

# **Metro-North Railroad**

West of Hudson Lines Origin-Destination Study  
New York Stations Only



Final Report – August 2019

## Table of Contents

1.	Background and Objectives .....	1
2.	Survey Results .....	2
2.1	Inbound Trip Purpose .....	3
2.2	Inbound Origin Location .....	4
2.3	Inbound Origin Location Type.....	5
2.4	Inbound Origin Station.....	6
2.5	Access Mode to Inbound Origin Station .....	7
2.6	Transfer Station.....	8
2.7	Inbound Destination Station .....	9
2.8	Egress Mode from MNR Station to Final Destination .....	12
2.9	Final Destination Location – Pascack Valley Line.....	14
2.10	Final Destination Location – Port Jervis Line .....	17
2.11	Final Destination Location – Total NY Stations .....	19
2.12	Final Destination Location Type.....	20
2.13	Ticket Type .....	21
2.14	Outbound Trip Day.....	22
2.15	Outbound Trip Departure Time .....	23
2.16	Length of Time Using Metro-North Railroad .....	24
2.17	Work vs. Non-Work Travel.....	25
2.18	Inbound Trip Frequency in Past 7 Days.....	26
2.19	Vehicle Availability .....	27
2.20	Average Number of Trips to NYC by Car Per Month.....	28
2.21	Use of Metro-North/NJT on Weekends or Holidays in Past Month .....	29
2.22	Change of Inbound Use of Pascack Valley Line Since Introduction of Off-Peak and Weekend Service ..	30
2.23	Physical Disabilities .....	31
2.24	Level of Education.....	32
2.25	Current Employment Status.....	33
2.26	Type of Job or Occupation .....	34
2.27	Industry Employed .....	36
2.28	Employer Allows Telecommuting .....	38
2.29	Telecommuting Frequency .....	39
2.30	Household Size .....	40

2.31	Number of Employed in Household.....	41
2.32	Household Income .....	42
2.33	Gender .....	44
2.34	Age .....	45
2.35	Race/Ethnicity .....	46
2.36	English Speaking Proficiency.....	47
2.37	Primary Language Spoken at Home.....	48
2.38	Importance of PJJ or PVL Rail Service in Choosing Location of Home.....	49
3.	Appendix .....	50
3.1	Training .....	50
3.2	Passenger Counts.....	50
3.2.1	Figure 1 – Sample Outbound Count Sheet.....	51
3.2.2	Figure 2 – Counting Clicker .....	52
3.3	Survey Questionnaire.....	52
3.3.1	Figure 3 – Sample Inbound Count Sheet.....	53
3.3.2	Figure 4 – Sample Questionnaire Cover.....	55

## 1. Background and Objectives

This report covers the Metropolitan Transportation Authority (MTA)'s 2017 Metro-North Railroad (MNR) West of Hudson (WoH) Origin and Destination (OD) Survey, conducted by Abt Associates. MNR's WoH territory includes two lines, Pascack Valley and Port Jervis. This report covers only the MNR stations located in New York State. There is another full-length report which includes data collected from customers at all WoH stations, both in New York and New Jersey. It also includes detailed descriptions of the methodology, sampling plan, data collection and staffing efforts, survey cleaning, geocoding, and data expansion.

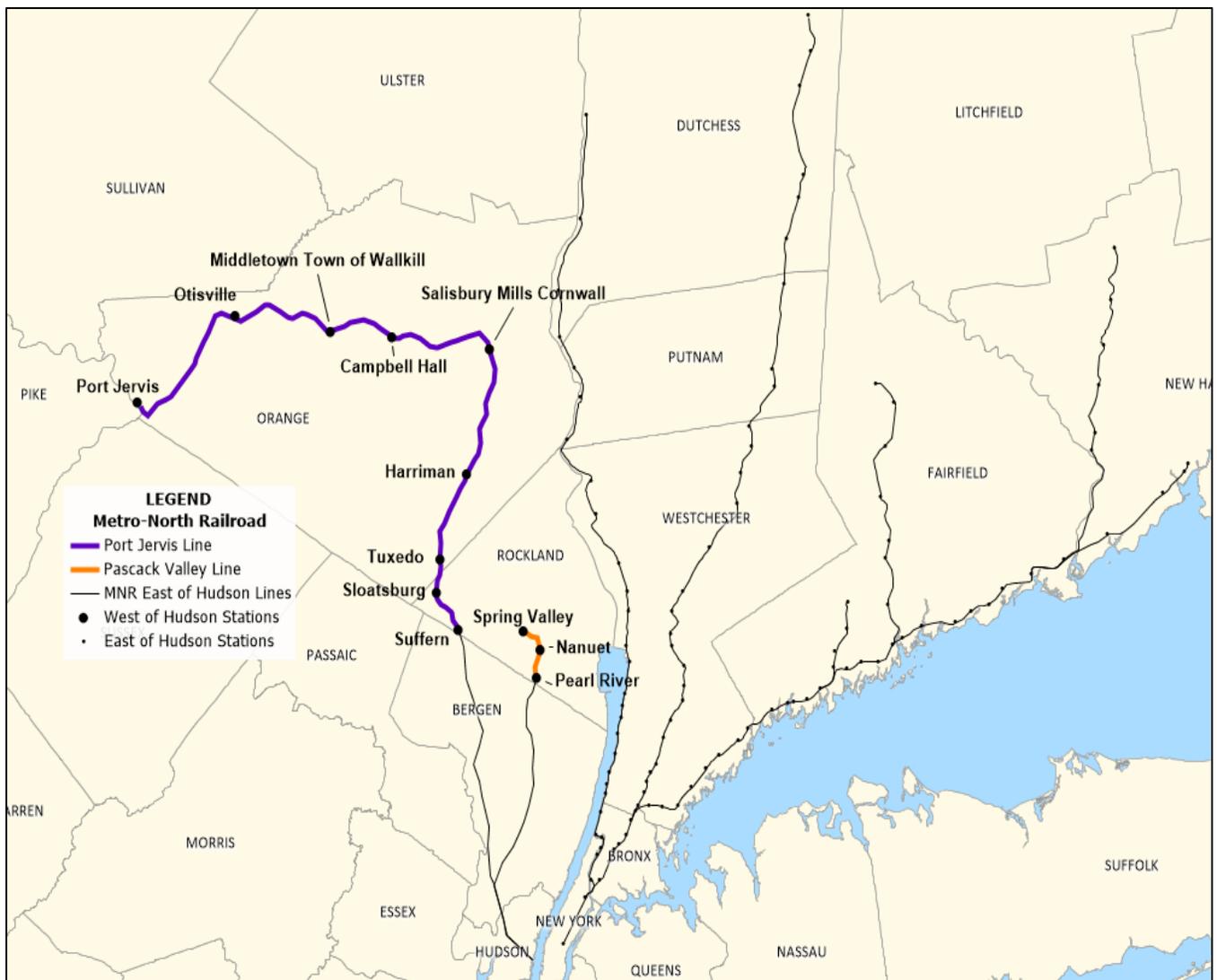
To briefly summarize, the study involved two processes: 1) capturing train boarding and alighting figures by way of head counts for each train and at each station; and 2) providing a more in-depth travel and demographic profile of customers by way of self-reported surveys. Data collection took place from April – June 2017.

This OD Study was designed to provide a complete, geographically detailed representation of MNR WoH passenger travel patterns. Specifically, it will be used to augment MTA's regional transit ridership forecast models used to support development of New Starts transit projects. It will also satisfy MTA's requirements for ridership data collection to validate the performance of these models. In addition, data collected will be instrumental for compliance with Title VI reporting. The data will also be used to support planning of potential capital projects for West of Hudson services, including a new yard, passing sidings, and additional service. The data obtained will also be used to satisfy a multitude of information needs in the day-to-day operations of MNR's WoH service. These include understanding the changes in travel patterns of West of Hudson riders using both the Port Jervis and Pascack Valley lines. Suffern station is also included in the New York stations even though it is not a Metro-North station. Suffern is included to show the ridership at all New York stations West of Hudson.

## 2. Survey Results

The following results are for the West of Hudson New York only stations on the Port Jervis Line and Pascack Valley Line. The results are broken out by daypart: AM Peak (6-9am), Off Peak, Weekday, Saturday, Sunday and Weekend. They unweighted base numbers represent the total number of respondents answering a specific question, while the weighted base is the expanded total. The data in the tables is shown as expanded or weighted data, and generally adds up to the weighted base for each daypart. In the cases that it does not add up to (or exceeds) the weighted base, it is due to lack of response for some non-vital questions, or more than one response given for questions with multiple options (e.g. access mode to a Metro-North station could have included walking and bus, for example).

A representation of the WoH network is shown below for context.



## 2.1 Inbound Trip Purpose

- Most AM Peak customers stated that commuting to or from their regular workplace was the purpose of their surveyed inbound trip (94%).
- That percentage decreased to about half of the customers (46%) during the weekday Off Peak, and an even smaller share on weekends (16%).
- The most commonly reported weekend trip purpose was recreation, with about 44% of customers stating that as their trip purpose.

		AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Unweighted Base		1682		207		1889		460		464		924	
Weighted Base		2578		531		3109		613		699		1312	
Line	Inbound Trip Purpose	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Pascack Valley	Commuting to / from regular workplace	900	94.7%	147	63.1%	1047	88.5%	33	12.9%	48	21.1%	81	16.8%
	Commuting to / from school	16	1.7%	15	6.4%	31	2.6%	4	1.6%	15	6.6%	19	3.9%
	For business reasons (not to regular workplace)	17	1.8%	27	11.6%	44	3.7%	9	3.5%	6	2.6%	15	3.1%
	Personal business (e.g., medical / visiting)	13	1.4%	17	7.3%	30	2.5%	28	11.0%	68	30.0%	96	19.9%
	Shopping	0	0.0%	0	0.0%	0	0.0%	3	1.2%	2	0.9%	5	1.0%
	Recreation (e.g., dining / entertainment / vacation)	4	0.4%	20	8.6%	24	2.0%	172	67.5%	68	30.0%	240	49.7%
	Other	0	0.0%	7	3.0%	7	0.6%	6	2.4%	21	8.8%	27	5.6%
	<b>Total Pascack Valley</b>	<b>950</b>	<b>100.0%</b>	<b>233</b>	<b>100.0%</b>	<b>1183</b>	<b>100.0%</b>	<b>255</b>	<b>100.0%</b>	<b>228</b>	<b>100.0%</b>	<b>483</b>	<b>100.0%</b>
Port Jervis	Commuting to / from regular workplace	1512	92.8%	99	33.2%	1611	83.6%	52	14.5%	80	17.0%	132	15.9%
	Commuting to / from school	68	4.2%	7	2.3%	75	3.9%	0	0.0%	4	0.9%	4	0.5%
	For business reasons (not to regular workplace)	27	1.7%	22	7.4%	49	2.5%	3	0.8%	20	4.3%	23	2.8%
	Personal business (e.g., medical / visiting)	10	0.6%	91	30.5%	101	5.2%	130	36.3%	134	28.5%	264	31.8%
	Shopping	1	0.1%	0	0.0%	1	0.1%	6	1.7%	7	1.5%	13	1.6%
	Recreation (e.g., dining / entertainment / vacation)	6	0.4%	75	25.2%	81	4.2%	160	44.7%	179	38.1%	339	40.9%
	Other	4	0.3%	4	1.3%	8	0.5%	7	2.0%	47	9.8%	54	6.5%
	<b>Total Port Jervis</b>	<b>1628</b>	<b>100.0%</b>	<b>298</b>	<b>100.0%</b>	<b>1926</b>	<b>100.0%</b>	<b>358</b>	<b>100.0%</b>	<b>471</b>	<b>100.0%</b>	<b>829</b>	<b>100.0%</b>
Total NY Stations	Commuting to / from regular workplace	2412	93.5%	246	46.3%	2658	85.5%	85	13.9%	128	18.3%	213	16.2%
	Commuting to / from school	84	3.3%	22	4.1%	106	3.4%	4	0.7%	19	2.7%	23	1.8%
	For business reasons (not to regular workplace)	44	1.7%	49	9.2%	93	3.0%	12	2.0%	26	3.7%	38	2.9%
	Personal business (e.g., medical / visiting)	23	0.9%	108	20.3%	131	4.2%	158	25.8%	202	28.9%	360	27.4%
	Shopping	1	0.0%	0	0.0%	1	0.0%	9	1.5%	9	1.3%	18	1.4%
	Recreation (e.g., dining / entertainment / vacation)	10	0.4%	95	17.9%	105	3.4%	332	54.2%	247	35.3%	579	44.1%
	Other	5	0.2%	11	2.1%	16	0.5%	13	2.1%	68	9.7%	81	6.2%
	<b>Total NY Stations</b>	<b>2578</b>	<b>100.0%</b>	<b>531</b>	<b>100.0%</b>	<b>3109</b>	<b>100.0%</b>	<b>613</b>	<b>100.0%</b>	<b>699</b>	<b>100.0%</b>	<b>1312</b>	<b>100.0%</b>

## 2.2 Inbound Origin Location

- Orange and Rockland counties were the most common origin locations among customers across all dayparts. In the AM Peak, Rockland was the origin for most of the Pascack Valley customers (94.7%) and Orange was the origin for most of the Port Jervis customers (73.2%).
- Overall, the total share of weekday origins closely resembled the AM Peak data, since most responses were obtained in that daypart. Rockland (42.3%) and Orange (36.8%) were the main origins on weekends, as well.

		AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Unweighted Base		1682		207		1889		460		464		924	
Weighted Base		2578		531		3109		613		699		1312	
Line	Origin Location	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Pascack Valley	NY Rockland	900	94.7%	206	88.4%	1106	93.5%	218	85.5%	206	90.4%	424	87.8%
	NJ North	43	4.5%	0	0.0%	43	3.6%	19	7.5%	4	1.8%	23	4.8%
	NJ Central	0	0.0%	11	4.7%	11	0.9%	3	1.2%	2	0.9%	5	1.0%
	NY Orange	5	0.5%	0	0.0%	5	0.4%	1	0.4%	1	0.4%	2	0.4%
	Other	2	0.2%	16	6.9%	18	1.5%	14	5.5%	15	6.6%	29	6.0%
	Total Pascack Valley	950	100.0%	233	100.0%	1183	100.0%	255	100.0%	228	100.0%	483	100.0%
Port Jervis	NY Orange	1191	73.2%	171	57.4%	1362	70.7%	227	63.4%	254	53.9%	481	58.0%
	NY Rockland	295	18.1%	49	16.4%	344	17.9%	72	20.1%	59	12.5%	131	15.8%
	NY Sullivan Ulster	52	3.2%	15	5.0%	67	3.5%	24	6.7%	44	9.3%	68	8.2%
	NJ North	28	1.7%	9	3.0%	37	1.9%	15	4.2%	15	3.2%	30	3.6%
	PA North	24	1.5%	13	4.4%	37	1.9%	4	1.1%	8	1.7%	12	1.4%
	NJ Central	15	0.9%	3	1.0%	18	0.9%	1	0.3%	9	1.9%	10	1.2%
	NJ Hudson County	2	0.1%	15	5.0%	17	0.9%	0	0.0%	11	2.3%	11	1.3%
	NY Dutchess	12	0.7%	0	0.0%	12	0.6%	0	0.0%	0	0.0%	0	0.0%
	Other	9	0.6%	23	7.7%	32	1.7%	15	4.2%	71	15.1%	86	10.4%
	Total Port Jervis	1628	100.0%	298	100.0%	1926	100.0%	358	100.0%	471	100.0%	829	100.0%
Total NY Stations	NY Rockland	1195	46.4%	255	48.0%	1450	46.6%	290	47.3%	265	37.9%	555	42.3%
	NY Orange	1196	46.4%	171	32.2%	1367	44.0%	228	37.2%	255	36.5%	483	36.8%
	NJ North	71	2.8%	9	1.7%	80	2.6%	34	5.5%	19	2.7%	53	4.0%
	NY Sullivan Ulster	52	2.0%	15	2.8%	67	2.2%	24	3.9%	44	6.3%	68	5.2%
	PA North	24	0.9%	13	2.4%	37	1.2%	4	0.7%	8	1.1%	12	0.9%
	NJ Central	15	0.6%	14	2.6%	29	0.9%	4	0.7%	11	1.6%	15	1.1%
	NJ Hudson County	2	0.1%	15	2.8%	17	0.5%	0	0.0%	11	1.6%	11	0.8%
	NY Dutchess	12	0.5%	0	0.0%	12	0.4%	0	0.0%	0	0.0%	0	0.0%
	Other	11	0.4%	39	7.3%	50	1.6%	29	4.7%	86	12.3%	115	8.8%
	Total NY Stations	2578	100.0%	531	100.0%	3109	100.0%	613	100.0%	699	100.0%	1312	100.0%

## 2.3 Inbound Origin Location Type

- Home was the most commonly reported trip origin type for customers in all dayparts. It accounted for almost all the trip origin types in AM Peak (95.7%), more than half off the types in the Off Peak (68.2%), and most in the weekday total (91%).
- Overall, more than half of weekend trips (51.9%) began from home although Saturday had a larger share (59.9%) than Sunday (44.9%). Origins from friend/family home were more common on Sundays than on Saturdays (33.8% vs. 20.9%).

		AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Unweighted Base		1682		207		1889		460		464		924	
Weighted Base		2578		531		3109		613		699		1312	
Line	Origin Type	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Pascack Valley	My Home	905	95.3%	150	64.7%	1055	89.3%	179	69.9%	109	47.6%	288	59.4%
	My Work	13	1.4%	63	27.2%	76	6.4%	16	6.3%	7	3.1%	23	4.7%
	My School	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	0.4%	1	0.2%
	Friend / Family Home	23	2.4%	13	5.6%	36	3.0%	23	9.0%	95	41.5%	118	24.3%
	Recreation / Tourism / Hotel	4	0.4%	3	1.3%	7	0.6%	38	14.8%	17	7.4%	55	11.3%
	Other	5	0.5%	3	1.3%	8	0.7%	0	0.0%	0	0.0%	0	0.0%
	Total Pascack Valley	950	100.0%	232	100.0%	1182	100.0%	256	100.0%	229	100.0%	485	100.0%
Port Jervis	My Home	1563	96.0%	212	70.9%	1775	92.1%	188	52.7%	205	43.6%	393	47.5%
	My Work	23	1.4%	27	9.0%	50	2.6%	1	0.3%	28	6.0%	29	3.5%
	My School	2	0.1%	2	0.7%	4	0.2%	0	0.0%	1	0.2%	1	0.1%
	Friend / Family Home	24	1.5%	34	11.4%	58	3.0%	105	29.4%	141	30.0%	246	29.7%
	Recreation / Tourism / Hotel	4	0.2%	24	8.0%	28	1.5%	58	16.2%	88	18.7%	146	17.7%
	Other	12	0.7%	0	0.0%	12	0.6%	5	1.4%	7	1.5%	12	1.5%
	Total Port Jervis	1628	100.0%	299	100.0%	1927	100.0%	357	100.0%	470	100.0%	827	100.0%
Total NY Stations	My Home	2468	95.7%	362	68.2%	2830	91.0%	367	59.9%	314	44.9%	681	51.9%
	My Work	36	1.4%	90	16.9%	126	4.1%	17	2.8%	35	5.0%	52	4.0%
	My School	2	0.1%	2	0.4%	4	0.1%	0	0.0%	2	0.3%	2	0.2%
	Friend / Family Home	47	1.8%	47	8.9%	94	3.0%	128	20.9%	236	33.8%	364	27.7%
	Recreation / Tourism / Hotel	8	0.3%	27	5.1%	35	1.1%	96	15.7%	105	15.0%	201	15.3%
	Other	18	0.7%	3	0.6%	20	0.6%	5	0.8%	8	1.0%	13	1.0%
	Total NY Stations	2578	100.0%	531	100.0%	3109	100.0%	613	100.0%	699	100.0%	1312	100.0%

## 2.4 Inbound Origin Station

- About half of all weekday trips on Pascack Valley Line began at the Nanuet Station (48.8%), and two-thirds of weekday trips on the Port Jervis Line began at Harriman (29.1%), Suffern (19.2%) and Salisbury Mills (18.4%).
- On weekends, boarding on the Pascack Valley Line were more evenly split, as were those on the Port Jervis Line.
- On weekends the terminal stations Spring Valley (on the Pascack Line) and Port Jervis had a much greater share of boardings (26.9% and 18.7%, respectively) than on weekdays (12.3% and 4.3%, respectively).

		AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Unweighted Base		1682		207		1889		460		464		924	
Weighted Base		2578		531		3109		613		699		1312	
Line	Inbound Origin Station	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Pascack Valley	Spring Valley	83	8.7%	63	27.0%	146	12.3%	75	29.4%	55	24.1%	130	26.9%
	Nanuet	476	50.1%	101	43.3%	577	48.8%	72	28.2%	101	44.3%	173	35.8%
	Pearl River	391	41.2%	69	29.6%	460	38.9%	108	42.4%	72	31.6%	180	37.3%
	Total Pascack Valley	950	100.0%	233	100.0%	1183	100.0%	255	100.0%	228	100.0%	483	100.0%
Port Jervis	Port Jervis	48	2.9%	35	11.7%	83	4.3%	54	15.1%	101	21.4%	155	18.7%
	Otisville	18	1.1%	0	0.0%	18	0.9%	6	1.7%	10	2.1%	16	1.9%
	Middletown	206	12.7%	63	21.1%	269	14.0%	85	23.7%	78	16.6%	163	19.7%
	Campbell Hall	92	5.7%	18	6.0%	110	5.7%	4	1.1%	21	4.5%	25	3.0%
	Salisbury Mills	315	19.3%	40	13.4%	355	18.4%	48	13.4%	41	8.7%	89	10.7%
	Harriman	499	30.7%	62	20.8%	561	29.1%	52	14.5%	68	14.4%	120	14.5%
	Tuxedo	103	6.3%	13	4.4%	116	6.0%	51	14.2%	66	14.0%	117	14.1%
	Sloatsburg	39	2.4%	5	1.7%	44	2.3%	19	5.3%	21	4.5%	40	4.8%
	Suffern	308	18.9%	62	20.8%	370	19.2%	39	10.9%	65	13.8%	104	12.5%
	Total Port Jervis	1628	100.0%	298	100.0%	1926	100.0%	358	100.0%	471	100.0%	829	100.0%
Total NY Stations	Spring Valley	83	3.2%	63	11.9%	146	4.7%	75	12.2%	55	7.9%	130	9.9%
	Nanuet	476	18.5%	101	19.0%	577	18.6%	72	11.7%	101	14.4%	173	13.2%
	Pearl River	391	15.2%	69	13.0%	460	14.8%	108	17.6%	72	10.3%	180	13.7%
	Port Jervis	48	1.9%	35	6.6%	83	2.7%	54	8.8%	101	14.4%	155	11.8%
	Otisville	18	0.7%	0	0.0%	18	0.6%	6	1.0%	10	1.4%	16	1.2%
	Middletown	206	8.0%	63	11.9%	269	8.7%	85	13.9%	78	11.2%	163	12.4%
	Campbell Hall	92	3.6%	18	3.4%	110	3.5%	4	0.7%	21	3.0%	25	1.9%
	Salisbury Mills	315	12.2%	40	7.5%	355	11.4%	48	7.8%	41	5.9%	89	6.8%
	Harriman	499	19.4%	62	11.7%	561	18.0%	52	8.5%	68	9.7%	120	9.1%
	Tuxedo	103	4.0%	13	2.4%	116	3.7%	51	8.3%	66	9.4%	117	8.9%
	Sloatsburg	39	1.5%	5	0.9%	44	1.4%	19	3.1%	21	3.0%	40	3.0%
	Suffern	308	11.9%	62	11.7%	370	11.9%	39	6.4%	65	9.3%	104	7.9%
	Total NY Stations	2578	100.0%	531	100.0%	3109	100.0%	613	100.0%	699	100.0%	1312	100.0%

## 2.5 Access Mode to Inbound Origin Station

- About 74% of AM Peak customers reported driving alone to the origin station and parking, compared to 5.9% who reported walking.
- Driving alone became less prevalent during the Off Peak (23.2%), while walking was most commonly reported (31.3%).
- On Saturdays, driving alone or driving with others (17.7% and 14.9%, respectively) was more popular than on Sundays (10.2% and 7.1%, respectively), while getting dropped off was more commonly reported on Sundays (50.7%), than on Saturdays (26.4%). Walking was reported more frequently on weekends (21.5%) than on weekdays (10.2%).

		AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Unweighted Base		1682		207		1889		460		464		924	
Weighted Base		2578		531		3109		613		699		1312	
Line	Access Mode to Origin Station	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Pascack Valley	Drove alone & parked	689	71.2%	32	13.8%	721	60.1%	35	13.6%	37	16.2%	72	14.8%
	Drove/rode with others & parked	13	1.3%	19	8.2%	32	2.7%	31	12.0%	9	3.9%	40	8.2%
	Dropped off	178	18.4%	43	18.5%	221	18.4%	72	27.9%	117	51.3%	189	38.9%
	Walked	81	8.4%	121	52.2%	202	16.8%	86	33.3%	32	14.0%	118	24.3%
	Bus	1	0.1%	7	3.0%	8	0.7%	7	2.7%	1	0.4%	8	1.6%
	Taxi/Uber/car Service	1	0.1%	6	2.6%	7	0.6%	20	7.8%	28	12.3%	48	9.9%
	Bicycle	2	0.2%	0	0.0%	2	0.2%	4	1.6%	0	0.0%	4	0.8%
	Other	3	0.3%	4	1.7%	7	0.6%	3	1.2%	4	1.8%	7	1.4%
	Total Pasckack Valley	968	100.0%	232	100.0%	1200	100.0%	258	100.0%	228	100.0%	486	100.0%
Port Jervis	Drove alone & parked	1242	75.6%	91	30.5%	1333	68.7%	73	20.7%	36	7.4%	109	13.0%
	Drove/rode with others & parked	103	6.3%	43	14.4%	146	7.5%	60	17.0%	42	8.6%	102	12.2%
	Dropped off	208	12.7%	95	31.9%	303	15.6%	89	25.3%	245	50.4%	334	39.9%
	Walked	73	4.4%	45	15.1%	118	6.1%	69	19.6%	98	20.2%	167	19.9%
	Bus	0	0.0%	15	5.0%	15	0.8%	12	3.4%	18	3.7%	30	3.6%
	Taxi/Uber/car Service	9	0.5%	5	1.7%	14	0.7%	23	6.5%	21	4.3%	44	5.3%
	Bicycle	6	0.4%	0	0.0%	6	0.3%	21	6.0%	1	0.2%	22	2.6%
	Other	2	0.1%	4	1.3%	6	0.3%	5	1.4%	25	5.1%	30	3.6%
	Total Port Jervis	1643	100.0%	298	100.0%	1941	100.0%	352	100.0%	486	100.0%	838	100.0%
Total NY Stations	Drove alone & parked	1931	74.0%	123	23.2%	2054	65.4%	108	17.7%	73	10.2%	181	13.7%
	Drove/rode with others & parked	116	4.4%	62	11.7%	178	5.7%	91	14.9%	51	7.1%	142	10.7%
	Dropped off	386	14.8%	138	26.0%	524	16.7%	161	26.4%	362	50.7%	523	39.5%
	Walked	154	5.9%	166	31.3%	320	10.2%	155	25.4%	130	18.2%	285	21.5%
	Bus	1	0.0%	22	4.2%	23	0.7%	19	3.1%	19	2.7%	38	2.9%
	Taxi/Uber/car Service	10	0.4%	11	2.1%	21	0.7%	43	7.0%	49	6.9%	92	6.9%
	Bicycle	8	0.3%	0	0.0%	8	0.3%	25	4.1%	1	0.1%	26	2.0%
	Other	5	0.2%	8	1.5%	13	0.4%	8	1.3%	29	4.1%	37	2.8%
	Total NY Stations	2611	100.0%	530	100.0%	3141	100.0%	610	100.0%	714	100.0%	1324	100.0%

Note: respondents were instructed to select all access modes that applied. As a result, the total number and percentage of “walk” is overstated, as many people may have selected walk along with other modes (e.g. walk to a bus). Additionally, the tables in this section can add up to more than the weighted base for each daypart.

## 2.6 Transfer Station

- Just over one-quarter (27.7%) of weekday customers reported making a transfer during their inbound trip.
- Off-Peak customers were more likely to transfer than AM Peak customers (42.5% Off-Peak vs. 24.7% Peak). This is likely due to Off-Peak travel being more Midtown Manhattan oriented.
- A significantly larger share of weekend customers (45.8%) reported making a transfer during their inbound trip, and slightly more Sunday customers made inbound transfers (46.9%) than Saturday customers (44.5%).
- Of those customers who transferred, nearly all indicated that Secaucus Junction was their transfer station (95% on weekdays and 99% on weekends).

		AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Unweighted Base		1682		207		1889		460		464		924	
Weighted Base		2578		531		3109		613		699		1312	
Line	Did you transfer? Where?	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Pascack Valley	Yes, Transferred	246	25.9%	105	47.1%	351	30.0%	107	42.0%	102	44.7%	209	43.3%
	Hoboken	9	0.9%	8	3.6%	17	1.5%	0	0.0%	0	0.0%	0	0.0%
	Secaucus Junction	237	25.0%	97	43.5%	334	28.5%	107	42.0%	102	44.7%	209	43.3%
	No, Did Not Transfer	702	74.1%	118	52.9%	820	70.0%	148	58.0%	126	55.3%	274	56.7%
	Total Pascack Valley	948	100.0%	223	100.0%	1171	100.0%	255	100.0%	228	100.0%	483	100.0%
Port Jervis	Yes, Transferred	391	24.0%	117	39.1%	508	26.4%	166	46.4%	226	48.0%	392	47.3%
	Hoboken	20	1.2%	0	0.0%	20	1.0%	0	0.0%	3	0.6%	3	0.4%
	Ridgewood	0	0.0%	0	0.0%	0	0.0%	6	1.7%	0	0.0%	6	0.7%
	Suffern	7	0.4%	0	0.0%	7	0.4%	0	0.0%	0	0.0%	0	0.0%
	Secaucus Junction	364	22.4%	117	39.1%	481	25.0%	160	44.7%	223	47.3%	383	46.2%
	No, Did Not Transfer	1235	76.0%	182	60.9%	1417	73.6%	192	53.6%	245	52.0%	437	52.7%
Total Port Jervis	1626	100.0%	299	100.0%	1925	100.0%	358	100.0%	471	100.0%	829	100.0%	
Total NY Stations	Yes, Transferred	637	24.7%	222	42.5%	859	27.7%	273	44.5%	328	46.9%	601	45.8%
	Hoboken	29	1.1%	8	1.5%	37	1.2%	0	0.0%	3	0.4%	3	0.2%
	Ridgewood	0	0.0%	0	0.0%	0	0.0%	6	1.0%	0	0.0%	6	0.5%
	Suffern	7	0.3%	0	0.0%	7	0.2%	0	0.0%	0	0.0%	0	0.0%
	Secaucus Junction	601	23.3%	214	41.0%	815	26.3%	267	43.6%	325	46.5%	592	45.1%
	No, Did Not Transfer	1937	75.3%	300	57.5%	2237	72.3%	340	55.5%	371	53.1%	711	54.2%
	Total NY Stations	2574	100.0%	522	100.0%	3096	100.0%	613	100.0%	699	100.0%	1312	100.0%

Note: Totals by daypart may be less than weighted base due to lack of response.

## 2.7 Inbound Destination Station

- The clear majority of weekday customers reported either Hoboken (65.2%) or NY Penn Station (24.1%) as their final destination stations (89.3% combined).
- Hoboken was the most prevalent inbound destination station during the AM Peak (71%).
- Hoboken and NY Penn Station were the two most frequently mentioned inbound destination stations during the weekend (31.4% and 39.6%, respectively).

		AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Unweighted Base		1682		207		1889		460		464		924	
Weighted Base		2578		531		3109		613		699		1312	
Line	Inbound Destination Station	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Pascack Valley	NY Penn Station	221	23.3%	84	36.1%	305	25.9%	94	36.9%	76	33.3%	170	35.2%
	Newark Penn Station	9	0.9%	6	2.6%	15	1.3%	3	1.2%	7	3.1%	10	2.1%
	Anderson Street	0	0.0%	11	4.7%	11	0.9%	12	4.7%	0	0.0%	12	2.5%
	Essex Street	0	0.0%	9	3.9%	9	0.8%	36	14.1%	12	5.3%	48	9.9%
	Hillsdale	0	0.0%	9	3.9%	9	0.8%	0	0.0%	0	0.0%	0	0.0%
	Hoboken	684	72.0%	48	20.6%	732	62.1%	64	25.1%	88	38.6%	152	31.5%
	Kingsland	0	0.0%	0	0.0%	0	0.0%	1	0.4%	0	0.0%	1	0.2%
	Montvale	0	0.0%	23	9.9%	23	2.0%	0	0.0%	0	0.0%	0	0.0%
	New Bridge Landing	5	0.5%	0	0.0%	5	0.4%	12	4.7%	0	0.0%	12	2.5%
	Park Ridge	5	0.5%	11	4.7%	16	1.4%	0	0.0%	12	5.3%	12	2.5%
	Pearl River	10	1.1%	0	0.0%	10	0.8%	0	0.0%	0	0.0%	0	0.0%
	River Edge	0	0.0%	0	0.0%	0	0.0%	12	4.7%	24	10.5%	36	7.5%
	Teterboro	5	0.5%	0	0.0%	5	0.4%	0	0.0%	0	0.0%	0	0.0%
	Westwood	0	0.0%	11	4.7%	11	0.9%	12	4.7%	0	0.0%	12	2.5%
	Secaucus Junction	7	0.7%	11	4.7%	18	1.5%	7	2.7%	2	0.9%	9	1.9%
	Other	4	0.4%	10	4.3%	14	0.8%	2	0.8%	7	3.1%	9	1.9%
Total Pascack Valley		950	100.0%	233	100.0%	1183	100.0%	255	100.0%	228	100.0%	483	100.0%

Inbound Destination Station (continued)

		AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Unweighted Base		1682		207		1889		460		464		924	
Weighted Base		2578		531		3109		613		699		1312	
Line	Inbound Destination Station	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Port Jervis	NY Penn Station	337	20.7%	106	35.6%	443	23.0%	149	41.6%	201	42.7%	350	42.2%
	Newark Penn Station	9	0.6%	6	2.0%	15	0.8%	5	1.4%	5	1.1%	10	1.2%
	Essex Street	1	0.1%	0	0.0%	1	0.1%	0	0.0%	0	0.0%	0	0.0%
	Harriman	0	0.0%	7	2.3%	7	0.4%	0	0.0%	11	2.3%	11	1.3%
	Hoboken	1148	70.5%	144	48.3%	1292	67.0%	97	27.1%	163	34.6%	260	31.3%
	Lyndhurst	0	0.0%	0	0.0%	0	0.0%	0	0.0%	24	5.1%	24	2.9%
	Mahwah	2	0.1%	0	0.0%	2	0.1%	0	0.0%	0	0.0%	0	0.0%
	Middletown	9	0.6%	7	2.3%	16	0.8%	12	3.4%	22	4.7%	34	4.1%
	Passaic	0	0.0%	0	0.0%	0	0.0%	12	3.4%	0	0.0%	12	1.4%
	Paterson	0	0.0%	6	2.0%	6	0.3%	6	1.7%	0	0.0%	6	0.7%
	Ramsey	0	0.0%	0	0.0%	0	0.0%	12	3.4%	0	0.0%	12	1.4%
	Ridgewood	7	0.4%	0	0.0%	7	0.4%	0	0.0%	0	0.0%	0	0.0%
	Rutherford	0	0.0%	7	2.3%	7	0.4%	0	0.0%	12	2.5%	12	1.4%
	Salisbury Mills	3	0.2%	0	0.0%	3	0.2%	12	3.4%	0	0.0%	12	1.4%
	Sloatsburg	0	0.0%	0	0.0%	0	0.0%	12	3.4%	0	0.0%	12	1.4%
	Suffern	43	2.6%	12	4.0%	55	2.9%	24	6.7%	12	2.5%	36	4.3%
	Teterboro	0	0.0%	0	0.0%	0	0.0%	1	0.3%	0	0.0%	1	0.1%
	Secaucus Junction	16	1.0%	2	0.7%	18	0.9%	2	0.6%	12	2.5%	14	1.7%
	Ramsey Route 17	50	3.1%	0	0.0%	50	2.6%	12	3.4%	0	0.0%	12	1.4%
	Wesmont	2	0.1%	0	0.0%	2	0.1%	0	0.0%	0	0.0%	0	0.0%
Other	1	0.1%	1	0.3%	2	0.2%	2	0.6%	9	1.9%	11	1.3%	
Total Port Jervis		1628	100.0%	298	100.0%	1926	100.0%	358	100.0%	471	100.0%	829	100.0%

Inbound Destination Station (continued)

		AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Unweighted Base		1682		207		1889		460		464		924	
Weighted Base		2578		531		3109		613		699		1312	
Line	Inbound Destination Station	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Total NY Stations	NY Penn Station	558	21.6%	190	35.8%	748	24.1%	243	39.6%	277	39.6%	520	39.6%
	Newark Penn Station	18	0.7%	12	2.3%	30	1.0%	8	1.3%	12	1.7%	20	1.5%
	Anderson Street	0	0.0%	11	2.1%	11	0.4%	12	2.0%	0	0.0%	12	0.9%
	Essex Street	1	0.0%	9	1.7%	10	0.3%	36	5.9%	12	1.7%	48	3.7%
	Harriman	0	0.0%	7	1.3%	7	0.2%	0	0.0%	11	1.6%	11	0.8%
	Hillsdale	0	0.0%	9	1.7%	9	0.3%	0	0.0%	0	0.0%	0	0.0%
	Hoboken	1832	71.1%	192	36.2%	2024	65.2%	161	26.3%	251	35.9%	412	31.4%
	Kingsland	0	0.0%	0	0.0%	0	0.0%	1	0.2%	0	0.0%	1	0.1%
	Lyndhurst	0	0.0%	0	0.0%	0	0.0%	0	0.0%	24	3.4%	24	1.8%
	Mahwah	2	0.1%	0	0.0%	2	0.1%	0	0.0%	0	0.0%	0	0.0%
	Middletown	9	0.3%	7	1.3%	16	0.5%	12	2.0%	22	3.1%	34	2.6%
	Montvale	0	0.0%	23	4.3%	23	0.7%	0	0.0%	0	0.0%	0	0.0%
	New Bridge Landing	5	0.2%	0	0.0%	5	0.2%	12	2.0%	0	0.0%	12	0.9%
	Park Ridge	5	0.2%	11	2.1%	16	0.5%	0	0.0%	12	1.7%	12	0.9%
	Passaic	0	0.0%	0	0.0%	0	0.0%	12	2.0%	0	0.0%	12	0.9%
	Paterson	0	0.0%	6	1.1%	6	0.2%	6	1.0%	0	0.0%	6	0.5%
	Pearl River	10	0.4%	0	0.0%	10	0.3%	0	0.0%	0	0.0%	0	0.0%
	Ramsey	0	0.0%	0	0.0%	0	0.0%	12	2.0%	0	0.0%	12	0.9%
	Ridgewood	7	0.3%	0	0.0%	7	0.2%	0	0.0%	0	0.0%	0	0.0%
	River Edge	0	0.0%	0	0.0%	0	0.0%	12	2.0%	24	3.4%	36	2.7%
	Rutherford	0	0.0%	7	1.3%	7	0.2%	0	0.0%	12	1.7%	12	0.9%
	Salisbury Mills	3	0.1%	0	0.0%	3	0.1%	12	2.0%	0	0.0%	12	0.9%
	Sloatsburg	0	0.0%	0	0.0%	0	0.0%	12	2.0%	0	0.0%	12	0.9%
	Suffern	43	1.7%	12	2.3%	55	1.8%	24	3.9%	12	1.7%	36	2.7%
	Teterboro	5	0.2%	0	0.0%	5	0.2%	1	0.2%	0	0.0%	1	0.1%
	Westwood	0	0.0%	11	2.1%	11	0.4%	12	2.0%	0	0.0%	12	0.9%
	Secaucus Junction	23	0.9%	13	2.5%	36	1.2%	9	1.5%	14	2.0%	23	1.8%
	Ramsey Route 17	50	1.9%	0	0.0%	50	1.6%	12	2.0%	0	0.0%	12	0.9%
Wesmont	2	0.1%	0	0.0%	2	0.1%	0	0.0%	0	0.0%	0	0.0%	
Other	5	0.2%	11	1.9%	16	0.4%	4	0.7%	16	2.3%	20	1.6%	
Total NY Stations		2578	100.0%	531	100.0%	3109	100.0%	613	100.0%	699	100.0%	1312	100.0%

## 2.8 Egress Mode from MNR Station to Final Destination

- The two most common weekday egress modes for all NY Station customers were PATH trains (38.4%) and walking (31.6%).
- PATH trains were used more for egress in AM Peak (42.1%) compared to the Off Peak (20.4%); while subway accounted for 20.9% of Off Peak weekday egress modes.
- Just about half of the weekday customers who reported using PATH as their egress mode, exited at World Trade Center (678 of 1,369 riders, or 49.5%).
- Use of the PATH train as an egress mode was less prominent on weekends than weekdays (13.6% vs. 38.4%), as walking and subway were the most common weekend egress modes (33.4% and 29.1%, respectively).
- Also, a lower share of weekend customers who reported using PATH as their egress mode exited at World Trade Center (24 of 202 riders, or 23.5%), compared to weekdays.
- The Taxi/Car Service/Uber egress mode was more prevalent on weekends compared to weekdays (10.5% vs 2.1%).

*Note: respondents were instructed to select all egress modes that applied. As a result, the total number and percentage of “walk” in the following table is overstated, as many people may have selected walk along with other modes (e.g. walk to a subway). Additionally, the tables in this section can add up to more than the weighted base for each daypart.*

		AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Unweighted Base		1682		207		1889		460		464		924	
Weighted Base		2578		531		3109		613		699		1312	
Line	Egress Mode from Destination Station	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Pascack Valley	PATH	466	44.1%	25	10.3%	491	37.8%	26	8.7%	36	13.6%	62	11.0%
	World Trade Center	258	24.4%	8	3.3%	266	20.5%	3	1.0%	5	1.9%	8	1.4%
	Other NY Stations	125	11.8%	17	7.0%	142	10.9%	9	3.0%	13	4.9%	22	3.9%
	NJ Stations	33	3.1%	0	0.0%	33	2.5%	0	0.0%	13	4.9%	13	2.3%
	Not Specified	50	4.7%	0	0.0%	50	3.8%	14	4.7%	5	1.9%	19	3.4%
	Walk	359	34.0%	128	52.7%	487	37.5%	141	47.2%	98	37.0%	239	42.4%
	Subway	83	7.9%	39	16.0%	122	9.4%	63	21.1%	62	23.4%	125	22.2%
	Hudson-Bergen Light Rail	88	8.3%	8	3.3%	96	7.4%	9	3.0%	2	0.8%	11	2.0%
	Ferry	43	4.1%	0	0.0%	43	3.3%	0	0.0%	0	0.0%	0	0.0%
	Bus	7	0.7%	13	5.3%	20	1.5%	13	4.3%	12	4.5%	25	4.4%
	Taxi / Uber / Car Service	0	0.0%	17	7.0%	17	1.3%	28	9.4%	47	17.7%	75	13.3%
	Other	5	0.5%	6	2.5%	11	0.8%	3	1.0%	7	2.6%	10	1.8%
	Picked Up	1	0.1%	7	2.9%	8	0.6%	1	0.3%	0	0.0%	1	0.2%
	Employer Shuttle	4	0.4%	0	0.0%	4	0.3%	0	0.0%	0	0.0%	0	0.0%
	Drive alone	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	0.4%	1	0.2%
	Drive / ride with others	0	0.0%	0	0.0%	0	0.0%	15	5.0%	0	0.0%	15	2.7%
	Total Pascack Valley	1056	100.0%	243	100.0%	1299	100.0%	299	100.0%	265	100.0%	564	100.0%
Port Jervis	PATH	779	41.0%	99	27.1%	878	38.8%	44	11.8%	96	17.6%	140	15.2%
	World Trade Center	390	20.5%	22	6.0%	412	18.2%	7	1.9%	9	1.7%	16	1.7%
	Other NY Stations	240	12.6%	39	10.7%	279	12.3%	28	7.5%	53	9.7%	81	8.8%
	NJ Stations	48	2.5%	14	3.8%	62	2.7%	0	0.0%	23	4.2%	23	2.5%
	Not Specified	101	5.3%	24	6.6%	125	5.5%	9	2.4%	11	2.0%	20	2.2%
	Walk	547	28.8%	93	25.5%	640	28.3%	133	35.6%	123	22.6%	256	27.9%
	Subway	248	13.1%	88	24.1%	336	14.8%	114	30.5%	193	35.4%	307	33.4%
	Hudson-Bergen Light Rail	125	6.6%	0	0.0%	125	5.5%	0	0.0%	7	1.3%	7	0.8%
	Ferry	76	4.0%	3	0.8%	79	3.5%	0	0.0%	0	0.0%	0	0.0%
	Taxi / Uber / Car Service	21	1.1%	38	10.4%	59	2.6%	28	7.5%	53	9.7%	81	8.8%
	Bus	40	2.1%	15	4.1%	55	2.4%	4	1.1%	26	4.8%	30	3.3%
	Employer Shuttle	31	1.6%	0	0.0%	31	1.4%	0	0.0%	0	0.0%	0	0.0%
	Other	23	1.2%	6	1.6%	29	1.3%	8	2.1%	10	1.8%	18	2.0%
	Picked Up	5	0.3%	20	5.5%	25	1.1%	27	7.2%	30	5.5%	57	6.2%
	Drive alone	5	0.3%	0	0.0%	5	0.2%	0	0.0%	1	0.2%	1	0.1%
	Drive / ride with others	0	0.0%	3	0.8%	3	0.1%	16	4.3%	6	1.1%	22	2.4%
	Total Port Jervis	1900	100.0%	365	100.0%	2265	100.0%	374	100.0%	545	100.0%	919	100.0%
Total NY Stations	PATH	1245	42.1%	124	20.4%	1369	38.4%	70	10.4%	132	16.3%	202	13.6%
	World Trade Center	648	21.9%	30	4.9%	678	19.0%	10	1.5%	14	1.7%	24	1.6%
	Other NY Stations	365	12.3%	56	9.2%	421	11.8%	37	5.5%	66	8.1%	103	6.9%
	NJ Stations	81	2.7%	14	2.3%	95	2.7%	0	0.0%	36	4.4%	36	2.4%
	Not Specified	151	5.1%	24	3.9%	175	4.9%	23	3.4%	16	2.0%	39	2.6%
	Walk	906	30.6%	221	36.3%	1127	31.6%	274	40.7%	221	27.3%	495	33.4%
	Subway	331	11.2%	127	20.9%	458	12.9%	177	26.3%	255	31.5%	432	29.1%
	Hudson-Bergen Light Rail	213	7.2%	8	1.3%	221	6.2%	9	1.3%	9	1.1%	18	1.2%
	Ferry	119	4.0%	3	0.5%	122	3.4%	0	0.0%	0	0.0%	0	0.0%
	Taxi / Uber / Car Service	21	0.7%	55	9.0%	76	2.1%	56	8.3%	100	12.3%	156	10.5%
	Bus	47	1.6%	28	4.6%	75	2.1%	17	2.5%	38	4.7%	55	3.7%
	Other	28	0.9%	12	2.0%	40	1.1%	11	1.6%	17	2.1%	28	1.9%
	Employer Shuttle	35	1.2%	0	0.0%	35	1.0%	0	0.0%	0	0.0%	0	0.0%
	Picked Up	6	0.2%	27	4.4%	33	0.9%	28	4.2%	30	3.7%	58	3.9%
	Drive alone	5	0.2%	0	0.0%	5	0.1%	0	0.0%	2	0.2%	2	0.1%
	Drive / ride with others	0	0.0%	3	0.5%	3	0.1%	31	4.6%	6	0.7%	37	2.5%
	Total NY Stations	2956	100.0%	608	100.0%	3564	100.0%	673	100.0%	810	100.0%	1483	100.0%

## 2.9 Final Destination Location – Pascack Valley Line

- There are significant differences in final destinations of AM Peak and Off-Peak customers, as well as weekday vs. weekend.
- On the Pascack Valley Line final destinations in the Manhattan Central Business District (CBD)<sup>1</sup> during the AM Peak period accounted for 71.1%.
- Downtown Manhattan had the largest share of AM Peak customer destinations, with 42.9%.
- The share of AM Peak customers with destinations to Midtown Manhattan<sup>2</sup> was 26.8%; while Hudson County was 19.1%.
- By contrast, 33.9% of Off-Peak customers reported destinations in North Jersey, while only 18.5% stated they were going to Downtown Manhattan, and 21% in Midtown Manhattan.
- Weekends also have 28% of destinations in North Jersey, with 19% in Hudson County, 16% in Midtown Manhattan, and 14% Other. Thus, weekends and off-peak periods have a varied pattern of final destinations.

		AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Unweighted Base		1682		207		1889		460		464		924	
Weighted Base		2578		531		3109		613		699		1312	
Line	Destination Location	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Pascack Valley	NYC Downtown Manhattan	408	42.9%	43	18.5%	451	38.1%	36	14.1%	24	10.5%	60	12.4%
	NJ Hudson County	181	19.1%	23	9.9%	204	17.2%	41	16.1%	52	22.8%	93	19.3%
	NJ North	31	3.3%	79	33.9%	110	9.3%	77	30.2%	56	24.6%	133	27.5%
	NYC West Penn Station	58	6.1%	7	3.0%	65	5.5%	22	8.6%	6	2.6%	28	5.8%
	NYC East Penn Station	46	4.8%	18	7.7%	64	5.4%	3	1.2%	2	0.9%	5	1.0%
	NYC West PABT	45	4.7%	3	1.3%	48	4.1%	2	0.8%	2	0.9%	4	0.8%
	NYC East Upper Valley	39	4.1%	4	1.7%	43	3.6%	2	0.8%	3	1.3%	5	1.0%
	NYC West 42-59 St	33	3.5%	9	3.9%	42	3.6%	6	2.4%	6	2.6%	12	2.5%
	NYC West Upper Valley	24	2.5%	4	1.7%	28	2.4%	3	1.2%	18	7.9%	21	4.3%
	NYC Brooklyn	8	0.8%	19	8.2%	27	2.3%	13	5.1%	11	4.8%	24	5.0%
	NY Rockland	11	1.2%	4	1.7%	15	1.3%	13	5.1%	3	1.3%	16	3.3%
	NYC East 42-59 St	10	1.1%	4	1.7%	14	1.2%	3	1.2%	1	0.4%	4	0.8%
	NYC Lower Valley	13	1.4%	0	0.0%	13	1.1%	8	3.1%	1	0.4%	9	1.9%
	Other*	43	4.5%	16	6.9%	59	5.0%	26	10.2%	43	18.9%	69	14.3%
Total		950	100.0%	233	100.0%	1183	100.0%	255	100.0%	228	100.0%	483	100.0%

\* Any location with less than 1% on weekdays was combined into "Other".

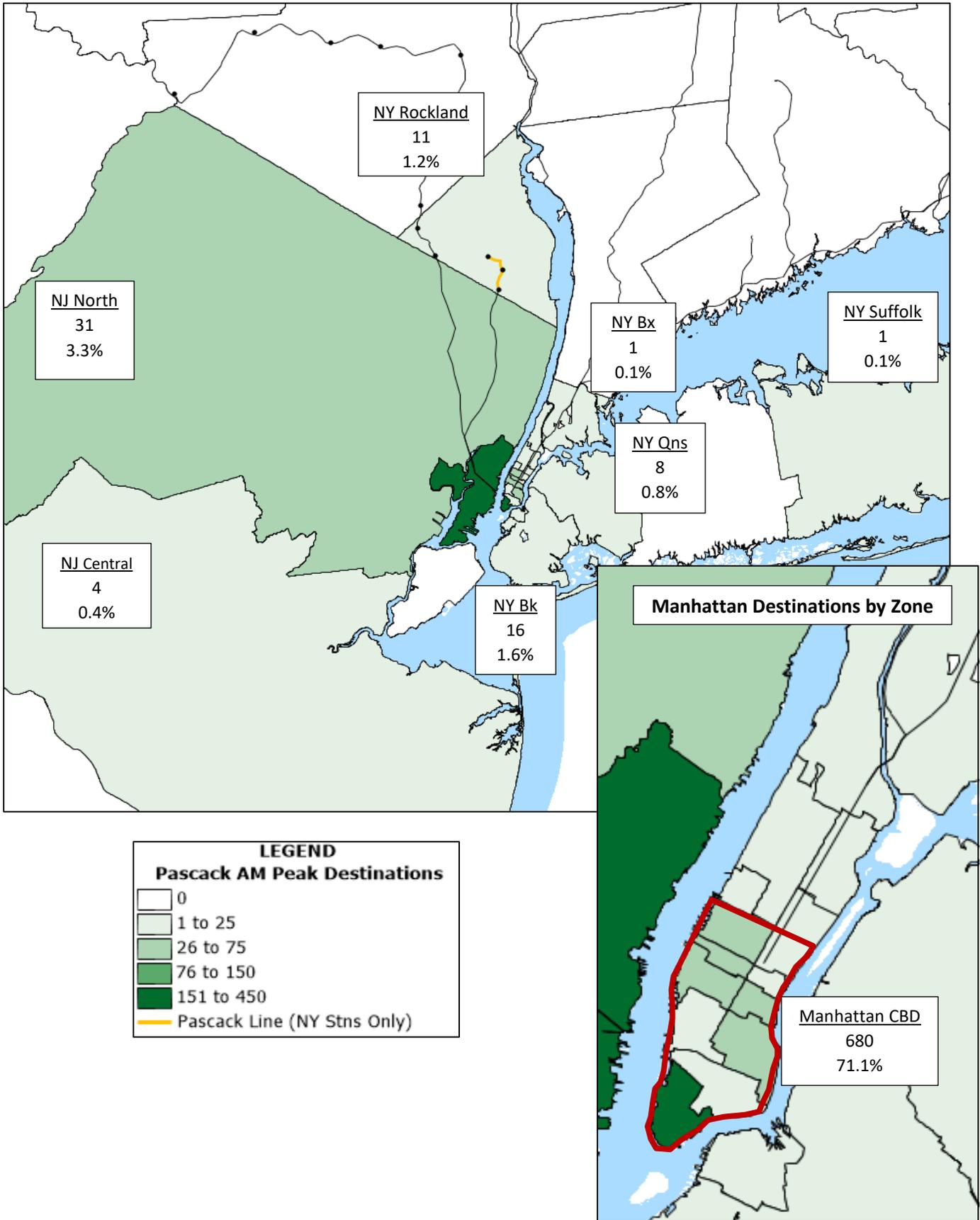
<sup>1</sup> Manhattan CBD includes Manhattan below 60<sup>th</sup> street divided as follows in 10 zones: NYC Downtown Manhattan, NYC Lower Valley, NYC West Upper Valley, NYC East Upper Valley, NYC West Penn Station, NYC East Penn Station, NYC West PABT, NYC East PABT, NYC West 42-59 St, NYC East 42-59 St. as shown on the map on the next page.

<sup>2</sup> Midtown Manhattan consists of 6 zones: NYC West PABT, NYC East PABT, NYC West Penn Station, NYC East Penn Station, NYC West 42-59 St, and NYC East 42-59 St.

Map 1. Destination Zones



**Map 2. Pascack Valley Final Destination Location – AM Peak, Boarding at NY Stations Only**



## 2.10 Final Destination Location – Port Jervis Line

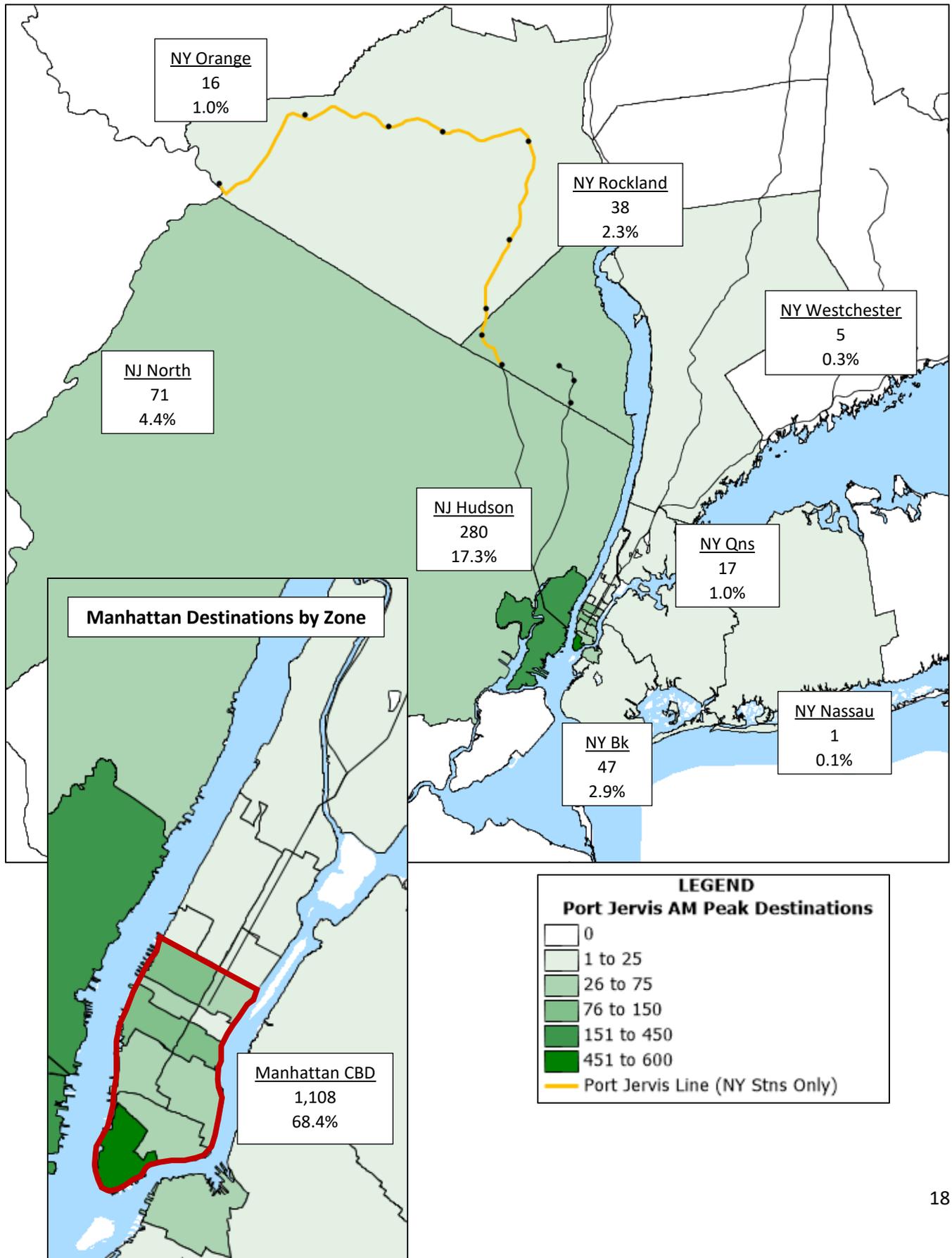
- Port Jervis Line customers in the AM Peak Period are split between Downtown Manhattan (32.7%), Midtown Manhattan<sup>3</sup> (23%) and Hudson County (17.2%).
- Off-Peak customers are scattered among multiple locations. Weekend customers are also very scattered, with Hudson County and Brooklyn the largest destinations.

		AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Unweighted Base		1682		207		1889		460		464		924	
Weighted Base		2578		531		3109		613		699		1312	
Line	Destination Location	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Port Jervis	NYC Downtown Manhattan	532	32.7%	53	17.8%	585	30.4%	58	16.2%	37	7.9%	95	11.5%
	NJ Hudson County	280	17.2%	43	14.4%	323	16.8%	48	13.4%	88	18.7%	136	16.4%
	NYC West Penn Station	123	7.6%	24	8.1%	147	7.6%	9	2.5%	11	2.3%	20	2.4%
	NJ North	71	4.4%	23	7.7%	94	4.9%	46	12.8%	32	6.8%	78	9.4%
	NYC West 42-59 St	84	5.2%	4	1.3%	88	4.6%	7	2.0%	7	1.5%	14	1.7%
	NYC East Penn Station	77	4.7%	1	0.3%	78	4.0%	5	1.4%	10	2.1%	15	1.8%
	NYC Lower Valley	58	3.6%	12	4.0%	70	3.6%	9	2.5%	4	0.8%	13	1.6%
	NYC West Upper Valley	62	3.8%	7	2.3%	69	3.6%	7	2.0%	20	4.2%	27	3.3%
	NYC East 42-59 St	61	3.7%	6	2.0%	67	3.5%	0	0.0%	1	0.2%	1	0.1%
	NY Rockland	38	2.3%	24	8.1%	62	3.2%	42	11.7%	12	2.5%	54	6.5%
	NYC West PABT	59	3.6%	0	0.0%	59	3.1%	3	0.8%	6	1.3%	9	1.1%
	NYC East Upper Valley	39	2.4%	8	2.7%	47	2.4%	4	1.1%	10	2.1%	14	1.7%
	NYC Brooklyn	18	1.1%	27	9.1%	45	2.3%	39	10.9%	71	15.1%	110	13.3%
	NYC Brooklyn Downtown	29	1.8%	2	0.7%	31	1.6%	0	0.0%	6	1.3%	6	0.7%
	NY Orange	16	1.0%	13	4.4%	29	1.5%	14	3.9%	44	9.3%	58	7.0%
	NYC Queens	17	1.0%	10	3.4%	27	1.4%	15	4.2%	31	6.6%	46	5.5%
	Other*	64	3.9%	41	13.8%	105	5.5%	52	14.5%	81	17.2%	133	16.0%
Total		1628	100.0%	298	100.0%	1926	100.0%	358	100.0%	471	100.0%	829	100.0%

\* Any location with less than 1% on weekdays was combined into "Other".

<sup>3</sup> Midtown Manhattan consists of 6 zones: NYC West PABT, NYC East PABT, NYC West Penn Station, NYC East Penn Station, NYC West 42-59 St, and NYC East 42-59 St.

**Map 2. Port Jervis Line Final Destination Location – AM Peak, Boarding at NY Stations Only**



## 2.11 Final Destination Location – Total NY Stations

- For all West of Hudson Customers, AM Peak destinations were mostly split between three destinations: Downtown Manhattan (36.5%), Midtown Manhattan<sup>4</sup> (29%) and Hudson County (17.9%).
- By contrast, Off-Peak destinations are varied, with Northern New Jersey (19.2%), Midtown Manhattan (19%), and Downtown Manhattan (18.1%) about equal.
- Weekends are even more scattered with “Other” (18%) and Hudson County (17.5%) the most important. The Boroughs of Brooklyn and Queens also total 15% on weekends.

		AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Unweighted Base		1682		207		1889		460		464		924	
Weighted Base		2578		531		3109		613		699		1312	
Line	Destination Location	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Total NY Stations	NYC Downtown Manhattan	940	36.5%	96	18.1%	1036	33.3%	94	15.3%	61	8.7%	155	11.8%
	NJ Hudson County	461	17.9%	66	12.4%	527	17.0%	89	14.5%	140	20.0%	229	17.5%
	NYC West Penn Station	181	7.0%	31	5.8%	212	6.8%	31	5.1%	17	2.4%	48	3.7%
	NJ North	102	4.0%	102	19.2%	204	6.6%	123	20.1%	88	12.6%	211	16.1%
	NYC East Penn Station	123	4.8%	19	3.6%	142	4.6%	8	1.3%	12	1.7%	20	1.5%
	NYC West 42-59 St	117	4.5%	13	2.4%	130	4.2%	13	2.1%	13	1.9%	26	2.0%
	NYC West PABT	104	4.0%	3	0.6%	107	3.4%	5	0.8%	8	1.1%	13	1.0%
	NYC West Upper Valley	86	3.3%	11	2.1%	97	3.1%	10	1.6%	38	5.4%	48	3.7%
	NYC East Upper Valley	78	3.0%	12	2.3%	90	2.9%	6	1.0%	13	1.9%	19	1.4%
	NYC Lower Valley	71	2.8%	12	2.3%	83	2.7%	17	2.8%	5	0.7%	22	1.7%
	NYC East 42-59 St	71	2.8%	10	1.9%	81	2.6%	3	0.5%	2	0.3%	5	0.4%
	NY Rockland	49	1.9%	28	5.3%	77	2.5%	55	9.0%	15	2.1%	70	5.3%
	NYC Brooklyn	26	1.0%	46	8.7%	72	2.3%	52	8.5%	82	11.7%	134	10.2%
	NYC Brooklyn Downtown	37	1.4%	2	0.4%	39	1.3%	3	0.5%	9	1.3%	12	0.9%
	NYC Queens	25	1.0%	10	1.9%	35	1.1%	19	3.1%	44	6.3%	63	4.8%
	Other*	107	4.2%	70	13.2%	177	5.7%	85	13.9%	152	21.7%	237	18.1%
	Total		2578	100.0%	531	100.0%	3109	100.0%	613	100.0%	699	100.0%	1312

\* Any location with less than 1% on weekdays was combined into "Other".

<sup>4</sup> Midtown Manhattan consists of 6 zones: NYC West PABT, NYC East PABT, NYC West Penn Station, NYC East Penn Station, NYC West 42-59 St, and NYC East 42-59 St.

## 2.12 Final Destination Location Type

- Most AM Peak customers were travelling to work (94.0%) or school (3.0%), while a small percentage were making a trip home (1.4%).
- Off-Peak weekday destinations were more distributed, with over a third of customers going to a work location (36.9%), a quarter heading home (25.2%), and another 14.5% going to a friend or family member's home.
- Overall, the main weekend destinations aside from home (42.1%) were recreation/tourism locations (22.8%), with the highest percentage on Saturdays with 34.7% of destination locations for recreation or tourism.

		AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Unweighted Base		1682		207		1889		460		464		924	
Weighted Base		2578		531		3109		613		699		1312	
Line	Destination Location Type	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Pascack Valley	My Home	7	0.7%	75	32.2%	82	6.9%	63	24.7%	98	43.0%	161	33.3%
	My Work	910	95.8%	109	46.8%	1019	86.1%	26	10.2%	37	16.2%	63	13.0%
	My School	16	1.7%	17	7.3%	33	2.8%	6	2.4%	17	7.5%	23	4.8%
	Friend / Family Home	8	0.8%	9	3.9%	17	1.4%	34	13.3%	47	20.6%	81	16.8%
	Recreation / Tourism / Hotel	3	0.3%	17	7.3%	20	1.7%	122	47.8%	26	11.4%	148	30.6%
	Other	6	0.6%	6	2.6%	12	1.0%	4	1.6%	3	1.3%	7	1.4%
	Total Pascack Valley	950	100.0%	233	100.0%	1183	100.0%	255	100.0%	228	100.0%	483	100.0%
Port Jervis	My Home	29	1.8%	59	19.8%	88	4.6%	139	38.8%	253	53.7%	392	47.3%
	My Work	1514	93.0%	87	29.2%	1601	83.1%	37	10.3%	66	14.0%	103	12.4%
	My School	62	3.8%	7	2.3%	69	3.6%	1	0.3%	3	0.6%	4	0.5%
	Friend / Family Home	6	0.4%	68	22.8%	74	3.8%	71	19.8%	49	10.4%	120	14.5%
	Recreation / Tourism / Hotel	7	0.4%	50	16.8%	57	3.0%	91	25.4%	60	12.7%	151	18.2%
	Other	10	0.6%	27	9.1%	37	1.9%	19	5.3%	40	8.5%	59	7.1%
	Total Port Jervis	1628	100.0%	298	100.0%	1926	100.0%	358	100.0%	471	100.0%	829	100.0%
Total	My Home	36	1.4%	134	25.2%	170	5.5%	202	33.0%	351	50.2%	553	42.1%
	My Work	2424	94.0%	196	36.9%	2620	84.3%	63	10.3%	103	14.7%	166	12.7%
	My School	78	3.0%	24	4.5%	102	3.3%	7	1.1%	20	2.9%	27	2.1%
	Friend / Family Home	14	0.5%	77	14.5%	91	2.9%	105	17.1%	96	13.7%	201	15.3%
	Recreation / Tourism / Hotel	10	0.4%	67	12.6%	77	2.5%	213	34.7%	86	12.3%	299	22.8%
	Other	16	0.6%	33	6.2%	49	1.6%	23	3.8%	43	6.2%	66	5.0%
	Total NY Stations	2578	100.0%	531	100.0%	3109	100.0%	613	100.0%	699	100.0%	1312	100.0%

## 2.13 Ticket Type

- Monthly tickets were the most commonly reported ticket type used in the AM Peak Period at 65.4%.
- For weekends and off-peak times, most customers reported using one-way tickets, at 56.4% and 57.1% respectively.
- A unique aspect of the West of Hudson service is the Round Trip Ticket, which is not offered on East of Hudson lines. Round Trip Off-Peak accounted for 15.6% of Off Peak ticket use, and 27.3% of weekend ticket use.

		AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Unweighted Base		1682		207		1889		460		464		924	
Weighted Base		2578		531		3109		613		699		1312	
Line	Ticket Type Used	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Pascack Valley	One Way	145	15.4%	137	59.1%	282	24.0%	125	52.3%	141	61.8%	266	57.0%
	Monthly	587	62.4%	41	17.7%	628	53.5%	13	5.4%	22	9.6%	35	7.5%
	Weekly	24	2.6%	0	0.0%	24	2.0%	5	2.1%	0	0.0%	5	1.1%
	Ten-Trip	106	11.3%	8	3.4%	114	9.7%	5	2.1%	5	2.2%	10	2.1%
	Round-Trip (Off Peak)	13	1.4%	26	11.2%	39	3.3%	80	33.5%	43	18.9%	123	26.3%
	Student Monthly	8	0.9%	4	1.7%	12	1.0%	0	0.0%	0	0.0%	0	0.0%
	Senior	42	4.5%	9	3.9%	51	4.3%	9	3.8%	14	6.1%	23	4.9%
	Disabled	5	0.5%	4	1.7%	9	0.8%	1	0.4%	1	0.4%	2	0.4%
	Other	11	1.2%	3	1.3%	14	1.2%	1	0.4%	2	0.9%	3	0.6%
	Total Pascack Valley	941	100.0%	232	100.0%	1173	100.0%	239	100.0%	228	100.0%	467	100.0%
Port Jervis	One Way	184	11.4%	166	55.5%	350	18.3%	190	53.5%	268	58.1%	458	56.1%
	Monthly	1083	67.1%	20	6.7%	1103	57.7%	13	3.7%	23	5.0%	36	4.4%
	Weekly	79	4.9%	0	0.0%	79	4.1%	4	1.1%	2	0.4%	6	0.7%
	Ten-Trip	76	4.7%	0	0.0%	76	4.0%	4	1.1%	11	2.4%	15	1.8%
	Round-Trip (Off Peak)	36	2.2%	57	19.1%	93	4.9%	120	33.8%	107	23.2%	227	27.8%
	Student Monthly	25	1.5%	0	0.0%	25	1.3%	0	0.0%	1	0.2%	1	0.1%
	Senior	81	5.0%	44	14.7%	125	6.5%	21	5.9%	46	10.0%	67	8.2%
	Disabled	6	0.4%	12	4.0%	18	0.9%	0	0.0%	3	0.7%	3	0.4%
	Other	44	2.7%	0	0.0%	44	2.3%	3	0.8%	0	0.0%	3	0.4%
	Total Port Jervis	1614	100.0%	299	100.0%	1913	100.0%	355	100.0%	461	100.0%	816	100.0%
Total NY Stations	One Way	329	12.9%	303	57.1%	632	20.5%	315	53.0%	409	59.4%	724	56.4%
	Monthly	1670	65.4%	61	11.5%	1731	56.1%	26	4.4%	45	6.5%	71	5.5%
	Weekly	103	4.0%	0	0.0%	103	3.3%	9	1.5%	2	0.3%	11	0.9%
	Ten-Trip	182	7.1%	8	1.5%	190	6.2%	9	1.5%	16	2.3%	25	1.9%
	Round-Trip (Off Peak)	49	1.9%	83	15.6%	132	4.3%	200	33.7%	150	21.8%	350	27.3%
	Student Monthly	33	1.3%	4	0.8%	37	1.2%	0	0.0%	1	0.1%	1	0.1%
	Senior	123	4.8%	53	10.0%	176	5.7%	30	5.1%	60	8.7%	90	7.0%
	Disabled	11	0.4%	16	3.0%	27	0.9%	1	0.2%	4	0.6%	5	0.4%
	Other	55	2.2%	3	0.6%	58	1.9%	4	0.7%	2	0.3%	6	0.5%
	Total NY Stations	2555	100.0%	531	100.0%	3086	100.0%	594	100.0%	689	100.0%	1283	100.0%

Note: Totals by daypart may be less than weighted base due to lack of response.

## 2.14 Outbound Trip Day

- Virtually all AM Peak customers were travelling in the outbound direction on the same day that they were surveying in the inbound direction (99.4%).
- Just under a third (31.6%) of weekend customers planned to make their outbound or return trip on a different day, and this number was higher for Port Jervis customers (36.7%) who generally have greater trip lengths than Pascack Valley Line customers.

		AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Unweighted Base		1682		207		1889		460		464		924	
Weighted Base		2578		531		3109		613		699		1312	
Line	Outbound Trip	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Pascack Valley	Used MNR	864	100.0%	89	100.0%	953	100.0%	118	100.0%	109	100.0%	227	100.0%
	Same day	857	99.2%	69	77.5%	926	97.2%	95	80.5%	81	74.3%	176	77.5%
	Different day	7	0.8%	20	22.5%	27	2.8%	23	19.5%	28	25.7%	51	22.5%
Port Jervis	Used MNR	1477	100.0%	188	100.0%	1665	100.0%	177	100.0%	232	100.0%	409	100.0%
	Same day	1469	99.5%	133	70.7%	1602	96.2%	138	78.0%	121	52.2%	259	63.3%
	Different day	8	0.5%	55	29.3%	63	3.8%	39	22.0%	111	47.8%	150	36.7%
Total NY Stations	Used MNR	2341	100.0%	277	100.0%	2618	100.0%	295	100.0%	341	100.0%	636	100.0%
	Same day	2326	99.4%	202	72.9%	2528	96.6%	233	79.0%	202	59.2%	435	68.4%
	Different day	15	0.6%	75	27.1%	90	3.4%	62	21.0%	139	40.8%	201	31.6%

Note: Totals by daypart may be less than weighted base due to lack of response. All those who responded to this question indicated using MNR for their outbound trips.

## 2.15 Outbound Trip Departure Time

- Most AM Peak customers (65.2%) made their outbound trip between 5 and 7pm
- On weekends, just about half of the customers (46.9%) made an outbound trip between 9am and 4pm.

		AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Unweighted Base		1682		207		1889		460		464		924	
Weighted Base		2578		531		3109		613		699		1312	
Line	Outbound Trip Departure Time	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Pascack Valley	5 - 8:59 AM	13	1.7%	0	0.0%	13	1.6%	0	0.0%	1	1.7%	1	0.9%
	9 AM - 3:59 PM	39	5.2%	17	27.9%	56	6.9%	26	48.1%	26	44.8%	52	46.4%
	4 - 4:59 PM	62	8.3%	0	0.0%	62	7.7%	4	7.4%	3	5.2%	7	6.3%
	5 - 5:59 PM	416	55.8%	3	4.9%	419	52.0%	4	7.4%	6	10.3%	10	8.9%
	6 - 6:59 PM	121	16.2%	4	6.6%	125	15.5%	3	5.6%	8	13.8%	11	9.8%
	7 - 7:59 PM	73	9.8%	0	0.0%	73	9.1%	6	11.1%	10	17.2%	16	14.3%
	8 PM - 1:59 AM	21	2.8%	34	55.7%	55	6.8%	11	20.4%	4	6.9%	15	13.4%
	2 AM - 4:59 AM	0	0.0%	3	4.9%	3	0.4%	0	0.0%	0	0.0%	0	0.0%
	Total Pascack Valley	745	100.0%	61	100.0%	806	100.0%	54	100.0%	58	100.0%	112	100.0%
	Port Jervis	5 - 8:59 AM	29	2.3%	2	1.5%	31	2.3%	8	7.5%	1	0.7%	9
9 AM - 3:59 PM		56	4.5%	46	34.8%	102	7.5%	59	55.7%	62	41.1%	121	47.1%
4 - 4:59 PM		307	24.9%	17	12.9%	324	23.7%	6	5.7%	24	15.9%	30	11.7%
5 - 5:59 PM		423	34.3%	18	13.6%	441	32.3%	0	0.0%	14	9.3%	14	5.4%
6 - 6:59 PM		330	26.7%	12	9.1%	342	25.0%	22	20.8%	19	12.6%	41	16.0%
7 - 7:59 PM		63	5.1%	18	13.6%	81	5.9%	0	0.0%	9	6.0%	9	3.5%
8 PM - 1:59 AM		21	1.7%	19	14.4%	40	2.9%	11	10.4%	21	13.9%	32	12.5%
2 AM - 4:59 AM		6	0.5%	0	0.0%	6	0.4%	0	0.0%	1	0.7%	1	0.4%
Total Port Jervis		1235	100.0%	132	100.0%	1367	100.0%	106	100.0%	151	100.0%	257	100.0%
Total NY Stations		5 - 8:59 AM	42	2.1%	2	1.0%	44	2.0%	8	5.0%	2	1.0%	10
	9 AM - 3:59 PM	95	4.8%	63	32.6%	158	7.3%	85	53.1%	88	42.1%	173	46.9%
	4 - 4:59 PM	369	18.6%	17	8.8%	386	17.8%	10	6.3%	27	12.9%	37	10.0%
	5 - 5:59 PM	839	42.4%	21	10.9%	860	39.6%	4	2.5%	20	9.6%	24	6.5%
	6 - 6:59 PM	451	22.8%	16	8.3%	467	21.5%	25	15.6%	27	12.9%	52	14.1%
	7 - 7:59 PM	136	6.9%	18	9.3%	154	7.1%	6	3.8%	19	9.1%	25	6.8%
	8 PM - 1:59 AM	42	2.1%	53	27.5%	95	4.4%	22	13.8%	25	12.0%	47	12.7%
	2 AM - 4:59 AM	6	0.3%	3	1.6%	9	0.4%	0	0.0%	1	0.5%	1	0.3%
	Total NY Stations	1980	100.0%	193	100.0%	2173	100.0%	160	100.0%	209	100.0%	369	100.0%

Note: Totals by daypart may be less than weighted base due to lack of response.

## 2.16 Length of Time Using Metro-North Railroad

- The median number of years that AM Peak customers have been using Metro-North was 6.3, just slightly higher than weekday customers overall at 6.2 years.
- On weekends, the median number of years using Metro-North was slightly lower than weekdays, at 5.5 years.

		AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Unweighted Base		1682		207		1889		460		464		924	
Weighted Base		2578		531		3109		613		699		1312	
Line	Length of Time using MNR	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Pascack Valley	Less than 1 Year	37	4.5%	8	5.5%	45	4.7%	1	0.5%	2	1.1%	3	0.8%
	1-5 Years	381	46.4%	56	38.6%	437	45.2%	78	38.6%	106	56.7%	184	47.3%
	6-10 Years	179	21.8%	54	37.2%	233	24.1%	82	40.6%	43	23.0%	125	32.1%
	11-15 Years	85	10.3%	13	9.0%	98	10.1%	10	5.0%	11	5.9%	21	5.4%
	16-20 Years	84	10.2%	4	2.8%	88	9.1%	13	6.4%	16	8.6%	29	7.5%
	More than 20 Years	56	6.8%	10	6.9%	66	6.8%	18	8.9%	9	4.8%	27	6.9%
	Total Pascack Valley	822	100.0%	145	100.0%	967	100.0%	202	100.0%	187	100.0%	389	100.0%
Port Jervis	Less than 1 Year	47	3.2%	3	1.3%	50	2.9%	22	9.3%	5	1.4%	27	4.6%
	1-5 Years	529	35.8%	98	43.2%	627	36.8%	87	36.9%	155	43.7%	242	40.9%
	6-10 Years	302	20.4%	44	19.4%	346	20.3%	46	19.5%	90	25.4%	136	23.0%
	11-15 Years	206	13.9%	11	4.8%	217	12.7%	23	9.7%	33	9.3%	56	9.5%
	16-20 Years	236	16.0%	42	18.5%	278	16.3%	40	16.9%	56	15.8%	96	16.2%
	More than 20 Years	159	10.8%	29	12.8%	188	11.0%	18	7.6%	16	4.5%	34	5.8%
	Total Port Jervis	1479	100.0%	227	100.0%	1706	100.0%	236	100.0%	355	100.0%	591	100.0%
Total NY Stations	Less than 1 Year	84	3.7%	11	3.0%	95	3.6%	23	5.3%	7	1.3%	30	3.1%
	1-5 Years	910	39.5%	154	41.4%	1064	39.8%	165	37.7%	261	48.2%	426	43.5%
	6-10 Years	481	20.9%	98	26.3%	579	21.7%	128	29.2%	133	24.5%	261	26.6%
	11-15 Years	291	12.6%	24	6.5%	315	11.8%	33	7.5%	44	8.1%	77	7.9%
	16-20 Years	320	13.9%	46	12.4%	366	13.7%	53	12.1%	72	13.3%	125	12.8%
	More than 20 Years	215	9.3%	39	10.5%	254	9.5%	36	8.2%	25	4.6%	61	6.2%
	Total NY Stations	2301	100.0%	372	100.0%	2673	100.0%	438	100.0%	542	100.0%	980	100.0%

Note: Totals by daypart may be less than weighted base due to lack of response.

## 2.17 Work vs. Non-Work Travel

- Work accounted for 63.2% of the AM Peak trip purposes, while only 14.7% of off-peak and 13.6% of weekend travel was for work purposes.

		AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Unweighted Base		1682		207		1889		460		464		924	
Weighted Base		2578		531		3109		613		699		1312	
Line	Travel Purpose	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Pascack Valley	Work purposes ONLY	577	62.0%	43	18.8%	620	53.5%	26	11.0%	22	10.0%	48	10.5%
	Non-work purposes ONLY	18	1.9%	15	6.6%	33	2.8%	111	47.0%	51	23.3%	162	35.6%
	Both	335	36.0%	171	74.7%	506	43.7%	99	41.9%	146	66.7%	245	53.8%
	Total Pascack Valley	930	100.0%	229	100.0%	1159	100.0%	236	100.0%	219	100.0%	455	100.0%
Port Jervis	Work purposes ONLY	1007	63.8%	34	11.6%	1041	55.6%	15	5.0%	26	5.8%	41	5.5%
	Non-work purposes ONLY	32	2.0%	106	36.1%	138	7.4%	180	59.8%	210	46.6%	390	51.9%
	Both	539	34.2%	154	52.4%	693	37.0%	106	35.2%	215	47.7%	321	42.7%
	Total Port Jervis	1578	100.0%	294	100.0%	1872	100.0%	301	100.0%	451	100.0%	752	100.0%
Total NY Stations	Work purposes ONLY	1584	63.2%	77	14.7%	1661	54.8%	75	23.4%	28	6.4%	103	13.6%
	Non-work purposes ONLY	50	2.0%	121	23.1%	171	5.6%	41	12.8%	48	11.0%	89	11.7%
	Both	874	34.8%	325	62.1%	1199	39.6%	205	63.9%	361	82.6%	566	74.7%
	Total NY Stations	2508	100.0%	523	100.0%	3031	100.0%	321	100.0%	437	100.0%	758	100.0%

Note: Totals by daypart may be less than weighted base due to lack of response.

## 2.18 Inbound Trip Frequency in Past 7 Days

- More than half of the AM Peak customers (56.4%) reported making 5 inbound trips in the past 7 days, while the majority of weekend customers (62.1%) reported making 1 inbound trip in the past 7 days.
- Weekday Off Peak customers had more variability for inbound trip frequencies, with about a third (34.9%) making 1 inbound trip, another third (33.4%) making 2-4 inbound trips, and the rest (31.7%) making 5 or more inbound trips.

		AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Unweighted Base		1682		207		1889		460		464		924	
Weighted Base		2578		531		3109		613		699		1312	
Line	Inbound Trip Frequency (Last 7 days)	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Pascack Valley	1 trip	41	4.5%	70	32.6%	111	9.9%	141	60.5%	94	51.6%	235	56.6%
	2 trips	50	5.5%	31	14.4%	81	7.2%	37	15.9%	27	14.8%	64	15.4%
	3 trips	78	8.6%	6	2.8%	84	7.5%	7	3.0%	3	1.6%	10	2.4%
	4 trips	114	12.5%	16	7.4%	130	11.6%	16	6.9%	24	13.2%	40	9.6%
	5 trips	514	56.5%	48	22.3%	562	50.0%	5	2.1%	6	3.3%	11	2.7%
	6 trips	44	4.8%	0	0.0%	44	3.9%	15	6.4%	6	3.3%	21	5.1%
	7 trips	43	4.7%	27	12.6%	70	6.2%	3	1.3%	3	1.6%	6	1.4%
	8 trips or more	25	2.8%	17	7.9%	42	3.7%	9	3.9%	19	10.4%	28	6.7%
	Total Pascack Valley	909	100.0%	215	100.0%	1124	100.0%	233	100.0%	182	100.0%	415	100.0%
Port Jervis	1 trip	54	3.4%	96	36.8%	150	8.2%	210	71.4%	249	60.9%	459	65.3%
	2 trips	80	5.1%	69	26.4%	149	8.1%	33	11.2%	76	18.6%	109	15.5%
	3 trips	129	8.2%	15	5.7%	144	7.9%	9	3.1%	15	3.7%	24	3.4%
	4 trips	226	14.4%	22	8.4%	248	13.5%	20	6.8%	14	3.4%	34	4.8%
	5 trips	887	56.4%	42	16.1%	929	50.7%	7	2.4%	4	1.0%	11	1.6%
	6 trips	64	4.1%	0	0.0%	64	3.5%	8	2.7%	21	5.1%	29	4.1%
	7 trips	60	3.8%	1	0.4%	61	3.3%	1	0.3%	6	1.5%	7	1.0%
	8 trips or more	73	4.6%	16	6.1%	89	4.9%	6	2.0%	24	5.9%	30	4.3%
	Total Port Jervis	1573	100.0%	261	100.0%	1834	100.0%	294	100.0%	409	100.0%	703	100.0%
Total NY Stations	1 trip	95	3.8%	166	34.9%	261	8.8%	351	66.6%	343	58.0%	694	62.1%
	2 trips	130	5.2%	100	21.0%	230	7.8%	70	13.3%	103	17.4%	173	15.5%
	3 trips	207	8.3%	21	4.4%	228	7.7%	16	3.0%	18	3.0%	34	3.0%
	4 trips	340	13.7%	38	8.0%	378	12.8%	36	6.8%	38	6.4%	74	6.6%
	5 trips	1401	56.4%	90	18.9%	1491	50.4%	12	2.3%	10	1.7%	22	2.0%
	6 trips	108	4.4%	0	0.0%	108	3.7%	23	4.4%	27	4.6%	50	4.5%
	7 trips	103	4.1%	28	5.9%	131	4.4%	4	0.8%	9	1.5%	13	1.2%
	8 trips or more	98	3.9%	33	6.9%	131	4.4%	15	2.8%	43	7.3%	58	5.2%
	Total NY Stations	2482	100.0%	476	100.0%	2958	100.0%	527	100.0%	591	100.0%	1118	100.0%

Note: Totals by daypart may be less than weighted base due to lack of response.

## 2.19 Vehicle Availability

- Most AM Peak customers reported having a vehicle available for their inbound trip (88.4%). This indicates that they preferred to use transit.
- In contrast, about half of the off-peak customers (46%) and more than half of weekend customers (54.4%) stated that they did not have a vehicle available, indicating that they are transit dependent and do not have another way to travel.

		AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Unweighted Base		1682		207		1889		460		464		924	
Weighted Base		2578		531		3109		613		699		1312	
Line	Vehicle Availability	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Pascack Valley	Yes	797	87.2%	75	35.2%	872	77.4%	137	55.5%	97	45.3%	234	50.8%
	No	117	12.8%	138	64.8%	255	22.6%	110	44.5%	117	54.7%	227	49.2%
	Total Pascack Valley	914	100.0%	213	100.0%	1127	100.0%	247	100.0%	214	100.0%	461	100.0%
Port Jervis	Yes	1405	89.1%	200	67.6%	1605	85.7%	165	47.7%	174	38.8%	339	42.6%
	No	172	10.9%	96	32.4%	268	14.3%	181	52.3%	275	61.2%	456	57.4%
	Total Port Jervis	1577	100.0%	296	100.0%	1873	100.0%	346	100.0%	449	100.0%	795	100.0%
Total NY Stations	Yes	2202	88.4%	275	54.0%	2477	82.6%	302	50.9%	271	40.9%	573	45.6%
	No	289	11.6%	234	46.0%	523	17.4%	291	49.1%	392	59.1%	683	54.4%
	Total NY Stations	2491	100.0%	509	100.0%	3000	100.0%	593	100.0%	663	100.0%	1256	100.0%

Note: Totals by daypart may be less than weighted base due to lack of response.

## 2.20 Average Number of Trips to NYC by Car Per Month

- Slightly less than half (45.6%) of the customers surveying during their AM Peak inbound trip did not take any trips into NYC by car. For weekday off-peak customers, this number rises to more than half (53.8%).
- For customers who were surveyed on weekends, more than half (56.9%) reported not making any trips to NYC by car.
- There was a greater share of weekend customers taking 5 or more trips in by car per month on the Pascack Valley Line (17.0%) than on the Port Jervis Line (6.2%).

		AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Unweighted Base		1682		207		1889		460		464		924	
Weighted Base		2578		531		3109		613		699		1312	
Line	Trips Made by Car (Avg./Month)	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Pascack Valley	0 Trips	405	45.6%	86	47.0%	491	45.8%	120	52.9%	96	45.9%	216	49.5%
	1 or more	484	54.4%	97	53.0%	581	54.2%	107	47.1%	113	54.1%	220	50.5%
	1	143	16.1%	40	21.9%	183	17.1%	22	9.7%	38	18.2%	60	13.8%
	2	132	14.8%	7	3.8%	139	13.0%	25	11.0%	16	7.7%	41	9.4%
	3	51	5.7%	9	4.9%	60	5.6%	8	3.5%	5	2.4%	13	3.0%
	4	58	6.5%	16	8.7%	74	6.9%	12	5.3%	20	9.6%	32	7.3%
	5 or more	100	11.2%	25	13.7%	125	11.7%	40	17.6%	34	16.3%	74	17.0%
	Total Pascack Valley	889	100.0%	183	100.0%	1072	100.0%	227	100.0%	209	100.0%	436	100.0%
Port Jervis	0 Trips	709	45.6%	169	58.1%	878	47.6%	194	61.0%	251	61.7%	445	61.4%
	1 or more	846	54.4%	122	41.9%	968	52.4%	124	39.0%	156	38.3%	280	38.6%
	1	253	16.3%	33	11.3%	286	15.5%	39	12.3%	51	12.5%	90	12.4%
	2	217	14.0%	34	11.7%	251	13.6%	21	6.6%	54	13.3%	75	10.3%
	3	94	6.0%	4	1.4%	98	5.3%	14	4.4%	14	3.4%	28	3.9%
	4	103	6.6%	11	3.8%	114	6.2%	22	6.9%	20	4.9%	42	5.8%
	5 or more	179	11.5%	40	13.7%	219	11.9%	28	8.8%	17	4.2%	45	6.2%
	Total Port Jervis	1555	100.0%	291	100.0%	1846	100.0%	318	100.0%	407	104.2%	725	100.0%
Total NY Stations	0 Trips	1114	45.6%	255	53.8%	1369	46.9%	314	57.6%	347	56.3%	661	56.9%
	1 or more	1330	54.4%	219	46.2%	1549	53.1%	231	42.4%	269	43.7%	500	43.1%
	1	396	16.2%	73	15.4%	469	16.1%	61	11.2%	89	14.4%	150	12.9%
	2	349	14.3%	41	8.6%	390	13.4%	46	8.4%	70	11.4%	116	10.0%
	3	145	5.9%	13	2.7%	158	5.4%	22	4.0%	19	3.1%	41	3.5%
	4	161	6.6%	27	5.7%	188	6.4%	34	6.2%	40	6.5%	74	6.4%
	5 or more	279	11.4%	65	13.7%	344	11.8%	68	12.5%	51	8.3%	119	10.2%
	Total NY Stations	2444	100.0%	474	100.0%	2918	100.0%	545	100.0%	616	108.3%	1161	100.0%

Note: Totals by daypart may be less than weighted base due to lack of response.

## 2.21 Use of Metro-North/NJT on Weekends or Holidays in Past Month

- About one third of customers surveyed in the AM Peak (32.3%) stated that they also travelled on Metro-North or NJT trains on weekends or holidays in the last month, while more than half of off-peak customers (53.1%) reported the same.
- A greater share of Sunday customers (73.1%) reporting using Metro-North or NJT on weekends or holidays in the last month, compared to Saturday customers (63.4%)

		AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Unweighted Base		1682		207		1889		460		464		924	
Weighted Base		2578		531		3109		613		699		1312	
Line	Weekend/Holiday Usage of MNR	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Pascack Valley	Yes	304	33.2%	122	67.0%	426	38.8%	172	68.8%	174	82.1%	347	75.0%
	No	612	66.8%	60	33.0%	673	61.3%	78	31.2%	38	17.9%	116	25.2%
	Total Pascack Valley	916	100.0%	182	100.0%	1098	100.1%	250	100.0%	212	100.0%	462	100.2%
Port Jervis	Yes	503	31.8%	129	44.3%	632	33.8%	201	59.5%	305	68.8%	507	64.8%
	No	1078	68.2%	162	55.7%	1240	66.2%	137	40.5%	138	31.2%	275	35.2%
	Total Port Jervis	1581	100.0%	291	100.0%	1872	100.0%	338	100.0%	443	100.0%	782	100.0%
Total NY Stations	Yes	807	32.3%	251	53.1%	1058	35.6%	373	63.4%	479	73.1%	853	68.5%
	No	1690	67.7%	222	46.9%	1912	64.4%	215	36.6%	176	26.9%	391	31.5%
	Total NY Stations	2497	100.0%	473	100.0%	2970	100.0%	588	100.0%	655	100.0%	1244	100.0%

Note: Totals by daypart may be less than weighted base due to lack of response.

## 2.22 Change of Inbound Use of Pascack Valley Line Since Introduction of Off-Peak and Weekend Service

- Weekday and weekend customers reported that they used inbound off-peak trains more frequently - 13.6% and 17%, respectively - since the introduction of Off-Peak and weekend service on the Pascack Valley Line.

		AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Unweighted Base		1682		207		1889		460		464		924	
Weighted Base		2578		531		3109		613		699		1312	
Line	Change of Inbound Use of PVL	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
	I have not changed my inbound peak period usage	515	68.7%	32	19.4%	547	63.7%	94	40.4%	55	42.6%	149	33.9%
	I use inbound peak period trains more frequently	100	13.3%	16	9.8%	116	13.5%	17	7.2%	25	19.4%	42	9.5%
	I use inbound peak period trains less frequently	14	1.9%	22	13.8%	37	4.3%	14	6.1%	6	4.3%	20	4.5%
	I started using inbound off-peak period trains	46	6.2%	28	17.0%	74	8.6%	20	8.4%	40	31.4%	60	13.6%
	I never use inbound off-peak period trains	74	9.8%	11	6.9%	85	9.9%	5	2.0%	3	2.3%	8	1.8%
	Total Pascack Valley	749	100.0%	109	100.0%	858	100.0%	150	100.0%	128	100.0%	278	100.0%

Note: Totals by daypart may be less than weighted base due to lack of response.

## 2.23 Physical Disabilities

- Slightly more weekend customers (5.9%) than weekday customers (4.2%) reported having some type of physical disability.
- Among those respondents who reported having a disability, difficulty climbing stairs was most commonly reported for both weekday and weekend travelers, 2.8% and 4.7%, respectively.

Line	Physical Disability	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Pascack Valley	I do not have a disability	894	97.1%	178	92.3%	1073	96.2%	223	88.6%	201	97.9%	424	91.9%
	Difficulty with or inability to climb stairs	22	2.4%	4	1.9%	26	2.3%	25	10.1%	1	0.4%	26	5.7%
	Use a wheelchair	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	1.6%	3	0.7%
	Use a mobility aid (cane, etc.)	1	0.1%	0	0.0%	1	0.1%	3	1.0%	1	0.4%	3	0.8%
	Are legally blind	0	0.0%	11	5.8%	11	1.0%	0	0.0%	1	0.6%	1	0.3%
	Have a hearing impairment	4	0.4%	0	0.0%	4	0.4%	2	0.8%	1	0.6%	3	0.7%
	Total Pascack Valley	921	100.0%	193	100.0%	1115	100.0%	251	100.5%	205	101.5%	461	100.0%
Port Jervis	I do not have a disability	1513	95.5%	285	97.7%	1798	95.5%	305	94.0%	437	96.5%	742	95.5%
	Difficulty with or inability to climb stairs	55	3.5%	4	1.2%	58	3.1%	18	5.4%	15	3.2%	32	4.1%
	Use a wheelchair	0	0.0%	0	0.0%	0	0.0%	2	0.6%	0	0.0%	2	0.2%
	Use a mobility aid (cane, etc.)	12	0.8%	5	1.6%	17	0.9%	0	0.0%	1	0.3%	1	0.2%
	Are legally blind	1	0.1%	0	0.0%	1	0.0%	0	0.0%	0	0.0%	0	0.0%
	Have a hearing impairment	9	0.5%	0	0.0%	9	0.5%	0	0.0%	0	0.0%	0	0.0%
	Total Port Jervis	1584	100.3%	292	100.5%	1882	100.0%	324	100.0%	453	100.0%	777	100.0%
Total NY Stations	I do not have a disability	2407	95.9%	464	95.3%	2870	95.8%	528	91.4%	638	96.5%	1166	94.1%
	Difficulty with or inability to climb stairs	77	3.1%	7	1.5%	84	2.8%	43	7.4%	15	2.3%	58	4.7%
	Use a wheelchair	0	0.0%	0	0.0%	0	0.0%	2	0.3%	3	0.5%	5	0.4%
	Use a mobility aid (cane, etc.)	13	0.5%	5	1.0%	18	0.6%	3	0.4%	2	0.3%	5	0.4%
	Are legally blind	1	0.0%	11	2.3%	12	0.4%	0	0.0%	1	0.2%	1	0.1%
	Have a hearing impairment	13	0.5%	0	0.0%	13	0.4%	2	0.4%	1	0.2%	3	0.3%
	Total NY Stations	2510	100.0%	487	100.0%	2997	100.0%	577	100.0%	661	100.0%	1238	100.0%

Note: Totals by daypart may be less than weighted base due to lack of response.

## 2.24 Level of Education

- Slightly more than three-fourths of weekday customers (75.3%) reported having a college or post-graduate degree, which was slightly higher than the share of weekend customers (71.7%).

		AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Unweighted Base		1682		207		1889		460		464		924	
Weighted Base		2578		531		3109		613		699		1312	
Line	Level of Education	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Pascack Valley	Did not graduate high school	8	0.9%	11	5.4%	19	1.7%	1	0.4%	26	12.9%	27	6.1%
	High school graduate	28	3.1%	4	2.0%	32	2.9%	29	12.1%	8	4.0%	37	8.4%
	Technical or vocational business school	8	0.9%	20	9.9%	28	2.5%	3	1.3%	0	0.0%	3	0.7%
	Some college	90	9.8%	46	22.8%	136	12.1%	37	15.5%	27	13.4%	64	14.5%
	College graduate	506	55.1%	84	41.6%	590	52.6%	121	50.6%	71	35.1%	192	43.4%
	Post graduate	278	30.3%	37	18.3%	315	28.1%	48	20.1%	70	34.7%	118	26.7%
	Total Pascack Valley	918	100.0%	202	100.0%	1121	99.9%	239	100.0%	202	100.0%	442	99.8%
Port Jervis	Did not graduate high school	24	1.5%	18	6.1%	42	2.2%	6	1.8%	19	4.2%	25	3.1%
	High school graduate	98	6.2%	33	11.2%	131	7.0%	39	11.5%	25	5.5%	64	8.1%
	Technical or vocational business school	37	2.3%	10	3.4%	47	2.5%	7	2.1%	5	1.1%	12	1.5%
	Some college	242	15.3%	65	22.1%	307	16.4%	56	16.5%	62	13.6%	118	14.8%
	College graduate	839	53.1%	111	37.8%	950	50.7%	144	42.4%	235	51.6%	379	47.7%
	Post graduate	339	21.5%	57	19.4%	396	21.1%	88	25.9%	109	24.0%	197	24.8%
	Total Port Jervis	1579	100.0%	294	100.0%	1873	100.0%	340	100.0%	455	100.0%	795	100.0%
Total NY Stations	Did not graduate high school	32	1.3%	29	5.8%	61	2.0%	7	1.2%	45	6.8%	52	4.2%
	High school graduate	126	5.0%	37	7.5%	163	5.4%	68	11.7%	33	5.0%	101	8.2%
	Technical or vocational business school	45	1.8%	30	6.0%	75	2.5%	10	1.7%	5	0.8%	15	1.2%
	Some college	332	13.3%	111	22.4%	443	14.8%	93	16.1%	89	13.5%	182	14.7%
	College graduate	1345	53.9%	195	39.3%	1540	51.5%	265	45.8%	306	46.6%	571	46.2%
	Post graduate	617	24.7%	94	19.0%	711	23.8%	136	23.5%	179	27.2%	315	25.5%
	Total NY Stations	2497	100.0%	496	100.0%	2993	100.0%	579	100.0%	657	100.0%	1236	100.0%

Note: Totals by daypart may be less than weighted base due to lack of response.

## 2.25 Current Employment Status

- Most weekday customers reported being employed full-time (85.7%), with a greater share of full-time employment in the AM Peak (92.1%) than the off-peak (52.8%).
- About two-thirds of weekend customers reported having a full-time job, but Saturdays had a slightly lower share (63.7%) than Sundays (69.4%).

		AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Unweighted Base		1682		207		1889		460		464		924	
Weighted Base		2578		531		3109		613		699		1312	
Line	Employment Status	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Pascack Valley	Employed full-time (35+ hrs/wk)	842	91.6%	120	62.5%	962	86.6%	159	62.8%	160	78.0%	319	69.7%
	Employed part-time (20-35 hrs/wk)	36	3.9%	30	15.6%	66	5.9%	29	11.5%	10	4.9%	39	8.5%
	Employed part-time (less than 20 hrs/wk)	3	0.3%	4	2.1%	7	0.6%	3	1.2%	5	2.4%	8	1.7%
	Self-employed outside the home	9	1.0%	4	2.1%	13	1.2%	20	7.9%	1	0.5%	21	4.6%
	Self-employed at home	0	0.0%	0	0.0%	0	0.0%	0	0.0%	6	2.9%	6	1.3%
	Full-time or part-time student	22	2.4%	24	12.5%	46	4.1%	11	4.3%	16	7.8%	27	5.9%
	Unemployed	3	0.3%	4	2.1%	7	0.6%	11	4.3%	1	0.5%	12	2.6%
	Homemaker	0	0.0%	0	0.0%	0	0.0%	2	0.8%	0	0.0%	2	0.4%
	Retired	4	0.4%	6	3.1%	10	0.9%	18	7.1%	6	2.9%	24	5.2%
	Total Pascack Valley	919	100.0%	192	100.0%	1111	100.0%	253	100.0%	205	100.0%	458	100.0%
Port Jervis	Employed full-time (35+ hrs/wk)	1461	92.4%	136	46.4%	1597	85.2%	218	64.3%	299	65.6%	517	65.0%
	Employed part-time (20-35 hrs/wk)	31	2.0%	12	4.1%	43	2.3%	37	10.9%	20	4.4%	57	7.2%
	Employed part-time (less than 20 hrs/wk)	12	0.8%	21	7.2%	33	1.8%	19	5.6%	12	2.6%	31	3.9%
	Self-employed outside the home	16	1.0%	11	3.8%	27	1.4%	4	1.2%	33	7.2%	37	4.7%
	Self-employed at home	4	0.3%	17	5.8%	21	1.1%	5	1.5%	11	2.4%	16	2.0%
	Full-time or part-time student	39	2.5%	31	10.6%	70	3.7%	8	2.4%	24	5.3%	32	4.0%
	Unemployed	8	0.5%	30	10.2%	38	2.0%	18	5.3%	14	3.1%	32	4.0%
	Homemaker	2	0.1%	0	0.0%	2	0.1%	6	1.8%	5	1.1%	11	1.4%
	Retired	8	0.5%	35	11.9%	43	2.3%	24	7.1%	38	8.3%	62	7.8%
	Total Port Jervis	1581	100.0%	293	100.0%	1874	100.0%	339	100.0%	456	100.0%	795	100.0%
Total NY Stations	Employed full-time (35+ hrs/wk)	2303	92.1%	256	52.8%	2559	85.7%	377	63.7%	459	69.4%	836	66.7%
	Employed part-time (20-35 hrs/wk)	67	2.7%	42	8.7%	109	3.7%	66	11.1%	30	4.5%	96	7.7%
	Employed part-time (less than 20 hrs/wk)	15	0.6%	25	5.2%	40	1.3%	22	3.7%	17	2.6%	39	3.1%
	Self-employed outside the home	25	1.0%	15	3.1%	40	1.3%	24	4.1%	34	5.1%	58	4.6%
	Self-employed at home	4	0.2%	17	3.5%	21	0.7%	5	0.8%	17	2.6%	22	1.8%
	Full-time or part-time student	61	2.4%	55	11.3%	116	3.9%	19	3.2%	40	6.1%	59	4.7%
	Unemployed	11	0.4%	34	7.0%	45	1.5%	29	4.9%	15	2.3%	44	3.5%
	Homemaker	2	0.1%	0	0.0%	2	0.1%	8	1.4%	5	0.8%	13	1.0%
	Retired	12	0.5%	41	8.5%	53	1.8%	42	7.1%	44	6.7%	86	6.9%
	Total NY Stations	2500	100.0%	485	100.0%	2985	100.0%	592	100.0%	661	100.0%	1253	100.0%

Note: Totals by daypart may be less than weighted base due to lack of response.

## 2.26 Type of Job or Occupation

- Almost half of weekday customers reported being employed in either a professional, technical & related field (47.4%), or an executive, administrative and managerial field (32.9%). AM Peak customers had a greater share in these two fields compared to off-peak customers.
- Similar to what was reported for weekday customers, about half of weekend riders stated that they worked in a professional, technical and related field (46.1%). However, the percentage working in an executive, administrative and managerial field was lower on weekends (17.6%) than on weekdays (32.9%).

		AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Unweighted Base		1682		207		1889		460		464		924	
Weighted Base		2578		531		3109		613		699		1312	
Line	Type of Job/Occupation	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Pascack Valley	Professional, Technical & Related	483	53.3%	61	34.3%	544	50.1%	98	49.5%	83	43.9%	181	46.8%
	Executive, Administrative & Managerial	306	33.7%	44	24.7%	350	32.3%	22	11.1%	44	23.3%	66	17.1%
	Service Occupations	24	2.6%	21	11.8%	45	4.1%	25	12.6%	18	9.5%	43	11.1%
	Administrative Support, Including Clerical	25	2.8%	0	0.0%	25	2.3%	11	5.6%	1	0.5%	12	3.1%
	Transportation & Material Moving	4	0.4%	0	0.0%	4	0.4%	12	6.1%	0	0.0%	12	3.1%
	Machine Operators, Assemblers & Inspectors	9	1.0%	0	0.0%	9	0.8%	1	0.5%	2	1.1%	3	0.8%
	Precision Production Craft & Repair	2	0.2%	0	0.0%	2	0.2%	12	6.1%	0	0.0%	12	3.1%
	Sales	47	5.2%	22	12.4%	69	6.4%	7	3.5%	31	16.4%	38	9.8%
	General Labor	7	0.8%	30	16.9%	37	3.4%	10	5.1%	10	5.3%	20	5.2%
	Total Pascack Valley	907	100.0%	178	100.0%	1085	100.0%	198	100.0%	189	100.0%	387	100.0%
	Port Jervis	Professional, Technical & Related	741	48.2%	55	26.8%	796	45.7%	123	43.6%	184	47.3%	307
Executive, Administrative & Managerial		526	34.2%	53	25.9%	579	33.3%	30	10.6%	90	23.1%	120	17.9%
Service Occupations		68	4.4%	20	9.8%	88	5.1%	35	12.4%	26	6.7%	61	9.1%
Administrative Support, Including Clerical		95	6.2%	19	9.3%	114	6.5%	22	7.8%	12	3.1%	34	5.1%
Transportation & Material Moving		13	0.8%	10	4.9%	23	1.3%	5	1.8%	1	0.3%	6	0.9%
Machine Operators, Assemblers & Inspectors		14	0.9%	4	2.0%	18	1.0%	15	5.3%	0	0.0%	15	2.2%
Precision Production Craft & Repair		4	0.3%	7	3.4%	11	0.6%	3	1.1%	8	2.1%	11	1.6%
Sales		50	3.3%	19	9.3%	69	4.0%	23	8.2%	56	14.4%	79	11.8%
General Labor		25	1.6%	18	8.8%	43	2.5%	26	9.2%	12	3.1%	38	5.7%
Total Port Jervis		1536	100.0%	205	100.0%	1741	100.0%	282	100.0%	389	100.0%	671	100.0%

		AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Unweighted Base		1682		207		1889		460		464		924	
Weighted Base		2578		531		3109		613		699		1312	
Line	Type of Job/Occupation	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Total NY Stations	Professional, Technical & Related	1224	50.1%	116	30.3%	1340	47.4%	221	46.0%	267	46.2%	488	46.1%
	Executive, Administrative & Managerial	832	34.1%	97	25.3%	929	32.9%	52	10.8%	134	23.2%	186	17.6%
	Service Occupations	92	3.8%	41	10.7%	133	4.7%	60	12.5%	44	7.6%	104	9.8%
	Administrative Support, Including Clerical	120	4.9%	19	5.0%	139	4.9%	33	6.9%	13	2.2%	46	4.3%
	Transportation & Material Moving	17	0.7%	10	2.6%	27	1.0%	17	3.5%	1	0.2%	18	1.7%
	Machine Operators, Assemblers & Inspectors	23	0.9%	4	1.0%	27	1.0%	16	3.3%	2	0.3%	18	1.7%
	Precision Production Craft & Repair	6	0.2%	7	1.8%	13	0.5%	15	3.1%	8	1.4%	23	2.2%
	Sales	97	4.0%	41	10.7%	138	4.9%	30	6.3%	87	15.1%	117	11.1%
	General Labor	32	1.3%	48	12.5%	80	2.8%	36	7.5%	22	3.8%	58	5.5%
	Total NY Stations	2443	100.0%	383	100.0%	2826	100.0%	480	100.0%	578	100.0%	1058	100.0%

Note: Totals by daypart may be less than weighted base due to lack of response.

## 2.27 Industry Employed

- Metro-North customers were employed in a wide range of industries, although Finance (26.6%) and Professional Services (19.6%) were most commonly reported by customers surveyed in the AM Peak.
- In the Off-Peak, Professional Service (16.1%) was most commonly reported, followed closely by Leisure and Hospitality (14.5%) and Health Services and Health care (13.4%)
- Saturday customers most commonly reported Health Services and Health Care as their industry of employment (22.4%).

		AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Unweighted Base		1682		207		1889		460		464		924	
Weighted Base		2578		531		3109		613		699		1312	
Line	Industry Employed	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Pascack Valley	Construction	43	4.8%	4	2.4%	47	4.4%	5	2.5%	7	3.6%	12	3.0%
	Natural Resources / Mining	1	0.1%	0	0.0%	1	0.1%	0	0.0%	0	0.0%	0	0.0%
	Education	30	3.4%	12	7.1%	42	4.0%	20	10.0%	34	17.3%	54	13.6%
	Health Services / Health Care	43	4.8%	27	16.1%	70	6.6%	48	24.0%	22	11.2%	70	17.7%
	Financial Activities	270	30.3%	19	11.3%	289	27.3%	17	8.5%	16	8.2%	33	8.3%
	Government	64	7.2%	3	1.8%	67	6.3%	5	2.5%	8	4.1%	13	3.3%
	Wholesale Trade	4	0.4%	3	1.8%	7	0.7%	13	6.5%	0	0.0%	13	3.3%
	Information	97	10.9%	4	2.4%	101	9.5%	8	4.0%	9	4.6%	17	4.3%
	Leisure and Hospitality	22	2.5%	50	29.8%	72	6.8%	17	8.5%	14	7.1%	31	7.8%
	Manufacturing	23	2.6%	0	0.0%	23	2.2%	0	0.0%	6	3.1%	6	1.5%
	Professional / Business Services	187	21.0%	26	15.5%	213	20.1%	41	20.5%	41	20.9%	82	20.7%
	Transportation and Utilities	18	2.0%	0	0.0%	18	1.7%	0	0.0%	2	1.0%	2	0.5%
	Retail Trade	37	4.2%	4	2.4%	41	3.9%	7	3.5%	23	11.7%	30	7.6%
	Other	51	5.7%	16	9.5%	67	6.3%	19	9.5%	14	7.1%	33	8.3%
	Total Pascack Valley		890	100.0%	168	100.0%	1058	100.0%	200	100.0%	196	100.0%	396
Port Jervis	Construction	74	4.8%	8	3.9%	82	4.7%	29	10.4%	27	7.2%	56	8.6%
	Natural Resources / Mining	0	0.0%	1	0.5%	1	0.1%	0	0.0%	0	0.0%	0	0.0%
	Education	61	4.0%	18	8.8%	79	4.5%	33	11.9%	27	7.2%	60	9.2%
	Health Services / Health Care	105	6.8%	23	11.3%	128	7.3%	59	21.2%	34	9.0%	93	14.2%
	Financial Activities	375	24.4%	7	3.4%	382	21.9%	13	4.7%	37	9.8%	50	7.6%
	Government	231	15.0%	22	10.8%	253	14.5%	3	1.1%	18	4.8%	21	3.2%
	Wholesale Trade	21	1.4%	3	1.5%	24	1.4%	0	0.0%	3	0.8%	3	0.5%
	Information	146	9.5%	12	5.9%	158	9.1%	9	3.2%	27	7.2%	36	5.5%
	Leisure and Hospitality	25	1.6%	4	2.0%	29	1.7%	14	5.0%	15	4.0%	29	4.4%
	Manufacturing	42	2.7%	8	3.9%	50	2.9%	16	5.8%	7	1.9%	23	3.5%
	Professional / Business Services	288	18.7%	34	16.7%	322	18.5%	43	15.5%	85	22.6%	128	19.6%
	Transportation and Utilities	27	1.8%	14	6.9%	41	2.4%	9	3.2%	6	1.6%	15	2.3%
	Retail Trade	65	4.2%	32	15.7%	97	5.6%	34	12.2%	57	15.2%	91	13.9%
	Other	78	5.1%	18	8.8%	96	5.5%	16	5.8%	33	8.8%	49	7.5%
	Total Port Jervis		1538	100.0%	204	100.0%	1742	100.0%	278	100.0%	376	100.0%	654

Industry Employed (continued)

		AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Unweighted Base		1682		207		1889		460		464		924	
Weighted Base		2578		531		3109		613		699		1312	
Line	Industry Employed	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
<b>Total NY Stations</b>	Construction	117	4.8%	12	3.2%	129	4.6%	34	7.1%	34	5.9%	68	6.5%
	Natural Resources / Mining	1	0.0%	1	0.3%	2	0.1%	0	0.0%	0	0.0%	0	0.0%
	Education	91	3.7%	30	8.1%	121	4.3%	53	11.1%	61	10.7%	114	10.9%
	Health Services / Health Care	148	6.1%	50	13.4%	198	7.1%	107	22.4%	56	9.8%	163	15.5%
	Financial Activities	645	26.6%	26	7.0%	671	24.0%	30	6.3%	53	9.3%	83	7.9%
	Government	295	12.1%	25	6.7%	320	11.4%	8	1.7%	26	4.5%	34	3.2%
	Wholesale Trade	25	1.0%	6	1.6%	31	1.1%	13	2.7%	3	0.5%	16	1.5%
	Information	243	10.0%	16	4.3%	259	9.3%	17	3.6%	36	6.3%	53	5.0%
	Leisure and Hospitality	47	1.9%	54	14.5%	101	3.6%	31	6.5%	29	5.1%	60	5.7%
	Manufacturing	65	2.7%	8	2.2%	73	2.6%	16	3.3%	13	2.3%	29	2.8%
	Professional / Business Services	475	19.6%	60	16.1%	535	19.1%	84	17.6%	126	22.0%	210	20.0%
	Transportation and Utilities	45	1.9%	14	3.8%	59	2.1%	9	1.9%	8	1.4%	17	1.6%
	Retail Trade	102	4.2%	36	9.7%	138	4.9%	41	8.6%	80	14.0%	121	11.5%
	Other	129	5.3%	34	9.1%	163	5.8%	35	7.3%	47	8.2%	82	7.8%
	<b>Total NY Stations</b>		<b>2428</b>	<b>100.0%</b>	<b>372</b>	<b>100.0%</b>	<b>2800</b>	<b>100.0%</b>	<b>478</b>	<b>100.0%</b>	<b>572</b>	<b>100.0%</b>	<b>1050</b>

Note: Totals by daypart may be less than weighted base due to lack of response.

## 2.28 Employer Allows Telecommuting

- AM Peak customers were most likely to have an employer that allowed them to telecommute (59.7%), while those travelling during the Off Peak (41.3%) and weekends (39.5%) were less likely to have the option of telecommuting.

Employer Allows Telecommuting	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Yes	604	67.0%	49	30.1%	653	61.3%	88	46.6%	59	30.7%	147	38.6%
No	298	33.0%	114	69.9%	412	38.7%	101	53.4%	133	78.2%	234	61.4%
Total Pascack Valley	902	100.0%	163	100.0%	1065	100.0%	189	100.0%	192	100.0%	381	100.0%
Yes	847	55.4%	95	51.1%	942	54.9%	99	36.7%	217	57.4%	316	48.7%
No	682	44.6%	91	48.9%	773	45.1%	171	63.3%	161	42.6%	332	51.2%
Total Port Jervis	1529	100.0%	186	100.0%	1715	100.0%	270	100.0%	378	100.0%	648	100.0%
Yes	1451	59.7%	144	41.3%	1595	57.4%	187	40.7%	220	38.6%	407	39.5%
No	980	40.3%	205	58.7%	1185	42.6%	272	59.3%	350	61.4%	622	60.4%
Total NY Stations	2431	100.0%	349	100.0%	2780	100.0%	459	100.0%	570	100.0%	1029	100.0%

*Note: Totals by daypart may be less than weighted base due to lack of response. Only respondents who indicated that they were employed qualified for this question, regardless of the purpose of the trip they were surveyed about.*

## 2.29 Telecommuting Frequency

- Among weekday customers who reported their telecommuting frequency, 74.5% of them telecommuted 1 day per week or less.
- Off Peak customers reported telecommuting 4 or 5 or more days a week at a greater percentage (33.6%) than AM Peak customers (4%).

		AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Unweighted Base		1682		207		1889		460		464		924	
Weighted Base		2578		531		3109		613		699		1312	
Line	Telecommuting Frequency	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Pascack Valley	5 or more days per week	24	4.1%	9	19.6%	33	5.2%	1	1.2%	9	15.8%	10	7.2%
	4 days per week	5	0.8%	15	32.6%	20	3.1%	12	14.6%	0	0.0%	12	8.6%
	3 days per week	22	3.7%	0	0.0%	22	3.5%	18	22.0%	0	0.0%	18	12.9%
	2 days per week	76	12.9%	0	0.0%	76	11.9%	1	1.2%	2	3.5%	3	2.2%
	1 day per week	120	20.3%	4	8.7%	124	19.5%	7	8.5%	4	7.0%	11	7.9%
	Less than 1 day per week but more than 1 day per month	176	29.8%	11	23.9%	187	29.4%	22	26.8%	10	17.5%	32	23.0%
	1 day per month or less	134	22.7%	7	15.2%	141	22.2%	16	19.5%	21	36.8%	37	26.6%
	Never	33	5.6%	0	0.0%	33	5.2%	5	6.1%	11	19.3%	16	11.5%
	Total Pascack Valley	590	100.0%	46	100.0%	636	100.0%	82	100.0%	57	100.0%	139	100.0%
	Port Jervis	5 or more days per week	19	2.3%	18	19.8%	37	4.0%	19	20.0%	26	16.5%	45
4 days per week		9	1.1%	4	4.4%	13	1.4%	12	12.6%	7	4.4%	19	7.5%
3 days per week		47	5.7%	3	3.3%	50	5.5%	0	0.0%	10	6.3%	10	4.0%
2 days per week		123	14.9%	21	23.1%	144	15.7%	4	4.2%	7	4.4%	11	4.3%
1 day per week		188	22.8%	12	13.2%	200	21.8%	22	23.2%	28	17.7%	50	19.8%
Less than 1 day per week but more than 1 day per month		204	24.7%	7	7.7%	211	23.0%	9	9.5%	15	9.5%	24	9.5%
1 day per month or less		170	20.6%	0	0.0%	170	18.6%	12	12.6%	31	19.6%	43	17.0%
Never		65	7.9%	26	28.6%	91	9.9%	17	17.9%	34	21.5%	51	20.2%
Total Port Jervis		825	100.0%	91	100.0%	916	100.0%	95	100.0%	158	100.0%	253	100.0%
Total NY Stations		5 or more days per week	43	3.0%	27	19.7%	70	4.5%	20	11.3%	35	16.3%	55
	4 days per week	14	1.0%	19	13.9%	33	2.1%	24	13.6%	7	3.3%	31	7.9%
	3 days per week	69	4.9%	3	2.2%	72	4.6%	18	10.2%	10	4.7%	28	7.1%
	2 days per week	199	14.1%	21	15.3%	220	14.2%	5	2.8%	9	4.2%	14	3.6%
	1 day per week	308	21.8%	16	11.7%	324	20.9%	29	16.4%	32	14.9%	61	15.6%
	Less than 1 day per week but more than 1 day per month	380	26.9%	18	13.1%	398	25.6%	31	17.5%	25	11.6%	56	14.3%
	1 day per month or less	304	21.5%	7	5.1%	311	20.0%	28	15.8%	52	24.2%	80	20.4%
	Never	98	6.9%	26	19.0%	124	8.0%	22	12.4%	45	20.9%	67	17.1%
	Total NY Stations	1415	100.0%	137	100.0%	1552	100.0%	177	100.0%	215	100.0%	392	100.0%

Note: Totals by daypart may be less than weighted base due to lack of response.

## 2.30 Household Size

- Four-person households were most commonly reported by weekday customers (27.9%), though two-person households were a close second (26.4%).
- On weekends, two-person households were the most prevalent (30.3%).
- Single person households were more common among weekend customers (20.4%) compared to weekday customers (7.4%).
- The median household size for weekday customers was 2.8, while median household size for weekend customers was 1.9.

		AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Unweighted Base		1682		207		1889		460		464		924	
Weighted Base		2578		531		3109		613		699		1312	
Line	Household Size	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Pascack Valley	1	68	7.7%	9	4.7%	77	7.2%	52	22.3%	33	16.5%	85	19.6%
	2	179	20.3%	64	33.7%	243	22.7%	45	19.3%	62	31.0%	107	24.7%
	3	189	21.5%	13	6.8%	202	18.9%	28	12.0%	23	11.5%	51	11.8%
	4	269	30.6%	50	26.3%	319	29.8%	37	15.9%	31	15.5%	68	15.7%
	5 or more	175	19.9%	54	28.4%	229	21.4%	71	30.5%	51	25.5%	122	28.2%
	Total Pascack Valley	880	100.0%	190	100.0%	1070	100.0%	233	100.0%	200	100.0%	433	100.0%
Port Jervis	1	103	6.8%	32	11.2%	135	7.5%	68	20.6%	92	21.1%	160	20.9%
	2	416	27.4%	100	35.1%	516	28.6%	107	32.4%	149	34.1%	256	33.4%
	3	327	21.5%	48	16.8%	375	20.8%	40	12.1%	63	14.4%	103	13.4%
	4	436	28.7%	48	16.8%	484	26.8%	69	20.9%	90	20.6%	159	20.7%
	5 or more	238	15.7%	57	20.0%	295	16.3%	46	13.9%	43	9.8%	89	11.6%
	Total Port Jervis	1520	100.0%	285	100.0%	1805	100.0%	330	100.0%	437	100.0%	767	100.0%
Total NY Stations	1	171	7.1%	41	8.6%	212	7.4%	120	21.3%	125	19.6%	245	20.4%
	2	595	24.8%	164	34.5%	759	26.4%	152	27.0%	211	33.1%	363	30.3%
	3	516	21.5%	61	12.8%	577	20.1%	68	12.1%	86	13.5%	154	12.8%
	4	705	29.4%	98	20.6%	803	27.9%	106	18.8%	121	19.0%	227	18.9%
	5.5	413	17.2%	111	23.4%	524	18.2%	117	20.8%	94	14.8%	211	17.6%
	Total NY Stations	2400	100.0%	475	100.0%	2875	100.0%	563	100.0%	637	100.0%	1200	100.0%

Note: Totals by daypart may be less than weighted base due to lack of response.

## 2.31 Number of Employed in Household

- About half of weekday customers reported having two employed household members (50.1%). This number was also the most commonly reported for weekend riders, though at a lower percentage (31.6%).

		AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Unweighted Base		1682		207		1889		460		464		924	
Weighted Base		2578		531		3109		613		699		1312	
Line	Number Employed in HH	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Pascack Valley	0	4	0.5%	7	3.7%	11	1.0%	19	8.3%	6	3.0%	25	5.9%
	1	197	22.5%	32	17.1%	229	21.6%	47	20.5%	47	23.9%	94	22.1%
	2	470	53.7%	80	42.8%	550	51.8%	65	28.4%	76	38.6%	141	33.1%
	3	133	15.2%	32	17.1%	165	15.5%	45	19.7%	51	25.9%	96	22.5%
	4	58	6.6%	30	16.0%	88	8.3%	27	11.8%	12	6.1%	39	9.2%
	5 or more	13	1.5%	6	3.2%	19	1.8%	26	11.4%	5	2.5%	31	7.3%
	Total Pascack Valley	875	100.0%	187	100.0%	1062	100.0%	229	100.0%	197	100.0%	426	100.0%
Port Jervis	0	9	0.6%	33	12.1%	42	2.4%	25	7.7%	35	7.9%	60	7.8%
	1	380	25.2%	46	16.8%	426	23.9%	104	32.1%	143	32.4%	247	32.3%
	2	769	51.0%	105	38.5%	874	49.0%	110	34.0%	125	28.3%	235	30.7%
	3	244	16.2%	39	14.3%	283	15.9%	22	6.8%	74	16.8%	96	12.5%
	4	90	6.0%	41	15.0%	131	7.4%	62	19.1%	56	12.7%	118	15.4%
	5 or more	17	1.1%	9	3.3%	26	1.5%	1	0.3%	8	1.8%	9	1.2%
	Total Port Jervis	1509	100.0%	273	100.0%	1782	100.0%	324	100.0%	441	100.0%	765	100.0%
Total NY Stations	0	13	0.5%	40	8.7%	53	1.9%	44	8.0%	41	6.4%	85	7.1%
	1	577	24.2%	78	17.0%	655	23.0%	151	27.3%	190	29.8%	341	28.6%
	2	1239	52.0%	185	40.2%	1424	50.1%	175	31.6%	201	31.5%	376	31.6%
	3	377	15.8%	71	15.4%	448	15.8%	67	12.1%	125	19.6%	192	16.1%
	4	148	6.2%	71	15.4%	219	7.7%	89	16.1%	68	10.7%	157	13.2%
	5 or more	30	1.3%	15	3.3%	45	1.6%	27	4.9%	13	2.0%	40	3.4%
	Total NY Stations	2384	100.0%	460	100.0%	2844	100.0%	553	100.0%	638	100.0%	1191	100.0%

Note: Totals by daypart may be less than weighted base due to lack of response.

## 2.32 Household Income

- The most commonly reported income bracket for weekday customers was \$100,000-\$149,999 at 23.8%; 67.4% of weekday customers reported household incomes of \$100,000 or more, and 11.2% reported incomes below \$50,000.
- The AM Peak had the largest share of customers in the \$100,000 or more group (71.8%), compared to less than half of customers in the Off-Peak (44.4%).
- On weekends the \$100,000-\$199,999 income bracket was well represented (41.6%), though not as big a share as on weekdays (67.4%).
- There was a significantly larger percentage of customers who reported household incomes below \$50,000 on Saturdays (36.8%), as compared to Sunday (19.4%)
- The median incomes for each daypart were calculated and are shown below:
  - AM Peak = \$145,200
  - Off Peak = \$93,200
  - Weekday = \$136,500
  - Saturday = \$76,300
  - Sunday = \$87,400
  - Weekend = \$83,300

		AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Unweighted Base		1682		207		1889		460		464		924	
Weighted Base		2578		531		3109		613		699		1312	
Line	HH Income	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Pascack Valley	Less than \$12,500	10	1.3%	11	6.7%	21	2.2%	20	10.3%	12	6.6%	32	8.5%
	\$12,500 - \$24,999	8	1.0%	0	0.0%	8	0.9%	34	17.4%	5	2.7%	39	10.3%
	\$25,000 - \$35,999	26	3.4%	22	13.4%	48	5.1%	4	2.1%	3	1.6%	7	1.9%
	\$36,000 - \$49,999	12	1.5%	3	1.8%	15	1.6%	17	8.7%	14	7.7%	31	8.2%
	\$50,000 - \$74,999	57	7.4%	10	6.1%	67	7.1%	13	6.7%	51	27.9%	64	16.9%
	\$75,000 - \$99,999	82	10.6%	49	29.9%	131	14.0%	16	8.2%	13	7.1%	29	7.7%
	\$100,000 - \$149,999	168	21.7%	32	19.5%	200	21.3%	42	21.5%	27	14.8%	69	18.3%
	\$150,000 - \$199,999	170	21.9%	3	1.8%	173	18.4%	30	15.4%	22	12.0%	52	13.8%
	\$200,000 - \$299,999	170	21.9%	22	13.4%	192	20.4%	14	7.2%	22	12.0%	36	9.5%
	\$300,000 or more	72	9.3%	12	7.3%	84	8.9%	5	2.6%	14	7.7%	19	5.0%
	Total Pascack Valley	775	100.0%	164	100.0%	939	100.0%	195	100.0%	183	100.0%	378	100.0%
Port Jervis	Less than \$12,500	12	0.9%	15	6.6%	27	1.7%	22	8.0%	33	8.4%	55	8.2%
	\$12,500 - \$24,999	18	1.3%	17	7.5%	35	2.2%	41	15.0%	3	0.8%	44	6.6%
	\$25,000 - \$35,999	18	1.3%	14	6.1%	32	2.0%	16	5.8%	14	3.5%	30	4.5%
	\$36,000 - \$49,999	31	2.3%	4	1.8%	35	2.2%	7	2.6%	28	7.1%	35	5.2%
	\$50,000 - \$74,999	123	9.0%	22	9.6%	145	9.1%	49	17.9%	84	21.3%	133	19.9%
	\$75,000 - \$99,999	175	12.9%	38	16.7%	213	13.4%	33	12.0%	72	18.2%	105	15.7%
	\$100,000 - \$149,999	357	26.2%	62	27.2%	419	26.4%	47	17.2%	80	20.3%	127	19.0%
	\$150,000 - \$199,999	250	18.4%	15	6.6%	265	16.7%	38	13.9%	40	10.1%	78	11.7%
	\$200,000 - \$299,999	268	19.7%	30	13.2%	298	18.8%	14	5.1%	20	5.1%	34	5.1%
	\$300,000 or more	109	8.0%	11	4.8%	120	7.6%	7	2.6%	21	5.3%	28	4.2%
	Total Port Jervis	1361	100.0%	228	100.0%	1589	100.0%	274	100.0%	395	100.0%	669	100.0%
Total NY Stations	Less than \$12,500	22	1.0%	26	6.2%	48	1.8%	42	8.6%	45	7.8%	87	8.2%
	\$12,500 - \$24,999	26	1.2%	17	4.0%	43	1.7%	75	15.4%	8	1.4%	83	7.8%
	\$25,000 - \$35,999	86	3.9%	65	15.4%	151	5.8%	38	7.8%	17	2.9%	55	5.2%
	\$36,000 - \$49,999	43	2.0%	7	1.7%	50	1.9%	24	4.9%	42	7.3%	66	6.2%
	\$50,000 - \$74,999	180	8.3%	32	7.6%	212	8.2%	62	12.7%	135	23.4%	197	18.5%
	\$75,000 - \$99,999	257	11.8%	87	20.7%	344	13.2%	49	10.1%	85	14.7%	134	12.6%
	\$100,000 - \$149,999	525	24.1%	94	22.3%	619	23.8%	89	18.3%	107	18.5%	196	18.4%
	\$150,000 - \$199,999	420	19.3%	18	4.3%	438	16.9%	68	14.0%	62	10.7%	130	12.2%
	\$200,000 - \$299,999	438	20.1%	52	12.4%	490	18.9%	28	5.7%	42	7.3%	70	6.6%
	\$300,000 or more	181	8.3%	23	5.5%	204	7.8%	12	2.5%	35	6.1%	47	4.4%
	Total NY Stations	2178	100.0%	421	100.0%	2599	100.0%	487	100.0%	578	100.0%	1065	100.0%

Note: Totals by daypart may be less than weighted base due to lack of response.

## 2.33 Gender

- More than half (57.8%) of weekday customer were male, which was slightly higher than the proportion on weekends (53.3%).
- There was a higher proportion of female customers on Sundays (50.7%) compared to Saturdays (42%).

		AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Unweighted Base		1682		207		1889		460		464		924	
Weighted Base		2578		531		3109		613		699		1312	
Line	Gender	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Pascack Valley	Male	527	59.3%	106	55.8%	633	58.7%	133	57.3%	102	50.2%	235	54.0%
	Female	362	40.7%	84	44.2%	446	41.3%	99	42.7%	101	49.8%	200	46.0%
	Total Pascack Valley	889	100.0%	190	100.0%	1079	100.0%	232	100.0%	203	100.0%	435	100.0%
Port Jervis	Male	895	58.2%	151	52.4%	1046	57.3%	190	58.5%	215	48.9%	405	52.9%
	Female	642	41.8%	137	47.6%	779	42.7%	135	41.5%	225	51.1%	360	47.1%
	Total Port Jervis	1537	100.0%	288	100.0%	1825	100.0%	325	100.0%	440	100.0%	765	100.0%
Total NY Stations	Male	1422	58.6%	257	53.8%	1679	57.8%	323	58.0%	317	49.3%	640	53.3%
	Female	1004	41.4%	221	46.2%	1225	42.2%	234	42.0%	326	50.7%	560	46.7%
	Total NY Stations	2426	100.0%	478	100.0%	2904	100.0%	557	100.0%	643	100.0%	1200	100.0%

Note: Totals by daypart may be less than weighted base due to lack of response.

## 2.34 Age

- The median age of customers surveyed in the AM Peak was 51 years old, while weekend customers tended to be younger, with a median age of 32 years.

		AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Unweighted Base		1682		207		1889		460		464		924	
Weighted Base		2578		531		3109		613		699		1312	
Line	Age	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Pascack Valley	Under 18 years old	1	0.1%	0	0.0%	1	0.1%	2	0.9%	0	0.0%	2	0.5%
	18 - 24 years old	94	10.9%	26	14.0%	120	11.4%	69	30.8%	64	32.3%	133	31.5%
	25 - 34 years old	169	19.6%	99	53.2%	268	25.5%	55	24.6%	55	27.8%	110	26.1%
	35 - 44 years old	190	22.0%	36	19.4%	226	21.5%	20	8.9%	42	21.2%	62	14.7%
	45 - 54 years old	225	26.0%	8	4.3%	233	22.2%	46	20.5%	21	10.6%	67	15.9%
	55 - 64 years old	153	17.7%	0	0.0%	153	14.6%	24	10.7%	8	4.0%	32	7.6%
	65 years old or more	32	3.7%	17	9.1%	49	4.7%	8	3.6%	8	4.0%	16	3.8%
	Total Pascack Valley	864	100.0%	186	100.0%	1050	100.0%	224	100.0%	198	100.0%	422	100.0%
Port Jervis	Under 18 years old	15	1.0%	10	3.6%	25	1.4%	5	1.6%	3	0.7%	8	1.1%
	18 - 24 years old	86	5.8%	67	24.3%	153	8.7%	59	19.1%	92	21.5%	151	20.5%
	25 - 34 years old	200	13.5%	59	21.4%	259	14.7%	106	34.3%	131	30.7%	237	32.2%
	35 - 44 years old	311	21.0%	34	12.3%	345	19.6%	31	10.0%	75	17.6%	106	14.4%
	45 - 54 years old	432	29.1%	55	19.9%	487	27.7%	50	16.2%	52	12.2%	102	13.9%
	55 - 64 years old	357	24.1%	20	7.2%	377	21.4%	31	10.0%	29	6.8%	60	8.2%
	65 years old or more	82	5.5%	31	11.2%	113	6.4%	27	8.7%	45	10.5%	72	9.8%
	Total Port Jervis	1483	100.0%	276	100.0%	1759	100.0%	309	100.0%	427	100.0%	736	100.0%
Total NY Stations	Under 18 years old	16	0.7%	10	2.3%	26	0.9%	7	1.4%	3	0.5%	10	0.9%
	18 - 24 years old	135	5.9%	73	16.5%	208	7.6%	103	20.3%	117	20.0%	220	20.1%
	25 - 34 years old	369	16.0%	158	35.7%	527	19.2%	161	31.7%	186	31.7%	347	31.7%
	35 - 44 years old	501	21.8%	70	15.8%	571	20.8%	51	10.0%	117	20.0%	168	15.4%
	45 - 54 years old	657	28.5%	63	14.3%	720	26.2%	96	18.9%	73	12.5%	169	15.4%
	55 - 64 years old	510	22.2%	20	4.5%	530	19.3%	55	10.8%	37	6.3%	92	8.4%
	65 years old or more	114	5.0%	48	10.9%	162	5.9%	35	6.9%	53	9.0%	88	8.0%
	Total NY Stations	2302	100.0%	442	100.0%	2744	100.0%	508	100.0%	586	100.0%	1094	100.0%

Note: Totals by daypart may be less than weighted base due to lack of response.

## 2.35 Race/Ethnicity

- Weekdays and weekends had about the same percentage of White customers, 76% and 73.5%, respectively.
- There was a greater share of Asian customers on Sundays (12.5%) than on Saturdays (2.5%).

		AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Unweighted Base		1682		207		1889		460		464		924	
Weighted Base		2578		531		3109		613		699		1312	
Line	Race/Ethnicity	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Pascack Valley	White	667	79.4%	132	72.1%	799	78.1%	147	67.7%	118	61.8%	265	65.0%
	Black or African American	52	6.2%	7	3.8%	59	5.8%	10	4.6%	30	15.7%	40	9.8%
	Asian	89	10.6%	34	18.6%	123	12.0%	10	4.6%	22	11.5%	32	7.8%
	American Indian or Alaska Native	0	0.0%	0	0.0%	0	0.0%	12	5.5%	0	0.0%	12	2.9%
	Native Hawaiian or Other Pacific Islander	2	0.2%	3	1.6%	5	0.5%	0	0.0%	0	0.0%	0	0.0%
	Racially mixed	14	1.7%	7	3.8%	21	2.1%	24	11.1%	19	9.9%	43	10.5%
	Other	16	1.9%	0	0.0%	16	1.6%	14	6.5%	2	1.0%	16	3.9%
	Total Pascack Valley	840	100.0%	183	100.0%	1023	100.0%	217	100.0%	191	100.0%	408	100.0%
Port Jervis	White	1036	75.3%	204	73.4%	1240	75.0%	252	81.8%	311	74.8%	563	77.8%
	Black or African American	151	11.0%	21	7.6%	172	10.4%	38	12.3%	27	6.5%	65	9.0%
	Asian	84	6.1%	22	7.9%	106	6.4%	3	1.0%	53	12.7%	56	7.7%
	American Indian or Alaska Native	4	0.3%	0	0.0%	4	0.2%	0	0.0%	0	0.0%	0	0.0%
	Native Hawaiian or Other Pacific Islander	7	0.5%	0	0.0%	7	0.4%	0	0.0%	0	0.0%	0	0.0%
	Racially mixed	55	4.0%	21	7.6%	76	4.6%	6	1.9%	15	3.6%	21	2.9%
	Other	39	2.8%	10	3.6%	49	3.0%	9	2.9%	10	2.4%	19	2.6%
	Total Port Jervis	1376	100.0%	278	100.0%	1654	100.0%	308	100.0%	416	100.0%	724	100.0%
	Total NY Stations	White	1703	75.5%	336	72.9%	2039	75.0%	399	76.0%	429	71.4%	828
Black or African American		203	9.0%	28	6.1%	231	8.5%	48	9.1%	57	9.5%	105	9.3%
Asian		173	7.7%	56	12.1%	229	8.4%	13	2.5%	75	12.5%	88	7.8%
American Indian or Alaska Native		4	0.2%	0	0.0%	4	0.1%	12	2.3%	0	0.0%	12	1.1%
Native Hawaiian or Other Pacific Islander		9	0.4%	3	0.7%	12	0.4%	0	0.0%	0	0.0%	0	0.0%
Racially mixed		69	3.1%	28	6.1%	97	3.6%	30	5.7%	34	5.7%	64	5.7%
Other		96	4.3%	10	2.2%	106	3.9%	23	4.4%	6	1.0%	29	2.6%
Total NY Stations		2257	100.0%	461	100.0%	2718	100.0%	525	100.0%	601	100.0%	1126	100.0%

Note: Totals by daypart may be less than weighted base due to lack of response.

## 2.36 English Speaking Proficiency

- Virtually all weekday customers indicated that they spoke English “Well” or “Very Well” (99.4% combined).
- Weekends had a slightly higher share of customers who said they spoke English “Not Well” (3.1%), with Sunday being slightly higher (3.4%) than Saturday (2.8%).

		AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Unweighted Base		1682		207		1889		460		464		924	
Weighted Base		2578		531		3109		613		699		1312	
Line	English Speaking Proficiency	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Pascack Valley	Very well	857	95.2%	171	88.1%	1028	94.0%	223	90.7%	167	81.9%	390	86.7%
	Well	40	4.4%	23	11.9%	63	5.8%	8	3.3%	22	10.8%	30	6.7%
	Not well	0	0.0%	0	0.0%	0	0.0%	15	6.1%	14	6.9%	29	6.4%
	Not at all	3	0.3%	0	0.0%	3	0.3%	0	0.0%	1	0.5%	1	0.2%
	Total Pascack Valley	900	100.0%	194	100.0%	1094	100.0%	246	100.0%	204	100.0%	450	100.0%
Port Jervis	Very well	1477	95.6%	274	95.1%	1751	95.5%	312	95.1%	381	85.6%	693	89.7%
	Well	59	3.8%	10	3.5%	69	3.8%	15	4.6%	53	11.9%	68	8.8%
	Not well	9	0.6%	4	1.4%	13	0.7%	1	0.3%	8	1.8%	9	1.2%
	Not at all	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	0.7%	3	0.4%
	Total Port Jervis	1545	100.0%	288	100.0%	1833	100.0%	328	100.0%	445	100.0%	773	100.0%
Total NY Stations	Very well	2334	95.5%	445	92.3%	2779	94.9%	535	93.2%	548	84.4%	1083	88.6%
	Well	99	4.0%	33	6.8%	132	4.5%	23	4.0%	75	11.6%	98	8.0%
	Not well	9	0.4%	4	0.8%	13	0.4%	16	2.8%	22	3.4%	38	3.1%
	Not at all	3	0.1%	0	0.0%	3	0.1%	0	0.0%	4	0.6%	4	0.3%
	Total NY Stations	2445	100.0%	482	100.0%	2927	100.0%	574	100.0%	649	100.0%	1223	100.0%

Note: Totals by daypart may be less than weighted base due to lack of response.

## 2.37 Primary Language Spoken at Home

- Though most customers reported that they spoke English at home, weekday customers were more likely to speak English at home (95.1%) compared to weekend customers (88.3%).

		AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Unweighted Base		1682		207		1889		460		464		924	
Weighted Base		2578		531		3109		613		699		1312	
Line	Primary Language at Home	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Pascack Valley	English	844	94.4%	178	92.2%	1022	94.0%	211	86.8%	161	82.1%	372	84.7%
	Spanish	13	1.5%	7	3.6%	20	1.8%	28	11.5%	20	10.2%	48	10.9%
	Other	37	4.1%	8	4.1%	45	4.1%	4	1.6%	15	7.7%	19	4.3%
	Total Pascack Valley	894	100.0%	193	100.0%	1087	100.0%	243	100.0%	196	100.0%	439	100.0%
Port Jervis	English	2327	97.4%	436	92.4%	2763	96.6%	307	95.3%	382	86.6%	689	90.3%
	Spanish	32	1.3%	15	3.2%	47	1.6%	7	2.2%	17	3.9%	24	3.1%
	Other	29	1.2%	21	4.4%	50	1.7%	8	2.5%	42	9.5%	50	6.6%
	Total Port Jervis	2388	100.0%	472	100.0%	2860	100.0%	322	100.0%	441	100.0%	763	100.0%
Total NY Stations	English	2327	96.0%	436	90.8%	2763	95.1%	518	91.7%	543	85.2%	1061	88.3%
	Spanish	32	1.3%	15	3.1%	47	1.6%	35	6.2%	37	5.8%	72	6.0%
	Other	66	2.7%	29	6.0%	95	3.3%	12	2.1%	57	8.9%	69	5.7%
	Total NY Stations	2425	100.0%	480	100.0%	2905	100.0%	565	100.0%	637	100.0%	1202	100.0%

Note: Totals by daypart may be less than weighted base due to lack of response.

## 2.38 Importance of PJL or PVL Rail Service in Choosing Location of Home

- More AM Peak customers indicated that proximity to the rail line was “Very” or “Somewhat” important when they were choosing the location of their home (62%), compared to Off Peak customers (47.3%) and weekend customers (39.5%). This underscores the importance of rail for commuting for work.

		AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Unweighted Base		1682		207		1889		460		464		924	
Weighted Base		2578		531		3109		613		699		1312	
Line	Importance of PJ/PVL Service in Choosing Home	AM Peak		Off Peak		Weekday		Saturday		Sunday		Weekend	
Pascack Valley	Very	428	48.3%	76	39.6%	504	46.7%	58	26.6%	76	39.4%	134	32.6%
	Somewhat	104	11.7%	27	14.1%	131	12.1%	27	12.4%	15	7.8%	42	10.2%
	Moderately	41	4.6%	12	6.3%	53	4.9%	21	9.6%	9	4.7%	30	7.3%
	Slightly	40	4.5%	34	17.7%	74	6.9%	25	11.5%	6	3.1%	31	7.5%
	Not at all	274	30.9%	43	22.4%	317	29.4%	87	39.9%	87	45.1%	174	42.3%
	Total Pascack Valley	887	100.0%	192	100.0%	1079	100.0%	218	100.0%	193	100.0%	411	100.0%
Port Jervis	Very	779	50.3%	78	27.3%	857	46.7%	93	28.4%	119	27.5%	212	27.9%
	Somewhat	201	13.0%	45	15.7%	246	13.4%	52	15.9%	23	5.3%	75	9.9%
	Moderately	78	5.0%	26	9.1%	104	5.7%	11	3.4%	21	4.9%	32	4.2%
	Slightly	61	3.9%	9	3.1%	70	3.8%	24	7.3%	31	7.2%	55	7.2%
	Not at all	431	27.8%	128	44.8%	559	30.4%	148	45.1%	238	55.1%	386	50.8%
	Total Port Jervis	1550	100.0%	286	100.0%	1836	100.0%	328	100.0%	432	100.0%	760	100.0%
Total NY Stations	Very	1207	49.5%	154	32.2%	1361	46.7%	151	27.7%	195	31.2%	346	29.5%
	Somewhat	305	12.5%	72	15.1%	377	12.9%	79	14.5%	38	6.1%	117	10.0%
	Moderately	119	4.9%	38	7.9%	157	5.4%	32	5.9%	30	4.8%	62	5.3%
	Slightly	101	4.1%	43	9.0%	144	4.9%	49	9.0%	37	5.9%	86	7.3%
	Not at all	705	28.9%	171	35.8%	876	30.1%	235	43.0%	325	52.0%	560	47.8%
	Total NY Stations	2437	100.0%	478	100.0%	2915	100.0%	546	100.0%	625	100.0%	1171	100.0%

Note: Totals by daypart may be less than weighted base due to lack of response.

## 3. Appendix

### 3.1 Training

Training sessions were integral to proper preparation for fieldwork and were held regularly at Abt Associates' office. All new staff members were required to complete training for the study before being eligible for field work. In addition, Abt Associates re-trained all staff after any long period of downtime, particularly after the summer months.

The training was comprehensive and covered the following general topic areas:

- Overview of the study
- Dress code
- Role division onboard trains (surveying and counting)
- Directions on how to use clickers
- How to complete the count forms
- Proper behavior
- What to do in the event of service disruptions
- What to do at the end of a shift

In addition to formal training sessions, field supervisors reinforced established protocols on a regular basis during the course of fieldwork.

### 3.2 Passenger Counts

Passengers were counted on all inbound and outbound trains in the system. Field staff were stationed at each train door and were responsible for counting the boarding and alighting passengers at each station. At the initial station for a train run, onboard counts were collected in lieu of "ons". Between stations, one agent in each car would be responsible for obtaining a total onboard head count of people within the car. In cases of extremely low ridership, some trains would only be staffed with one survey agent per car.

Field staff recorded counts on a custom count forms that were pre-populated to specify the train number and the scheduled station stops (See Figure 1) for each train. At the end of each round trip, field staff would submit all count sheets to the field supervisor, who would review each sheet for completeness. A counting clicker (see Figure 2) was used to keep record how many customers were getting off and boarding.



### 3.2.2 Figure 2 – Counting Clicker



### 3.3 Survey Questionnaire

The OD survey questionnaire was offered to passengers on all inbound trains. Questionnaire distribution took place concurrently with the onboard counts.

Survey packages were carefully prepared for each car in a train. Each package was packed generously, at approximately 125% of expected ridership, in order to eliminate the risk that a field interviewer would run out of questionnaires to distribute. As an extra precaution, the supervisor also carried supplemental surveys to distribute if needed.

As an added level of quality control, each survey had a unique PIN number on the cover page and the PIN number on successive surveys in each bag would be in sequential order. The inbound count forms included a field where the interviewer had to enter their top serial number at each station (see Figure 3 below). The sequential ordering of PIN numbers helped Abt Associates track the survey range for each train and each station within a train run. As the PIN ranges were used for control, once a train has been fielded, no questionnaires from the corresponding range were repurposed for other fieldwork.



The survey questionnaire was distributed in a paper survey format to any customers willing to take it onboard all inbound trains. It was designed with the assumption that the primary response mode would be administration and collection onboard trains. However, respondents were also given additional options to return their surveys via postage-paid Business Reply Mail or by completing a corresponding web survey. In addition, the paper questionnaire was printed in English on one side and Spanish on the other, and both languages were available on the online survey. In total, 5,516 completed surveys were obtained over the course of the field period, exceeding the 40% goal with a response rate of 42%. The vast majority of surveys were collected onboard trains (5,405 or 98.0%), very few respondents mailed back their surveys (62 or 1.1%), or completed them online (49 or 0.9%). A total of 125 surveys (2.3%) were completed in Spanish; all of these were completed onboard using the paper instrument. None of the mail-backs or web completes were in Spanish.

The front panel of the questionnaire included an appeal to customers to help MNR improve its service by participating in the survey, information about the cash drawing to further incentivize participation, and information about how to access the survey online. Each questionnaire cover (see Figure 4 below) also contained a unique PIN number (Password) that served 3 purposes for the study:

- Unique identifier – each PIN was only printed once, so there were no duplicates in the study. This identifier was consistent across both paper and web surveys.
- Web survey access – each PIN served as a password for access to the web survey for respondents who wished to complete it online. Once a survey had been completed, that PIN was locked out from the web survey, ensuring that each PIN number would only be used once.
- Train association – When preparing materials for field work, Abt Associates kept a record of which PIN ranges were packed for each train. Since the PIN numbers were unique and consecutive, it was possible to track exactly which surveys corresponded to any given train. This was important and could be used to confirm the train associated with each survey, as well as fill in missing boarding station information from surveys as needed.

3.3.2 Figure 4 – Sample Questionnaire Cover




TRAVEL SURVEY



Dear MTA Metro-North Customer,

Please take a few minutes to complete this survey and be entered for a chance to win **\$250!** We would like to know more about how you travel and use our rail system to help us improve the service we provide. All information is important to us and will be kept confidential. If you have already filled out this questionnaire on a previous trip, please complete it again. Thanks for your time!

Returning this survey is easy – you can:

- 1) Give it back to survey personnel on board your train
- 2) Mail it back postage-free
- 3) Answer online at [www.srbisurvey.com/MNRSurvey](http://www.srbisurvey.com/MNRSurvey) by entering the password printed on this page.

Complete this survey for a chance to win a **\$250 cash prize.**  
 See [www.srbisurvey.com/MNRSurvey/rules.html](http://www.srbisurvey.com/MNRSurvey/rules.html) for more details.  
 Thank you very much for your cooperation.

**Your Password / Su Contraseña:**

Estimado cliente de MTA Metro-North:

Le pedimos dedicar unos minutos para realizar esta encuesta y tener la oportunidad de ganar **\$250.**

Quisiéramos saber más sobre la manera en que usted viaja y utiliza el sistema ferroviario para ayudarnos a mejorar el servicio que ofrecemos. Toda la información es importante para nosotros y se mantendrá confidencial. Si usted ya ha llenado este cuestionario en un viaje anterior, le pedimos que lo llene nuevamente. ¡Gracias por su tiempo!

Es muy fácil entregar esta encuesta. Usted puede:

- 1) Regresarla al personal de encuestas a bordo del tren
- 2) Enviarla por correo sin costo alguno
- 3) Responderla en línea en [www.srbisurvey.com/MNRSurvey](http://www.srbisurvey.com/MNRSurvey); para ello, introduzca la contraseña que aparece en esta página.

Complete esta encuesta para recibir una oportunidad de ganar un premio de **\$250 en efectivo.** Consulte [www.srbisurvey.com/MNRSurvey/rules.html](http://www.srbisurvey.com/MNRSurvey/rules.html) para conocer más detalles.  
 Muchas gracias por su cooperación.

A random drawing will be held to select the winner of a \$250 cash prize. To be eligible you must complete the survey, and provide contact information on your mail survey a postcard to: MTA Associates, SRB Travel Survey, 140 Avenue L, Suite 802, New York, NY 10038. Mail includes your name, home address, and telephone number and "For SRB Random Drawing." The drawing will be done online no later than the last drawing. The drawing will be conducted after December 31, 2017. See the complete rules at [www.srbisurvey.com/MNRSurvey/rules.html](http://www.srbisurvey.com/MNRSurvey/rules.html). No purchase is necessary. Void where prohibited. If you are under 18 years of age, an employee of MTA Associates, the MTA, any of MTA's agencies, or NJ TRANSIT, you should complete the survey but will not be eligible for the drawing. An employer's chance of winning will depend on the number of entries.

Please complete this important survey for a chance to win \$250!  
 ¡Complete esta encuesta importante para tener una oportunidad de ganar \$250!

**INBOUND (towards Hoboken or New York City)**

1. **What is the main purpose of your INBOUND trip today?** (Please select one answer only.)
  - Commuting to / from regular workplace
  - Commuting to / from school
  - For business reasons (not to regular workplace)
  - Personal business (e.g., medical / visiting)
  - Shopping
  - Recreation (e.g., dining / entertainment / vacation)
  - Other, please specify: \_\_\_\_\_
2. **Where did you begin your INBOUND trip?** (NOT the train station. Please print clearly.)  
ZIP Code, if known: \_\_\_\_\_  
City / Town: \_\_\_\_\_ State: \_\_\_\_\_  
Address / Nearest Intersection: \_\_\_\_\_
3. **What type of place is this?** (Please select one answer only.)
  - My Home
  - Friend / Family Home
  - My Work
  - Recreation / Tourism / Hotel
  - My School
  - Other: \_\_\_\_\_
4. **If you did NOT begin your INBOUND trip from home, please tell us your home zip code.** ZIP Code: \_\_\_\_\_
5. **At which Metro-North or NJ TRANSIT station did you begin your INBOUND trip?** \_\_\_\_\_
6. **How long did it take to get to this station?** \_\_\_\_\_ minutes
7. **How did you get there?** (Please select all that apply.)
  - Drove alone and parked
  - Drove or rode with others and parked, please indicate the number of people in the car including yourself: \_\_\_\_\_
  - Dropped off
  - Walked
  - Bus, please specify route or bus number: \_\_\_\_\_
  - Taxi / Car Service / Uber
  - Bicycle
  - Other, please specify: \_\_\_\_\_
8. **Will (did) you use Secaucus Junction today to transfer to another train?**
  - Yes
  - No, I will (did) not transfer
  - No, but I transferred at a different rail station, please specify: \_\_\_\_\_
9. **At which Metro-North or NJ TRANSIT station will you complete your INBOUND trip?**  
*This should not be the same station where you began your inbound trip (question 5), it should be where you finally exit the MNR/NJT system*
  - NY Penn Station
  - Hoboken
  - Secaucus Junction
  - Newark Penn Station
  - Other, please specify: \_\_\_\_\_
10. **How will you get from your final exiting station (question 9) to your FINAL destination?** (Please select all that apply.)
  - Walk
  - Taxi / Car Service / Uber
  - Bus, please specify the first route or bus number: \_\_\_\_\_
  - Subway, please specify the first subway line:
    -   
    -   
    -   
    -   
    -   
    -   
    - Other line, specify: \_\_\_\_\_
  - PATH, please specify PATH exit station: \_\_\_\_\_
  - Hudson-Bergen Light Rail
  - Ferry, please indicate the NY terminal: \_\_\_\_\_
  - Drive alone
  - Drive or ride with others, please indicate the number of people in the car including yourself: \_\_\_\_\_
  - Picked up
  - Employer shuttle
  - Other, please specify: \_\_\_\_\_

11. After exiting your last train, how many subways, PATH trains, Light Rail, buses, and/or ferries will you take to reach your final destination?

- 0  1  2  3  4  5 or more

12. Will you use a SmartLink Card or MetroCard on your way to your final destination? (Please select all that apply.)

No, I will not use a SmartLink Card or MetroCard.

**Yes, I will use a SmartLink Card:**

Regular SmartLink Card, please specify:

1 Trip

10-Trip

20-Trip

40-Trip

Unlimited SmartLink Card

Other SmartLink Card, please specify: \_\_\_\_\_

**Yes, I will use a MetroCard:**

Unlimited Ride MetroCard

Regular Pay-Per-Ride MetroCard, please specify value:

Less than \$5.50

\$5.50 or more to receive a bonus

Other MetroCard, please specify: \_\_\_\_\_

13. What is the final destination for your **INBOUND** trip? (Not the Metro-North or NJ TRANSIT train station, subway station, bus stop, or ferry station) (Please print clearly.)

*This should not be the same as your answer to question 2.*

ZIP Code, if known: \_\_\_\_\_

City / Town: \_\_\_\_\_ State: \_\_\_\_\_

Address / Nearest Intersection: \_\_\_\_\_

14. What type of place is this? (Please select one answer only.)

- My Home  Friend / Family Home  
 My Work  Recreation / Tourism / Hotel  
 My School  Other: \_\_\_\_\_

15. How long will it take to get from your last Metro-North or NJ TRANSIT station to your final destination? \_\_\_\_\_ minutes

16. What type of train ticket did you use for this **INBOUND** trip?

- One-Way  Student Monthly  
 Monthly  Senior  
 Weekly  Disabled  
 Ten-Trip  Other, please specify: \_\_\_\_\_  
 Round-Trip (Off Peak)

17. Where did you purchase your ticket for your **INBOUND** trip today?

- Ticket Vending Machine  Mobile device  
 Ticket Window  On-board Train  
 MailTik / CuiTik / Mail&Ride  Other, please specify: \_\_\_\_\_

**OUTBOUND (away from Hoboken or New York City)**

18. When will (did) you make the other half of your trip going

**OUTBOUND (away from Hoboken or New York City)?**

(Please select one answer only.)

- Same day  
 Different day, please indicate date (mm/dd/yyyy): \_\_\_\_\_  
 I will (did) not make an outbound trip (go to question 22)

19. Will (did) you use Metro-North or NJ TRANSIT for your outbound trip?

Yes, scheduled train departure time of first train:

\_\_\_\_\_  AM  PM (check one)

No, please describe how you will make (made) this trip:

\_\_\_\_\_  
(If no, go to question 22)



## ABOUT YOU

*This information is strictly confidential and used to better communicate with and understand our customers and their needs.*

27. Which of the following have you used in the last 30 days?  
(Please select all that apply.)
- |   |  |
|---|--|
| <input type="checkbox"/> Desktop or laptop computer                                 | <input type="checkbox"/> Text message (sent or received) |
| <input type="checkbox"/> Tablet / iPad  | <input type="checkbox"/> A transit app or widget         |
| <input type="checkbox"/> Cell phone <u>without</u> internet access                  | <input type="checkbox"/> Facebook                        |
| <input type="checkbox"/> Smartphone, cell phone, or PDA <u>with</u> internet access | <input type="checkbox"/> Twitter                         |
28. Are you a licensed driver?  Yes  No
29. How many licensed drivers (including yourself) are in your household? \_\_\_\_\_
30. How many operable motor vehicles (cars, motorcycles, pickup trucks, SUVs, or vans) are in your household? \_\_\_\_\_
31. Did you have a vehicle available for **your INBOUND trip**?  
 Yes  No
32. On average, how many trips do you make into New York City BY CAR per month? \_\_\_\_\_
- 32a. Have you used Metro-North / NJ TRANSIT trains on weekends and/or holidays in the past month?  
 Yes  No (go to question 32c)
- 32b. Which train lines have you used on weekends and/or holidays in the past month? (Please select all that apply.)
- |   |
|---|
| <input type="checkbox"/> Pascack Valley Line, please specify number of times: _____ |
| <input type="checkbox"/> Other rail line, please specify number of times: _____     |
- 32c. Since the introduction of off-peak and weekend service on the Pascack Valley line, has your INBOUND usage of this line changed?  
Inbound Peak trains arrive at Hoboken between 8 AM and 9:30 AM on weekdays.  
Inbound Off-Peak trains arrive at Hoboken at all other times (including weekends).  
(Please select all that apply.)
- |   |
|---|
| <input type="checkbox"/> I do not use the Pascack Valley line                                     |
| <input type="checkbox"/> I have not changed my INBOUND PEAK period usage                          |
| <input type="checkbox"/> I use INBOUND PEAK period trains more frequently                         |
| <input type="checkbox"/> I use INBOUND PEAK period trains less frequently                         |
| <input type="checkbox"/> I started using INBOUND OFF-PEAK period trains                           |
| <input type="checkbox"/> I never use INBOUND OFF-PEAK period trains                               |
| <input type="checkbox"/> I started using this line after this service was introduced in Fall 2007 |
33. Do you have any physical disabilities? (Please select all that apply.)
- |   |  |
|---|--|
| <input type="checkbox"/> No, I do not                                 | <input type="checkbox"/> Use a mobility aid (cane, etc.) |
| <input type="checkbox"/> Difficulty with or inability to climb stairs | <input type="checkbox"/> Are legally blind               |
| <input type="checkbox"/> Use a wheelchair                             | <input type="checkbox"/> Have a hearing impairment       |
34. What is the last grade of school you completed?
- |  |   |
|--|---|
| <input type="checkbox"/> Did not graduate high school            | <input type="checkbox"/> Some college     |
| <input type="checkbox"/> High school graduate                    | <input type="checkbox"/> College graduate |
| <input type="checkbox"/> Technical or vocational business school | <input type="checkbox"/> Post graduate    |
35. What is your current employment status?
- |  |   |
|--|---|
| <input type="checkbox"/> Employed full-time (35+ hrs/wk)   | <input type="checkbox"/> Full-time or part-time student |
| <input type="checkbox"/> Employed part-time (20-35 hrs/wk) | <input type="checkbox"/> Unemployed (go to question 39) |
| <input type="checkbox"/> Employed part-time (<20 hrs/wk)   | <input type="checkbox"/> Homemaker (go to question 39)  |
| <input type="checkbox"/> Self-employed outside the home    | <input type="checkbox"/> Retired (go to question 39)    |
| <input type="checkbox"/> Self-employed at home             |   |
36. Which answer below best describes your type of job or occupation?  
(Please select one answer only.)
- |   |   |
|---|---|
| <input type="checkbox"/> Professional, Technical & Related          | <input type="checkbox"/> Machine Operators, Assemblers & Inspectors |
| <input type="checkbox"/> Executive, Administrative & Managerial     | <input type="checkbox"/> Precision Production                       |
| <input type="checkbox"/> Service Occupations                        | <input type="checkbox"/> Craft & Repair                             |
| <input type="checkbox"/> Administrative Support, including Clerical | <input type="checkbox"/> Sales                                      |
| <input type="checkbox"/> Transportation & Material Moving           | <input type="checkbox"/> General Labor                              |