

DEPARTMENT OF TRANSPORTATION CITYWIDE MOBILITY SURVEY

Prepared by PSB

August 2017



AGENDA

- (1) Objectives & Methodology
- (2) Trip Diary Profiling
- (3) New Transportation Options
- (4) Car Ownership
- (5) Commuter Transit Benefits
- (6) Freight
- (7) Attitudes & Perceptions
- (8) Appendix

Objectives & Methodology

1

OBJECTIVES

- 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.
- Establish an ongoing tracking program regarding transportation preferences and usage patterns.



METHODOLOGICAL OVERVIEW

- Telephone & online survey among n=3,603 New York City Residents age 18+.



n=1,801

- Sample of New York City general population via RDD.
- 60% of completes were completed via landline, 40% via cell phone.



n=1,802

- Oversamples across 10 designated survey zones.
- Sample de-duped from phone survey via address and self-reported participation.

Across both the phone and online modes:

- Pre-test occurred May 1-5, primary calling and contacts occurred May 12-June 30, call backs and re-contacts occurred June 7-July 1.
- 95% of the interviews were conducted in English, 4% in Spanish (10% Spanish-speaking households), and 1% in Chinese (4% Chinese-speaking households).
- 71% of the trip diaries asked about weekday travel, 29% about weekend travel.

A NOTE ON REPORTING

- This report contains data from both the phone and online survey.
- Data at the All NYC or All NYC Trip level (and relevant demographic sub-groups) includes only the phone survey data.
 - Phone survey data is weighted to 5 year American Community Survey averages for New York City across age, gender, educational attainment, race, and borough.
- Data at the zone level (e.g. Manhattan Core) or zone trip level includes both the online and phone survey data.
 - Combined data is in line with demographic trends within each survey zone based on publicly available census data.
- In this report, trip diary data is aggregated by trip and not respondent – percentages indicate the share of trips with each characteristic. All other data is aggregated by respondent – percentages indicate the share of New York City residents with each characteristic.

CITYWIDE PHONE SAMPLE PROFILE

- Phone sample has a margin of error of 2.3% and is representative of New York City.

Demographic Breakdown – Phone Sample		Unweighted Sample	Weighted Sample	ACS Average
Age & Gender	Male – 18-34 years old	12	16	17
	Male – 35-54 years old	11	16	17
	Male – 55 and older	15	13	14
	Female – 18-34 years old	19	18	18
	Female – 35-54 years old	17	18	18
	Female – 55 and older	24	18	18
Ethnicity	White / Caucasian	39	44	43
	Black /African American / Caribbean American	33	26	25
	Asian	6	13	14
	Other (Including American Indian & Pacific Islander)	17	17	18
	Hispanic / Latino (Including Puerto Rican, Mexican, and Cuban)	26	26	29
Income	Less than \$25,000 per year	24	26	28
	\$25,000 – \$49,999 per year	24	24	20
	\$50,000 – \$99,999 per year	31	30	26
	\$100,000 - \$149,999 per year	10	11	13
	\$150,000 and over per year	10	10	14
Borough	Manhattan	18	19	19
	Brooklyn	38	31	31
	Queens	24	27	27
	Bronx	16	17	17
	Staten Island	4	6	6
Jobs	Employed (Including full-time and part-time)	59	60	58
	Unemployed	6	7	6
Disability*	Any disability	16	13	10
	Ambulatory – Difficulty walking or climbing stairs	5	8	5
	Vision disability – Blind or have difficulty seeing	2	2	2
	Hearing disability – Deaf or have difficulty hearing	1	1	2

FIELDING TIMELINE SNAPSHOT

- The survey fielded over the course of seven weeks, with temperatures between 50 and 94 degrees and only four days with precipitation of more than one inch.
- Notable holidays and events during this time period include Mother's Day, Father's Day, Memorial Day, the Puerto Rican Day Parade, the Mermaid Parade, Eid al-Fitr, and the Pride Parade.

May 2017						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

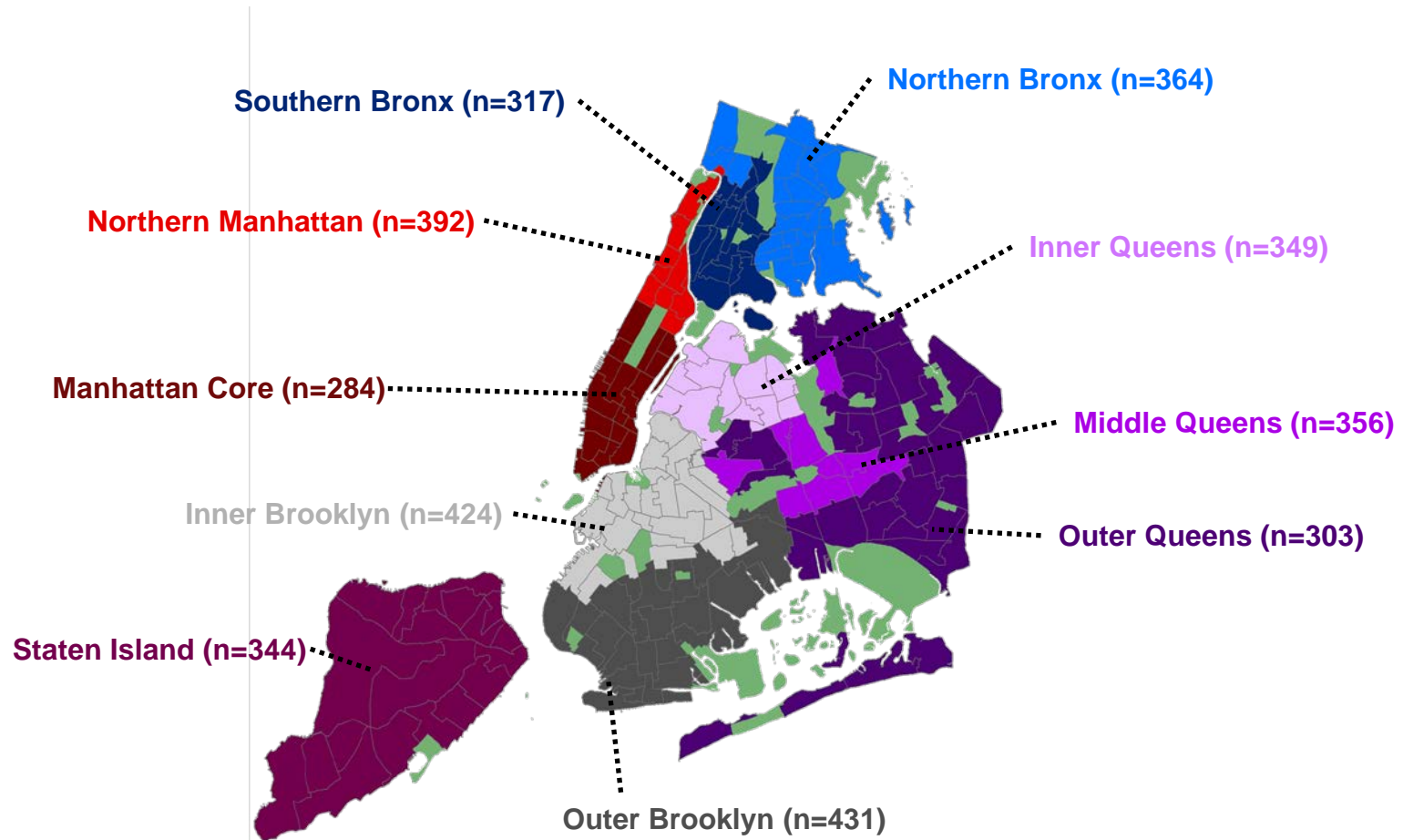
June 2017						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17*
18	19	20	21	22	22	24*
25	26	27	28	29	30	

■ Days with 1" of precipitation or more
 ■ Days with temperature above 90 degrees
 ■ Notable holiday or event

**NOTE: Dates with an asterisk indicate a notable holiday in addition to precipitation exceeding 1". Weather data sourced from the National Weather Service's Central Park Observatory readings.*

SURVEY ZONES

- We used online oversamples to supplement the phone survey and reach a readable sample size in 10 geographical zones based on census-derived Neighborhood Tabulation Areas (NTAs).



Trip Diary Profiling

2

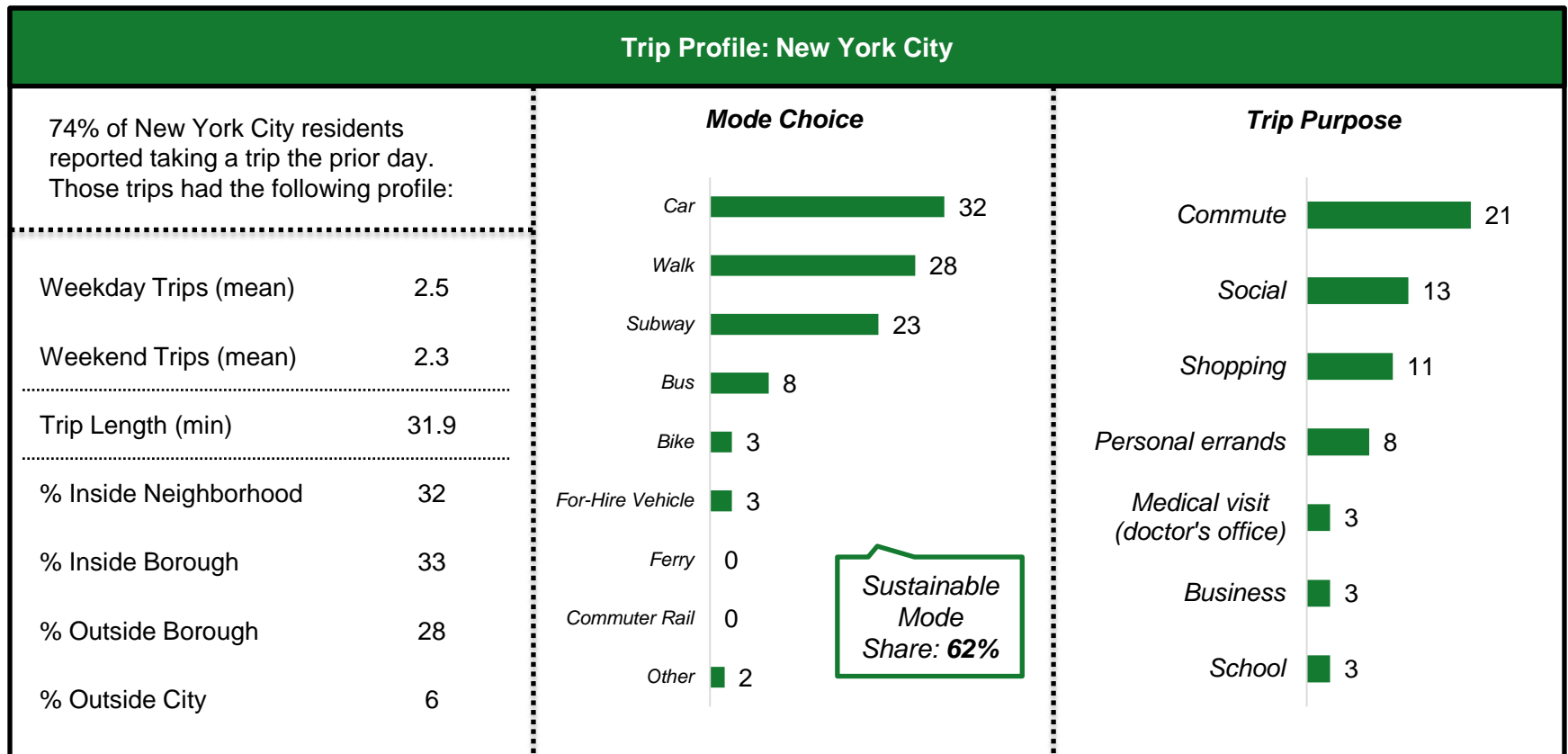
TRIP DIARY – METHODOLOGICAL DETAILS

- Each respondent was asked to give a detailed description of all trips taken the prior day. This included the following questions:
 - Trip origin & destination
 - Transportation modes taken
 - Trip length
 - Trip purpose
 - Location of destination
 - Trip companions
 - How typical the trips that day were
- Probes were included to encourage accurate trip reporting, including ensuring that the destination of respondents' last trip was where they ended their day.
- In total, we captured trip details for 6,986 trips: 3,252 trips captured over the phone, 3,734 online.
- In this section, data is aggregated by trip and not respondent – percentages indicate the share of trips with each characteristic.

TRIP DIARY SNAPSHOT

PHONE ONLY

- New Yorkers' trips tend to include a walking portion and take place inside their home borough.
- One fifth of trips are commutes, one seventh social trips, and one eighth shopping trips.



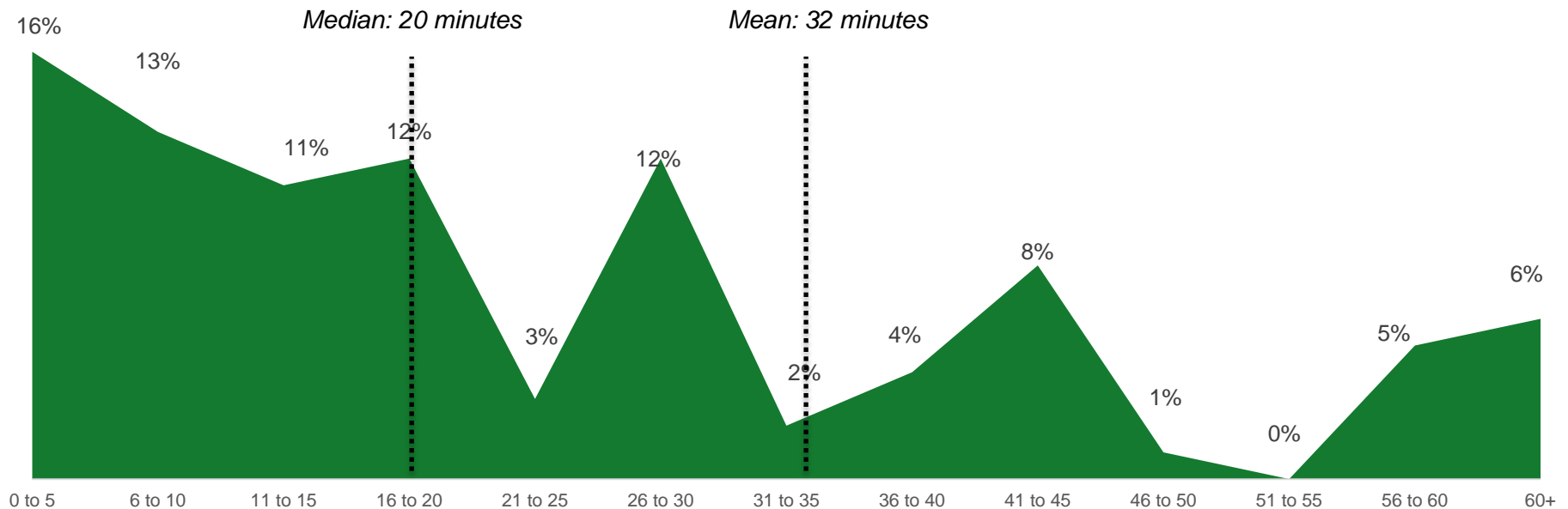
TRIP DURATION

PHONE ONLY

- An average trip lasts 32 minutes, 40% last less than 15 minutes.

How long did it take you to get to your destination?

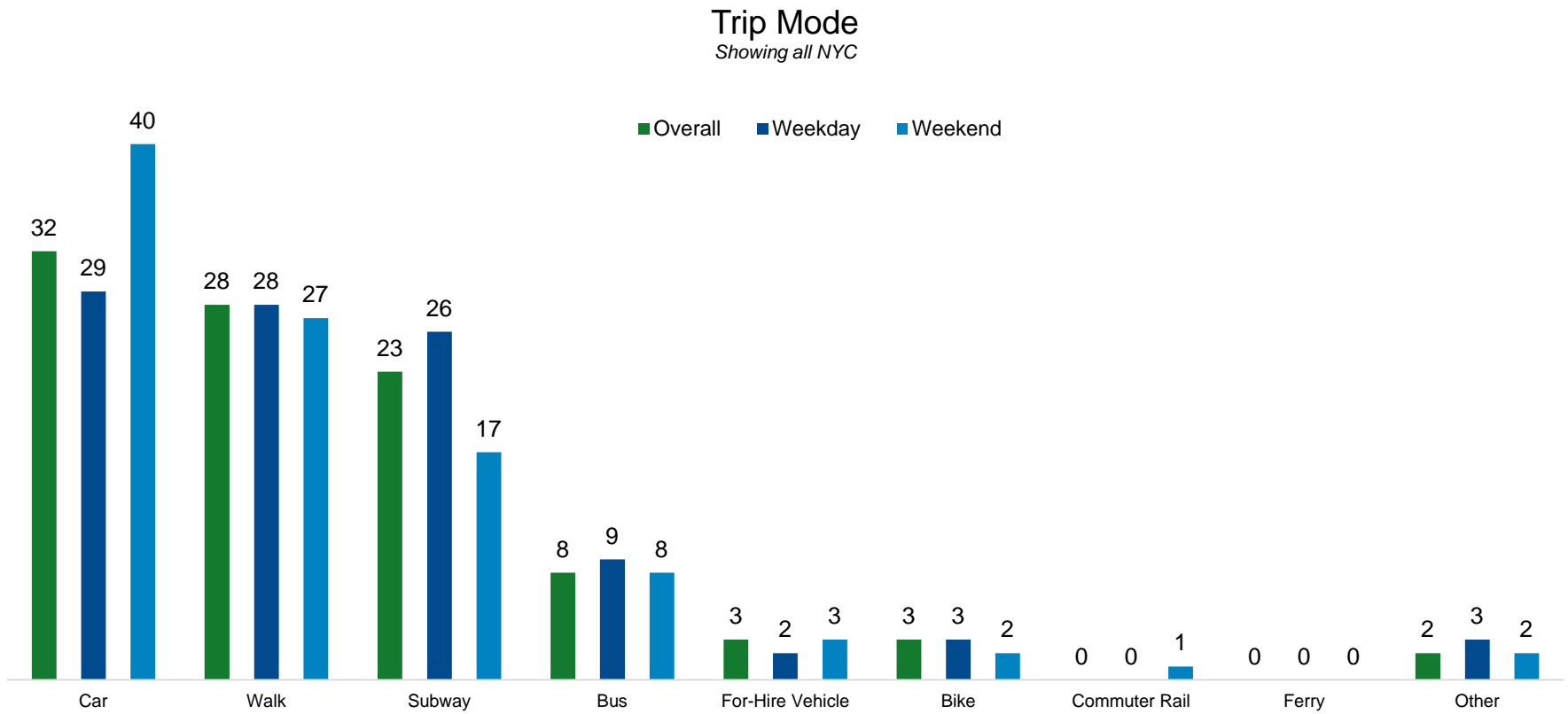
Showing all NYC



TRIP MODE

PHONE ONLY

- New Yorkers are more likely to drive their cars on the weekends and take the subway or walk during the week.



MODE BREAKDOWN

PHONE AND ONLINE

- Manhattan Core, Northern Manhattan, Inner Brooklyn, and Inner Queens residents are significantly more likely to take trips that are only walking.
- Outer Queens, Outer Brooklyn, and Staten Island are significantly more likely to utilize car, Northern Manhattan is the most likely to utilize the subway.

Mode Breakdown	All NYC Trips n=3,252	Manhattan Core Trips n=631	Northern Manhattan Trips n=801	Inner Brooklyn Trips n=829	Outer Brooklyn Trips n=814	Inner Queens Trips n=757	Middle Queens Trips n=759	Outer Queens Trips n=582	Southern Bronx Trips n=509	Northern Bronx Trips n=683	Staten Island Trips n=620
Trip Duration (min.)	31.9	26.1	29.7	32.5	30.6	32.9	32.8	33.6	30.9	34.0	28.5
Car	32	6	7	26	40	30	37	47	24	33	75
Walk	28	47	33	32	28	32	24	18	31	19	6
Subway	23	22	37	29	20	24	28	21	25	20	2
Bus	8	10	14	5	5	3	3	7	17	18	10
For-Hire Vehicle	3	6	3	4	2	3	1	2	1	1	3
Bike	3	6	2	3	3	2	4	2	1	2	0
Commuter Rail	0	0	0	0	0	0	1	3	0	0	0
Ferry	0	0	0	0	0	0	0	0	0	0	3
Other	2	2	3	2	2	7	2	1	0	6	0

Green boxes indicate significantly above All NYC at 95% confidence interval

Red boxes indicate significantly below All NYC at 95% confidence interval

MODE CHOICE – TRIP PURPOSE

PHONE ONLY

- Commuting trips tend to be longer and multi-modal, whereas school, shopping, and personal trips are shorter.
- Additionally, public transit is more frequently used when commuting than taking other kinds trips.

	All NYC Trips n=3,252	Commute Trips N=671	Business Trips N=87	School Trips n=76	Shopping Trips N=384	Social/ Recreation Trips N=451	Personal Errands Trips N=261	Medical Trips N=102
Trip Duration (min.)	31.9	40.7	33.7	18.8	20.8	32.5	24.1	25.4
Car	32	27	33	33	37	33	35	27
Walk	28	15	21	18	44	33	40	29
Subway	23	39	27	29	6	18	14	19
Bus	8	11	7	15	8	5	5	13
For-Hire Vehicle	3	2	3	1	1	3	2	4
Bike	3	2	3	2	1	5	3	1
Commuter Rail	0	1	0	0	0	0	0	0
Ferry	0	0	1	0	0	0	0	1
Other	2	2	6	1	2	3	1	6

Green boxes indicate significantly above All NYC at 95% confidence interval


Red boxes indicate significantly below All NYC at 95% confidence interval

THE “LAST MILE” CONNECTIONS

PHONE AND ONLINE

- A vast majority of “last mile” connections from transit are made via walking.
- Those in Outer Queens and the Bronx are most likely to report using alternate modes of transportation to get from transit to their destination.

Connecting From Transit <i>Showing % selected</i>	All NYC Trips n=510	Manhattan Core Trips n=116	Northern Manhattan Trips n=159	Inner Brooklyn Trips n=145	Outer Brooklyn Trips n=108	Inner Queens Trips n=136	Middle Queens Trips n=121	Outer Queens Trips n=74	Southern Bronx Trips n=115	Northern Bronx Trips n=109	Staten Island Trips n=48*
Walk	97	99	96	98	98	99	98	95	95	96	98
For-hire vehicle	1	1	1	0	0	1	1	3	1	1	0
Bicycle	0	0	1	0	1	0	1	1	2	3	2
Car	1	0	1	1	1	0	1	1	4	4	0

 Red circles call out unique data points

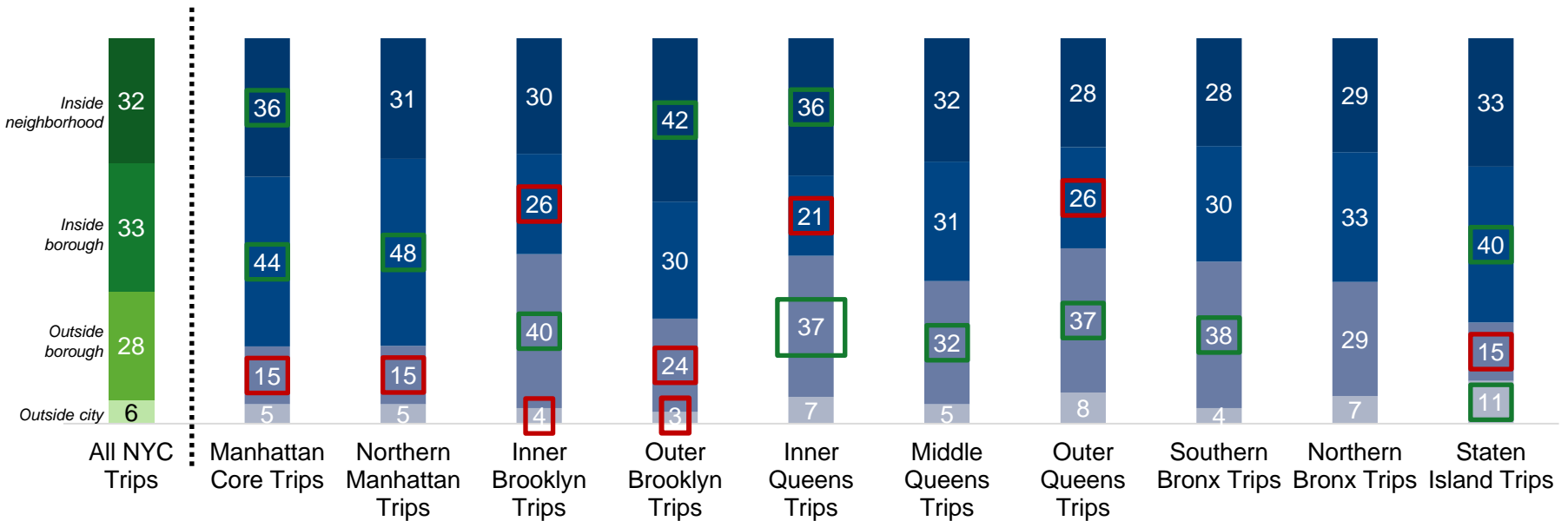
* Indicates low base size in Staten Island

TRIP DESTINATION

PHONE AND ONLINE

- A majority of trips are taken within the borough, particularly among residents of Manhattan, Outer Brooklyn, and Staten Island.
- Inner Brooklyn has the largest percentage of inter-borough trips, Staten Island the largest percentage of trips outside the city.

Destination of Trip
Showing % selected in each survey zone



□ Indicates significantly higher than All NYC at 95% confidence interval

□ Indicates significantly lower than All NYC at 95% confidence interval

PROFILING TRIP DESTINATION

PHONE ONLY

- Trips within the borough are predominately walking trips, taking 21 minutes or less.
- Subway is used more heavily for inter-borough trips.
- Personal cars are used for a vast majority of trips outside the city.

65%



28%



6%



	Intra-Borough Trips	Inter-Borough Trips	Trips Outside City
Mode	<ul style="list-style-type: none"> • 37% Walking • 31% Car • 14% Subway 	<ul style="list-style-type: none"> • 13% Walking • 25% Car • 48% Subway 	<ul style="list-style-type: none"> • 1% Walking • 84% Car • 8% Subway
Purpose	<ul style="list-style-type: none"> • 22% Shopping • 20% Social/Recreation • 13% Personal errands • 26% Commute 	<ul style="list-style-type: none"> • 7% Shopping • 17% Social/Recreation • 8% Personal errands • 50% Commute 	<ul style="list-style-type: none"> • 9% Shopping • 31% Social/Recreation • 10% Personal errands • 31% Commute
Length	21 minutes	43 minutes	57 minutes

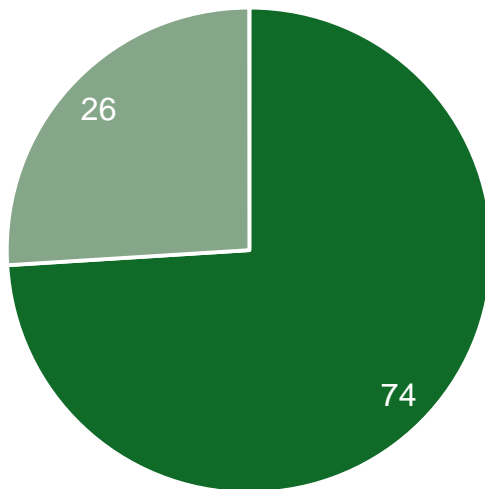
TRIPS TAKEN

PHONE ONLY

- Three quarters of respondents reported taking a trip the prior day.
- Those that did not take a trip are significantly more likely to be lower income, disabled, or unemployed.

Thinking back to yesterday, did you take any trips?

■ Yes ■ No



Demographic Breakdown <i>Showing % of column</i>		All NYC (n=1,801)	Trip Takers (n=1,326)	Non-trip takers (n=475)
Borough	Manhattan	19	19	20
	Brooklyn	31	30	34
	Queens	27	29	21
	The Bronx	17	16	21
	Staten Island	6	6	5
Age	18-34	33	37	23
	35-54	33	33	32
	55+	30	26	41
Race	White	42	44	38
	Non-White	53	53	58
	Hispanic	26	25	29
	Non-Hispanic	73	75	71
Employ. Status	Employed Full time	46	52	25
	Employed Part-time	14	14	12
	Unemployed	7	5	13
	Other	37	29	50
Income	Less than \$25K	26	20	28
	\$25K-\$50K	24	19	19
	\$50K-\$100K	30	27	21
	\$100K-\$150K	11	10	5
	\$150K+	10	10	3
Any disability		13	11	26
No disability		87	89	74

Green boxes indicate significantly above All NYC at 95% confidence interval

Red boxes indicate significantly below All NYC at 95% confidence interval

NUMBER OF TRIPS

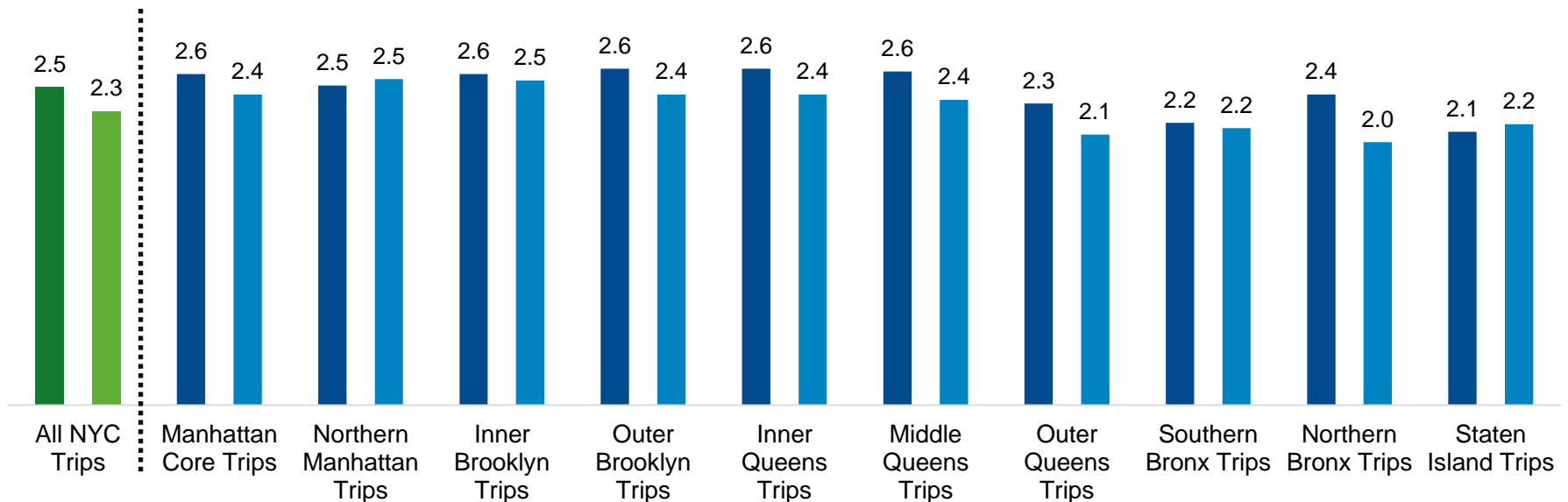
PHONE AND ONLINE

- New Yorkers report taking an average of 2.5 trips per weekday and 2.3 per weekend.
- Residents in Brooklyn, Queens, and Manhattan Core report taking the most trips during the week, residents of Northern Manhattan and Inner Brooklyn report taking the most trips on the weekend.

Average Number of Trips Taken

Showing average (mean) in each survey zones

Weekdays Weekends



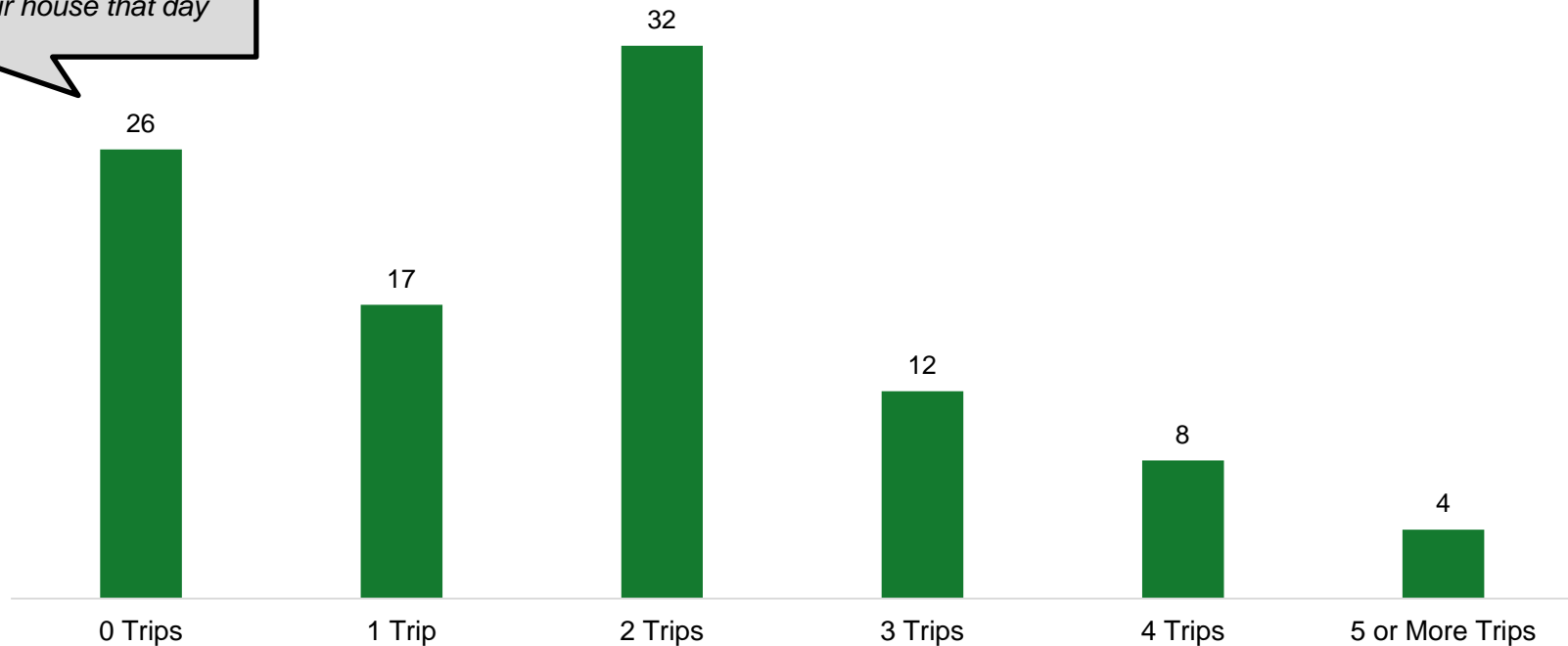
DISTRIBUTION OF TRIPS

PHONE ONLY

- 56% report taking 2 or more trips, 12% took four or more trips.
- All respondents confirmed that the destination of their last trip was where they ended their day.

Every respondent who reported they did not take a trip confirmed that they did not leave their house that day

Number of Trips Taken
Showing all NYC Trips



PROFILING THE ONE TRIP TAKERS

PHONE ONLY

- Of those that report taking one trip, 39% report a trip destination that would indicate they potentially took an additional, unreported trip (e.g. grocery store, church).
 - Removing these “Tier 1” respondents would increase the average number of trips by .1.
 - Removing an additional group (“Tier 2” – those who indicated they did not end their day at home or a friend/family member’s house) from the analysis would increase the average by another .1.

Trip Destination	1 Trip Takers		Impact on average number of trips	Overall	Weekday Trips	Weekend Trips
Home	33					
Work	19	Tier 2: <i>Potential for cutting from analysis of number of trips*</i>	Full sample	2.4	2.5	2.3
School	5		Tier 1 removed	2.5	2.6	2.5
Friend or family member's home	5					
Other	39	Tier 1: <i>Recommend cutting from analysis of number of trips*</i>	Tier 1 & Tier 2 removed	2.6	2.7	2.5

*NOTE: We would not recommend cutting Tier 1 or Tier 2 trips from the modal breakdown analysis as trip composition was logical

New Transportation Options

3

NEW TRANSPORTATION MEMBERSHIP

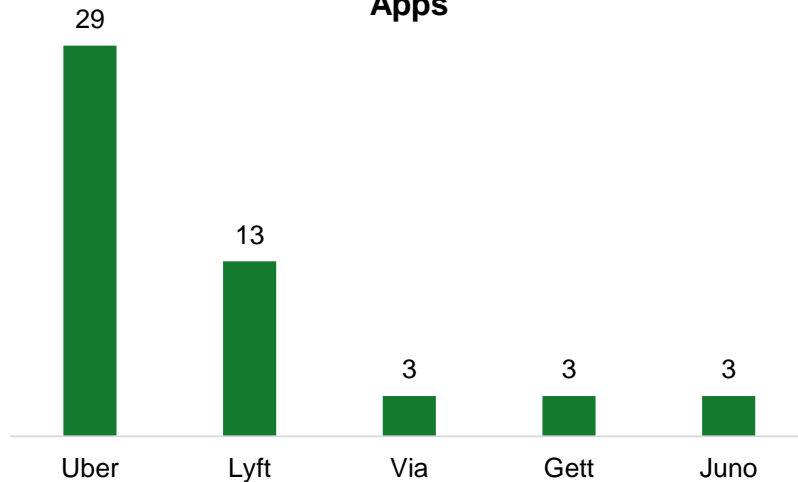
PHONE ONLY

- More than one third of New Yorkers indicate they are a member of a ride-hailing app, while only 8% report being members of car sharing services.

Ride-Hailing App Membership

Showing All NYC

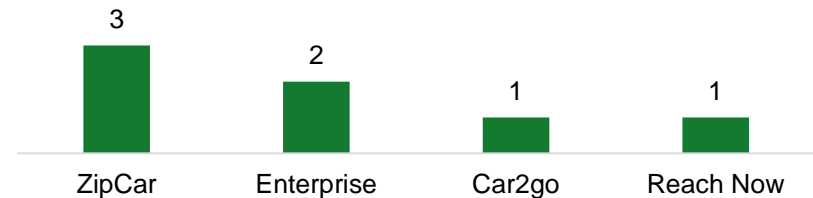
**35% Are Members
of Ride-Hailing
Apps**



Car Sharing Service Membership

Showing All NYC

**8% Are Members
of Car Sharing
Services**



RIDE-HAILING APPS MEMBERSHIP

PHONE AND ONLINE

- Membership in ride-hailing apps is most common in Queens, followed by Manhattan and other zones close to the city core.
- Uber is the most popular app across the board, while Lyft and Via are more popular in Manhattan, Inner Brooklyn, and Inner Queens.

Ride-Hailing App Membership*	All NYC n=1,801	Manhattan Core n=291	Northern Manhattan n=394	Inner Brooklyn n=427	Outer Brooklyn n=436	Inner Queens n=352	Middle Queens n=358	Outer Queens n=308	Southern Bronx n=318	Northern Bronx n=367	Staten Island n=349
Uber	29	41	49	39	32	53	46	33	41	43	35
Lyft	13	28	29	24	13	32	19	16	22	21	11
Via	3	16	9	3	1	2	2	1	2	2	1
Gett	3	9	7	5	2	4	3	1	2	2	1
Juno	3	4	5	6	4	5	3	2	3	3	1

Green boxes indicate +10pts above All NYC

*NOTE: There was a modal bias on multi-punch questions where respondents were more likely to select more than one choice online versus over the phone. While overall distribution of results remains the same, there is a 5-10 point increase per answer choice when looking at the online data versus the phone data.

CAR SHARING SERVICE MEMBERSHIP

PHONE AND ONLINE

- Membership in car sharing services is highest in Northern Manhattan and Inner Queens, though membership is generally low across zones.
- ZipCar is the most popular car sharing service in all zones except Outer Queens and Staten Island.

Car Sharing Service Membership	All NYC n=1,801	Manhattan Core n=291	Northern Manhattan n=394	Inner Brooklyn n=427	Outer Brooklyn n=436	Inner Queens n=352	Middle Queens n=358	Outer Queens n=308	Southern Bronx n=318	Northern Bronx n=367	Staten Island n=349
ZipCar	3	9	17	8	3	11	6	2	6	8	3
Enterprise	2	7	7	4	3	5	4	4	6	7	7
Car2go	1	2	4	4	1	2	2	1	2	3	1
Reach Now	0	2	1	1	1	0	1	0	1	1	0

Green boxes indicate +10pts above All NYC

**NOTE: There was a modal bias on multi-punch questions where respondents were more likely to select more than one choice online versus over the phone. While overall distribution of results remains the same, there is a 5-10 point increase per answer choice when looking at the online data versus the phone data.*

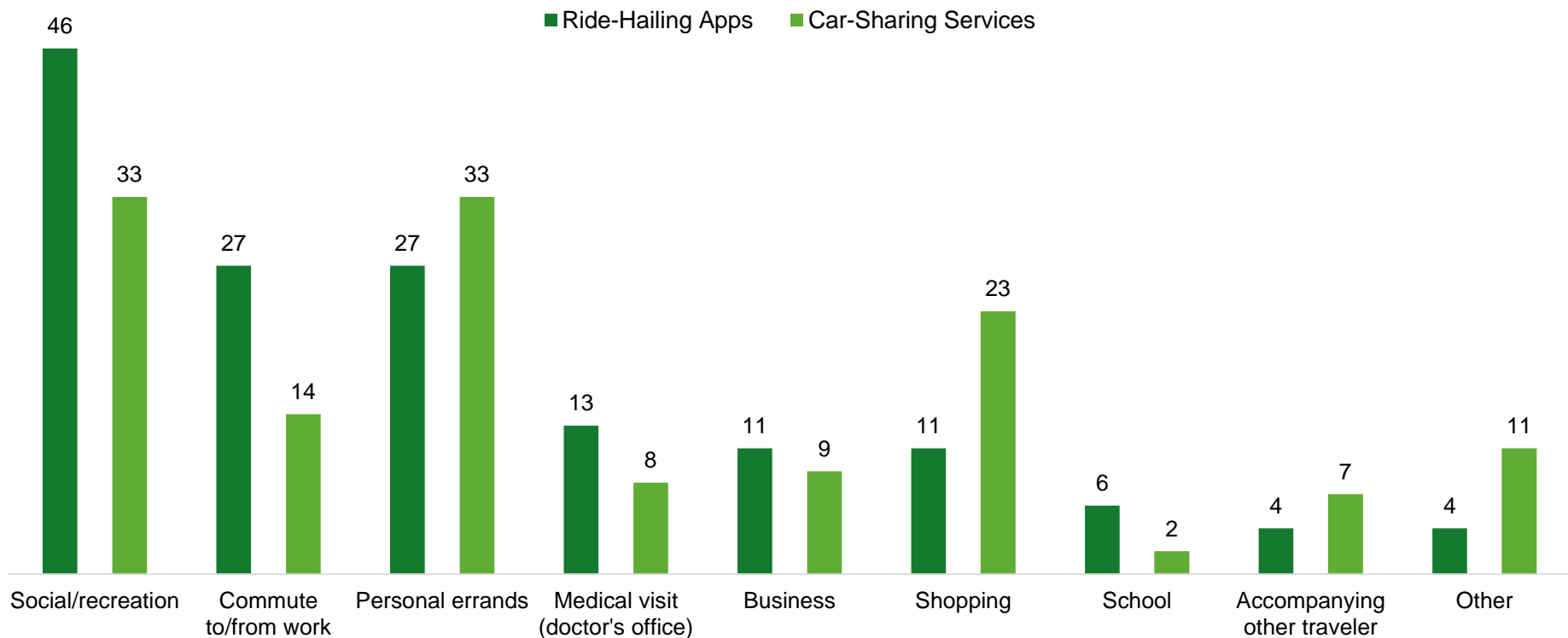
TRIP PURPOSE

PHONE ONLY

- Ride-hailing apps are most commonly used for social and recreational trips, while car sharing services are also used for personal errands and shopping.
- More than a quarter of those who report being members of ride-hailing apps utilize them to commute to work.

Trip Purpose for Ride-Hailing Apps and Car-Sharing Services

Showing All NYC



TRIP PURPOSE – RIDE-HAILING APPS

PHONE AND ONLINE

- Ride-hailing trips are more likely to be social trips in Manhattan Core, Inner Brooklyn, and Inner Queens
- They are more likely to be shopping trips in Southern Bronx, Northern Bronx, and Staten Island

Ride-Hailing App Trip Purpose	All NYC n=639	Manhattan Core n=153	Northern Manhattan n=223	Inner Brooklyn n=200	Outer Brooklyn n=162	Inner Queens n=208	Middle Queens n=180	Outer Queens n=115	Southern Bronx n=151	Northern Bronx n=170	Staten Island n=129
Social/recreation	46	58	53	58	47	60	48	44	48	48	66
Commute to/from work	27	28	32	24	22	29	25	23	30	26	18
Personal errands	27	39	40	35	33	39	33	24	34	39	23
Medical visit (doctor's office)	13	12	15	11	17	13	16	16	19	20	18
Business	11	24	21	12	9	17	18	13	14	17	17
Shopping	11	11	21	7	12	11	10	14	23	23	20
School	6	1	6	6	10	5	8	4	13	11	5
Accompanying other traveler	4	13	13	8	3	13	10	9	10	10	16
Other	4	4	4	3	6	4	5	9	4	4	5

*NOTE: There was a modal bias on multi-punch questions where respondents were more likely to select more than one choice online versus over the phone. While overall distribution of results remains the same, there is a 5-10 point increase per answer choice when looking at the online data versus the phone data.

Green boxes indicate +10pts above All NYC

MODE REPLACEMENT

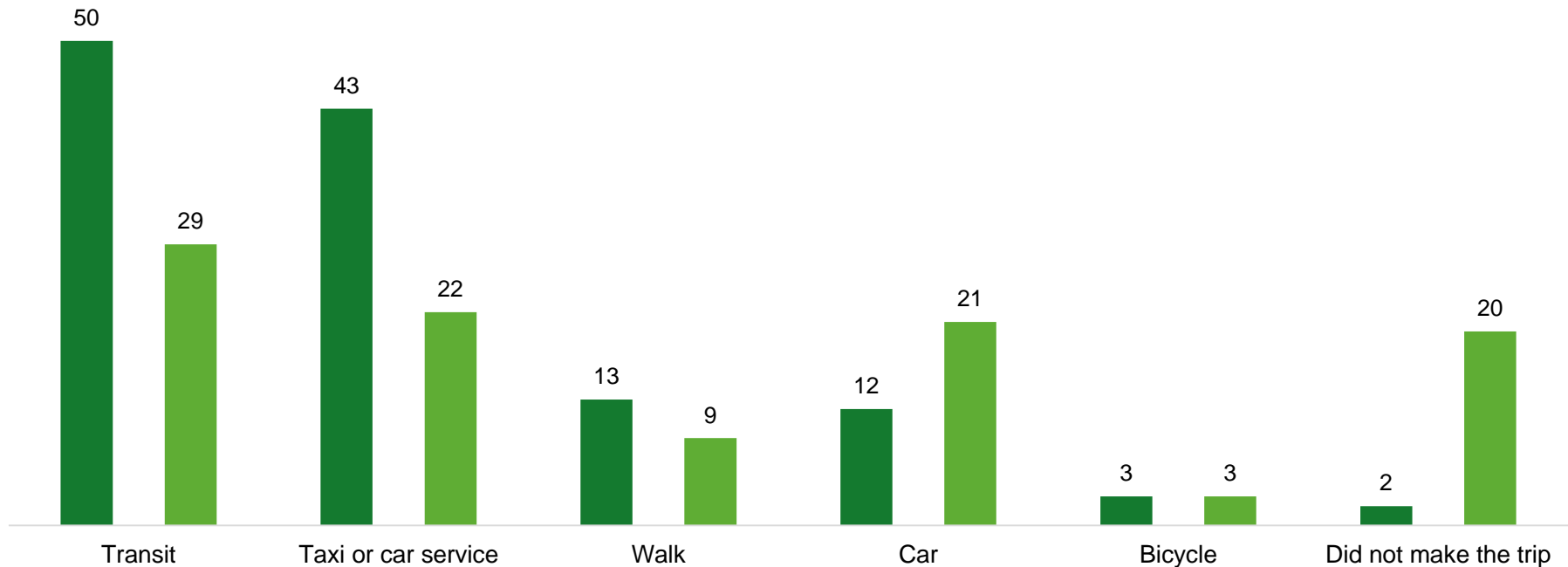
PHONE ONLY

- Ride-hailing apps are generally replacing transit and traditional taxis while car sharing services are more likely to be creating new trips.

Mode Replacement for Ride-Hailing Apps and Car Sharing Services

Showing All NYC

■ Ride-Hailing Apps ■ Car Sharing Services



MODE REPLACEMENT – RIDE-HAILING APPS

PHONE AND ONLINE

- Ride-hailing trips are replacing transit most heavily in Northern Manhattan, Inner Brooklyn, and the Bronx
- They are replacing car trips outside of Manhattan and Brooklyn

Ride-Hailing App Mode Replacement	All NYC n=639	Manhattan Core n=153	Northern Manhattan n=223	Inner Brooklyn n=200	Outer Brooklyn n=162	Inner Queens n=208	Middle Queens n=180	Outer Queens n=115	Southern Bronx n=151	Northern Bronx n=170	Staten Island n=129
Transit	50	53	66	60	54	59	57	48	65	66	51
Taxi or car service	43	66	53	46	32	55	42	44	42	46	35
Walk	13	29	26	16	26	30	21	13	36	29	20
Car	12	17	13	17	17	22	22	22	24	31	35
Bicycle	3	2	5	5	3	2	3	3	1	5	7
Did not make trip	2	1	2	3	1	0	2	4	4	1	2

**NOTE: There was a modal bias on multi-punch questions where respondents were more likely to select more than one choice online versus over the phone. While overall distribution of results remains the same, there is a 5-10 point increase per answer choice when looking at the online data versus the phone data.*

Green boxes indicate +10pts above All NYC

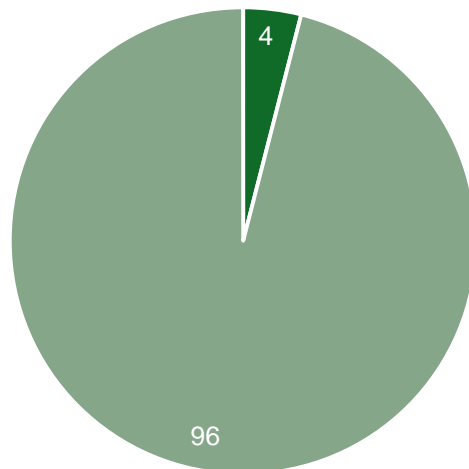
CITI BIKE USAGE

PHONE ONLY

- 4% of New Yorkers use Citi Bike.
- Of those that use Citi Bike, nearly half use it at least once a month.

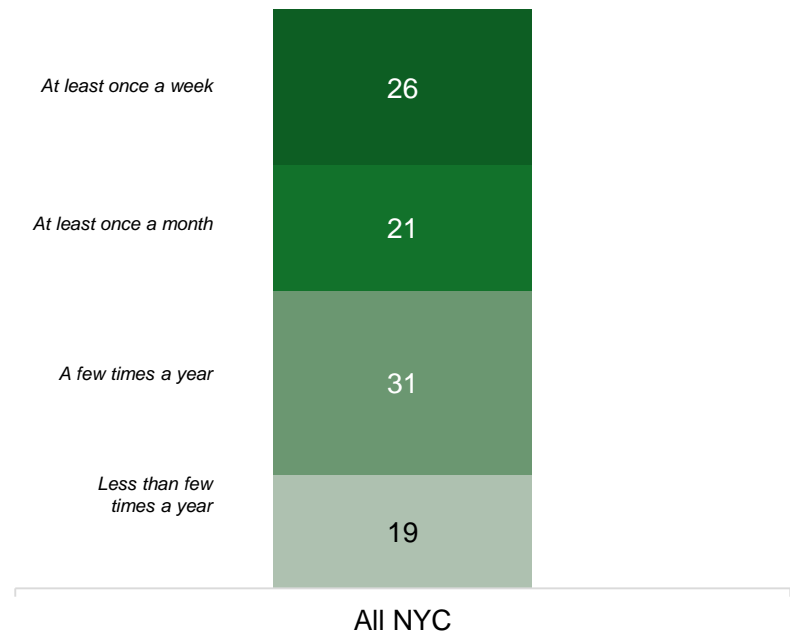
Do you use Citi Bike?

■ Yes ■ No



How frequently do you use Citi Bike?

Showing % selecting



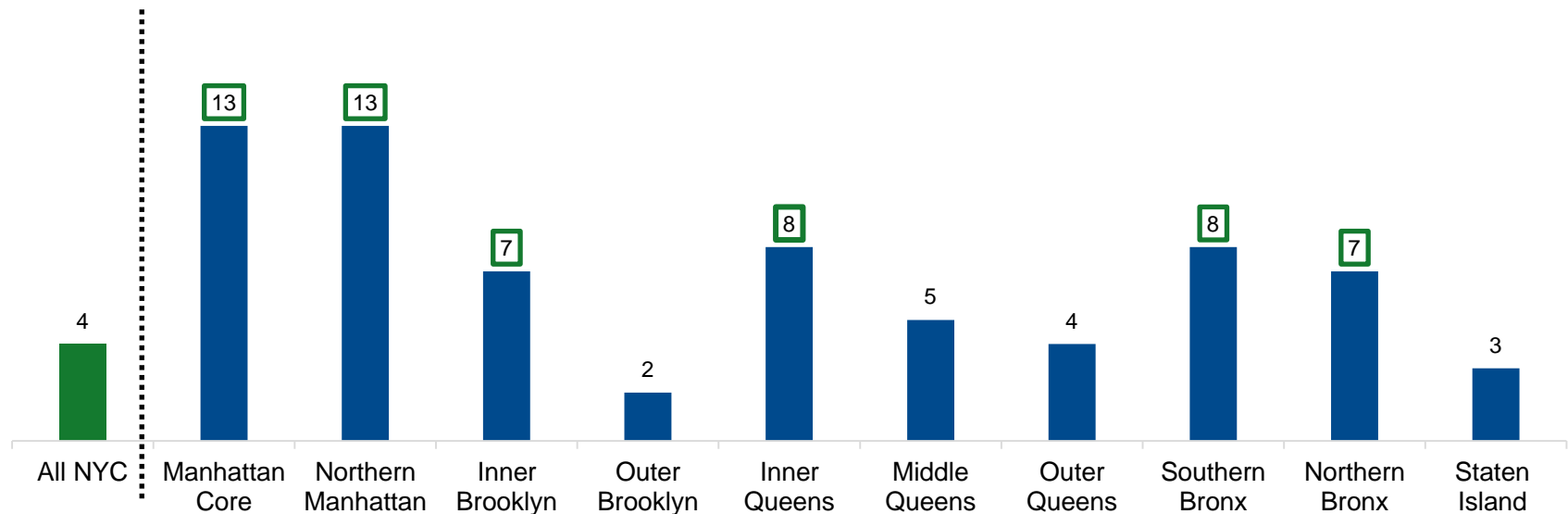
CITI BIKE USAGE – SURVEY ZONE

PHONE AND ONLINE

- Citi Bike usage is highest among Northern Manhattan and Manhattan Core residents.
- Usage is lowest among Outer Brooklyn and Staten Island residents.

Do you use Citi Bike?

Showing % yes



Indicates significantly higher than All NYC at 95% confidence interval

Indicates significantly lower than All NYC at 95% confidence interval

Car Ownership

4

CAR ACCESS

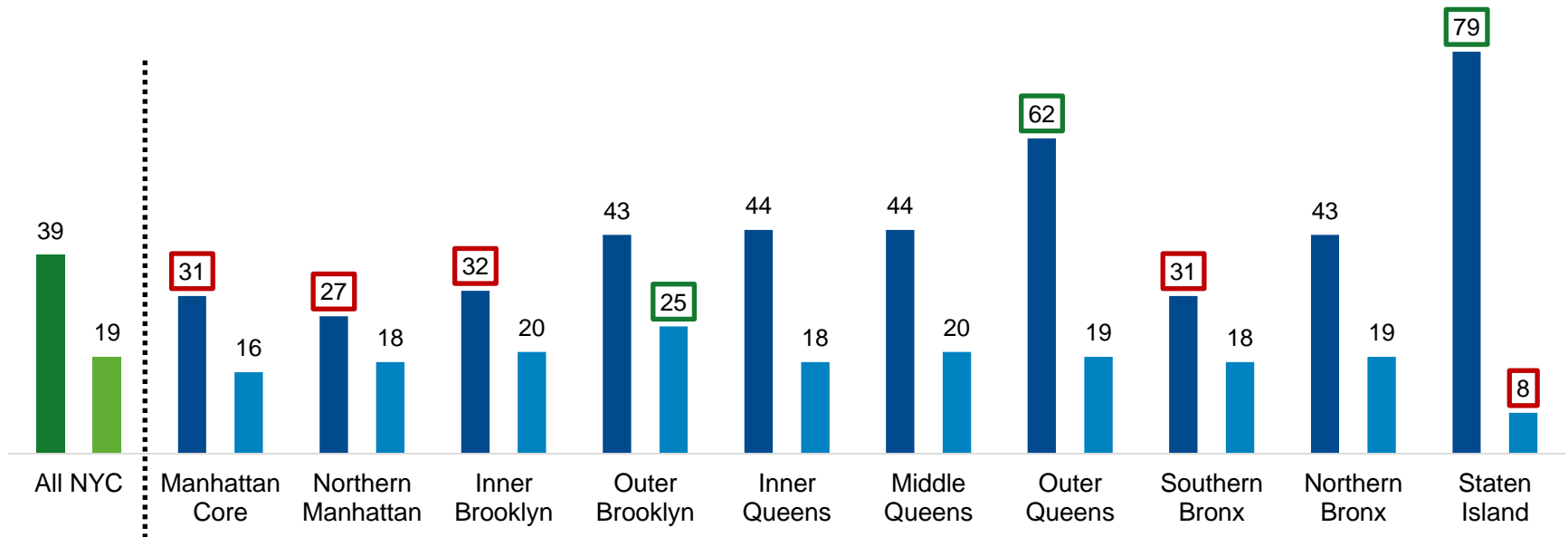
PHONE AND ONLINE

- About 60% of New Yorkers personally own or have access to a car.
- Car ownership is highest in Staten Island, and lowest in Southern Bronx.

Current Access to Cars

Showing Survey Zones

Currently owns / leases Has access



Indicates significantly higher than All NYC at 95% confidence interval

Indicates significantly lower than All NYC at 95% confidence interval

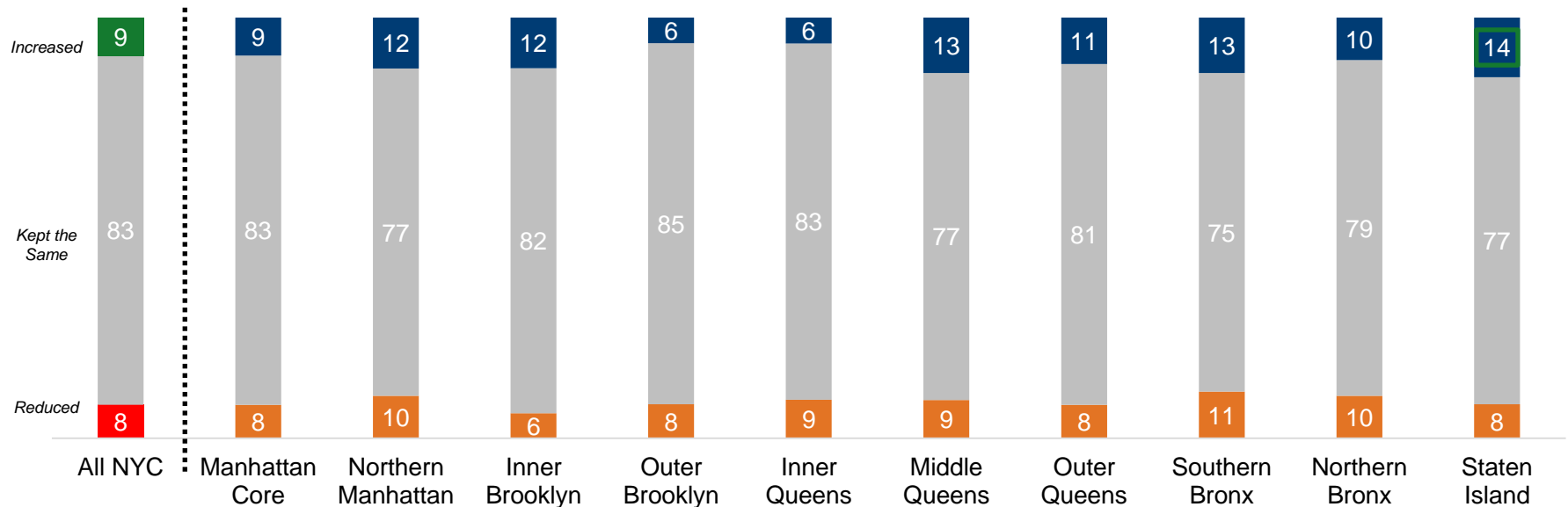
CHANGING CAR ACCESS

PHONE AND ONLINE

- A vast majority of households with cars report that the number of cars in their household stayed the same over the past two years.
- Car ownership was significantly more likely to increase in Staten Island and most likely to be reduced in the Southern Bronx.

Changing Car Ownership in Prior Two Years

Among those with access to a car, showing % selecting in each survey zone



□ Indicates significantly higher than All NYC at 95% confidence interval

□ Indicates significantly lower than All NYC at 95% confidence interval

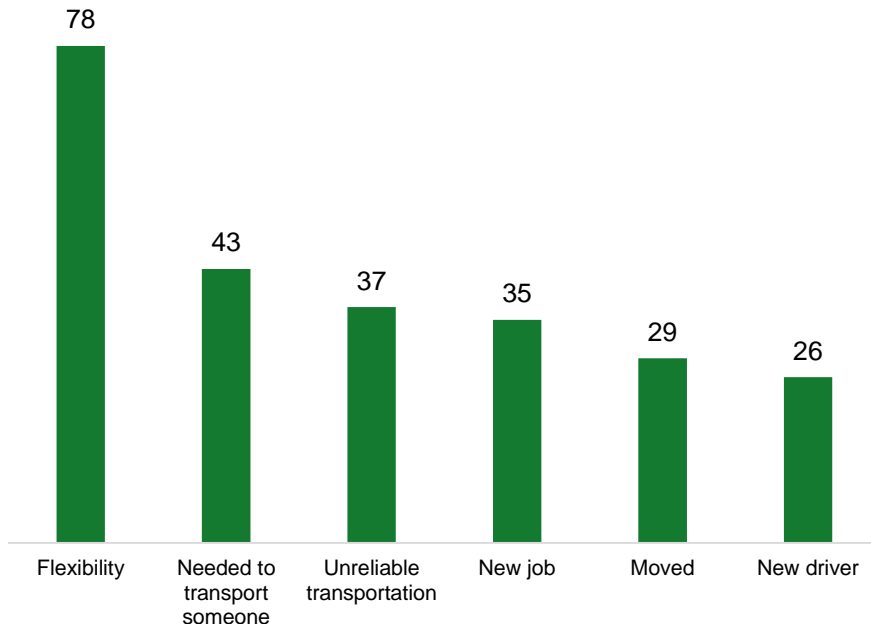
REASONS FOR CHANGING CAR OWNERSHIP

PHONE ONLY

- The top reported reason for adding cars to the household was for greater flexibility.
- Parking was the top reported reason for reducing the number of cars, followed by expenses and access to transit.

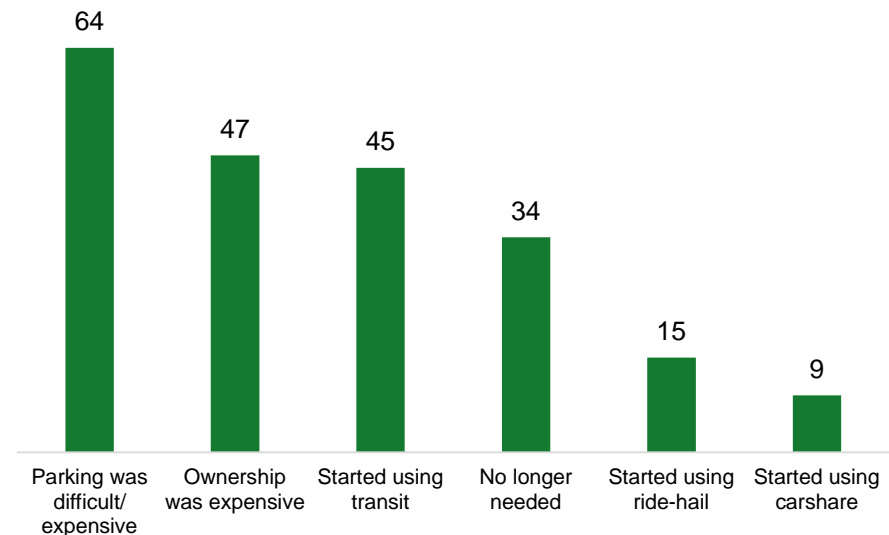
Reasons for Car Addition

Showing those who added a car in their household in the last two years, % selecting "Extremely Important" and "Very Important"



Reasons for Car Reduction

Showing those who reduced the number of cars in their household in the last two years, % selecting "Extremely Important" and "Very Important"



PARKING BEHAVIOR

PHONE AND ONLINE

- Drivers are more likely to park their cars on the street in Northern Manhattan, Brooklyn, and the Southern Bronx
- They are more likely to park in a garage in Manhattan, Queens, and the Bronx
- Those in Manhattan Core pay the most for parking, those in Staten Island the least

Parking Behavior	n=All NYC 1,032	Manhattan Core n=134	Northern Manhattan n=177	Inner Brooklyn n=228	Outer Brooklyn n=286	Inner Queens n=213	Middle Queens n=234	Outer Queens n=256	Southern Bronx n=153	Northern Bronx n=233	Staten Island n=306
On the street	53	36	63	78	60	50	46	48	65	55	47
In a single-family-home garage or driveway	25	16	14	12	23	25	24	41	17	25	62
In a garage or lot in your apartment building	13	25	25	8	7	20	32	12	23	21	6
In a shared driveway	8	2	2	5	9	9	7	9	4	8	8
In another parking garage or lot	6	25	18	4	3	3	5	2	11	10	3
Parking monthly spend (Among those who pay)	\$164 n=143	\$284 n=51	\$219 n=56	\$174 n=20	\$136 n=18	\$164 n=36	\$165 n=62	\$96 n=22	\$120 n=38	\$117 n=52	\$83 n=10

Grey text indicates directional data due to low base size

Green boxes indicate significantly above All NYC at 95% confidence interval

Red boxes indicate significantly below All NYC at 95% confidence interval

Commuter Transit Benefits

5

COMMUTER TRANSIT BENEFITS

PHONE AND ONLINE

- Just under half of employed New Yorkers receive at least one form of commuter benefit.
- Those who work in Manhattan Core are the most likely to report receiving pre-tax transit-checks, Northern Bronx and Staten Island employees are the most likely to report receiving free parking.

Commuter Benefits Received <i>Among employed, showing all with over 5%</i>	All Employed NYC 1,062	Manhattan Core Workplace n=840	Northern Manhattan Workplace n=147	Inner Brooklyn Workplace n=184	Outer Brooklyn Workplace n=141	Inner Queens Workplace n=100	Middle Queens Workplace n=77	Outer Queens Workplace n=177	Southern Bronx Workplace n=105	Northern Bronx Workplace n=92	Staten Island Workplace n=114
Pre-tax transit-check	15	34	25	16	7	19	12	8	20	14	4
Free parking	11	5	10	14	12	17	10	25	14	30	48
Free transit pass	4	4	2	6	2	2	8	5	3	4	6
Discounted parking	3	4	6	3	2	2	2	7	13	8	4
Tax-deductible parking benefit	2	4	5	3	1	2	2	4	5	8	1
Company or government provided vehicle	2	1	1	1	2	5	0	2	1	1	3
Bicycle parking	2	4	1	4	0	2	0	3	6	7	3
None	59	48	52	55	73	54	66	53	40	40	42

Green boxes indicate significantly above All NYC at 95% confidence interval

Red boxes indicate significantly below All NYC at 95% confidence interval

Freight

6

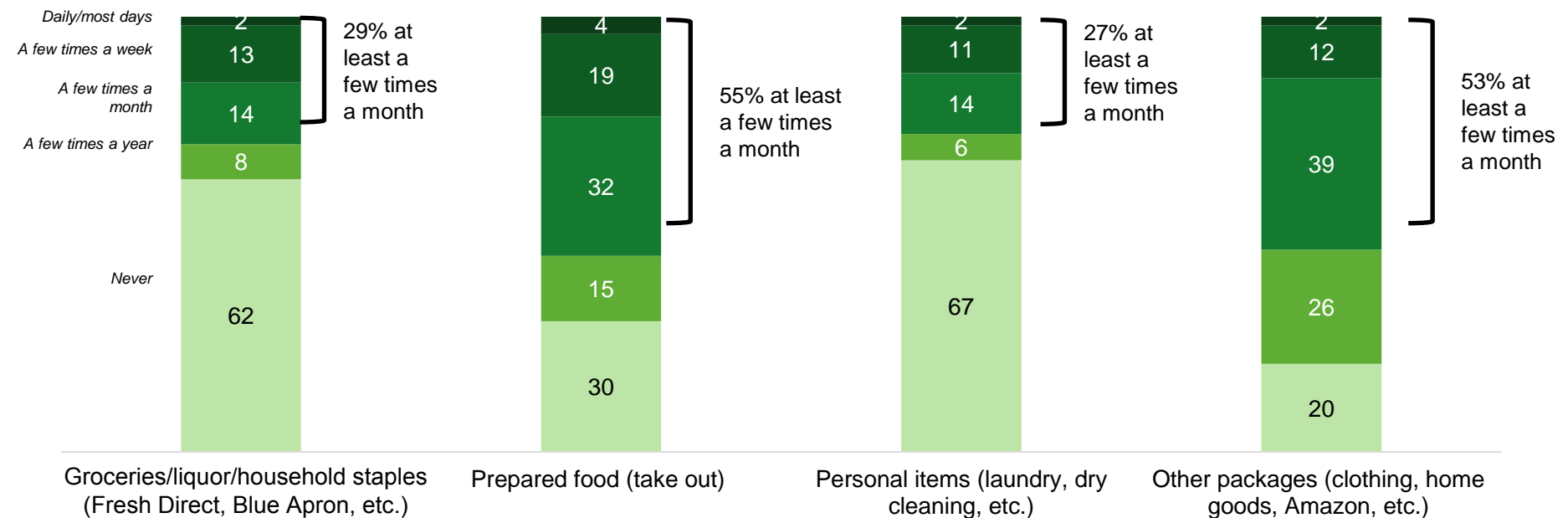
FREIGHT USAGE

PHONE ONLY

- A majority of New Yorkers report having prepared food and other packages delivered at least a few times a month.
- More than half indicate they never receive deliveries at home for groceries or other personal items.

Frequency of Receiving Freight Deliveries

Showing % selecting




FREIGHT USAGE – SURVEY ZONE

PHONE AND ONLINE

- Northern Manhattan and Inner Queens are the most likely to report having prepared food and other packages delivered at least a few times per week.
- Outer Brooklyn is the most likely to have groceries delivered.

Freight Usage <i>Showing at least a few times per week</i>	All NYC n=1,801	Manhattan Core n=291	Northern Manhattan n=394	Inner Brooklyn n=427	Outer Brooklyn n=436	Inner Queens n=352	Middle Queens n=358	Outer Queens n=308	Southern Bronx n=318	Northern Bronx n=367	Staten Island n=349
Groceries / liquor / household staples	15	17	16	14	19	12	16	15	19	17	12
Prepared food	23	27	30	25	22	29	24	19	28	24	21
Personal items	13	10	14	12	13	12	13	14	20	13	10
Other packages	14	17	19	15	17	19	16	16	13	17	19

 Green boxes indicate significantly above All NYC at 95% confidence interval

 Red boxes indicate significantly below All NYC at 95% confidence interval

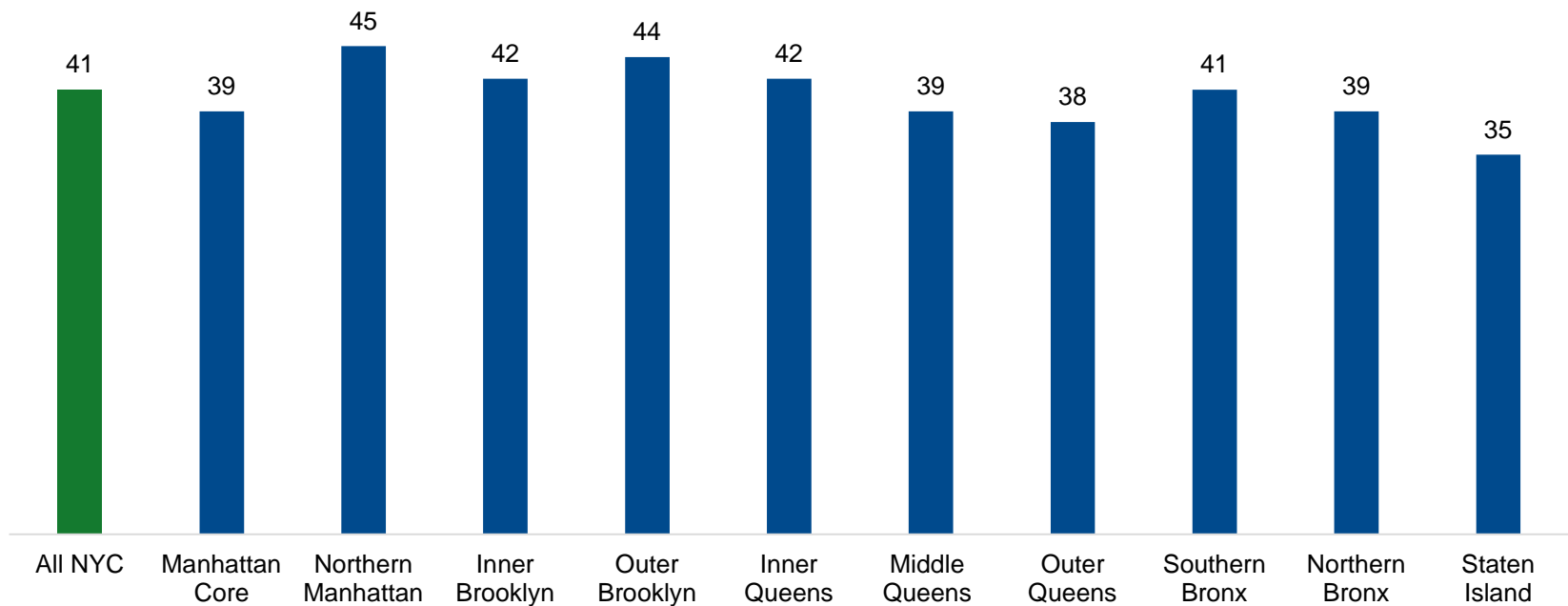
FREIGHT USAGE

PHONE AND ONLINE

- 40% of New Yorkers receive some kind of delivery at least a few times per week.
- Deliveries are most common in Northern Manhattan and Outer Brooklyn, and least common in Staten Island.

How often do you receive deliveries at home?

Showing % at least a few times per week



Attitudes & Perceptions of Transportation Modes



MODE PERCEPTION

PHONE ONLY

- Transit modes are seen as convenient and inexpensive, car-based modes are comfortable and convenient.
- No mode is considered overwhelmingly safe, reliable, or fast.

Mode Perception <i>Among All NYC (N=1,801)</i>	Convenient	Reliable	Fast	Inexpensive	Safe	Comfortable
Walking	46	37	16	40	25	32
Subway	47	23	23	23	15	14
Bus	39	21	7	24	19	20
Cars	46	29	23	11	23	42
Taxis (i.e. Yellow taxi, green taxi, or car service)	44	20	17	6	15	24
Ride-hail services (i.e. Uber or Lyft)	35	19	15	8	13	20
Bicycling	23	16	12	26	10	13

Green boxes indicate top mode per perception

PERCEPTIONS OF SAFETY – WALKING

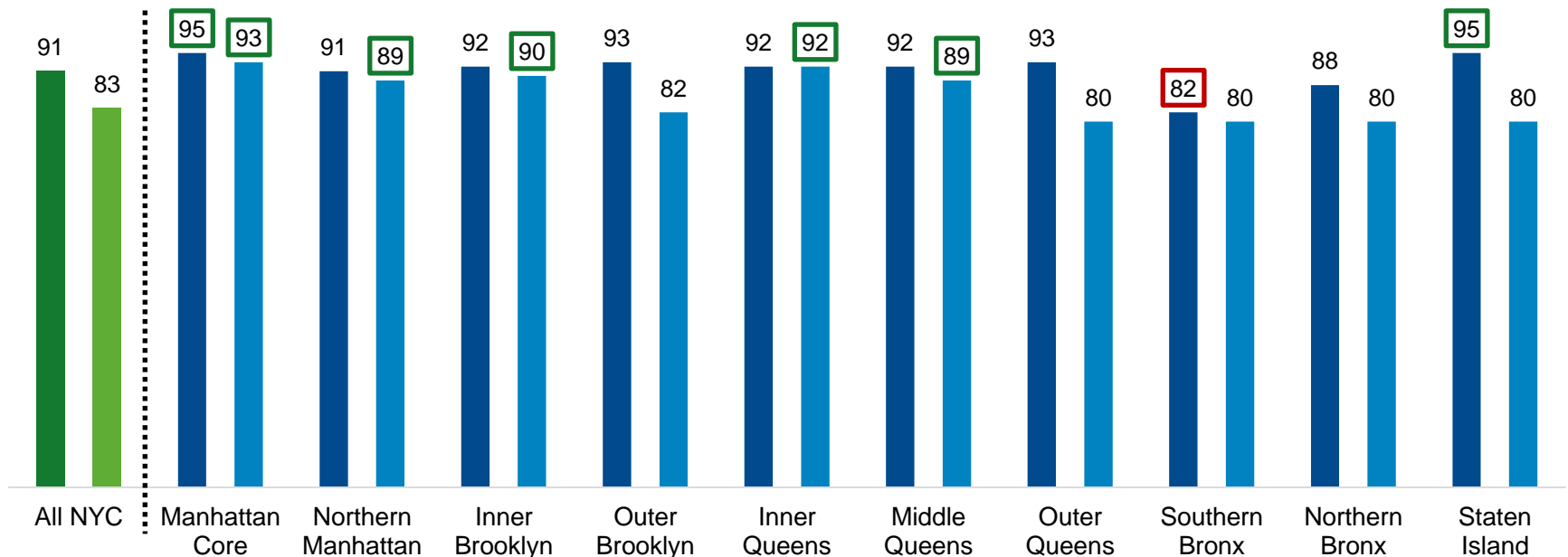
PHONE AND ONLINE

- 91% of New Yorkers say they feel safe walking in their neighborhood.
- Manhattan Core and Staten Island residents are the most likely to feel safe walking in their neighborhoods, Southern Bronx residents the least likely.

Perceptions of Safety While Walking

Showing Survey Zones, % Selecting “Very Safe” + “Somewhat Safe”

■ In Neighborhood ■ In New York City



□ Indicates significantly higher than All NYC at 95% confidence interval

□ Indicates significantly lower than All NYC at 95% confidence interval

PERCEPTIONS OF SAFETY – BICYCLING

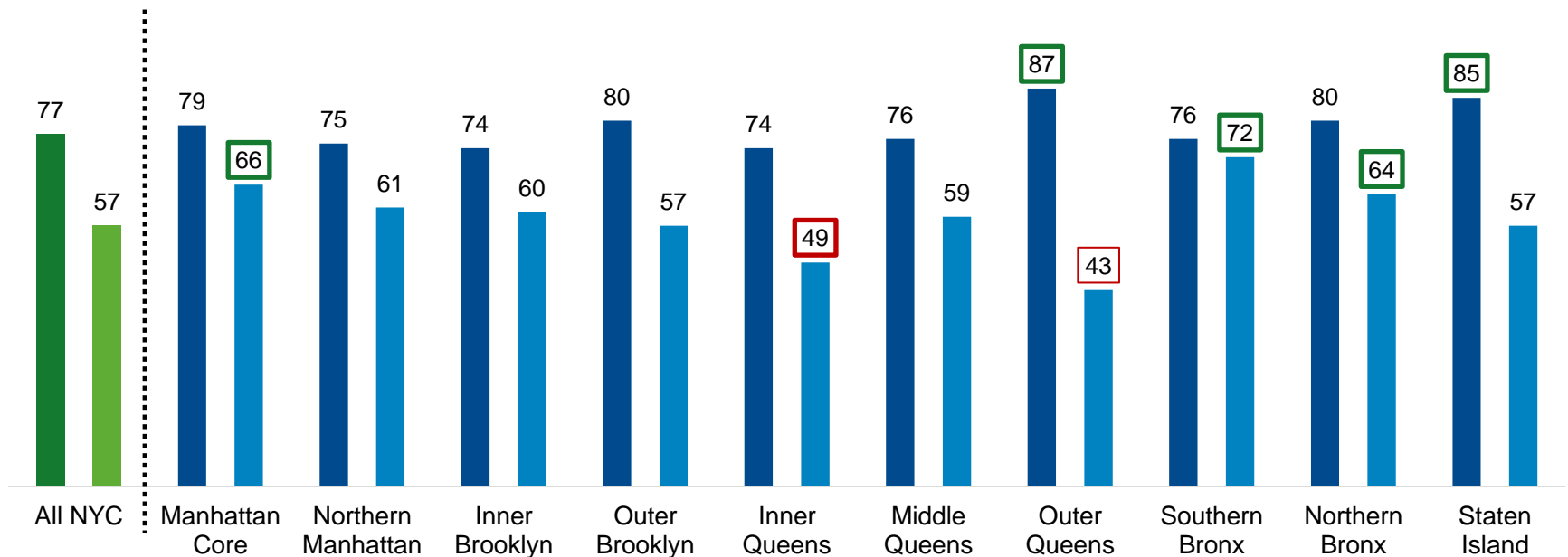
PHONE AND ONLINE

- About three quarters of bicyclists feel safe riding in their neighborhood, just above half feel safe riding in New York City in general.

Perceptions of Safety While Bicycling

Showing those who bicycle in each survey zone, % selecting “Very Safe” + “Somewhat Safe”

■ In Neighborhood ■ In New York City



□ Indicates significantly higher than All NYC at 95% confidence interval

□ Indicates significantly lower than All NYC at 95% confidence interval

PERCEPTIONS OF SAFETY – DRIVING

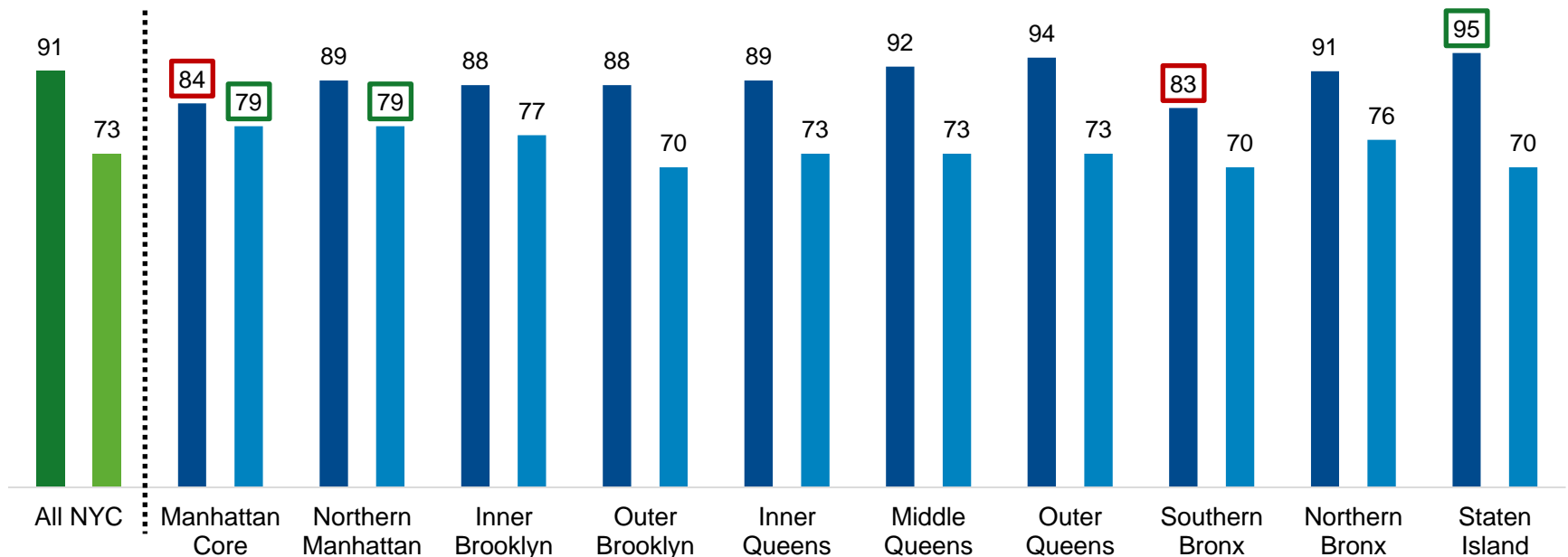
PHONE AND ONLINE

- 91% of New York drivers feel safe driving in their neighborhood.
- Staten Islanders feel the most safe, Manhattan Core and Southern Bronx drivers the least safe driving in their neighborhoods.

Perceptions of Safety While Driving

Showing those who drive in each survey zone, % selecting “Very Safe” + “Somewhat Safe”

■ In Neighborhood ■ In New York City



□ Indicates significantly higher than All NYC at 95% confidence interval

□ Indicates significantly lower than All NYC at 95% confidence interval

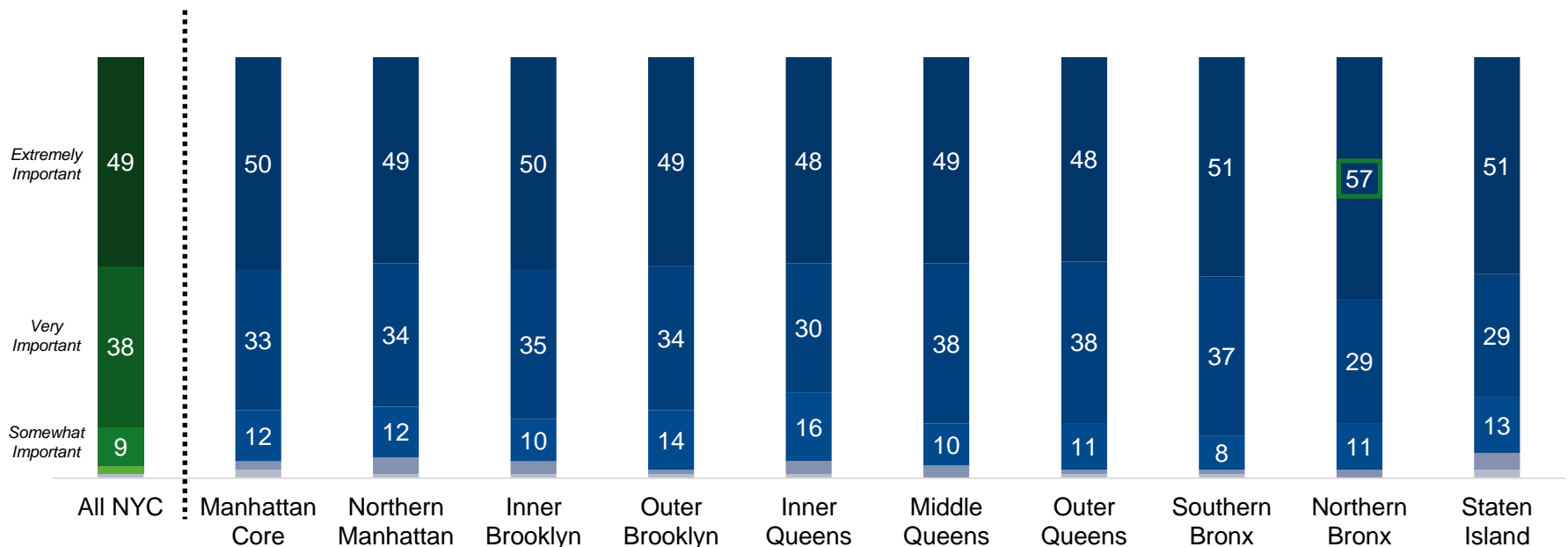
PRO-PEDESTRIAN SENTIMENT

PHONE AND ONLINE

- Half of New York City residents say it is very important to make it safer for pedestrians to cross the street.
- This sentiment is strongest in Northern Bronx.

Making it safer for pedestrians to cross the street

Showing % selecting in each survey zone



Indicates "Extremely Important" is significantly higher than All NYC at 95% confidence interval

Indicates "Extremely Important" is significantly lower than All NYC at 95% confidence interval

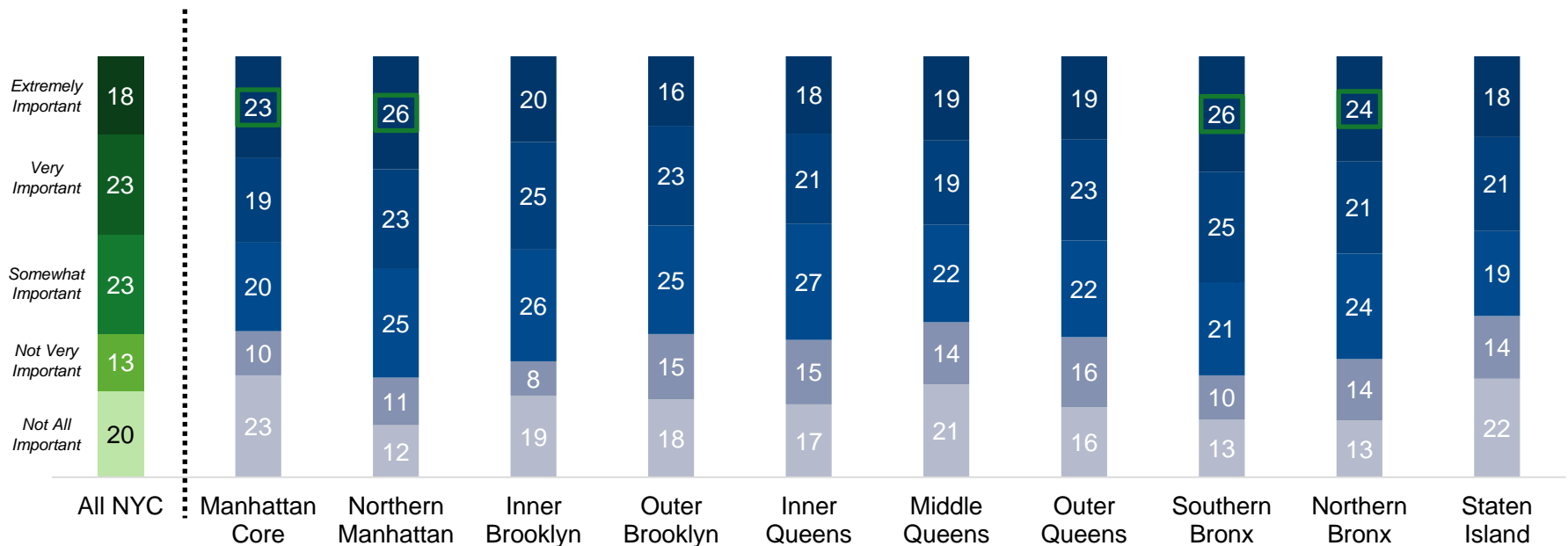
PRO-BICYCLIST SENTIMENT

PHONE AND ONLINE

- Making it safer and easier to bike by adding bike lanes is a lesser priority for New Yorkers.
- It is significantly more important for Manhattan and the Bronx residents.

Making it safer and easier to bike by adding bike lanes

Showing % selecting in each survey zone



Indicates "Extremely Important" is significantly higher than All NYC at 95% confidence interval

Indicates "Extremely Important" significantly lower than All NYC at 95% confidence interval

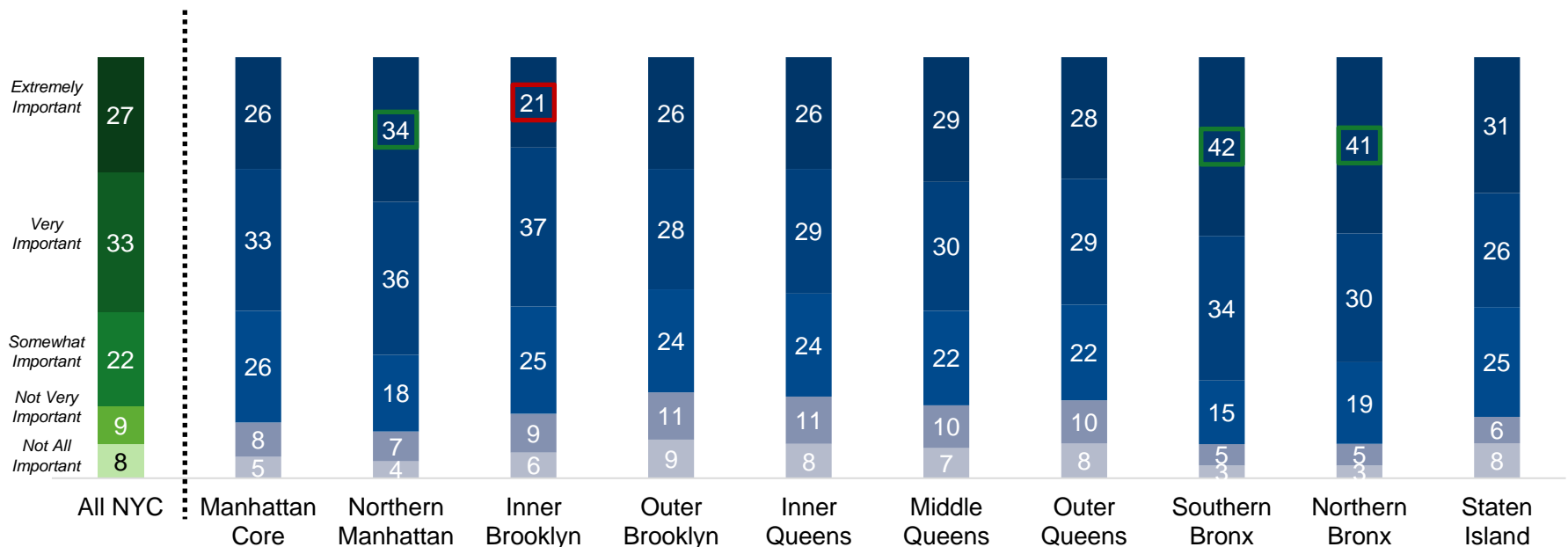
PRO-BUS SENTIMENT

PHONE AND ONLINE

- Adding bus lanes and SBS is especially important to Northern Manhattan and the Bronx residents, less so for Inner Brooklyn residents.

Making bus service faster and more reliable by adding bus lanes and SBS

Showing % selecting in each survey zone



Indicates "Extremely Important" is significantly higher than All NYC at 95% confidence interval

Indicates "Extremely Important" is significantly lower than All NYC at 95% confidence interval

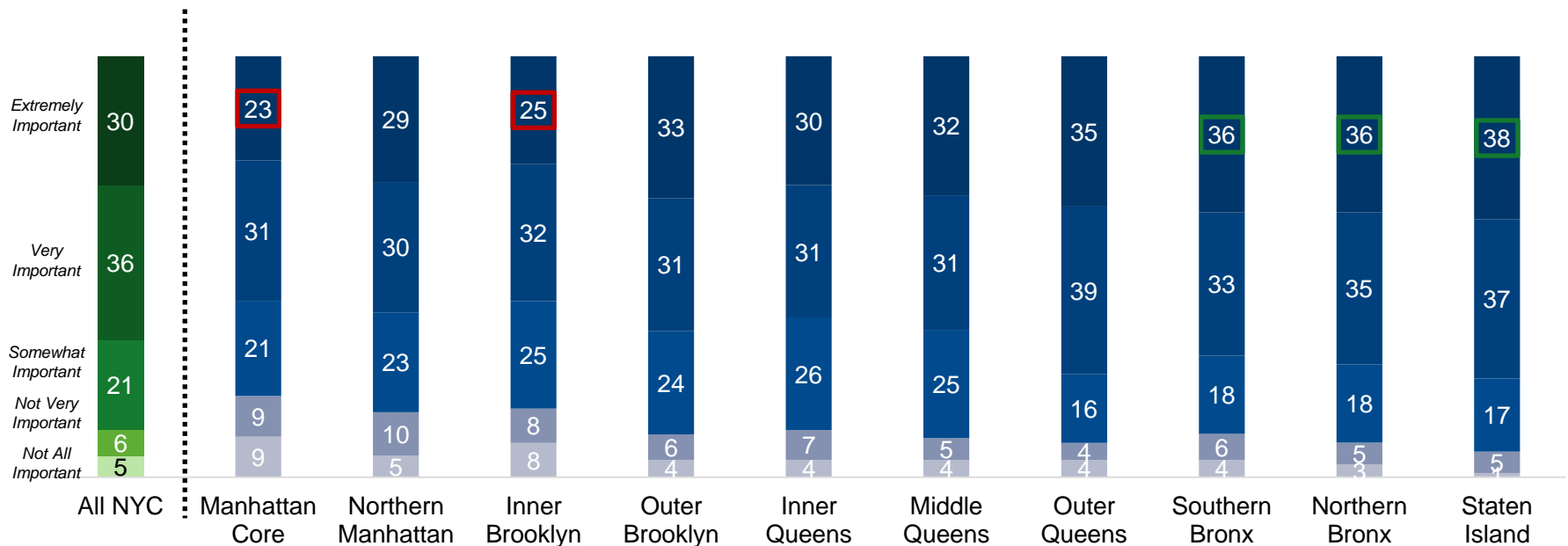
PRO-DRIVER SENTIMENT

PHONE AND ONLINE

- Reducing congestion is seen as extremely important by 30% of New Yorkers.
- Those in the Bronx and Staten Island are significantly more likely to say it is extremely important.

Making it easier to drive by reducing congestion

Showing % selecting in each survey zone



Indicates "Extremely Important" is significantly higher than All NYC at 95% confidence interval

Indicates "Extremely Important" is significantly lower than All NYC at 95% confidence interval

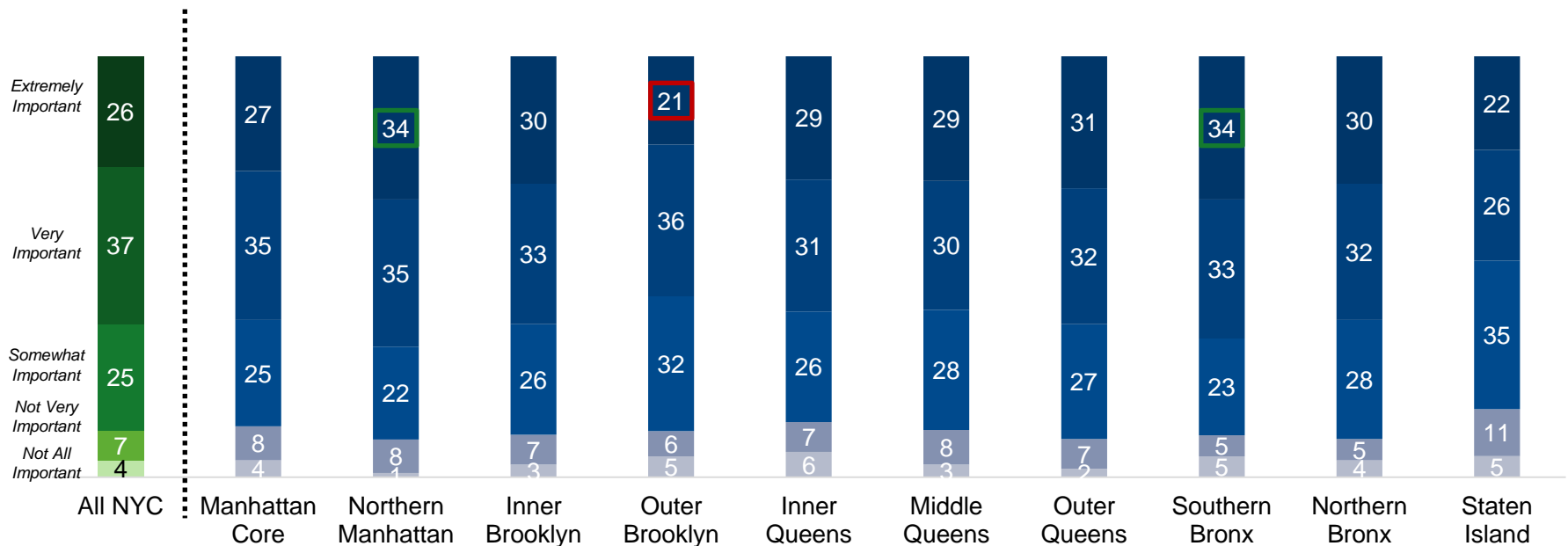
PRO-PUBLIC SPACES SENTIMENT

PHONE AND ONLINE

- One quarter say it is extremely important to make streets and public spaces greener and more attractive, particularly those in the Southern Bronx and Northern Manhattan.

Making streets and public spaces greener and more attractive

Showing % selecting in each survey zone



Indicates "Extremely Important" is significantly higher than All NYC at 95% confidence interval

Indicates "Extremely Important" is significantly lower than All NYC at 95% confidence interval

PROFILING ATTITUDES

PHONE ONLY

- Those with a pro-bus and pro-bicyclist attitudes tend to be Hispanic, lower income, and live in the Bronx.

Profile of those who selected <i>Extremely Important + Somewhat Important</i>		Pro-Pedestrian n=1,580	Pro-Bicyclist n=755	Pro-Bus n=1,078	Pro-Driver n=1,175	Pro-Public Spaces N=1,132
Borough	Manhattan	19	20	20	18	21
	Brooklyn	30	31	28	30	30
	Queens	28	24	27	28	27
	The Bronx	17	19	21	18	17
	Staten Island	5	5	4	6	5
Age	18-34	33	35	34	34	34
	35-54	33	36	34	35	35
	55+	31	28	30	28	29
Race	White	41	33	35	39	37
	Non-White	56	64	62	59	61
	Hispanic	27	33	32	28	29
Education	Less than HS	10	12	12	10	10
	HS/Some College	51	49	52	53	50
	College Degree	39	39	36	37	39
Income	Less than \$50K	42	47	47	43	44
	\$50K-\$100K	25	24	25	26	26
	\$100K-\$150K	8	8	6	8	8
	\$150K+	8	9	7	8	7
Trip Mode Breakdown	Car Only	32	27	25	38	29
	Walk Only	28	27	28	24	29
	Subway & Walk	19	21	21	16	21
	Bus & Walk	8	9	11	8	8
	Bicycle Only	2	5	3	2	3



Green boxes indicate significantly above All NYC at 95% confidence interval



Red boxes indicate significantly below All NYC at 95% confidence interval

Appendix

8

Zone Snapshots

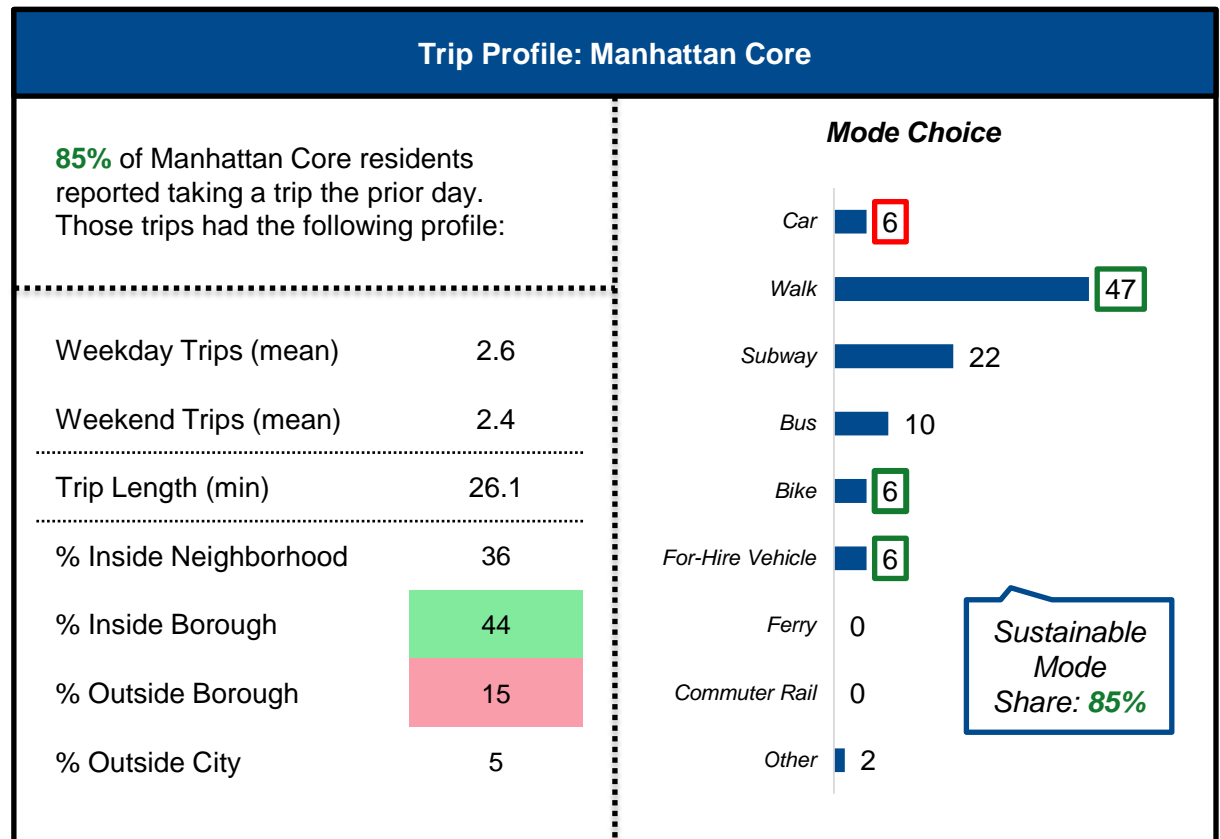


ZONE SNAPSHOT – MANHATTAN CORE

PHONE AND ONLINE

- Manhattan Core's trips are inside the borough and predominately walking trips.
- Residents are also more likely to report taking a trip and their trips are shorter in length than New Yorkers' at large.

Demographic Profile	Manhattan Core
Age	18-34 27
	35-54 33
	55+ 38
Ethnicity	White 66
	Non-White 32
	Hispanic 18
Income	Less than \$25K 16
	\$25K-\$50K 14
	\$50K-\$100K 25
	\$100K-\$150K 11
	\$150K+ 23



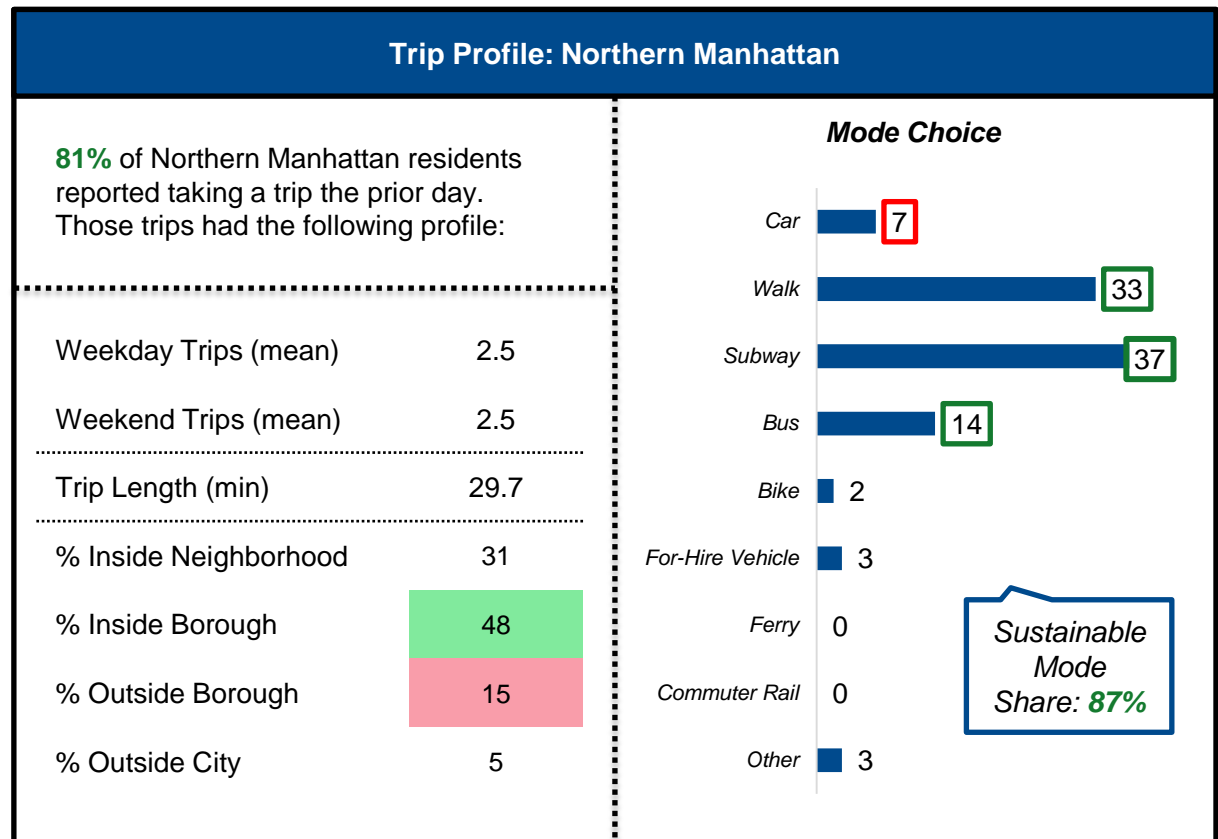
■ Indicates significantly higher than All NYC at 95% confidence interval
 ■ Indicates significantly lower than All NYC at 95% confidence interval

ZONE SNAPSHOT – NORTHERN MANHATTAN

PHONE AND ONLINE

- Northern Manhattan's trips are significantly more likely to be subway or walking trips and are within the borough.
- Residents are more likely to report taking trips and report taking more trips on the weekend than residents of other zones.

Demographic Profile		Northern Manhattan
Age	18-34	40
	35-54	33
	55+	28
Ethnicity	White	46
	Non-White	52
	Hispanic	29
Income	Less than \$25K	20
	\$25K-\$50K	20
	\$50K-\$100K	33
	\$100K-\$150K	11
	\$150K+	9



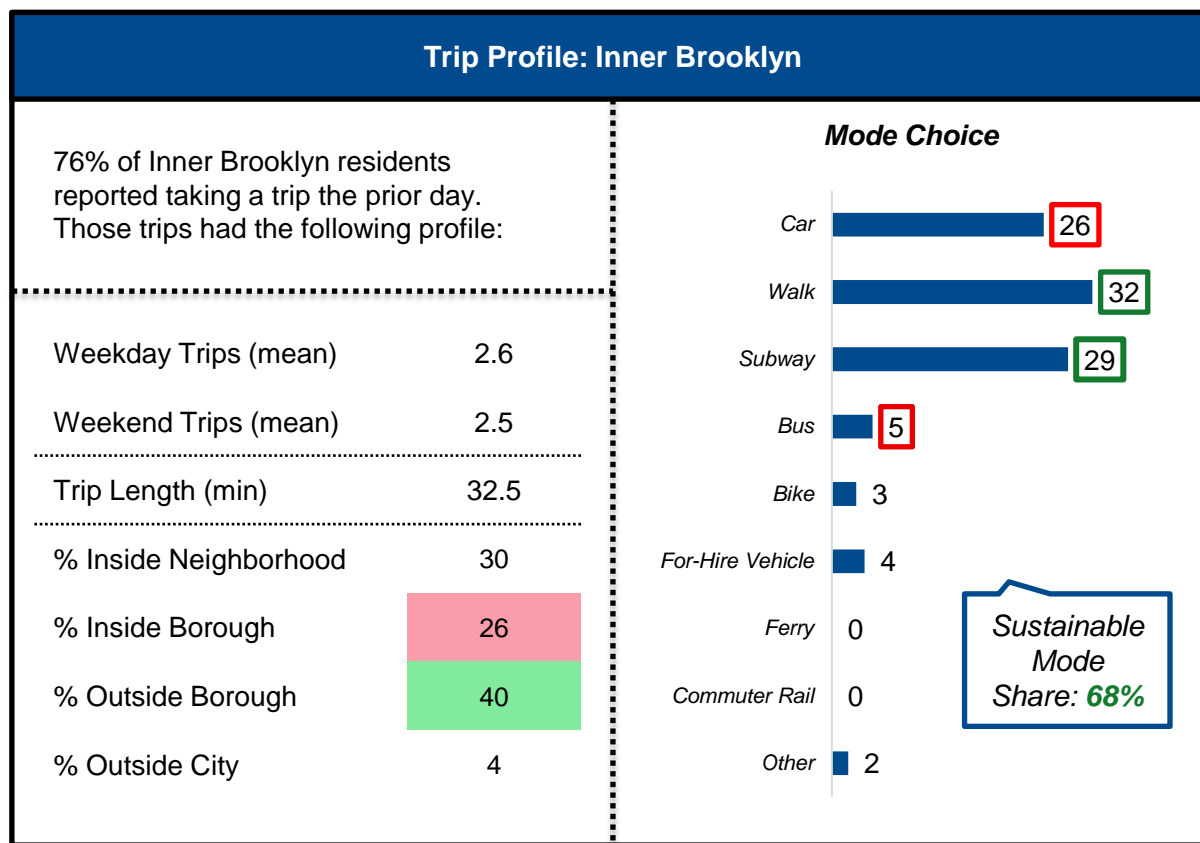
■ Indicates significantly higher than All NYC at 95% confidence interval
 ■ Indicates significantly lower than All NYC at 95% confidence interval

ZONE SNAPSHOT – INNER BROOKLYN

PHONE AND ONLINE

- Inner Brooklyn's trips are significantly more likely to be outside the borough and include the subway.
- Residents' trips are also longer than average.

Demographic Profile		Inner Brooklyn
Age	18-34	40
	35-54	41
	55+	21
Ethnicity	White	41
	African American	36
	Hispanic	22
Income	Less than \$25K	23
	\$25K-\$50K	19
	\$50K-\$100K	28
	\$100K-\$150K	10
	\$150K+	10



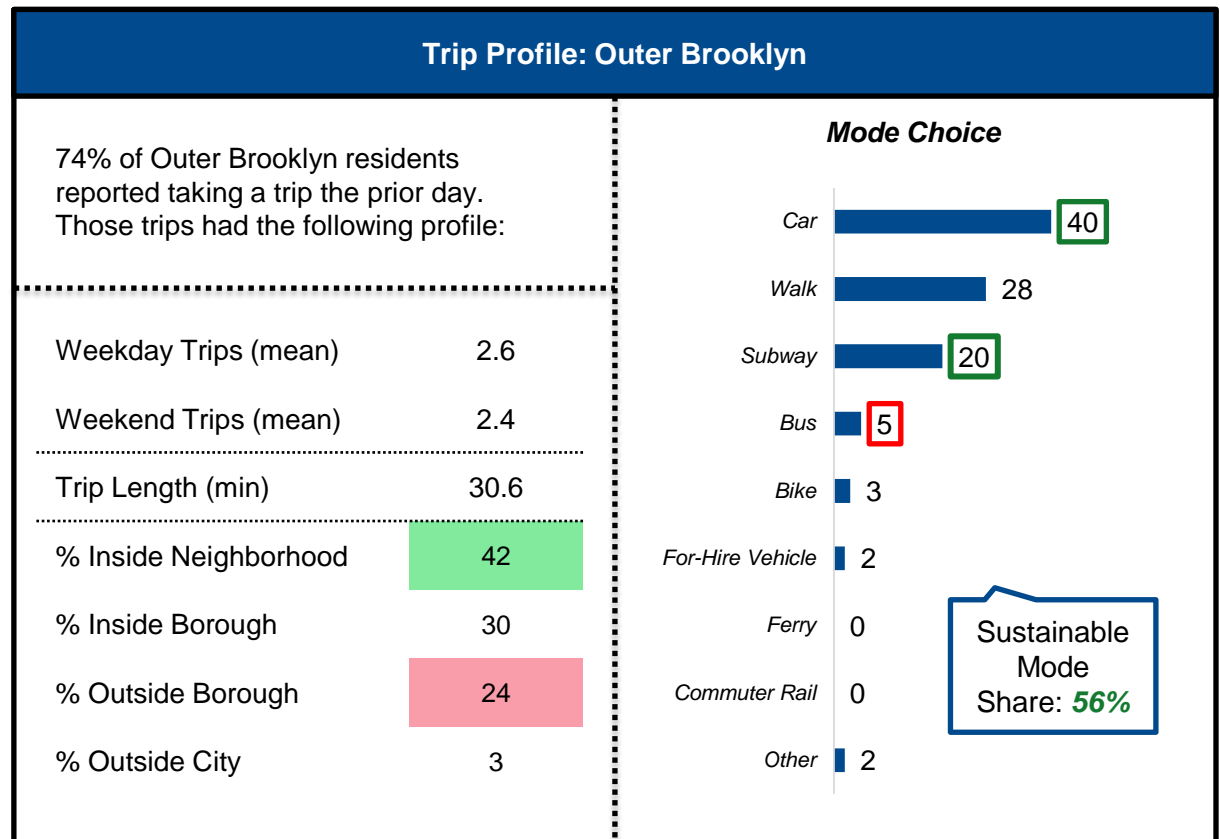
■ Indicates significantly higher than All NYC at 95% confidence interval
 ■ Indicates significantly lower than All NYC at 95% confidence interval

ZONE SNAPSHOT – OUTER BROOKLYN

PHONE AND ONLINE

- Outer Brooklyn's trips are significantly more likely to include a car and a majority are within the borough – nearly half are within the neighborhood
- Residents' trips are significantly less likely to be subway or bus trips

Demographic Profile		Outer Brooklyn
Age	18-34	38
	35-54	36
	55+	24
Ethnicity	White	52
	Non-White	46
	Hispanic	10
Income	Less than \$25K	21
	\$25K-\$50K	17
	\$50K-\$100K	27
	\$100K-\$150K	10
	\$150K+	7



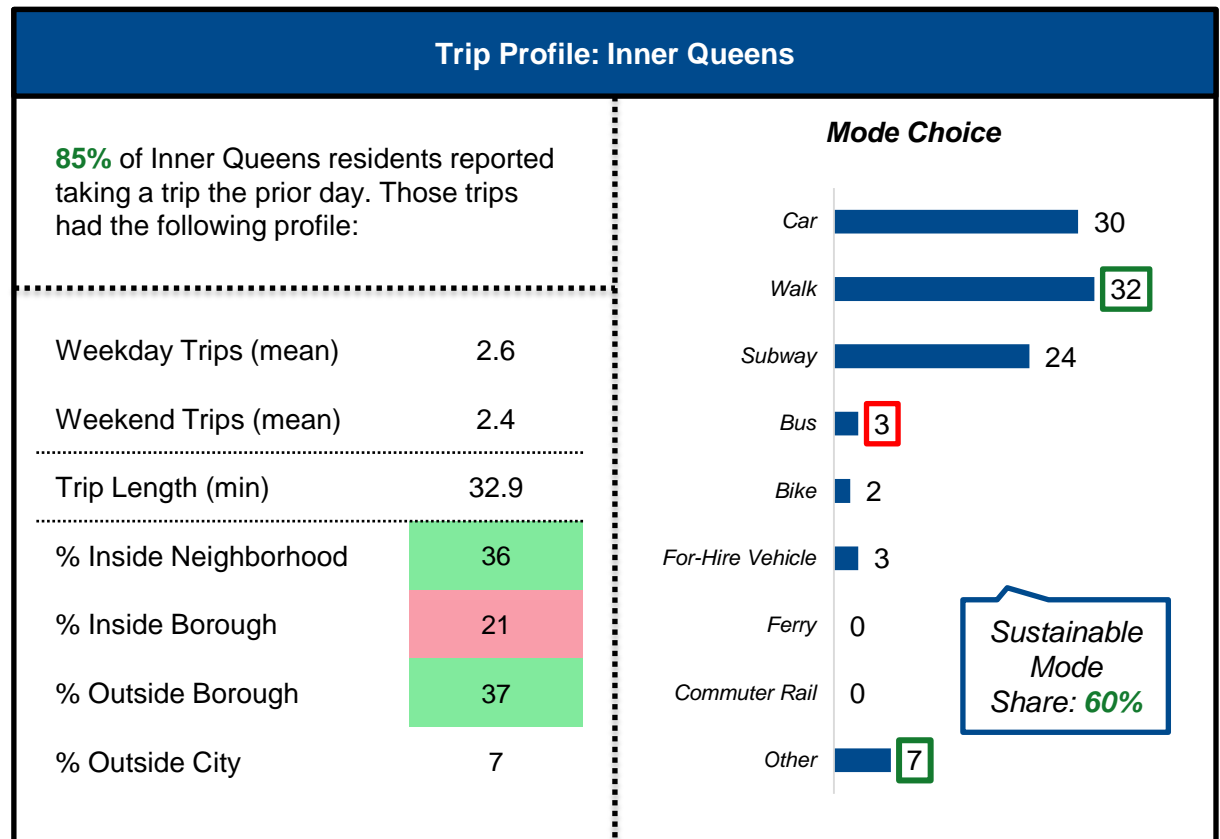
■ Indicates significantly higher than All NYC at 95% confidence interval
 ■ Indicates significantly lower than All NYC at 95% confidence interval

ZONE SNAPSHOT – INNER QUEENS

PHONE AND ONLINE

- Inner Queens' trips are significantly more likely to end outside the borough and are slightly longer than average
- Residents' are also significantly more likely to report having taken a trip

Demographic Profile		Inner Queens
Age	18-34	38
	35-54	39
	55+	23
Ethnicity	White	54
	Non-White	45
	Hispanic	24
Income	Less than \$25K	10
	\$25K-\$50K	19
	\$50K-\$100K	39
	\$100K-\$150K	15
	\$150K+	10



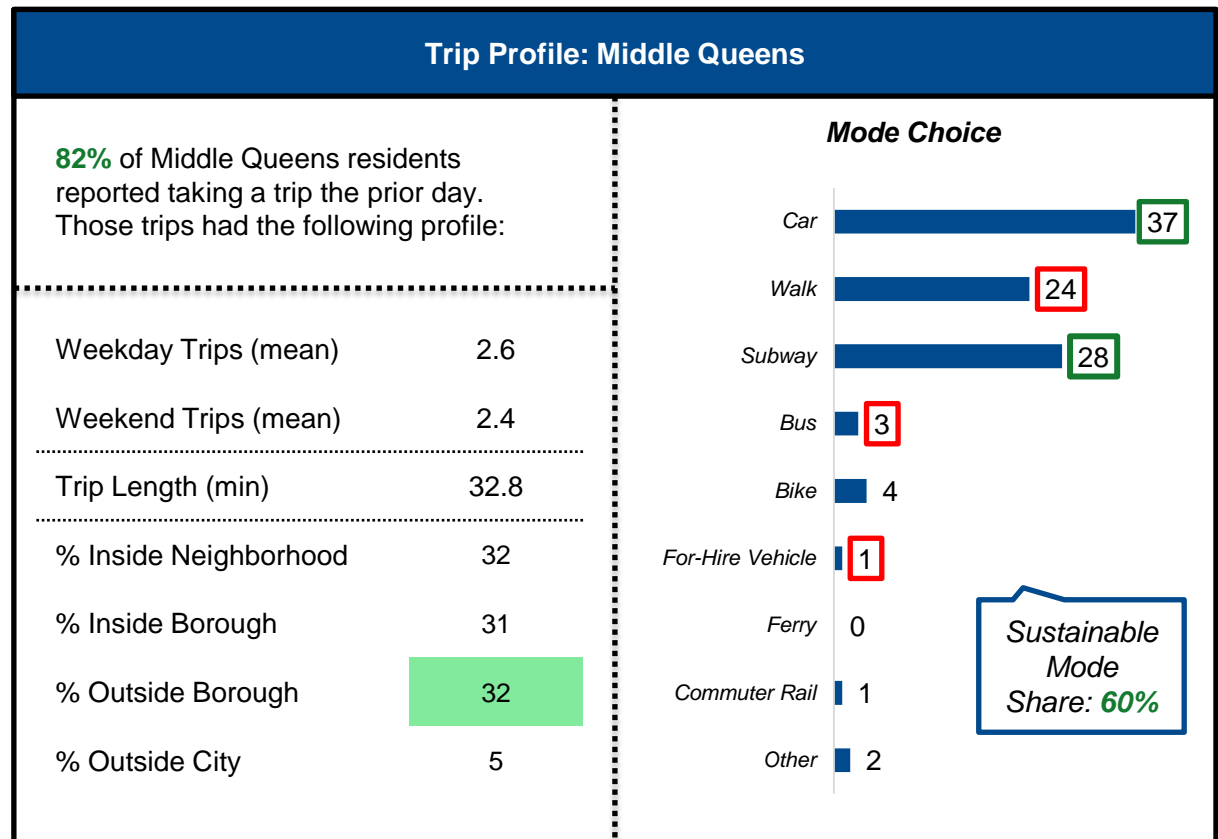
■ Indicates significantly higher than All NYC at 95% confidence interval
 ■ Indicates significantly lower than All NYC at 95% confidence interval

ZONE SNAPSHOT – MIDDLE QUEENS

PHONE AND ONLINE

- Middle Queens' trips tend to be within the borough and are significantly less likely to be bus and walk trips
- Trips last nearly 33 minutes and nearly one-third include car travel

Demographic Profile		Middle Queens
Age	18-34	37
	35-54	39
	55+	27
Ethnicity	White	47
	Asian	26
	Hispanic	21
Income	Less than \$25K	14
	\$25K-\$50K	21
	\$50K-\$100K	31
	\$100K-\$150K	13
	\$150K+	13



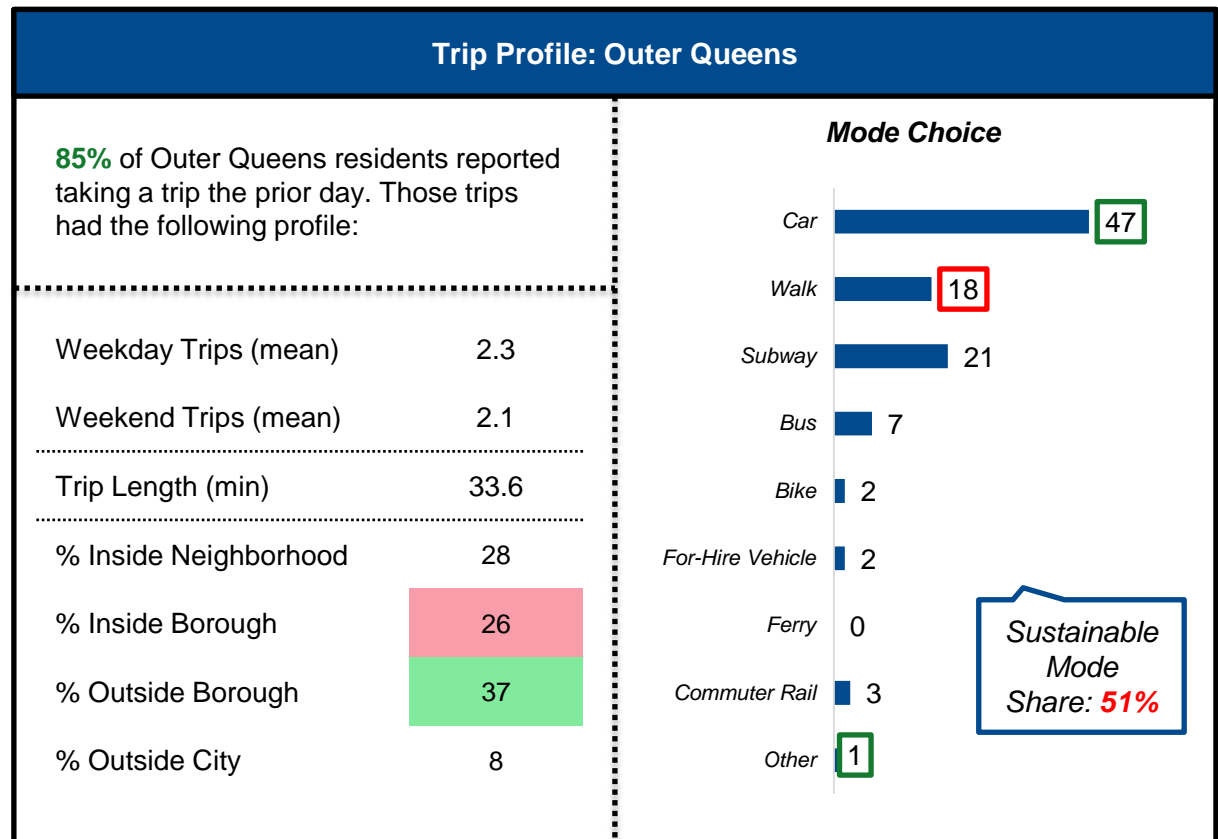
■ Indicates significantly higher than All NYC at 95% confidence interval
 ■ Indicates significantly lower than All NYC at 95% confidence interval

ZONE SNAPSHOT – OUTER QUEENS

PHONE AND ONLINE

- Outer Queens' trips are significantly more likely to include car and are significantly more likely to end outside the borough
- Residents report taking fewer trips, but are significantly more likely to have taken a trip

Demographic Profile		Outer Queens
Age	18-34	32
	35-54	34
	55+	32
Ethnicity	White	47
	Asian	22
	Hispanic	13
Income	Less than \$25K	10
	\$25K-\$50K	22
	\$50K-\$100K	31
	\$100K-\$150K	14
	\$150K+	10



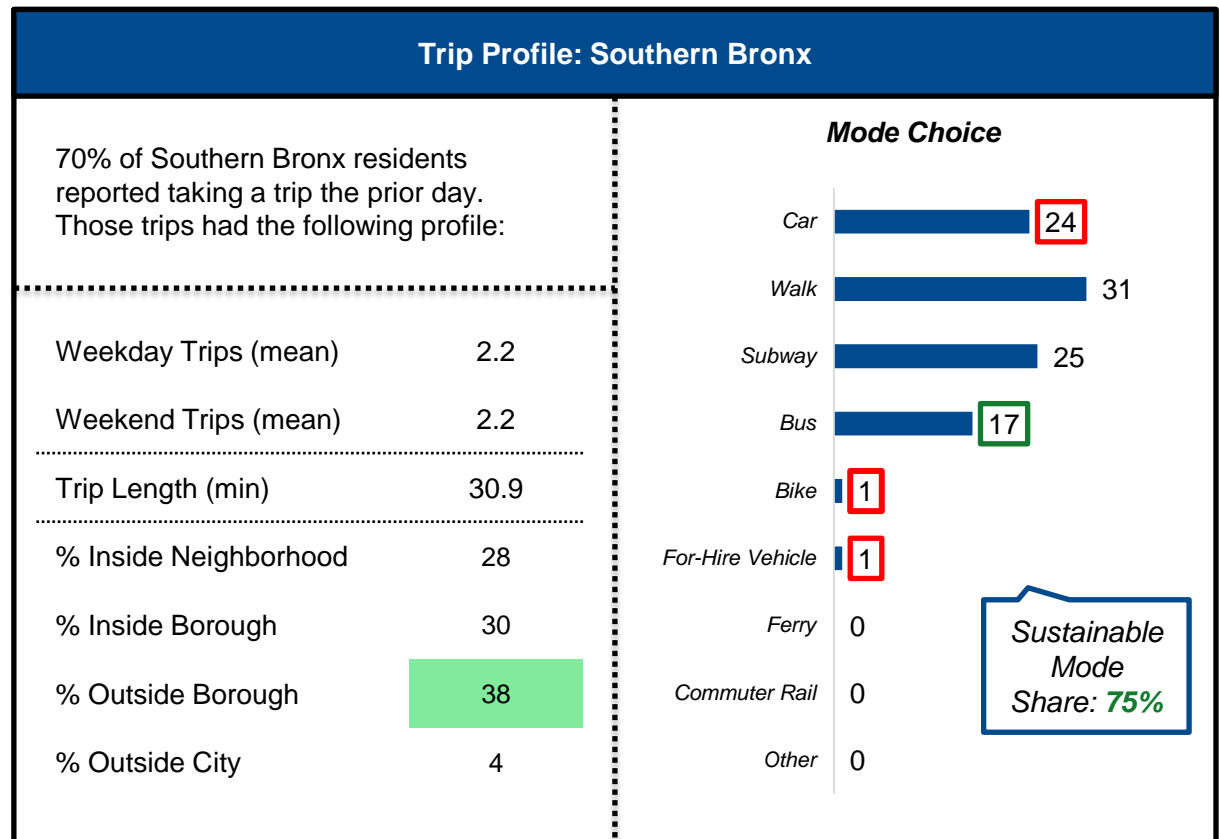
■ Indicates significantly higher than All NYC at 95% confidence interval
 ■ Indicates significantly lower than All NYC at 95% confidence interval

ZONE SNAPSHOT – SOUTHERN BRONX

PHONE AND ONLINE

- Southern Bronx's trips are significantly more likely to include the bus as well as end outside the borough
- Residents are the least likely to report having taken a trip the prior day

Demographic Profile		Southern Bronx
Age	18-34	51
	35-54	32
	55+	16
Ethnicity	White	21
	Non-White	78
	Hispanic	57
Income	Less than \$25K	37
	\$25K-\$50K	27
	\$50K-\$100K	22
	\$100K-\$150K	6
	\$150K+	3



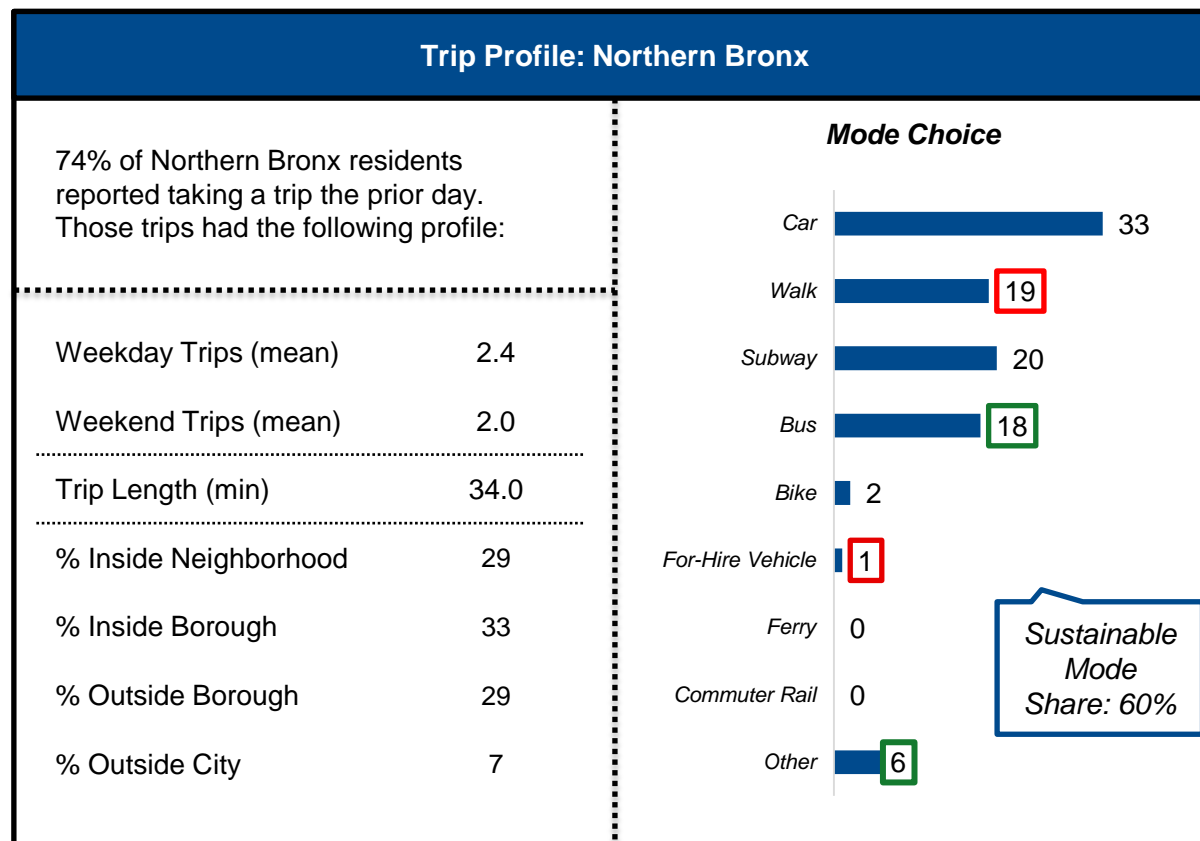
■ Indicates significantly higher than All NYC at 95% confidence interval
 ■ Indicates significantly lower than All NYC at 95% confidence interval

ZONE SNAPSHOT – NORTHERN BRONX

PHONE AND ONLINE

- Northern Bronx's trips are significantly more likely than to include the bus
- Resident's trips are also the longest of any of the zones

Demographic Profile		Northern Bronx
Age	18-34	40
	35-54	32
	55+	25
Ethnicity	White	36
	Non-White	62
	Hispanic	36
Income	Less than \$25K	22
	\$25K-\$50K	24
	\$50K-\$100K	30
	\$100K-\$150K	11
	\$150K+	6



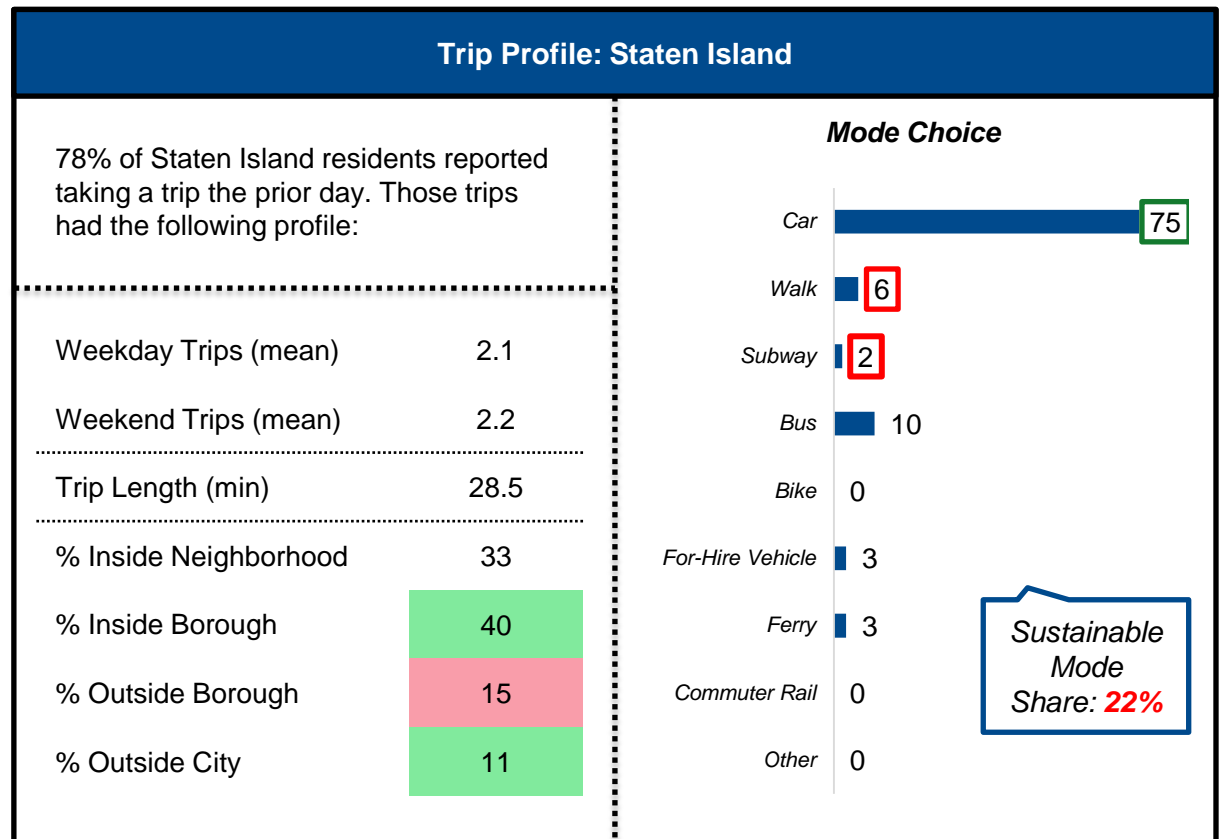
■ Indicates significantly higher than All NYC at 95% confidence interval
 ■ Indicates significantly lower than All NYC at 95% confidence interval

ZONE SNAPSHOT – STATEN ISLAND

PHONE AND ONLINE

- Three quarters of Staten Island's trips utilize cars and Staten Island's trips are the least likely to include walking or the subway
- Nearly all reported trips are either inside the borough or outside the city

Demographic Profile		Staten Island
Age	18-34	27
	35-54	34
	55+	39
Ethnicity	White	79
	Non-White	20
	Hispanic	13
Income	Less than \$25K	13
	\$25K-\$50K	17
	\$50K-\$100K	28
	\$100K-\$150K	22
	\$150K+	13



■ Indicates significantly higher than All NYC at 95% confidence interval
 ■ Indicates significantly lower than All NYC at 95% confidence interval

Profiles



PROFILING NEW MODE USERS

PHONE ONLY

- Citi Bike, ride-hailing app, and car sharing service members are more likely to be younger and more educated.

		Ride-hailing App Users (n=639)	Car Sharing Service Members (n=112)	Citi Bike Users (n=76)
Home /Borough	Manhattan	22	29	42
	Brooklyn	33	42	29
	Queens	27	19	14
	The Bronx	13	8	14
	Staten Island	4	3	0
Age	18-34	50	38	41
	35-54	32	44	39
	55+	16	17	18
Race	White	40	54	47
	Non-White	58	42	51
	Hispanic	28	14	25
Income	Less than \$25K	15	11	19
	\$25K-\$50K	19	13	17
	\$50K-\$100K	29	29	26
	\$100K-\$150K	11	17	12
	\$150K+	13	18	14
Education	Less than HS	5	3	9
	HS/Some College	42	30	26
	College Degree or more	54	67	64
Trip Mode Breakdown	For-Hire Vehicle	26	32	36
	Commuter Rail	29	30	32
	Bus	30	18	16
	Ferry	4	8	4
	Subway	2	6	5

Green boxes indicate significantly above All NYC at 95% confidence interval

Red boxes indicate significantly below All NYC at 95% confidence interval

QRIDEHAIL: Which of the following ride hailing apps do you use?

QSHARE: Which of the following car sharing services are you a member of?

QCITIBIKE: Do you use Citi Bike?

PROFILING CAR OWNERS

PHONE ONLY

- Those with access to a car are more likely to be higher income and have a college degree.
- Nearly half of those with car access reported utilizing it the prior day for a trip.

		Car access (n=1,032)	No car access (n=749)
Home / Work Borough	Manhattan	12	29
	Brooklyn	32	30
	Queens	33	18
	The Bronx	15	20
	Staten Island	8	3
Age	18-34	33	35
	35-54	35	31
	55+	29	31
Race	White	47	36
	Non-White	50	61
	Hispanic	20	34
Income	Less than \$25K	13	35
	\$25K-\$50K	19	20
	\$50K-\$100K	29	19
	\$100K-\$150K	12	4
	\$150K+	11	5
Education	Less than HS	5	14
	HS/Some College	50	52
	College Degree or more	45	33
Trip Mode Breakdown	Car	48	4
	Walk	20	42
	Subway	19	30
	Bus	5	15
	Bike	3	2

Green boxes indicate significantly above All NYC at 95% confidence interval

Red boxes indicate significantly below All NYC at 95% confidence interval

QCARACCESS: Which of the following best describes your current access to a car?

COMMUTER BENEFITS PROFILE

PHONE ONLY

- Those who receive commuter benefits from their employer are more likely to be higher income and work in healthcare and transportation related industries.

		Commuter Benefits (n=424)	No Commuter Benefits (n=616)
Home Borough	Manhattan	18	18
	Brooklyn	30	38
	Queens	30	26
	The Bronx	16	14
	Staten Island	6	4
Age	18-34	38	38
	35-54	44	42
	55+	15	19
Race	White	43	43
	Non-White	54	54
	Hispanic	26	26
Income	Less than \$25K	7	20
	\$25K-\$50K	17	21
	\$50K-\$100K	33	28
	\$100K-\$150K	15	9
	\$150K+	16	9
Industry	Healthcare/ Social Assistance	17	14
	Education	11	13
	Professional & Businesses Services	10	8
	Transportation and Utilities	9	3
	Financial services	7	6

Green boxes indicate significantly above All NYC at 95% confidence interval Red boxes indicate significantly below All NYC at 95% confidence interval

QBENEFITS: Which of the following commuter benefits do you receive from your employer?

Mode Details



MODE CHOICE – COMMUTE

PHONE AND ONLINE

- Across zones, commutes are significantly more likely to utilize the subway and significantly more likely to be multi-modal.
- Bus trips make up a higher proportion of commutes in Outer Queens, the Bronx, and Staten Island.

Mode Choice – Commuting Trips	All NYC n=671	Manhattan Core n=127	Northern Manhattan n=183	Inner Brooklyn n=182	Outer Brooklyn n=182	Inner Queens n=160	Middle Queens n=160	Outer Queens n=146	Southern Bronx n=127	Northern Bronx n=152	Staten Island n=119
Trip Duration (min.)	40.7	28.4	34.2	38.0	39.2	50.0	47.3	39.9	35.0	44.5	37.5
Subway	39	46	52	56	36	60	56	29	45	34	3
Car	27	7	17	16	36	23	26	42	24	31	69
Walk	15	27	16	14	18	7	7	11	9	12	2
Bus	11	8	9	5	5	2	4	9	15	14	16
For-Hire Vehicle	2	6	2	2	1	2	1	2	5	4	1
Commuter Rail	1	2	0	1	0	2	3	6	2	2	1
Bike	2	4	2	5	2	0	3	2	1	2	1
Ferry	0	0	0	0	0	0	0	0	0	1	8
Other	2	0	2	2	2	4	1	0	0	1	0

MODE CHOICE – SHOPPING

PHONE AND ONLINE

- Across zones, shopping trips are significantly less likely to be multi-modal and utilize transit.
- Shopping trips among Manhattan Core residents are almost entirely walking trips.
- Outer Queens residents utilize their car trips primarily for shopping.

Mode Choice – Shopping Trips	All NYC n=384	Manhattan Core n=86	Northern Manhattan n=82	Inner Brooklyn n=74	Outer Brooklyn n=96	Inner Queens n=81	Middle Queens n=96	Outer Queens n=60	Southern Bronx n=55	Northern Bronx n=99	Staten Island n=110
Trip Duration (min.)	20.8	18.0	23.1	24.2	17.5	21.2	21.3	21.3	23.1	21.5	20.7
Walk	44	76	56	65	41	58	48	25	61	46	14
Car	37	2	10	17	42	19	35	72	21	35	74
Bus	8	7	13	5	6	1	7	0	15	11	6
Subway	6	11	16	9	4	19	3	3	3	5	1
For-Hire Vehicle	1	1	1	3	2	0	4	0	0	0	1
Bike	1	1	2	2	1	2	4	0	0	0	1
Commuter Rail	0	0	0	0	0	0	0	0	0	0	1
Ferry	0	0	0	0	0	0	0	0	0	0	1
Other	2	1	2	0	4	2	0	0	0	3	0

MODE CHOICE – SOCIAL

PHONE AND ONLINE

- Residents of Inner Brooklyn, Inner Queens, and Middle Queens are less likely to utilize the subway for social trips.
- Overall, social trips are less likely to be multi-modal outside of Manhattan.

Mode Choice – Social Trips	All NYC n=451	Manhattan Core n=92	Northern Manhattan n=115	Inner Brooklyn n=129	Outer Brooklyn n=108	Inner Queens n=116	Middle Queens n=114	Outer Queens n=64	Southern Bronx n=58	Northern Bronx n=88	Staten Island n=87
Trip Duration (min.)	31.8	25.1	28.2	30.2	29.3	30.2	31.9	30.2	34.0	37.2	29.3
Walk	33	51	39	39	32	48	31	40	29	28	9
Car	33	6	13	26	38	26	36	37	35	37	78
Subway	18	23	30	19	21	19	19	11	24	15	1
Bus	5	7	6	7	2	1	7	6	9	4	5
Bike	5	5	4	5	3	2	4	3	0	5	6
For-Hire Vehicle	3	5	8	4	4	2	2	0	3	3	0
Commuter Rail	0	0	0	0	0	1	0	0	0	1	0
Ferry	0	0	0	0	0	0	1	0	0	1	1
Other	3	4	0	1	1	0	1	4	0	5	0

MODE PERCEPTION – WALKING

PHONE AND ONLINE

- Manhattan Core and Northern Manhattan residents find walking especially reliable, inexpensive, and safe.

Mode Perception <i>Showing Walking</i>	All NYC n=1,801	Manhattan Core n=291	Northern Manhattan n=394	Inner Brooklyn n=427	Outer Brooklyn n=436	Inner Queens n=352	Middle Queens n=358	Outer Queens n=308	Southern Bronx n=318	Northern Bronx n=367	Staten Island n=349
Convenient	46	58	47	44	49	47	45	40	41	43	32
Reliable	37	51	47	43	40	51	45	36	33	35	36
Fast	16	22	15	15	16	16	13	12	15	13	11
Inexpensive	40	56	57	45	46	58	55	47	47	48	51
Safe	25	39	34	30	27	33	27	22	20	24	23
Comfortable	32	34	31	33	30	26	26	27	26	26	24

**NOTE: There was a modal bias on multi-punch questions where respondents were more likely to select more than one choice online versus over the phone. While overall distribution of results remains the same, there is a 5-10 point increase per answer choice when looking at the online data versus the phone data.*

MODE PERCEPTION – SUBWAY

PHONE AND ONLINE

- Manhattan Core and Northern Manhattan residents say the subway is fast and inexpensive.
- Inner Queens residents are the most likely to indicate that the subway is safe.

Mode Perception <i>Showing Subway</i>	All NYC n=1,801	Manhattan Core n=291	Northern Manhattan n=394	Inner Brooklyn n=427	Outer Brooklyn n=436	Inner Queens n=352	Middle Queens n=358	Outer Queens n=308	Southern Bronx n=318	Northern Bronx n=367	Staten Island n=349
Convenient	47	52	53	51	51	54	49	46	49	47	40
Reliable	23	25	24	22	28	19	19	21	24	23	23
Fast	23	49	39	25	26	29	27	23	31	33	30
Inexpensive	23	38	34	32	29	40	40	26	29	32	32
Safe	15	24	25	17	17	25	18	14	17	16	11
Comfortable	14	11	16	14	15	11	10	9	13	12	10

**NOTE: There was a modal bias on multi-punch questions where respondents were more likely to select more than one choice online versus over the phone. While overall distribution of results remains the same, there is a 5-10 point increase per answer choice when looking at the online data versus the phone data.*

MODE PERCEPTION – BUS

PHONE AND ONLINE

- Manhattan Core and Inner Queens residents are the most likely to say the bus is inexpensive and safe.

Mode Perception <i>Showing Bus</i>	All NYC n=1,801	Manhattan Core n=291	Northern Manhattan n=394	Inner Brooklyn n=427	Outer Brooklyn n=436	Inner Queens n=352	Middle Queens n=358	Outer Queens n=308	Southern Bronx n=318	Northern Bronx n=367	Staten Island n=349
Convenient	39	46	42	35	39	36	37	47	45	39	34
Reliable	21	20	20	17	21	14	22	21	21	25	19
Fast	7	10	8	7	11	8	8	9	10	8	9
Inexpensive	24	41	39	29	25	42	37	30	29	32	31
Safe	19	32	28	22	26	30	21	21	19	23	18
Comfortable	20	25	20	23	23	16	16	15	18	22	15

**NOTE: There was a modal bias on multi-punch questions where respondents were more likely to select more than one choice online versus over the phone. While overall distribution of results remains the same, there is a 5-10 point increase per answer choice when looking at the online data versus the phone data.*

MODE PERCEPTION – CARS

PHONE AND ONLINE

- Queens, the Bronx, and Staten Island residents are the most likely to indicate that cars are fast.
- Manhattan residents are the least likely to say cars are convenient.

Mode Perception <i>Showing Cars</i>	All NYC n=1,801	Manhattan Core n=291	Northern Manhattan n=394	Inner Brooklyn n=427	Outer Brooklyn n=436	Inner Queens n=352	Middle Queens n=358	Outer Queens n=308	Southern Bronx n=318	Northern Bronx n=367	Staten Island n=349
Convenient	46	31	40	45	52	44	45	53	40	49	48
Reliable	29	24	28	24	36	35	36	39	33	33	41
Fast	23	21	32	23	31	41	34	31	36	33	34
Inexpensive	11	6	8	8	12	10	9	11	11	12	11
Safe	23	24	31	21	31	31	32	32	30	32	36
Comfortable	42	40	46	43	46	50	49	50	46	52	48

**NOTE: There was a modal bias on multi-punch questions where respondents were more likely to select more than one choice online versus over the phone. While overall distribution of results remains the same, there is a 5-10 point increase per answer choice when looking at the online data versus the phone data.*

MODE PERCEPTION – TAXIS

PHONE AND ONLINE

- Manhattan Core and Inner Queens residents indicate that taxis are convenient.
- Those who reside just outside of Manhattan Core are the most likely to indicate they are fast.

Mode Perception <i>Showing Taxis</i>	All NYC n=1,801	Manhattan Core n=291	Northern Manhattan n=394	Inner Brooklyn n=427	Outer Brooklyn n=436	Inner Queens n=352	Middle Queens n=358	Outer Queens n=308	Southern Bronx n=318	Northern Bronx n=367	Staten Island n=349
Convenient	44	60	52	49	43	55	41	40	41	43	40
Reliable	20	24	24	23	22	25	20	16	25	23	17
Fast	17	26	31	20	22	35	23	18	28	27	19
Inexpensive	6	5	5	6	7	6	4	5	5	4	6
Safe	15	21	22	17	20	20	21	15	19	15	11
Comfortable	24	24	35	26	27	27	27	17	30	29	16

**NOTE: There was a modal bias on multi-punch questions where respondents were more likely to select more than one choice online versus over the phone. While overall distribution of results remains the same, there is a 5-10 point increase per answer choice when looking at the online data versus the phone data.*

MODE PERCEPTION – RIDE-HAIL

PHONE AND ONLINE

- Those in Inner Queens have the most positive view of ride-hail services.

Mode Perception <i>Showing Ride-Hail Services</i>	All NYC n=1,801	Manhattan Core n=291	Northern Manhattan n=394	Inner Brooklyn n=427	Outer Brooklyn n=436	Inner Queens n=352	Middle Queens n=358	Outer Queens n=308	Southern Bronx n=318	Northern Bronx n=367	Staten Island n=349
Convenient	35	40	44	45	37	49	40	36	33	38	34
Reliable	19	21	25	28	24	25	25	20	24	24	16
Fast	15	18	26	22	20	32	24	17	23	23	14
Inexpensive	8	9	8	7	12	9	9	7	7	6	7
Safe	13	19	22	17	16	20	16	15	18	16	10
Comfortable	20	29	37	27	22	32	26	22	30	26	17

**NOTE: There was a modal bias on multi-punch questions where respondents were more likely to select more than one choice online versus over the phone. While overall distribution of results remains the same, there is a 5-10 point increase per answer choice when looking at the online data versus the phone data.*

MODE PERCEPTION – BICYCLING

PHONE AND ONLINE

- Bicycling is viewed consistently across zones with only those in Manhattan Core and Inner Queens more likely to indicate bicycles are inexpensive.

Mode Perception <i>Showing Bicycling</i>	All NYC n=1,801	Manhattan Core n=291	Northern Manhattan n=394	Inner Brooklyn n=427	Outer Brooklyn n=436	Inner Queens n=352	Middle Queens n=358	Outer Queens n=308	Southern Bronx n=318	Northern Bronx n=367	Staten Island n=349
Convenient	23	22	21	25	25	22	20	22	20	17	19
Reliable	16	16	16	16	19	16	18	16	17	14	13
Fast	12	13	17	17	16	13	13	10	12	13	7
Inexpensive	26	37	35	28	32	40	34	34	27	30	35
Safe	10	10	10	8	10	7	10	10	7	9	11
Comfortable	13	10	11	11	11	6	9	13	10	11	11

**NOTE: There was a modal bias on multi-punch questions where respondents were more likely to select more than one choice online versus over the phone. While overall distribution of results remains the same, there is a 5-10 point increase per answer choice when looking at the online data versus the phone data.*