



Frequently Asked Questions

Q. How do I get started with the survey?

You can complete the survey in two ways. If you prefer to complete by telephone, call PTV DataSource toll-free at 1-800-591-8862 or 888-223-6234 to complete the survey at your convenience. If by mail, first complete the enclosed Household Questionnaire AND then complete the Travel Reporting Log. Use the enclosed postage paid envelope to return these items to us. To be eligible for the cash prizes indicated on your cover letter, you must fully complete a telephone interview or the enclosed questionnaire and log.

Q. What is the survey about?

It measures how and why people travel around New York City for their daily activities, like work, school, leisure, family responsibilities, and community commitments. We are interested in surveying all types of people – those who travel by transit, auto, or other means as well as people who do not travel much at all.

Q. Why is this survey important?

The information that you provide will help the MTA to identify strategies to meet future transportation needs and to secure Federal funding to maintain and improve the existing transit systems.

Q. What kinds of questions will I be asked?

You will be asked to recall the places that you traveled during the 24-hour period on the day before your interview. You will also be asked a few additional questions about your household and people in your household. We will also ask you for your MetroCard serial number if you used this to travel the previous day.

Q. Does it matter if I complete the enclosed paper questionnaire or if I do the interview over the telephone?

The questions are the same whether you complete the interview by mail or by telephone. We really want your participation in the survey and so encourage you to choose the survey method you prefer – telephone or mail. Regardless of how you complete the survey, you will be eligible for a cash prize. But if you complete by telephone it will be faster and you will be immediately entered in the weekly drawing!

Q. What types of questions does this survey help answer?

A partial list includes:

- How often do you travel? What means of transportation do you use?
- How often do you travel from borough to borough?
- Do you travel outside the five boroughs?
- What choices or alternatives do you have for existing transit services?
- How do you commute to work?
- How long does your commute take?

More Questions?

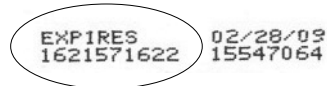
Visit: www.nustats.com/MTA or call toll-free at: 800-591-8862 or 888-223-6234

Q. Why do you need my MetroCard serial number?

The MTA is developing a way to measure travel behavior through processing and analyzing MetroCard “swipes.” Your MetroCard number will help make sure this information is accurate. This information will be kept confidential.

Q. Where do I find my MetroCard serial number?

It’s the 10-digit number directly below the word Expires. It looks like this:



Q. Why me? Why not interview someone else?

You were randomly selected to represent thousands of other people in your neighborhood, and in New York City. We need to talk with you because only you can report accurately on how you travel for your daily activities.

Q. What if I am retired or do not hold a job right now?

We are interested in how all New Yorkers travel. Your circumstances and choices are just as important as those of someone who has a job. We can only have a complete picture if we talk to people with different situations.

Q. What if I am old, or ill, or just do not do much?

Sometimes, increasing age or illness can limit one’s activities. It is still very important to know how people travel at different ages and in different circumstances, or why they do not or cannot travel at all.

Q. How long will this take?

The interview will take as little as 15 minutes, depending on the size of your household and how much you travel. The telephone interview will be shorter if you fill out the enclosed travel reporting log prior to the interviewer’s call.

Q. What firm is conducting the survey?

NuStats was contracted by the MTA to conduct this survey. In business since 1984, NuStats (www.nustats.com) is a survey science consultancy that specializes in travel behavior surveys such as this one. NuStats conducts these surveys across the U.S. to measure and analyze travel behavior data to help city and regional agencies (like the MTA) improve the quality of life of residents.

Q. Is the information I provide kept confidential?

The telephone survey center -- PTV DataSource -- follows strict professional standards of respondent confidentiality and data security. Your survey answers will remain confidential and no personal information will be individually identified with you. The data collected will not be sold or used for any purpose other than for the specific information needs of this research project.

More Questions?

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