**

### **Survey Overview**

#### **Methodology**

15-20 minute survey conducted among New York City Residents:

- N=1,800 New York City General Population conducted over the phone
- N=1,800 Oversample of New York City Residents conducted online

#### **Objectives:**

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

- Understand the factors and experiences that drive transportation choices for New York City residents.
- Assess views on the current state of transportation within the City.
- Measure reactions and perceptions to relevant trends and topics in New York City transportation.
- Ultimately, establish an ongoing tracking program regarding transportation preferences and usage patterns.

Note: This survey will be offered in multiple languages. English, Spanish, and Chinese will be offered immediately, without other languages 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 15-20 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.

## 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 America, 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 zip code of your primary residence? **[Open ended numeric question]**
  
8. What is the address of your primary residence? **[Open end numeric]**
  
9. **[If decline to answer home address]** What are the nearest cross streets to your primary residence? **[Open ended 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**

<b>Additional Demographics</b>
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**NOTE: Questions in this section are not essential to the screening of respondents and will be asked at the end of the survey**

10. What is your nation of origin? **[Open end]**
11. What is the primary language spoken in your home? **[Open end]**
- 11a. What other languages do you speak, if any? **[Open end]**
12. 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]**
13. 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]**
14. 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]**
15. 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) None of the above
  - 7) Don't know **[Voluntary for phone survey]**
  - 8) Refused **[Voluntary for phone survey; not offered online]**

16. Are you currently involved in making health-related decisions for an adult family member, friend, or child?
- 1) Yes – adult family member
  - 2) Yes – friend
  - 3) Yes – child
  - 4) No
  - 5) Don't know ***[Voluntary for phone survey]***
  - 6) Refused ***[Voluntary for phone survey; not offered online]***
17. Is someone else currently involved in making health-related decisions for you?
- 1) Yes – a family member
  - 2) Yes – a friend
  - 3) No
  - 4) Don't know ***[Voluntary for phone survey]***
  - 5) Refused ***[Voluntary for phone survey; not offered online]***
- 18a. What type of building do you live in?
- 1) A mobile home
  - 2) A one-family house detached from any other house
  - 3) A one-family house attached to one or more houses
  - 4) A building with 2 apartments
  - 5) A building with 3 or 4 apartments
  - 6) A building with 5 to 9 apartments
  - 7) A building with 10 to 19 apartments
  - 8) A building with 20 to 49 apartments
  - 9) A building with 50 or more apartments
  - 10) Boat, RV, van, etc.
  - 11) I am homeless
  - 12) Don't know ***[Voluntary for phone survey]***
  - 13) Refused ***[Voluntary for phone survey; not offered online]***
- 18b. ***[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

- 19a. 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]**
- 19b. **[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]**
- 19c. **[If children are enrolled in school/ daycare outside the home]** What is the zip code of your child's school or daycare? **[Ask for all children]**
- 19d. **[If have children are enrolled outside the home]** What is the address of your child's school or daycare location? **[Ask for all children]**
- 19e. **[If decline to answer]** What are the nearest cross streets to your child's school or daycare location? **[Ask for all children]**
- 19f. **[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) Transit
  - 3) Car
  - 4) For-hire vehicle (i.e. taxi, Uber, Lyft)
  - 5) Bicycle
  - 6) Other **[Specify] [Voluntary for phone survey]**
  - 7) Don't know **[Voluntary for phone survey]**
  - 8) Refused **[Voluntary for phone survey; not offered online]**
- 19g. **[If transit]** What form of transit do they take? **[Multiple responses permitted] [ASK AS OPEN END WITH PRE-CODES]**

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

19h. **[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]**

19i. **[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]**

19j. **[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]**

19k. **[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) Community 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]**

19l. **[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

20a. 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]**

- **[If employed full time or part time]** How many jobs do you have in each of the following categories?

20b. **[If employed full time]** Full time jobs **[Open end numeric]**

20c. **[If employed full time or part time]** Part time jobs **[Open end numeric]**

20d. **[If employed]** What is the zip code of your workplace? **[Open end numeric] [Ask for multiple places of employment]**

20e. **[If employed]** What is the address of your workplace? **[Open end numeric] [Ask for multiple places of employment]**

20f. **[If decline to respond]** What are the nearest cross streets to your workplace? **[Open ended] [Ask for multiple places of employment]**



- 20g. ***[If employed]*** What time do you typically go to work? ***[Open ended]*** ***[Ask for multiple places of employment]***
- 20h. ***[If employed]*** What time do you typically get home from work? ***[Open ended]*** ***[Ask for multiple places of employment]***
- 20i. ***[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]***
  - 20) Refused ***[Voluntary for phone survey; not offered online]***
- 21a. 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]***
- 21b. ***[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]***

21c. ***[If currently attends school]*** What is the zip code of your school? ***[Open ended]***

21d. ***[If currently attends school]*** What is the address of your school? ***[Open ended]***

21e. ***[If declined]*** What are the nearest cross streets to your school? ***[Open ended]***

<b>Travel Habits</b>
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**We're now going to ask you a few questions about how you travel around the city.**

22a. Which of the following modes of transportation do you use to get around the city? ***[Multiple responses permitted] [READ FULL LIST]***

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

22b. ***[If transit]*** Which forms of transit do you use to get around the city? ***[Multiple responses permitted] [READ FULL LIST]***

- 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/ Acces-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]***

22c. ***[If car]*** What type of car do you use to get around the city? ***[Multiple responses permitted] [READ FULL LIST]***

- 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]***

22d. ***[If for-hire vehicle]*** Which types of for-hire vehicle services do you use to get around the city?  
***[Multiple responses permitted] [READ FULL LIST]***

- 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) Community 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]***

22e. ***[If bicycle]*** Which types of bicycles do you use to get around the city? ***[Multiple responses permitted] [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]***

### Driving & Parking

23. 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]***

24a. 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]***
- 24b. ***[If has access to a car]*** How many cars does your household own or have access to? ***[Open ended numeric]***
- 25a. 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]***
- ***[If reduced]*** How important were the following factors in your decision to reduce the number of cars in your household?
    - 1) Extremely important
    - 2) Very important
    - 3) Somewhat important
    - 4) Not very important
    - 5) Not at all important
    - 6) Don't know ***[Voluntary for phone survey]***
    - 7) Refused ***[Voluntary for phone survey; not offered online]***
- 25b. Car ownership was expensive
- 25c. Parking was difficult or expensive
- 25d. I no longer needed a car on a frequent basis
- 25e. I started using a ride hail service such as Lyft/Uber
- 25f. I started using a carshare service such as Zipcar or Car2go
- 25g. I started using public transit
- ***[If increased]*** How important were the following factors in your decision to increase the number of cars in your household?
    - 1) Extremely important
    - 2) Very important
    - 3) Somewhat important
    - 4) Not very important
    - 5) Not at all important
    - 6) Don't know ***[Voluntary for phone survey]***
    - 7) Refused ***[Voluntary for phone survey; not offered online]***
- 25h. New driver in household (i.e. grown child or spouse)
- 25i. I needed a car to transport a household member (i.e. spouse, relative, or child, other)
- 25j. I moved into an area where I felt I needed a car
- 25k. I got a new job that was not easily accessible by transit
- 25l. I found other transportation options were unreliable
- 25m. I wanted the flexibility and convenience of having a car
- 25n. ***[If one or more cars]*** Where do you typically park each vehicle?

- 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]***

25o. ***[If garage or parking lot]*** Do you typically pay to park?

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

25p. ***[If pays to park]*** How much do you typically pay per month to park? ***[Open end numeric]***

### Car Sharing

26a. 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]**

26b. **[If member]** How long have you been a member?

- 1) 1-12 months
- 2) 1-2 years
- 3) 3-4 years
- 4) 5+ years
- 5) Don't know **[Voluntary for phone survey]**
- 6) Refused **[Voluntary for phone survey; not offered online]**

26c. **[If member]** How frequently do you use car sharing services?

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

26d. **[If member]** When using a car sharing service, what are the three most common purposes of your trips? **[Select up to 3 responses]**

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

- 26e. ***[If member of Zipcar or Enterprise Carshare]*** How did you make those trips prior to becoming a member at Zipcar or Enterprise? ***[Multiple responses permitted] [READ FULL LIST]***
- 1) Walk
  - 2) Transit
  - 3) Car
  - 4) For-hire vehicle
  - 5) Bicycle
  - 6) Did not make the trip
  - 7) Other ***[Specify]***
  - 8) Don't know ***[Voluntary for phone survey]***
  - 9) Refused ***[Voluntary for phone survey; not offered online]***
- 26f. ***[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/ Acces-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]***
- 26g. ***[If car]*** What type of car did you take? ***[Multiple responses permitted] [ASK AS OPEN END WITH PRE-CODES]***
- 1) Personal car
  - 2) Carpool
  - 3) Motorcycle
  - 4) Other ***[Specify] [Voluntary for phone survey]***
  - 5) Don't know ***[Voluntary for phone survey]***
  - 6) Refused ***[Voluntary for phone survey; not offered online]***
- 26h. ***[If for-hire vehicle]*** What type of for-hire vehicle did you take? ***[Multiple responses permitted] [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) Community 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]**

26i. **[If bicycle]** What type of bicycle did you take? **[Multiple responses permitted] [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]**

27a. **[If member of Car2go or ReachNow]** How did you make those trips prior to becoming a member at Car2go or ReachNow? **[Multiple responses permitted] [READ FULL LIST]**

- 1) Walk
- 2) Transit
- 3) Car
- 4) For-hire vehicle
- 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]**

27b. **[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/ Acces-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]**

27c. **[If car]** What type of car did you take? **[ASK AS OPEN END WITH PRE-CODES]**



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

27d. ***[If for-hire vehicle]*** What type of for-hire vehicle did you take? ***[Multiple responses permitted]***  
***[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) Community 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]**

27e. ***[If bicycle]*** What type of bicycle did you take? ***[Multiple responses permitted]*** ***[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]**

#### Ride-hailing Apps

28a. Which of the following ride-hailing apps do you use? ***[Multiple responses permitted]***

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

28b. ***[If use ride-hailing apps]*** How frequently do you use ride-hailing apps?

- 1) Several times a week
- 2) Once a week
- 3) A few times a month

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

28c. ***[If use ride-hailing apps]*** When using ride-hailing apps, what are the three most common purposes of your trips? ***[Select 3 responses]***

- 1) Commute to/from work
- 2) Business
- 3) School
- 4) Shopping
- 5) Social/recreation
- 6) Personal errands
- 7) Medical visit (doctor's office)
- 8) Accompanying other traveler
- 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. ***[If use ride-hailing apps at least once a month]*** Before you began using ride-hailing services, how did you typically make those 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]***

- 28e. ***[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/ Acces-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]***
- 28f. ***[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]***
- 28g. ***[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) Community 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]***
- 28h. ***[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]***

29. Which of the following trip planning apps, if any, do you use at least once a week? **[Multiple responses permitted]**

- 1) Google Maps
- 2) Apple Maps
- 3) Waze
- 4) Other trip planning app **[Specify]**
- 5) None of the above
- 6) Don't know **[Voluntary for phone survey]**
- 7) Refused **[Voluntary for phone survey; not offered online]**

Bicycling

30a. 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]**

30b. **[If yes]** How many bicycles do you or your household members own? **[Open end numeric]**

30c. **[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]**

30d. **[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]**

31a. 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]**

31b. 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]**

31c. **[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.

#### Citi Bike

32a. Do you use Citi Bike?

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

32b. **[If yes]** How frequently do you use Citi Bike?

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

32c. **[If don't use Citi Bike]** Why don't you use Citi Bike? **[Multiple responses permitted]**

- 1) Too expensive
- 2) Not in my neighborhood

- 3) Prefer to use my personal bicycle
- 4) Do not feel comfortable biking
- 5) Do not bike
- 6) I do not know what Citi Bike is
- 7) Other ***[Voluntary for phone survey]***
- 8) Don't know ***[Voluntary for phone survey]***
- 9) Refused ***[Voluntary for phone survey; not offered online]***

33. ***[If currently employed]*** Does your employer provide any of the following commuter benefits as part of your compensation? ***[Multiple responses permitted]***

- 1) Free parking
- 2) Discounted parking
- 3) Government-issued parking placard
- 4) Tax-deductible parking benefit
- 5) Company or government provided vehicle
- 6) Free transit pass
- 7) Pre-tax transit-check
- 8) Pre-tax parking
- 9) Bicycle commuting allowance
- 10) Bicycle parking
- 11) Other ***[Specify] [Voluntary for phone survey]***
- 12) Don't know ***[Voluntary for phone survey]***
- 13) Refused ***[Voluntary for phone survey; not offered online]***

## Trip Tracking & Modal Choice

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

New introduction:

**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.**

**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 1:** Does that make sense?

- 1) Yes
- 2) No

**[If does not make sense]** Loop back to example.

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

34. Now, thinking about yesterday, did you take any trips?
- 1) Yes
  - 2) No

**PROBE 2: [If did not take any trips]** Does that mean you didn't leave your house yesterday?

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

**PROBE 2 FOLLOW UP: [If no]** Just to confirm, thinking back to yesterday, did you take any trips?

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

34a. Thinking about your **[first trip in of the day, your next trip]**, where did the trip start?

- 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]**

34b. **[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]**

34c. Where did the trip end?

- 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]**

34d. **[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]***

34e. How did you get to your destination? ***[Multiple responses permitted] [READ FULL LIST]***

- 1) Walk
- 2) Transit
- 3) Car
- 4) For-hire vehicle
- 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]***

34f. ***[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/ Acces-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]***

34g. ***[If transit]*** How did you get to the transit? ***[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]***

34h. ***[If transit]*** How did you get from the transit 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]**

34i. **[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]**

34j. **[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) Community 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]**

34k. **[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]**

34l. What was the purpose of this trip?

- 1) **[If destination is home]** Return home
- 2) Commute to work/from
- 3) Business
- 4) School
- 5) Shopping
- 6) Social/recreation
- 7) Personal errands
- 8) Medical visit (doctor's office)
- 9) Accompanying other traveler

- 10) Other ***[Specify] [Voluntary for phone survey]***
- 11) Don't know ***[Voluntary for phone survey]***
- 12) Refused ***[Voluntary for phone survey; not offered online]***

34m. ***[If trip ended not outside the city or home]*** Was your destination....?

- 1) In your neighborhood
- 2) In your borough
- 3) Outside your borough
- 4) Outside the city
- 5) Outside the state
- 6) Don't know ***[Voluntary for phone survey]***
- 7) Refused ***[Voluntary for phone survey; not offered online]***

34n. ***[If destination is not in your neighborhood and inside the city]*** What neighborhood was your destination in?

34o. ***[If destination is inside the city and not home]*** To the best of your recollection, what were the cross streets of your destination?

34p. 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]***

34q. ***[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]***

- 34r. ***[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]***
- 34s. ***[If yes]*** How much did you pay? ***[Open end numeric]***
- 34t. ***[If took a bicycle]*** You indicated you rode your bicycle on your trip, where did you store your bicycle on 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]***
- 34u. Did you take any other trips that day?
- 1) Yes
  - 2) No
  - 3) Don't know ***[Voluntary for phone survey]***
  - 4) Refused ***[Voluntary for phone survey; not offered online]***

**PROBE 3: *[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 ***[Skip to "How typical of a day was this for you?"]***
- 2) No

**PROBE 3 FOLLOW UP: *[If no]*** With that in mind, did you take any other trips yesterday?

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

**PROBE 4: *[If they did not take any other trips that day]*** 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?

- 1) Yes ***[Skip to "How typical of a day was this for you?"]***
- 2) No ***[Loop back to "Did you take any other trips yesterday"]***

34v. 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]***

34w. ***[If not very or not at all]*** Why do you say that? ***[Open end]***

<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) Most days
- 3) A few times a week
- 4) A few times a month
- 5) A few times a year
- 6) Never
- 7) Don't know ***[Voluntary for phone survey]***
- 8) Refused ***[Voluntary for phone survey; not offered online]***

35a. Groceries/liquor/household staples (Fresh Direct, Instacart, Blueapron, etc.)

35b. Prepared food (take out)

35c. Personal items (laundry, dry cleaning, etc.)

35d. Other packages (clothing, home goods, Amazon etc.)

## Transportation Safety

**Next, we'd like to talk with you about transportation safety in the city.**

36a. How safe do you feel while walking in your neighborhood?

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

36b. How safe do you feel while walking in New York City in general?

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

36c. ***[If rides a bicycle or Citi Bike]*** How safe do you feel while riding a bicycle in your neighborhood?

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

36d. ***[If rides a bicycle or Citi Bike]*** How safe do you feel while riding a bicycle in New York City in general?

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

36e. ***[If has access to a car]*** How safe do you feel while driving in your neighborhood?

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

36f. ***[If has access to a car]*** How safe do you feel while driving in New York City in general?

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

<b>Focus Areas</b>
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**Now we're going to ask you about your travel preferences in New York City.**

- Which of the following words most apply to this mode of transportation? ***[Multiple responses permitted]***

- 1) Convenient
- 2) Reliable
- 3) Fast
- 4) Inexpensive
- 5) Safe
- 6) Comfortable
- 7) Don't know ***[Voluntary for phone survey]***
- 8) Refused ***[Voluntary for phone survey; not offered online]***

- 37a. Walking
- 37b. Subway
- 37c. Bus
- 37d. Cars
- 36e. Taxis (i.e. Yellow taxi, green taxi, or car service)
- 37f. Ride-hail services (i.e. Uber or Lyft)
- 37g. Bicycling

- How important are the following to you?

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

- 38a. Making it safer for pedestrians to cross the street
- 38b. Making it safer and easier to bike by adding bike lanes
- 38c. Making bus service faster and more reliable by adding bus lanes and Select Bus Service
- 38d. Making it easier to drive by reducing congestion
- 38e. Making streets and public spaces greener and more attractive