TASK 6
EXISTING CONDITIONS REPORT

STATE PROJECT 302-008

SOUTH NORWALK

Danbury

6203

6203

APPENDIX E

RAIL PASSENGER SURVEY REPORT

Task 6.1.8 Rail Rider Survey Results

Rail Passenger Survey Report

Introduction

Task 6.0 of the Danbury Branch EIS project is intended to provide an analysis of the existing transportation, rail, bus, highway conditions, and intermodal opportunities (including bicycle and pedestrian) in the Danbury Branch/Route 7 corridor between South Norwalk and New Milford. It also includes an analysis of the transportation effects and an analysis of the costs and benefits of each of the alternatives under consideration.

As part of this analysis, the URS Project Team developed and conducted two types of surveys for the Danbury Branch EIS. The first was a survey of existing passengers on the Danbury Branch to ascertain their various characteristics, preferences, and desires. This report presents the results of the rail passenger survey. A second, non-user telephone survey will be reported on separately within the Task 6 documents.

The rail passenger survey consisted of a questionnaire distributed to riders on board the Danbury Branch commuter trains (On-Board Survey). The URS Team designed the questionnaire, assigned a survey crew, conducted the survey, and analyzed and documented the survey results presented in this report.

The survey questions were oriented to obtain information with the following survey objectives:

- Trip origin and destination
- Trip purpose
- Trip frequency
- Anticipated mode changes at both trip ends
- Preferences regarding service
- Preferences regarding station location(s)
- Suggestions

Survey data was entered into a Microsoft Office Excel database for validation and analysis. The survey data was sorted and a cross-analysis of potentially relevant ridership factors such as travel frequencies, preferred station location(s), and variations among sub-groups (age, gender, profession, and place of residence was prepared for this report. This report summarizes the compiled data, methodology, result highlights. An electronic database is available for the regional planning agencies to use as needed.

SURVEY HIGHLIGHTS

Trip Origin and Destination Results

Overall, survey results support the observation that the New York bound trains and Intra-state shuttles respectively support different travel markets, with the following origin and destination characteristics:.

- **Origin**: On the New York bound trains, the distribution of station boardings was spread somewhat evenly across five stations, including Danbury, Bethel, Cannondale, Wilton and Merritt7 stations; for the shuttle trains, nearly 80% of respondents stated they boarded at either the Danbury or Bethel station.
- **Destination**: for the New York bound trains, approximately 70% of all respondents stated they disembarked at Grand Central Terminal in NYC; Stamford accounted for 18% of respondents and approximately 5% stated they disembarked at South Norwalk. On the shuttle trains, nearly 44% of respondents stated they disembarked at Stamford station, 19% at Merritt7 station, and 15% at the South Norwalk station. Only 15% of the shuttle respondents stated they disembarked at Grand Central Terminal.

Survey Background

On Wednesday, September 24, 2008, five morning commuter trains from the Danbury Branch Line were surveyed by the URS Project Team as part of the Danbury Branch Study.

The five trains surveyed were the 1811, 1819, 1833, 1837 and 1841 which had departure times between 5:34 a.m. and 7:57 a.m. from the Danbury Train Station. Of these trains, three of them, the 1811, 1819 and 1833, are New York City-bound trains, while the two others, the 1837 and 1841, are intra-state commuter shuttles. Surveys were tracked via a serial number to ensure that responses from each train could be identified separately.

A seat drop of surveys was performed by Metro-North personal one day in advance of the survey. Two team members from the URS Team boarded each of the three NYC-bound trains, and one team member boarded each of the smaller, commuter shuttles to encourage passengers to fill out surveys, answer any questions, and collect completed surveys. A total of 872 surveys were both collected on board the trains and sent via mail to URS

The survey consisted of seventeen questions, some with multiple parts. Most questions were multiple choice with an option of "Other", if necessary. Open-ended questions were succinct and to-the-point, such as "What is your age?" so that responses could be tallied straightforwardly. A copy of the survey is attached in appendix to this report.

Surveys were tallied by individual train, all trains combined and as two other groups: one consisting of the three NYC bound trains and one consisting of the two commuter trains. Twenty-one surveys, which were mailed in separately, did not include a serial number or had a serial number which

could not be tracked. These were only included in the results for all trains combined. Results for all trains and sub-groups were totaled and made part of the database available to the regional planning agencies and CT DOT as required.

Survey Design and Implementation Method

The Danbury Branch Study Team (Team) conducted a rail rider survey of existing passengers to ascertain rider characteristics and preferences as part of the Danbury Branch Alternatives Analysis and Environmental Impact Statement project, sponsored by the Federal Transit Administration and the Connecticut Department of Transportation. The Team developed a questionnaire design and distribution method that was reviewed and approved by Connecticut DOT and the South Western Regional Planning Agency (a cooperative agency in this EIS).

The Team conducted the actual survey on Wednesday, September 24, 2008. A total of five AM peak commuter trains from the Danbury Branch Line were surveyed, including the following:

Train	Station of Departure	Departure Time	Final Destination	Arrival Time	No. of Respondents	2007 Total Danbury Branch Count Inbound
1811	Danbury	5:34 a.m.	NYC	7:38 a.m.	138	129
1819	Danbury	6:20 a.m.	NYC	8:11 a.m.	301	390
1833	Danbury	6:52 a.m.	NYC	8:56 a.m.	163	204
1837	Danbury	7:27 a.m.	So. Norwalk	8:18 a.m.	141	231
1841	Danbury	7:57 a.m.	So. Norwalk	8:49 a.m.	108	138
All Trains Surveyed					872 *	1092

* A total of 21 surveys returned by mail did not have serial number to identify which train they originated from.

It is estimated that the team received an 80% response rate for this survey, based on the number of surveys received and the most recent Metro-North average daily inbound counts for the trains surveyed (November 2007).

Of these trains, the 1811, 1819 and 1833 are New York City-bound trains, while the 1837 and 1841 are intra-state commuter shuttles. Surveys were tracked via a serial number to ensure that responses from each train could be identified separately.

A seat drop of the surveys was performed by Metro-North personnel one day in advance of the survey (the seat notice was placed on the five designated trains by Metro North personnel at their departure point in the Danbury rail yard).   Two team members from the Study Team boarded each

of the three NYC trains at Danbury station, and one team member boarded each of the smaller, commuter shuttles. Survey team members were briefed in advance to encourage passengers to fill out surveys, provide pencils when needed, answer questions where possible, and collect the completed surveys. Surveys were picked up just prior to arrival at the South Norwalk station. Passengers were given the option to mail in the survey if they were unable to complete it prior to South Norwalk. A total of 872 surveys were completed and returned, including 754 directly from passengers on board the trains, and another 118 additional surveys sent via pre-paid mail to Connecticut DOT.

The Danbury Branch survey consisted of seventeen questions, some with multiple parts. Most questions were multiple choice with an option of "Other", if necessary. Open-ended questions were succinct and to-the-point, such as "What is your age?" so that responses could be tallied without biased interpretation. A copy of the survey is attached to this report.

Analysis of the survey results divided respondents into three groups: the first group considered all respondents from the five trains together; the second group was comprised of those who rode the New York City-bound trains only; and the third group was comprised of those who rode the two shuttles to South Norwalk. Twenty-one of the surveys that were mailed in separately had the serial number removed or had a serial number which could not be tracked. These were only included in the results for the first group, all trains combined. Results for all trains and the two sub-groups were totaled and presented in a comprehensive format attached to this summary.

Specifics for each group regarding origin and destination are presented below.

Group 1 – All Respondents

Respondents were asked where they boarded the train and from where they started their trip (zip code of origin). When considering the first group, comprised of respondents from all five trains surveyed, one of the most significant findings related to trip origin was that **two stations** accounted for approximately 48% of all responses. A total of 418 out of the 874 respondents surveyed said they boarded their train at either the Bethel (24.4%) or Danbury (23.5%) stations. These are the two northernmost stations on the branch.

The remaining station boardings of significance (each accounting for approximately 10% or more of the respondents) were Cannondale (12.5%), Wilton (approximately 10%) and Branchville (14.1% said they started here). It should be noted that the Cannondale and Wilton stations are both located in Wilton (when combined, this brings the total percent boarding trains in Wilton to 22.5%).

Similarly, when asked where they started their trip, approximately 35% of all respondents stated their zip code of origin was either Bethel or Danbury, and nearly 20% stated their zip code of origin was Wilton (19.4%). As stated previously, the Cannondale and Wilton stations are both located in the Town of Wilton, which explains the trip origin of nearly 20% in Wilton.

Group 2 – New York Bound Trains Only
When considering surveys covering only the three trains with direct service to New York (the first three trains of the day on the Branch), 20.4% of respondents stated Bethel was where they boarded

the train; three stations, including Danbury, Branchville and Cannondale had approximately equal boardings (15-17% each). The Merritt 7 station had 7.8% of boardings. The chart below shows the breakdown by station for the Danbury Branch's New York bound trains:

Group 2 Respondents – Boarding stations

Top Seven Boarding Stations

	Station
■	Bethel
■	Branchville
□	Cannondale
□	Danbury
■	Merritt7
■	Redding
■	Wilton

21.8%
13.3%
5.3%
8.3%
17.6%
16.7%
17.0%
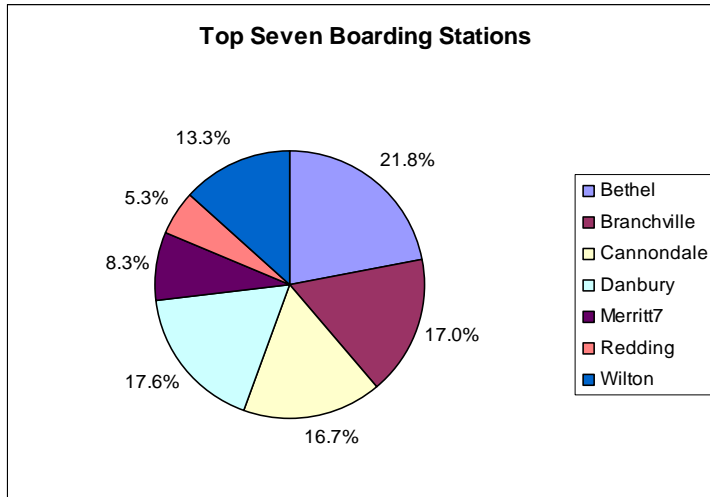
Group 3 – Shuttle Trains Only

When considering respondents from the two shuttle trains only, 45.4% stated they boarded at the Danbury station, and 34.3% indicated Bethel. 10% of respondents stated they boarded at Branchville.

Trip Purpose

Across all three groups, the predominant trip purpose cited was to go to work.

Group 1 – All Respondents

Over 90% of all respondents stated their trip purpose was work.

Group 2 – New York Bound Trains Only
90.0% of respondents on New York bound trains stated their trip purpose was work.
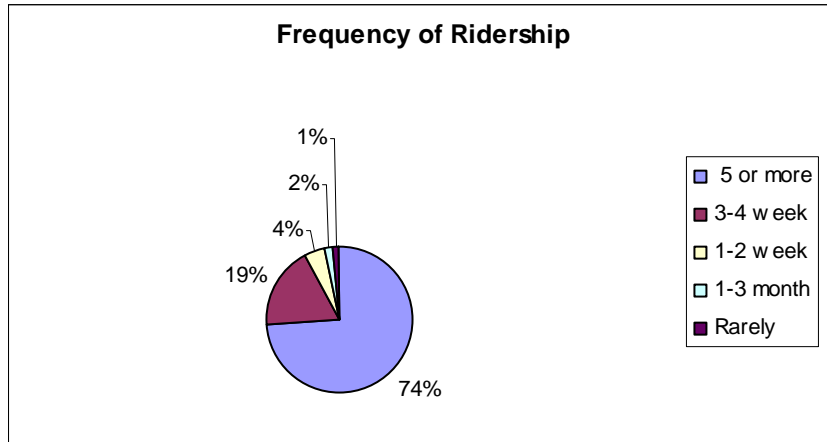
Group 3 – Shuttle Trains Only
93.0% of shuttle train respondents stated their trip purpose was work.

Trip Frequency

Approximately 73% of all respondents stated they rode the train 5 or more times per week.   An additional 18.7% stated they rode the train 3-4 times per week.

Group 1 – All Respondents

Approximately 73% of all respondents ride the inbound trains five or more times per week; 18.7% ride the train 3 or more times per week.

Frequency of Ridership

1%
2%
4%
19%
74%

- 5 or more
- 3-4 week
- 1-2 week
- 1-3 month
- Rarely

Group 2 – New York Bound Trains Only

For New York bound commuters, 75.3% ride five or more times per week and approximately 17% ride 3-4 times per week.

Group 3 – Shuttle Trains Only

For the shuttle trains, the number who say they ride five or more times per week dropped to only 68.0% of respondents, with 25.3% stating they ride the train 3-4 times per week.

Mode of travel to boarding stations

Group 1 – All Respondents

Approximately 72% of all respondents stated they drove to their boarding station alone, whereas 15.4% stated they were dropped off (Kiss and Ride) and 7.2% walked. Those who said they carpooled accounted for only 3.5% and biking 1%. Only one-half of one percent said they rode a bus to the station.

Transporation to Boarding Station
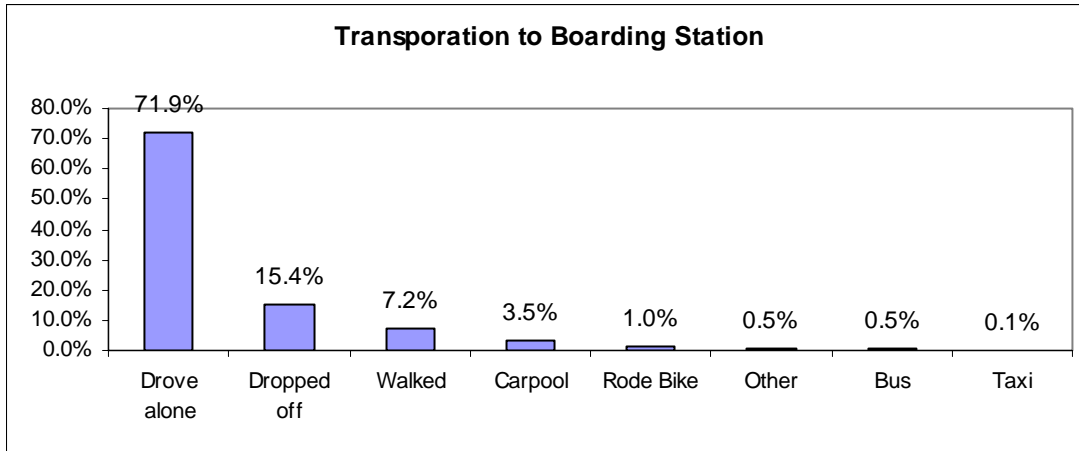
Group 2 – New York Bound Trains

The percentage who said they drove alone to the station was similar to Group 1, approximately 72%; those who stated they were dropped off accounted for 15.0% whereas 8.1% stated they walked, while only slightly more than 3% said they carpooled and 1.2% said they rode a bike.

Group 3 – Shuttle Trains Only

Again, the numbers were consistent with Group 2 – 72.0% stated they drove alone to their boarding station, almost 17% said they were dropped off; close to 6% said they walked to the station and almost 4% said they carpooled.

Mode of Travel to Final Destination

Group 1 – All Respondents

Overall, approximately 56% of all respondents stated they walked to their final destination; nearly 14% said they took the subway, 12.0% a company shuttle and 6.4% said they drove alone. Buses accounted for approximately 5% of the travel mode to the final destination. One respondent, boarding at the Branchville station and disembarking in Stamford, stated that they used roller blades to get to their final destination.

Transportation from Alighting Station
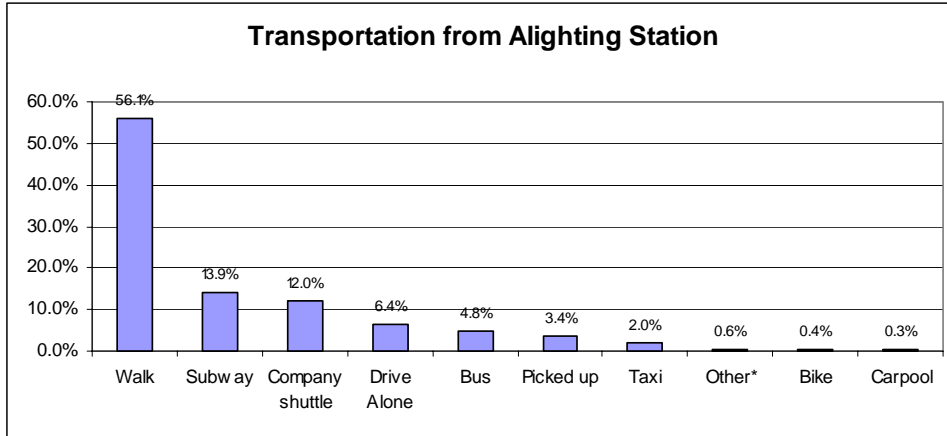
Group 2 – New York Bound Trains Only

The number of respondents on New York bound trains who stated they walked to their final destination was approximately the same as with all respondents – 55.9%. 18.3% Stated they took the subway, 7.4% a company shuttle and 7.4% drove alone. 4.5% stated they took the bus.

Transportation from Alighting Station
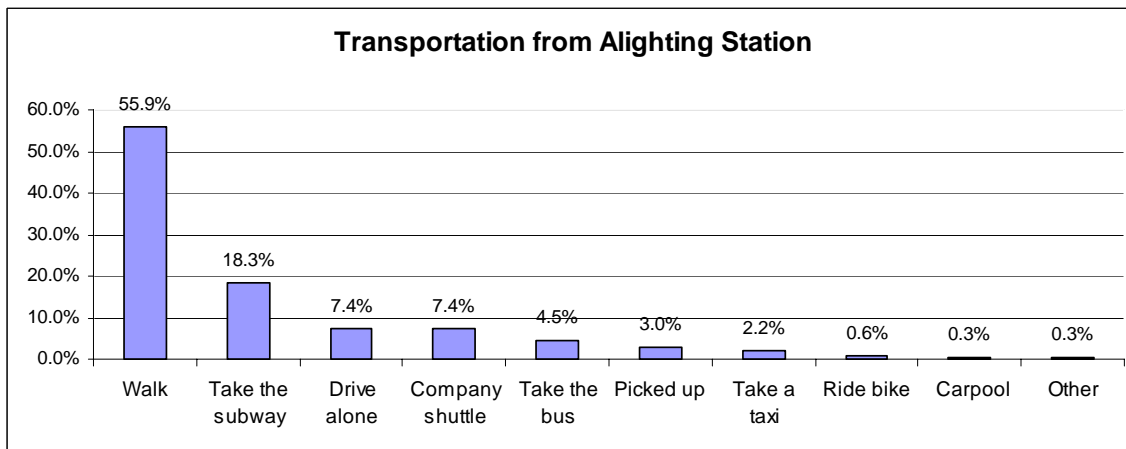
Group 3 – Shuttle Trains Only

Those who responded that they walked to their final destination were consistent with the New York bound trains – 56.6% of shuttle train riders who responded stated they walked. Of note, nearly 23% stated they used a company shuttle to reach their final destination, whereas all other modes were fairly insignificant (under 6% each).

Transportation from Alighting Station
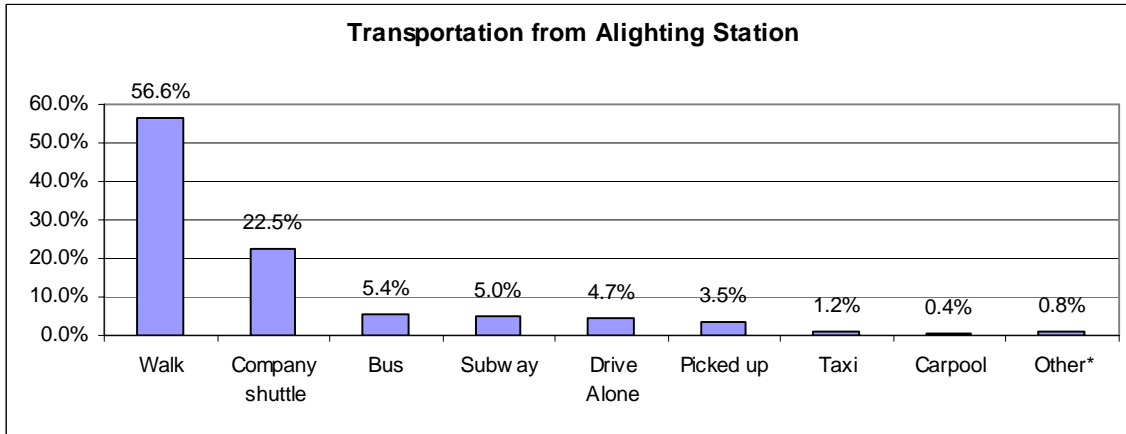
Preferences Regarding Service

All persons surveyed were asked to evaluate a number of improvements by responding whether they would be more likely to increase their use of the train if a specific improvement was made. Three improvement options stand out:

- Nearly 86% of all respondents stated they would increase their use of the train if there were more frequent service
- 87.9% of all respondents stated they would increase their use of the train if the travel time were reduced by about 20 percent
- More than 55% indicated they would increase train usage if more parking were available at existing stations
- Better shuttle bus service to and from stations and extending the line to New Milford would cause approximately 35% of respondents to increase their use of the train

Improvements to the Danbury Branch Line
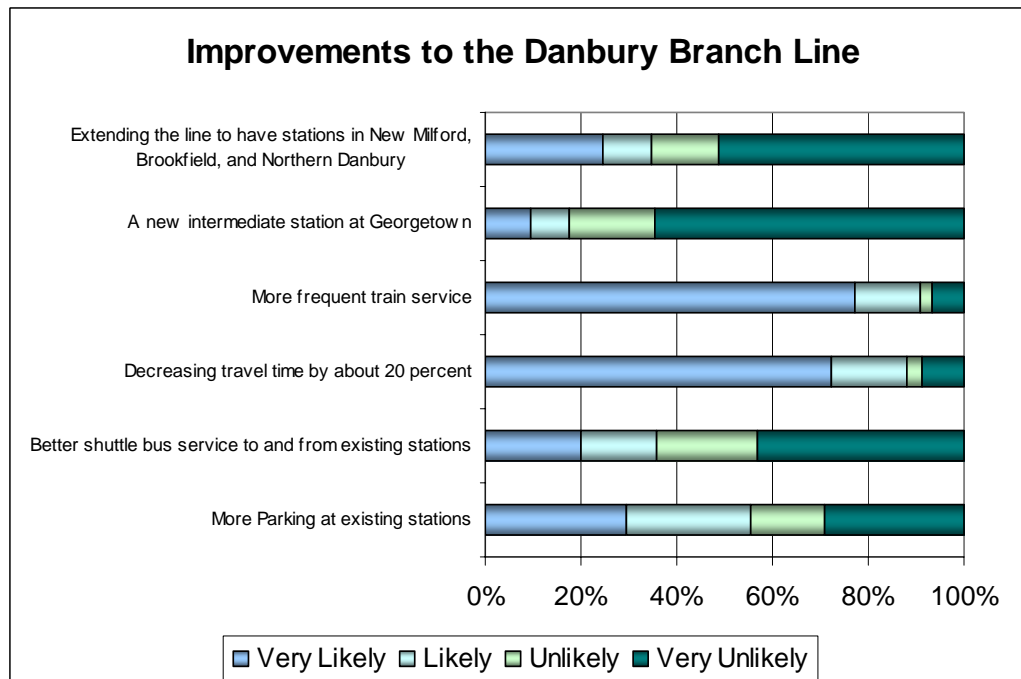
Demographic Characteristics

Group 1—All Trains

All persons surveyed were asked their age, gender and annual household income.
66.7% of respondents were male and 33.3% female. The age of respondents varied from age 8 to 81. The largest percentage of respondents, 31.0% were between the ages 51-65, followed by those aged 41-50 with 29.6%.

Age of Respondents

2% 2%
2% 12%
32%
22%
30%

- 16-20
- 21-30
- 31-40
- 41-50
- 51-65
- Over 65
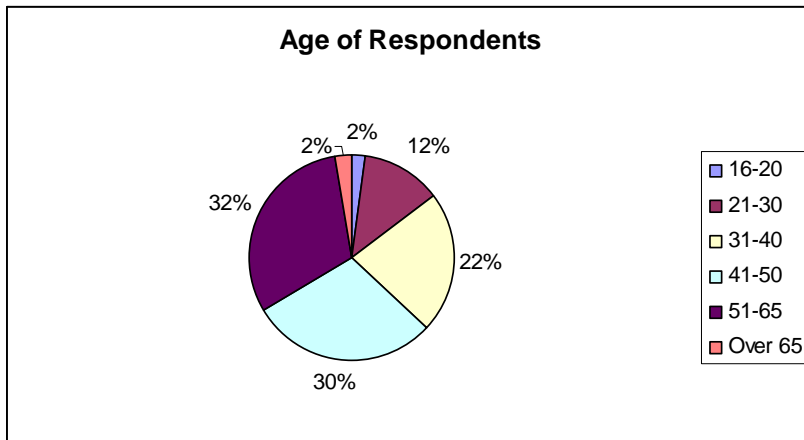
The majority of respondents, 56.20% stated they have an annual household income of $125,000 or greater, followed by 27.32% of respondents with an annual household income of $75,000-$124, 999.

Group 1 Annual Income

16%
27%
57%

- Greater Than $125k
- $75,000-$124, 999
- Less Than $75K
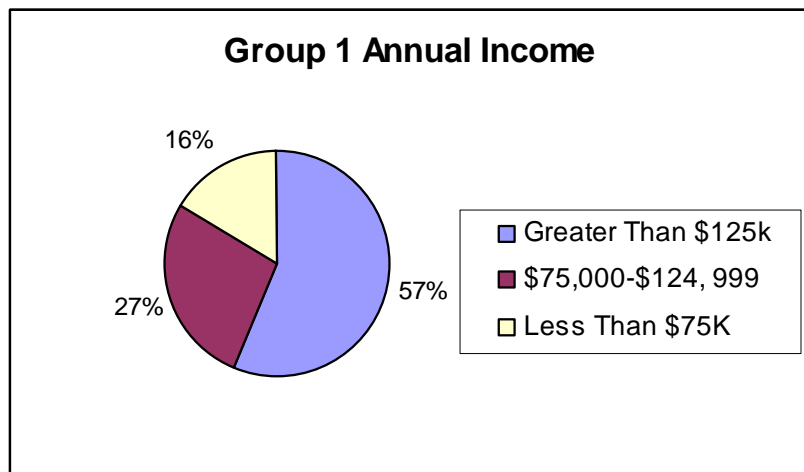
Group 2— New York Bound Trains Only

Of those respondents from Group 2, 69.6% are male, 30.4% are female. The ages of respondents varied from age 8-74. Again, the highest percentages of respondents, 33.4%, were in the 51-65 age groups, followed by the 41-50 age groups with 31.0%.

Age of Respondents
Group 2--NYC Trains

Legend
■ Under 25
■ 25-40
□ 41-50
□ 51-65
■ Over 65

3% 5%

33%

28%

31%
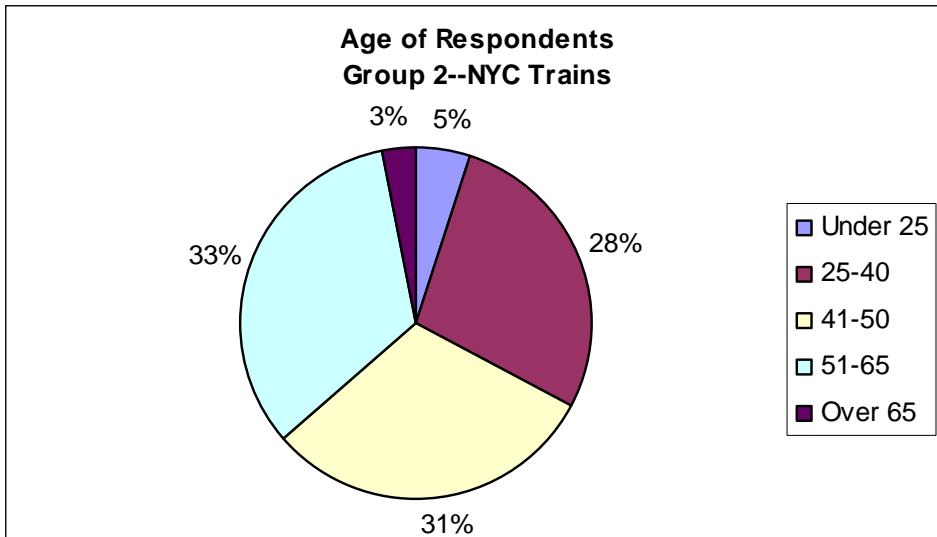
The majority of respondents, 62.8% stated they have an annual household income of $125,000 or greater, followed by those respondents with an annual household income of $75,000-$124, 999 with 24.5%.

Income of Respondents
Group 2--NYC Trains

Legend
■ Less than 34,999
■ 35,000-74,999
□ 75,000-124,999
□ More than 125K

2.6% 10.1%

24.5%

62.8%
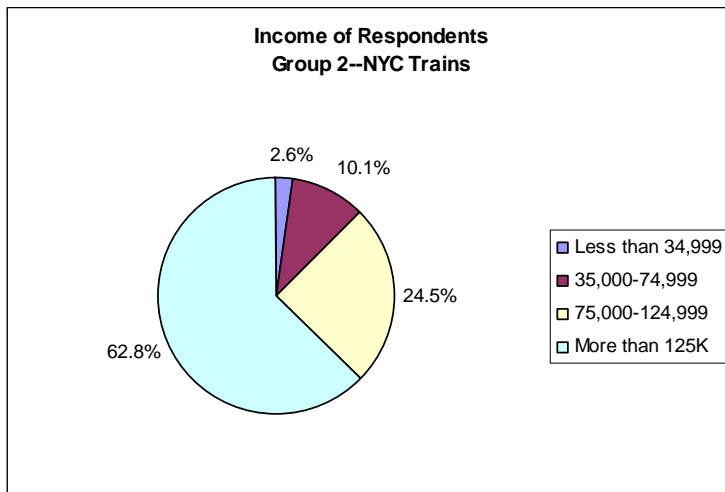
Group 3-- Shuttle Trains Only

Of those respondents from Group 3, 59.7% are male, 40.3% are female. The ages of respondents varied from age 18-80. The largest percentage of respondents from Group 3, 41.1% were in the 25-40 age groups. There were an equal number of respondents from the age groups of 41-50 and 51-65 with 25.7% each.

Age of Respondents
Group 3--Intra-State Commuters

0.8% 6.6%

25.7%

41.1%

25.7%

Legend:
- Under 25
- 25-40
- 41-50
- 51-65
- Over 65
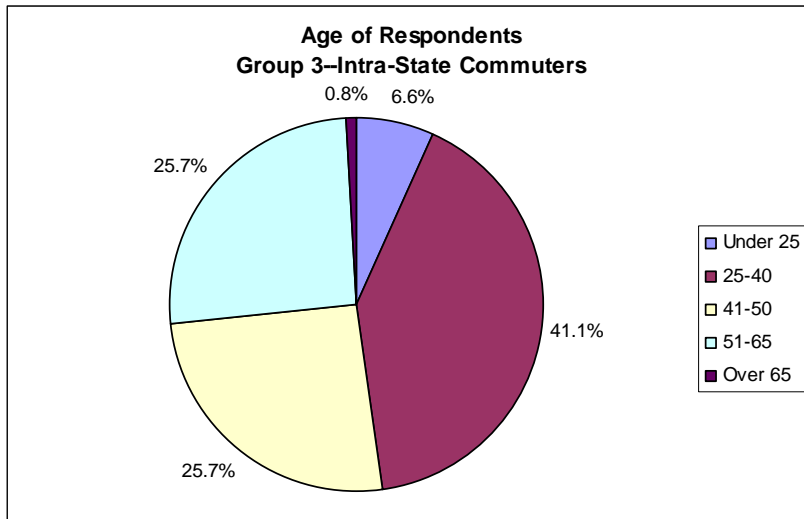
Again, the majority of respondents, 39.8% stated they have an annual household income of $125,000 or greater, followed by those respondents with an annual household income of $75,000-$124, 999 with 35.2%.

Group 3 Annual Income

25%

40%

35%

Legend:
- Greater Than $125k
- $75,000-$124, 999
- Less Than $75K
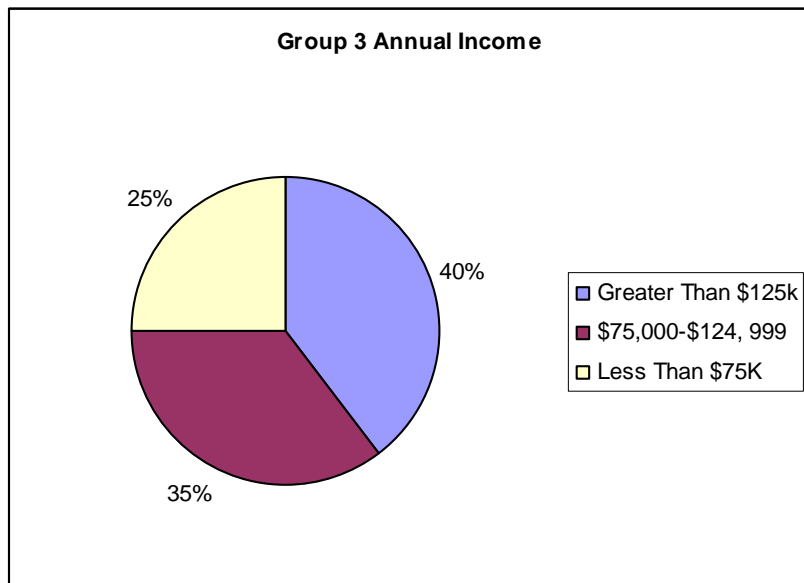
Responses in Spanish

Group 1—Responses in Spanish

Surveys were printed in both English and Spanish, on reverse sides. Of the 872 respondents from all five trains, 6 (less than 1%) responded using the Spanish version of the survey. Five of these were handed to the survey team on the day in person; one was later mailed to URS. Four of these responses were from the New York City Trains, two from Commuter Trains.

Actual Data and Questions from the Danbury Branch Rider Survey Conducted on September 24, 2008

1.   **At what station did you board this train?**

Bethel and Danbury accounted for approximately 48% of comprise the largest portion of all responses with a combined total of 47.9%. Following are Branchville and Cannondale with 14.1 and 12.5%, respectively.

All Trains

Stations	Number	Percent
Bethel	213	24.4%
Branchville	123	14.1%
Cannondale	109	12.5%
Danbury	205	23.5%
Darien	14	1.6%
Merritt7	54	6.2%
Norton Heights	4	0.5%
Norwalk	3	0.3%
Redding	41	4.7%
Rowayton	4	0.5%
South Norwalk	10	1.1%
Stamford	8	0.9%
Wilton	86	9.8%
Total	**874**	**100.0%**

**Some additional answers provided.

**Boarding Stations
All Trains**

Legend:
- Bethel
- Branchville
- Cannondale
- Danbury
- Darien
- Merritt7
- Norton Heights
- Norwalk
- Redding
- Rowayton
- South Norwalk
- Stamford
- Wilton

Pie chart values: 9.8%, 0.9%, 1.1%, 0.5%, 4.7%, 0.3%, 0.5%, 6.2%, 1.6%, 23.5%, 12.5%, 14.1%, 24.4%
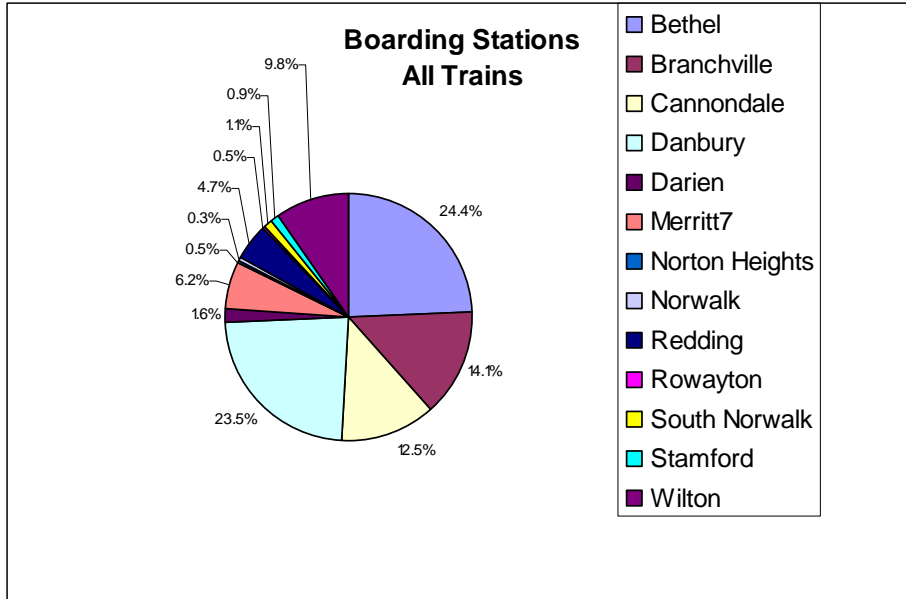
Bethel and Danbury also accounted for the highest percentage of responses in the sub-groups with 20.4% and 16.4% respectively for the New York City trains, and 34.36% and 45.4%, respectively on the commuter trains.

New York City Trains

Stations	Number	Percentage
Bethel	123	20.4%
Branchville	96	15.9%
Cannondale	94	15.6%
Danbury	99	16.4%
Merritt7	47	7.8%
Other (Blank)	1	0.2%
Other/Darien	11	1.8%
Other/Norton Heights	3	0.5%
Other/Norwalk	3	0.5%
Other/Rowayton	3	0.5%
Other/South Norwalk	10	1.7%
Other/Stamford	8	1.3%
Redding	30	5.0%
Wilton	75	12.4%
Total	**603**	**100.0%**

Commuter Trains

Stations	Number	Percentage
Merritt7	6	2.4%
Wilton	8	3.2%
Cannondale	1	0.4%
Branchville	25	10.0%
Redding	11	4.4%
Bethel	86	34.3%
Danbury	114	45.4%
Other	0	0.0%
Total	**251**	**100.0%**

2.   **What is the zip code of the origin of the trip (before you arrived at the train station)?**

There were over 60 ZIP codes submitted to answer this question. Topping the list were Wilton, Bethel, Danbury, Redding and Ridgefield.

Town	ZIP Code:	Total	Percent
Beacon Falls	06403	1	0.1%
Bethel	06801	134	15.4%
Branchville	None	1	0.1%
Brewster	10509	1	0.1%
Brookfield	06804	34	3.9%
Cannondale	None	1	0.1%
Danbury	Multiple	170	19.6%
Darien	06820	15	1.7%
Georgetown	06829	4	0.5%
Greenwich	None	1	0.1%
Litchfield	06759	1	0.1%
New Fairfield	06812	10	1.2%
New Milford	06776	18	2.1%
Newtown	06470	39	4.5%
Norwalk	06850	52	6.0%
NYC	Multiple	2	0.2%
Poughkeepsie	12601	1	0.1%
Redding	06896	65	7.5%
Redding Center	06875	1	0.1%
Ridgefield	06877	71	8.2%
Rocky Hill	06067	1	0.1%
Roxbury	06783	3	0.3%
Sandy Hook	06482	7	0.8%
Sherman	06784	1	0.1%
South	None	1	0.1%

Town	ZIP Code	Total	Percent
Norwalk			
Southbury	06488	8	0.9%
Stamford	06902	7	0.8%
Unknown	multiple	9	1.0%
Wassiac	12592	1	0.1%
Waterbury	06705	1	0.1%
Weston	06883	38	4.4%
Wilton	06897	169	19.4%
Woodbury	06798	1	0.1%
	Total	**869**	**100.0%**

**Three surveys left blank

Wilton had the highest percentage of responses from the New York City trains with 24.4%, followed by Bethel with 13.3% and Redding with 9.0%.

New York City Trains

Town	ZIP Code:	Total	Percent
Beacon Falls	06403	1	0.2%
Bethel	06801	80	13.3%
Branchville	None	1	0.2%
Brookfield	06804	10	1.7%
Cannondale	None	1	0.2%
Danbury	06810	59	9.8%
Darien	06820	13	2.2%
E. Greenbush, NY	12061	1	0.2%
Georgetown	06829	4	0.7%
Greenwich	None	1	0.2%
Litchfield	06759	1	0.2%
New Fairfield	06812	4	0.7%
New Milford	06776	9	1.5%
Newtown	06470	29	4.8%
Norwalk	Multiple	44	7.3%
Redding	06896	54	9.0%
Redding Center	06875	1	0.2%
Ridgefield	06877	49	8.1%
Rocky Hill	06067	1	0.2%
Roxbury	06783	2	0.3%
Sandy Hook	06482	4	0.7%
South Norwalk	None	1	0.2%
Southbury	06488	6	1.0%
Stamford	06811	34	5.6%
Unknown	Multiple	7	1.2%
Wassaic, NY	12592	2	0.3%
Waterbury	06705	1	0.2%
Weston	06883	35	5.8%
Wilton	06897	147	24.4%
TOTAL:	**TOTAL:**	**602**	**100.0%**

Commuter Trains

Town	ZIP Code:	Total	Percent
Bethel	06801	52	20.9%
Brewster	10509	1	0.4%
Brookfield	06804	22	8.8%
Danbury	Multiple	80	32.1%
New Fairfield	06812	6	2.4%
New Milford	06776	9	3.6%
Newtown	06470	9	3.6%
Norwalk	multiple	6	2.4%
NYC	multiple	3	1.2%
Redding	06896	11	4.4%
Ridgefield	06877	19	7.6%
Roxbury	06783	1	0.4%
Sandy Hook	06482	3	1.2%
Sherman	06784	1	0.4%
Southbury	06488	2	0.8%
Unknown	06740	1	0.4%
Unknown	06892	1	0.4%
Weston	06883	3	1.2%
Wilton	06897	18	7.2%
Woodbury	06798	1	0.4%
	Total	**249**	**100.0%**

3.   At what station are you disembarking from this train?

The largest percentage of respondents, 53.8% said Grand Central Station, followed by Stamford at 25.8%, South Norwalk at 7.9% and Merritt 7 at 7.1%.

Stations	Number	Percentage
Stamford	225	25.8%
South Norwalk	69	7.9%
Grand Central	470	53.8%
Merritt7	62	7.1%
Greenwich	7	0.8%
Harlem 125	14	1.6%
Wilton	5	0.6%
Cannondale	1	0.1%
Danbury	1	0.1%
Bridgeport	1	0.1%
Norton Heights	2	0.2%
Port Chester	1	0.1%
Darien	9	1.0%
Branchville	1	0.1%
Fairfield	1	0.1%
Rye	2	0.2%
Springdale	2	0.2%
Total*	**873**	**100.0%**

* Four blank responses. Five surveys with multiple answers.

The disembarking stations for respondents travelling on the commuter shuttle trains, Trains 1837 and 1841 differed from that of the NYC-bound trains, Trains 1811, 1819 and 1833. As for commuter shuttle passengers, 43.7% of all respondents said they would disembark at the Stamford station, and 19.0% at the Merritt 7 station, as opposed to 18.3% of NYC passenger respondents disembarking at the Stamford station and 2.2% at the Merritt 7 station.

New York City Bound Trains

Stations	Number	Percentage
Grand Central	420	69.9%
Stamford	110	18.3%
South Norwalk	30	5.0%
Harlem 125	8	1.3%
Other/ Branchville	1	0.2%
Other/ Bridgeport	1	0.2%
Other/ Darien	7	1.2%
Other/Fairfield	1	0.2%
Other/ Merritt7	13	2.2%
Other/ Rye	1	0.2%
Other/ Port Chester	1	0.2%
Other/ Wilton	1	0.2%
Other/Norton Heights	2	0.3%
Other/ Springdale	1	0.2%
Other/None	1	0.2%
Other/ Greenwich	3	0.5%
Total	**601**	**100.00%**

Commuter Trains

Stations	Number	Percent
Stamford	110	43.7%
Merritt7	48	19.0%
Grand Central	38	15.1%
South Norwalk	37	14.7%
Harlem 125	6	2.4%
Other/Wilton	4	1.6%
Greenwich	4	1.6%
Darien	2	0.8%
Springdale	1	0.4%
Cannondale	1	0.4%
Rye	1	0.4%
Total	**252**	**100.0%**

4.   What is the zip code of the ultimate destination of the (one-way) trip (after you leave the train station)?

Town	ZIP Code:	Total	Percent
Albany	12222	1	0.1%
Bastory	None	1	0.1%
Bethel	None	1	0.1%
Branchville	None	1	0.1%
Bridgeport	None	1	0.1%
Bronx	Multiple	3	0.4%
Brookfield	06804	1	0.1%
Brooklyn	Multiple	6	0.7%
Cos Cob	06807	2	0.2%
Danbury	Multiple	6	0.7%
Darien	06820	13	1.5%
Fairfield	None	4	0.5%
Grand Central	None	1	0.1%
Greens Farms	None	2	0.2%
Greenwich	06830	20	2.4%
Harlem	None	3	0.4%
Harrison	10528	1	0.1%
Jersey City	07311	3	0.4%
LI City	11101	1	0.1%
Manhattan	None	5	0.6%
Maspeth	11378	1	0.1%
Merritt7	None	1	0.1%
New Canaan	06842	1	0.1%
New Haven	None	1	0.1%
New Milford	06776	1	0.1%
New Rochell	10804	1	0.1%
Newtown	06470	1	0.1%
Norwalk	Multiple	105	12.5%
NYC	Multiple	429	51.0%
Port Chester	10573	2	0.2%
Ridgefield	06877	2	0.2%
Riverside	06878	2	0.2%
Rye	10580	2	0.2%
Secaucus, NJ	None	1	0.1%
South Norwalk	None	9	1.1%
Stamford	Multiple	188	22.4%

Unknown	06802	8	1.0%
Wehawken	07086	1	0.1%
West Hartland	06091	1	0.1%
Westport	06880	2	0.2%
Wilton	06897	6	0.7%
Total**		**841**	100.0%

**Thirty-one surveys left this question blank.

New York City Trains

Town	ZIP	Total	Percent
West Hartland	06091	1	0.2%
New Milford	06776	1	0.2%
Unknown	06802	2	0.3%
Cos Cob	06807	1	0.2%
Danbury	06810	3	0.5%
Darien	06820	8	1.4%
Greenwich	06830	6	1.0%
New Canann	06842	1	0.2%
Norwalk	06850	4	0.7%
Norwalk	06851	4	0.7%
Norwalk	06852	1	0.2%
Norwalk	06854	8	1.4%
Norwalk	06855	1	0.2%
Norwalk	06856	4	0.7%
Riverside	06878	2	0.3%
Westport	06880	1	0.2%
Stamford	06901	24	4.2%
Stamford	06902	24	4.2%
Stamford	06903	2	0.3%
Stamford	06904	3	0.5%
Stamford	06905	1	0.2%
Stamford	06906	2	0.3%
Stamford	06907	1	0.2%
Stamford	06910	1	0.2%
Stamford	06912	2	0.3%
Unknown	06915	1	0.2%
Stamford	06926	1	0.2%
Unknown	06990	1	0.2%
Weehawken, NJ	07086	1	0.2%
Jersey City	07311	2	0.3%
NYC	Multiple	304	52.4%
Unknown	10430	1	0.2%
Bronx, NY	Multiple	3	0.5%
Harison	10528	1	0.2%
Port Chester	10573	1	0.2%
Rye	10580	1	0.2%
New Rochelle	10804	1	0.2%
LI City	11101	1	0.2%
LI City	11120	1	0.2%
Brooklyn, NY	11201	1	0.2%
Brooklyn, NY	11205	1	0.2%
Brooklyn, NY	11210	1	0.2%
Maspeth, NY	11378	1	0.2%
Albany, NY	12222	1	0.2%
Bastory	None	1	0.2%
Bethel	None	1	0.2%

Branchville	None	1	0.2%
Bridgeport	None	1	0.2%
Brooklyn, NY	None	1	0.2%
Cos Cob	None	1	0.2%
Darien	None	1	0.2%
Fairfield	None	4	0.7%
Grand Central	None	1	0.2%
Greens Farms	None	2	0.3%
Greenwich	None	4	0.7%
Harlem	None	2	0.3%
Jersey City	None	1	0.2%
Manhattan	None	5	0.9%
New Haven	None	1	0.2%
Norwalk	None	5	0.9%
NYC	None	85	14.9%
Port Chester	None	1	0.2%
Secaucus, NJ	None	1	0.2%
South Norwalk	None	3	0.5%
Stamford	None	23	4.0%
Total		**578**	**100.0%**

Commuter Trains

Town	ZIP Code:	Total	Percentage
Newtown	06470	1	0.4%
None	06802	1	0.4%
Brookfield	06804	1	0.4%
Danbury	06810	1	0.4%
Danbury	06811	1	0.4%
Darien	06820	4	1.7%
Greenwich	06830	9	3.7%
Norwalk	06850	8	3.3%
Norwalk	06851	17	7.0%
Norwalk	06852	1	0.4%
Norwalk	06854	10	4.1%
Norwalk	06856	8	3.3%
Norwalk	06857	1	0.4%
Ridgefield	06877	1	0.4%
Ridgefield	06879	1	0.4%
Westport	06880	1	0.4%
Unknown	06892	1	0.4%
Unknown	06895	1	0.4%
Wilton	06897	3	1.2%
Stamford	06901	33	13.6%
Stamford	06902	27	11.2%
Stamford	06904	3	1.2%
Stamford	06905	2	0.8%
Stamford	06907	1	0.4%
Stamford	06910	1	0.4%
Stamford	06911	1	0.4%
Stamford	06926	3	1.2%
Stamford	06927	1	0.4%
NYC	10001	1	0.4%
NYC	10004	1	0.4%
NYC	10006	1	0.4%
NYC	10011	2	0.8%
NYC	10016	1	0.4%
NYC	10017	6	2.5%
NYC	10018	1	0.4%
NYC	10021	2	0.8%
NYC	10022	5	2.1%
NYC	10032	1	0.4%
NYC	10035	1	0.4%
NYC	10036	5	2.1%
NYC	10166	2	0.8%
NYC	10173	1	0.4%
Brooklyn	11201	1	0.4%
Wilton	None	3	1.2%

Stamford	None	26	10.7%
South Norwalk	None	6	2.5%
Rye	None	1	0.4%
NYC	None	9	3.7%
Greenwich	None	1	0.4%
Harlem	None	1	0.4%
Norwalk	None	20	8.3%
Merritt7	None	1	0.4%
TOTAL:	TOTAL:	242	100.0%

5.   What is the purpose of this trip?

The majority of all respondents surveyed, 90.6%, stated that they were commuting to or from work. This is consistent with respondents from the New York City trains (90.0%) and commuter trains (93.0%).

From		To	
Home	702	Work	624
		Home	1
		Shopping	4
		Other--	25
		Blank	48
Work	151	Blank	138
		Home	3
		Work	10
Other	5	Other	2
		Work	2
		Blank	1
Shopping	1	Blank	1
Blank	14	Work	15
Total	873	Total *	874

*Some duplicate answers provided

Based on the above, 90.6% of the respondents stated that they were commuting to or from work.

New York Trains

From		To	
Home	489	Work	431
		Other/School	14
		Shopping	1
		Blank	42
Work	103	Work	6
		home	2
		Blank	95
Blank	7	Work	8
Shopping	1	blank	1
Other	3	Work	1
		Other	2
Total	**603**	**Total**	**603**

The remaining responses included "other/school" "other" and "shopping/personal business'

Based on the above, 543 of 603 responses included work as either to or from or both representing 90% of the responses.

Commuter Trains

From		To	
Home	194	Work	177
		Other	
		School	9
		Shopping	3
		Other--	2
		Blank	4
Work	46	Blank	41
		Home	1
		Work	4
Other	2	Work	1
		Blank	1
Blank	7	Work	7
Total	249	Total *	250

*One additional answer provided

Based on the above, 231 respondents, or approximately 93% of shuttle passengers are using the train to commute to or from work.

## 6.   About how often do you make this train trip?

The largest percentage of all respondents surveyed, 7.6% said "5 or more times a week", followed by 18.7% which said "3-4 times a week", and 4.5% which said "1-2 times a week".

These responses are generally consistent with responses from the New York City trains, where 75.3% responded "5 or more times a week", followed by "3-4 times a week" with 16.7%, "1-2 times a week" with 4.3%, "1-3 times a month" with 1.8% and "Rarely" with 1.8%.

Responses from the commuter trains were ranked in the same order, however, with slightly different results. Of the commuter train respondents, 68.0 % said "5 or more times per week", followed by "3-4 times a week" with 25.3%, "1-2 times a week" with 5.1%, "1-3 times a month" with 1.8% and "Rarely" with 1.8%.

Answer	Total	Percent
5 or more	642	73.6%
3-4 week	163	18.7%
1-2 week	39	4.5%
1-3 month	15	1.7%
Rarely	13	1.5%
Total**	**872**	**100.0%**

**Two left blank, two with duplicate answers

Frequency of Ridership
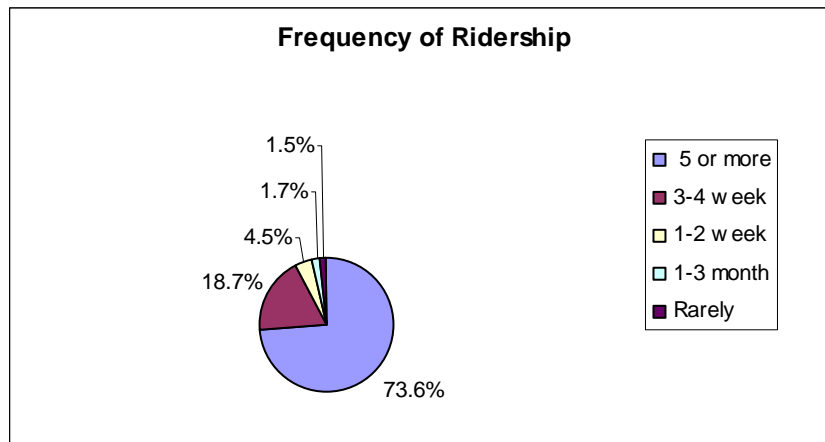
New York Trains

Answer	Total	Percent
More than 5 times/ week	452	75.3%
3-4 times/ week	100	16.7%
1-2 times/ week	26	4.3%
1-3 times/ month	11	1.8%
Rarely	11	1.8%
Total	600	100.0%

Commuter Trains

Answer	Total	Percent
5 or more/ week	172	68.0%
3-4 times/ week	64	25.3%
1-2 times/ week	13	5.1%
1-3 times/ month	3	1.2%
Rarely	1	0.4%
Total	253	100.0%

*Two additional answers provided

7.   How did you get to the boarding station today?

The largest percentage of respondents, 71.9%, said they drove alone, while 15.4% said they were dropped off, 7.2% walked, and 3.5% said they carpooled.

These responses were similar to both the New York City and commuter train groups. The largest number of respondents said "Drove alone" from the New York City and commuter trains   with 71.5% and 72.0%, respectively, followed by {"I was dropped off" with 15.0% and 16.8%, respectively.

Answer	Total	Percent
Drove alone	631	71.9%
Dropped off	135	15.4%
Walked	63	7.2%
Carpool	31	3.5%
Rode Bike	9	1.0%
Other	4	0.5%
Bus	4	0.5%
Taxi	1	0.1%
Total**	**878**	**100.0%**

**Some surveys included multiple answers. A total of 878 responses provided.

Transporation to Boarding Station
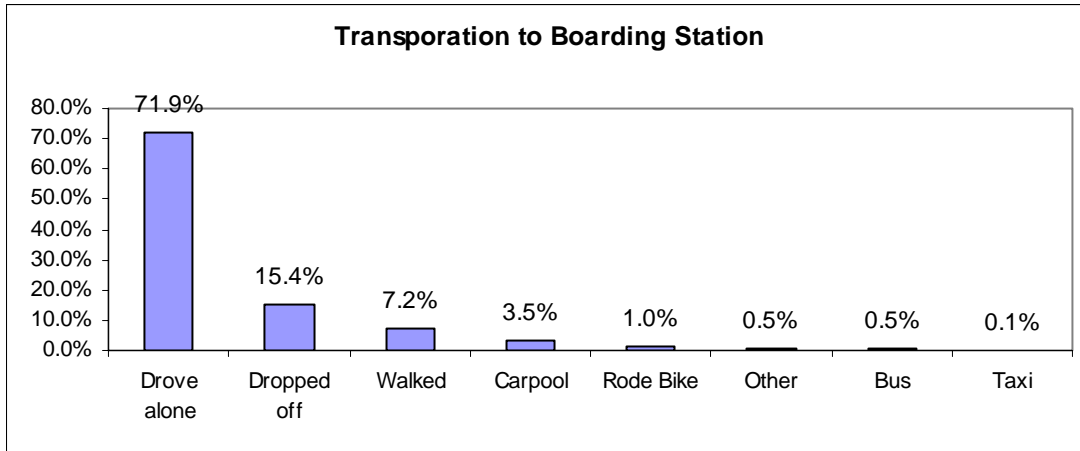
New York City Trains

Answer	Total	Percent
Drove alone	435	71.5%
Dropped off	91	15.0%
Walked	49	8.1%
Carpool	20	3.3%
Rode Bike	7	1.2%
Other/Scooter	2	0.3%
Other/Motorcycle	2	0.3%
Taxi	1	0.2%
Bus	1	0.2%
Total	**608**	**100.0%**

Commuter Trains

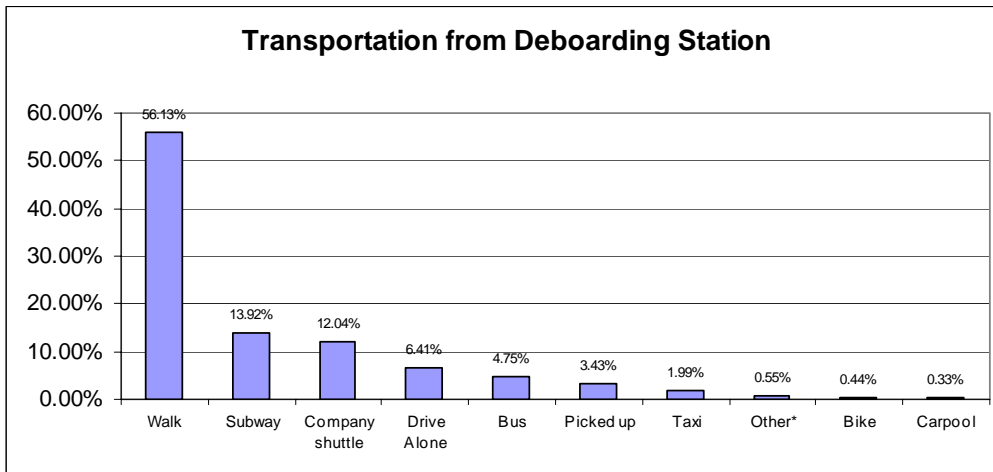| Answer	Total	Percentage
Drove alone	180	72.0%
Rode Bike	2	0.8%
Walked	14	5.6%
Bus	3	1.2%
Dropped off	42	16.8%
Carpool	9	3.6%
Total	**250**	**100.0%**

8.   How will you get from the train station to your final destination?

The largest percentage of respondents, 56.1%, said they would walk, 13.9%   would take the subway, 12.0% would take a company shuttle, 6.4% would drive alone, 4.8% would take a bus and 2.0% would take a taxi.

The largest percentage of respondents from the New York City trains, 55.9%, said "walk", followed by "Take the subway" with 18.3%. The largest percentage of respondents from the commuter trains, 56.6%, also said "walk" followed by "company shuttle" with 22.5%.

Answer	Total	Percent
Walk	508	56.1%
Subway	127	13.9%
Company shuttle	109	12.0%
Drive Alone	57	6.4%
Bus	43	4.8%
Picked up	31	3.4%
Taxi	18	2.0%
Other*	5	0.6%
Bike	4	0.4%
Carpool	3	0.3%
Total	905	100.0%

**Some surveys contained multiple answers.
A total of 905 responses provided.

Transportation from Deboarding Station

New York Trains

Answer	Total	Percentage
Walk	349	55.9%
Take the subway	114	18.3%
Drive alone	46	7.4%
Company shuttle	46	7.4%
Take the bus	28	4.5%
Picked up	19	3.0%
Take a taxi	14	2.2%
Ride bike	4	0.6%
Carpool	2	0.3%
Other	2	0.3%
Total *	**624**	**100.0%**

Commuter Trains

Answer	Total	Percent
Walk	146	56.6%
Company shuttle	58	22.5%
Bus	14	5.4%
Subway	13	5.0%
Drive Alone	12	4.7%
Picked up	9	3.5%
Taxi	3	1.2%
Carpool	1	0.4%
Other*	2	0.8%
Total**	**258**	**100.0%**

9.   Do you currently use the MetroNorth Danbury Line on the weekend?

Only 13.6% of all commuters surveyed responded that they do currently use the MetroNorth Danbury line on the weekend. Of the remaining respondents, 5.7% provided no reason, 17.1% stated that the train does not go where they need to travel, 33.3% said the train schedule is inconvenient/ there is not service when they want to travel, 6.57% said they could use the train, but prefer to use a car, and 23.8% stated other reasons. Other reasons mostly consisted of "I don't work on weekends", "No need", "I don't go to the city on weekends", etc.

These responses are consistent with the responses from New York City trains. In this group, 12.8% stated that they do use the MetroNorth Danbury line on weekends. Of the remaining respondents, 5.7% provided no reason, 17.1% stated that the train does not go where they need to travel, 33.3% said the train schedule is inconvenient/ there is not service when they want to travel, 6.5% said they could use the train, but prefer to use a car, and 23.8% stated other reasons.

Commuter train responses varied somewhat with 21.0% respondents who said they do regularly use the MetroNorth Danbury line on the weekends. Of the remaining responses, 8.4% said no but provided no reason, 10.9% said the train does not go where they need to travel, 30.3% said the train schedule is inconvenient/ there is no service when they want to travel, 5.0% prefer to go by car, and 24.4% said other reasons.

Answer	Total	Percentage
Yes	126	13.6%
No (no reason)	53	5.7%
No, The train doesn't go where I need to go	159	17.1%
No, the train schedule is inconvienient/ no service when I want to travel	309	33.3%
No, I could use the train, but I prefer to use my car	60	6.5%
No, other reasons	221	23.8%
Total	928	100.0%

**Several surveys with multiple answers provided.

New York City Trains

Answer	Total	Perrcentage
Yes	82	12.9%
No (no reason)	33	5.2%
No, The train doesn't go where I need to go	109	17.1%
No, the train schedule is inconvienient/ no service when I want to travel	219	34.3%
No, I could use the train, but I prefer to use my car	50	7.8%
No, other reasons	145	22.7%
Total	638	100.0%

**Several surveys with multiple answers provided

Commuter Trains

Answer	Total	Percentage
Yes	25	21.0%
No (no reason)	10	8.4%
No, The train doesn't go where I need to go	13	10.9%
No, the train schedule is inconvienient/ no service when I want to travel	36	30.3%
No, I could use the train, but I prefer to use my car	6	5.0%
No, other reasons	29	24.4%
Total	**119**	**100.0%**

**Several surveys with multiple answers provided

10.   ConnDot is studying potential improvements to the MetroNorth Danbury Branch train service. Would you likely increase your use of the train if any of the following improvements were made?

	Very Likely	Likely	Unlikely	Very Unlikely
More Parking at existing stations	225	197	120	221
Better shuttle bus service to and from existing stations	148	116	155	317
Decreasing travel time by about 20 percent	582	125	27	70
More frequent train service	636	111	20	56
A new intermediate station at Georgetown	67	58	128	458
Extending the line to have stations in New Milford, Brookfield, and Northern Danbury	189	78	108	396

Improvements to the Danbury Branch Line
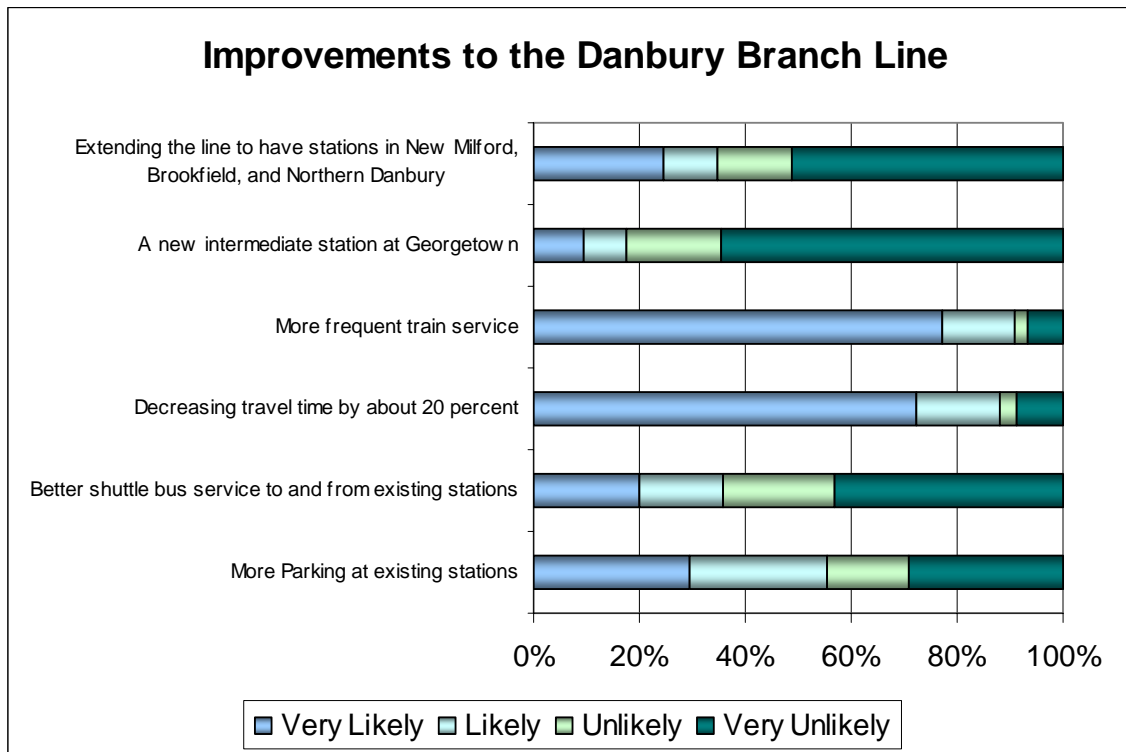
New York City Trains

	Very Likely	Likely	Unlikely	Very Unlikely
More Parking at existing stations	139	125	83	176
Better shuttle bus service to and from existing stations	254	96	71	85
Decreasing travel time by about 20 percent	405	83	16	53
More frequent train service	433	76	16	43
A new intermediate station at Georgetown	46	41	76	326
Extending the line to have stations in New Milford, Brookfield, and Northern Danbury	102	44	69	311

Commuter Trains

|	Very Likely	Likely	Unlikely	Very Unlikely
More Parking at existing stations	79	68	32	43
Better shuttle bus service to and from existing stations	59	41	55	58
Decreasing travel time by about 20 percent	164	38	11	16
More frequent train service	188	32	4	12
A new intermediate station at Georgetown	20	16	49	122
Extending the line to have stations in New Milford, Brookfield, and Northern Danbury	81	33	37	78

11.   If the Danbury Branch was extended north, and there were additional stations, would you change the Danbury Branch station that you use?

The largest percentage of respondents, 84.1% said "No", followed by 7% which said "Brookfield", 5.3% said "Danbury and 3.7% said "New Milford".

Of the New York City train respondents, 88.13% said "No". Of the remaining respondents who said yes, 2.84% said the New Milford station, 5.02 said the Brookfield station and 4.01% said the Danbury Station.

Of the commuter train respondents, 74.51% said "No". Of the remaining respondents who said yes, 5.88% said the New Milford station, 10.98% said the Brookfield station and 8.63% said the Danbury Station.

Answer	Total	Percent
No	736	84.1%
Yes, I would use the New Milford Station	32	3.7%
Yes, I would use the Brookfield Station	60	7.0%
Yes, I would use the northern Danbury Station	46	5.3%
Total	**874**	100.0%
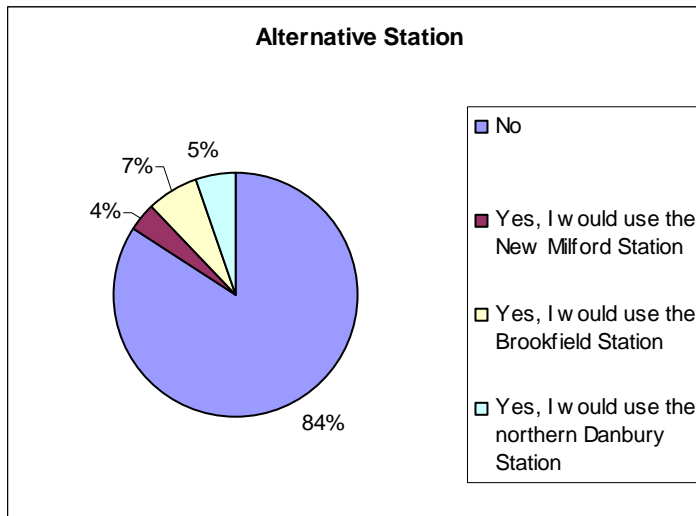
New York City Trains

Answer	Total	Percentage
No	528	88.3%
Yes, I would use the New Milford Station	17	2.8%
Yes, I would use the Brookfield Station	29	4.8%
Yes, I would use the northern Danbury Station	24	4.0%
Total	**598**	**100.00%**

Commuter Trains

Answer	Total	Percentage
No	190	74.5%
Yes, I would use the New Milford Station	15	5.9%
Yes, I would use the Brookfield Station	28	11.0%
Yes, I would use the northern Danbury Station	22	8.6%
Total	**255**	**100.0%**

12.   How would you get to the train station identified in Question 11?

Of all commuters surveyed, the largest percentage of respondents, 59.5%, said "drive alone", followed by 20.3% with "dropped off", 9% with "walk", 5.6% with "ride bike" and 2.6% with "carpool".

Of the New York City train respondents, the largest percent, 64.5%, said "drive alone", followed by 15.8% with "dropped off", 9.9% with "walk", 3.9% with "ride bike" and 3.3% with carpool.

Of the commuter train respondents, the largest percent, 64.4%, said "drive alone", followed by 19.2% with "dropped off", 7.7% with "walk", and 5.8% with "ride bike".

Answer	Total	Percent
Drive alone	138	59.5%
Dropped off	47	20.3%
Carpool	6	2.6%
Ride Bike	13	5.6%
Taxi	1	0.4%
Walk	22	9.5%
Other	1	0.4%
Other/bus	4	1.7%
Total	**232**	**100.0%**

New York City Trains

Answer	Total	Percent
Drive alone	98	64.5%
Carpool	5	3.3%
Walk	15	9.9%
Dropped off	24	15.8%
Taxi	1	0.7%
Bus	2	1.3%
Ride a bike	6	3.9%
Other	1	0.7%
Total**	**152**	**100.0%**

Commuter Trains

Answer	Total	Percent
Drive alone	67	64.4%
Carpool	0	0.0%
Walk	8	7.7%
Dropped off	20	19.2%
Taxi	0	0.0%
Bus	3	2.9%
Ride a bike	6	5.8%
Other	0	0.0%
Total**	**104**	**100.0%**

13.   Are you male of female?

The largest percentage of respondents, 66.7%, said "male", followed by 33.3% which said "female".

Male	578	66.7%
Female	288	33.3%

**Six surveys left this question blank

New York City Trains

Male	417	69.62%
Female	182	30.38%

Commuter Trains

Male	148	59.68%
Female	100	40.32%

14.   What is your age?

Age	Total	Percent
16-20	18	2.1%
21-30	105	12.5%
31-40	189	22.5%
41-50	249	29.6%
51-65	261	31.0%
Over 65	19	2.3%
Total	**841**	**100.0%**

**Thirty-one surveys left blank

New York City Trains

Answer	Total	Percent
Under 25	29	5.0%
25-40	161	27.7%
41-50	180	31.0%
51-65	194	33.4%
Over 65	17	2.9%
Total	**581**	**100.0%**

Commuter Trains

Answer	Total	Percent
Under 25	16	6.6%
25-40	99	41.1%
41-50	62	25.7%
51-65	62	25.7%
Over 65	2	0.8%
Total	**241**	100.0%

15.   Do you have a driver's license?

The largest percentage of respondents, 97.1%, said "yes" followed by 2.9% which said "no".

Answer	Total	Percent
Yes	842	97.1%
No	25	2.9%

**Five surveys left this question blank.

There is a general consistency in the New York City and Commuter trains sub-groups.

New York City Trains

Answer	Total	Percent
Yes	581	97.0%
No	18	3.0%

Commuter Trains

Answer	Total	Percent
Yes	242	97.6%
No	6	2.4%

16. **Is there an automobile generally available for you to drive on this trip?**

The largest percentage of respondents, 93.1%, said "yes", followed by 6.9% which "no".

Answer	**Total**	**Percent**
Yes	807	93.1%
No	60	6.9%

New York City Trains

Answer	**Total**	**Percent**
Yes	557	93.14%
No	41	6.86%

Commuter Trains

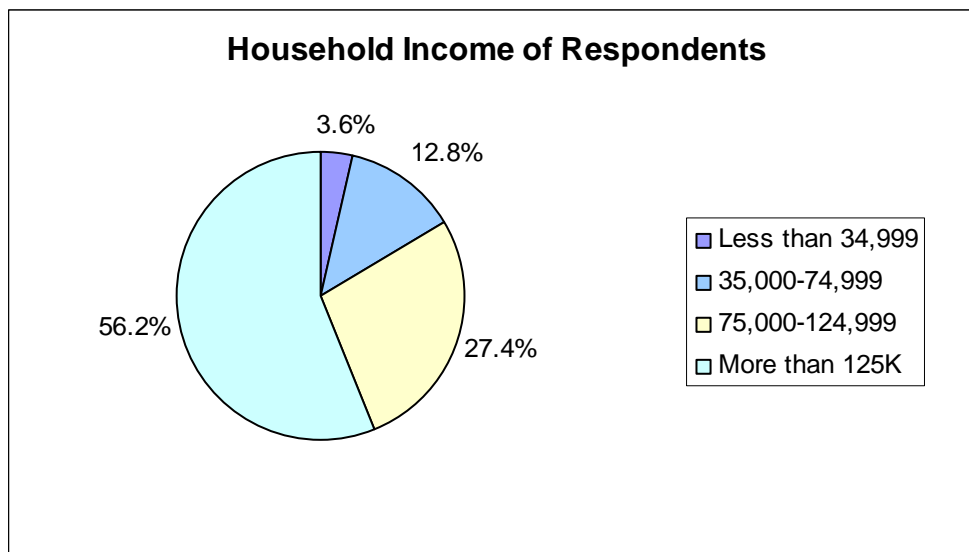| **Answer**	**Total**	**Percent**
Yes	231	92.77%
No	18	7.23%

17.   **For statistical purposes only, would you please check your total household income last year (your answers will be kept confidential)?**

The largest percentage of respondents, 56.2%, said "More than $125k", followed by 27.4% with "$75,000-124,999", followed by 12.8% with "$35,000-74,999" followed by 3.6% with less than $34,999.

Answer	Total	Percentage
Less than 34,999	30	3.6%
35,000-74,999	106	12.8%
75,000-124,999	228	27.4%
More than 125K	467	56.2%
Total	831	100.0%

**Forty-one surveys left this question blank.

Household Income of Respondents

If the lowest two income brackets are consolidated then we can see that only 16.4% of all respondents have an annual household income of less than $74,999 annually.

Annual Household Income of All Respondents

Legend:
- Less Than $75,000
- $75,000-$124999
- More than $125,000

16.4%
27.4%
56.2%
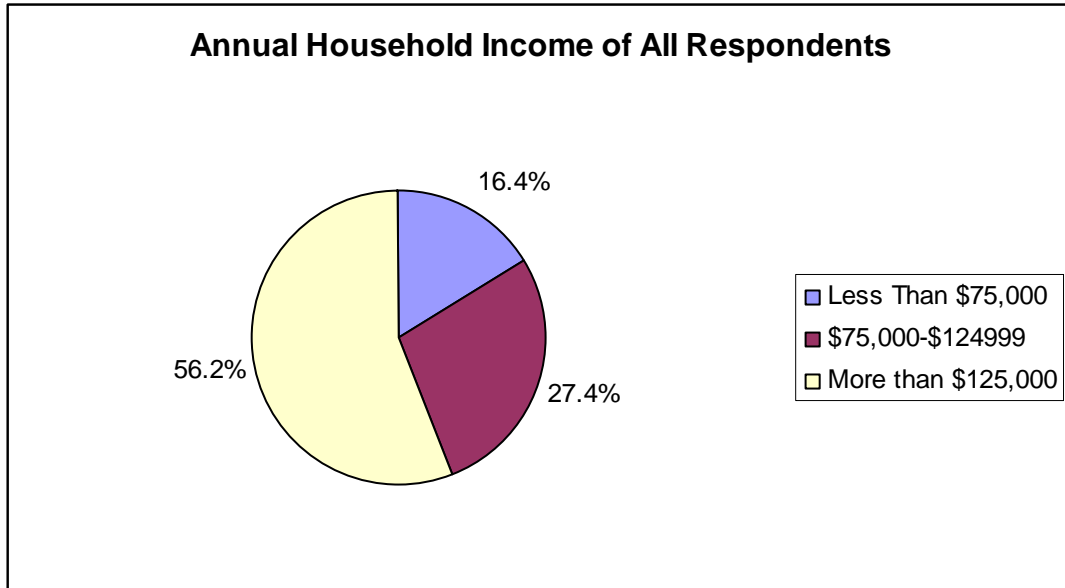
New York City Trains

Answer	Total	Percent
Less than 34,999	15	2.6%
35,000-74,999	58	10.1%
75,000-124,999	141	24.5%
More than 125K	361	62.8%
Total	575	100.0%

*27 Left surveys left this question blank

Group 2-- Income of Respondents

- Less than 34,999
- 35,000-74,999
- 75,000-124,999
- More than 125K

2.6%
10.1%
24.5%
62.8%
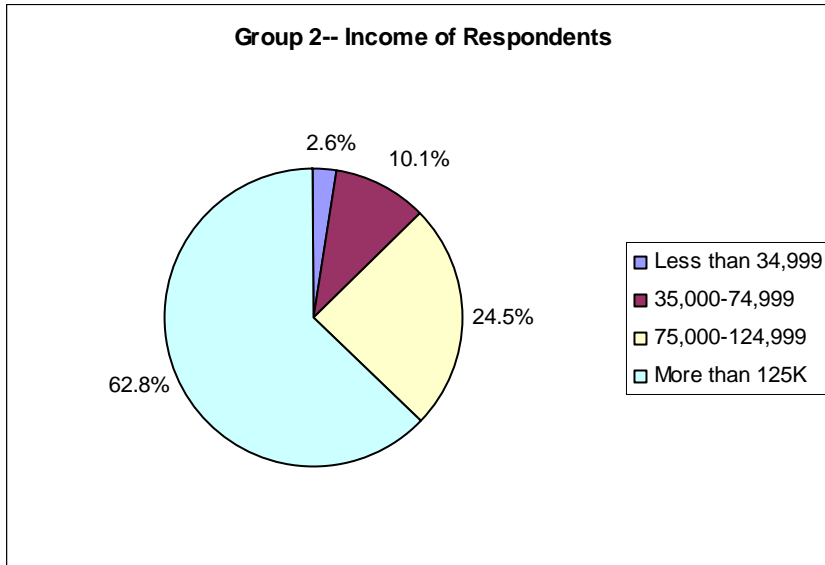
Commuter Trains

Answer	Total	Percent
Less than 34,999	14	5.9%
35,000-74,999	45	19.1%
75,000-124,999	83	35.2%
More than 125K	94	39.8%
Total	236	100.0%

Group 3--Commuter Shuttle Trains Annual Income

- Greater Than $125k
- $75,000-$124, 999
- Less Than $75K

25.0%
39.8%
35.2%