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Press Release

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[MTA Headquarters](#)

IMMEDIATE

MTA Set to Survey Customers - Participation is Encouraged

Data Used to Plan Service and Prioritize Investments

This week, the Metropolitan Transportation Authority (MTA) will begin a comprehensive survey of the travel behavior of New York City residents. Along with recently completed surveys from around the MTA region, the data will help paint a complete picture of how New Yorkers travel as the MTA looks to better match service to travel patterns.

A randomly selected sample of 170,000 residents will receive letters asking for their participation in the survey. Soon after, an independent survey firm, NuStats / PTV DataSource, will make follow-up phone calls to ask them questions about their use of transit and other modes of travel. The MTA hopes all New Yorkers who receive the packet will participate -- even if they do not take transit or travel much -- as the findings will help MTA plan future transit service improvements and infrastructure enhancements. A copy of the questionnaire will accompany the letter so New Yorkers who do not have a landline telephone or have an unlisted number can fill it out and mail it back, postage paid. They can also choose to call a toll free number to take the survey over the phone.

"We encourage all New Yorkers who live in the five boroughs to take a little time from their busy schedules to either fill out the survey and mail it back or accept the phone call from NuStats and take the survey over the phone," said Lawrence Fleischer, MTA's Chief of Metropolitan Planning. "The information we're asking for will be kept confidential and will assist us in understanding how New Yorkers travel and how we can better meet their transportation needs."

The survey takes approximately 15 to 20 minutes to complete over the phone. Questions include: "Where and when did your trip originate?"; "Where and when did it end?"; "Did you make intermediate stops?"; "What was the purpose of your trip or trips?"; "What mode of transportation did you use?" The survey will also ask New Yorkers demographic questions, such as their age and how many automobiles they own.

To encourage people to complete the survey, one \$500 prize will be awarded each week of the survey to a participant chosen at random. All cell phone participants will also receive compensation for their phone time and usage. The results from this survey will also help MTA remain eligible for millions of dollars of federal capital funding for projects like the Second Avenue Subway and East Side Access. The survey will continue until the end of June.