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Press Release

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[Metro-North](#)

IMMEDIATE

What Do 93,000 Metro-North Customers Have In Common?

The most comprehensive survey ever taken on Metro-North was conducted this past year with 93,000 customers responding to detailed questions ranging from travel patterns on Metro-North, how they get to and from the train station, the distances they travel just to get to Metro-North trains, and even their use of the trains during the weekends.

This exhaustive Origin and Destination Study found that of the 75,500 customers who take Metro-North into Manhattan every workday, 86% have an available automobile they could use to commute, but they prefer to travel aboard Metro-North. What's more, most of these commuters have the financial wherewithal to afford the costs of traveling by car but still, Metro-North is their preference.

"Metro-North has grown from a commuter railroad, to a regional transportation system," said Metro-North President Howard Permut. "Our customers are traveling within the suburbs, or they're reverse commuting from the city to suburban corporate parks, and they're using Metro-North for their leisure travel as well. It's not just a system; it's a solution - a solution to traffic congestion, air pollution, and accessibility to businesses and employment throughout the region."

In addition, long distance commuters who begin their commute by car—sometimes as far as 75 miles north of the nearest Metro-North station—will nonetheless park that car as soon as they get to the nearest outlying Metro-North station and complete their trip on a Metro-North train.

And now, more than ever before, many Metro-North customers are travelling to work—but not just in Manhattan. In fact, 2,231 are travelling to White Plains, 1,675 are headed to Stamford, and 751 are going to Greenwich on a typical day.

The survey also pointed out that 73% of people who come in to visit New York City on the weekends have automobiles available for their trip. And yet, they still prefer travelling by Metro-North for their shopping, show-going, and sightseeing.

And many car-owning customers who travel within the suburbs—such as from New Haven to Stamford—which has always been the domain the car commute—are now also opting to use Metro-North's wheels as opposed to their own.

All of this information—plus much more—will help Metro-North understand and quickly respond to the evolving uses—and users—of the system. It will help the railroad plan for major capital building programs and to understand the new developing markets and respond to them quickly. In addition, the survey will also help in scheduling trains, expanding station and parking facilities, as well as establishing transportation to and from train stations and the customers' home base and business.

The survey was conducted aboard every daily train in the spring and fall of 2007. In all, 206,000 surveys were distributed with 93,000 returned, making for a response rate of 45%.