

As part of the **New Links** project, the RTA and JeT are doing a survey on how riders use buses, streetcars and ferries to get around the greater New Orleans area. The survey will take place from March to April 2019 and will help with transportation planning. During this time, interviewers will ask some riders questions about their trips.

For more information, please see the Frequently Asked Questions (FAQs) below.

What is the survey?

The survey is a study of who use buses, streetcars and ferries to travel in the Greater New Orleans area, and how people travel around town. We will ask questions about you, and about the trip you are taking today. Your answers will help the RTA and JeT understand travel patterns and your transportation choices, and help plan transportation projects to better serve you.

How often are these surveys done and, why are they being done now?

The surveys are usually done every few years. The last survey on all RTA and JeT lines was done 8 years ago, in 2011. We are doing this survey now because there have been important changes to bus, streetcar, and ferry lines in the last few years, and so the way riders travel has changed.

How do I take the survey, and why can't I volunteer?

A computer program will randomly select some riders to take the survey. This means you can't volunteer to take the survey, but we appreciate you wanting to help.

What if I am asked to participate in the survey more than once?

If you are selected more than once, we would appreciate your participation each time you are asked to take the survey.

Is the survey available online?

No. Since the survey asks about your bus, streetcar, or ferry trip that day, only people taking a trip are asked to take the survey.

How long will it take to complete the survey?

Each survey should take about 5 to 7 minutes to finish.

Why do you need to ask about personal information (like where I live and my age, etc.)? What does that have to do with how I use transportation?

The RTA and JeT have to ask certain questions about riders including race, income, and the language you speak to comply with Title VI of the Civil Rights Act of 1964. The RTA and JeT have to send this information to the Federal Transit Administration (FTA) every five years. Some of these questions also help tell us how people travel, and helps us understand and make the system work better for you. We will never make specific personal information about a rider public.

How will I know that the interviewer works for the RTA or JeT?

Official survey staff members wear a uniform with a blue vest and a badge that looks like the drawing on the right. They carry a survey and will never ask you for information such as your social security number or bank account information.

What if I have a complaint or a concern about a specific interviewer?

Please call the RTA Ride Line at: 504-248-3900.

Are people with disabilities included in the survey?

Yes. Every person riding RTA or JeT while we do the survey is included. Interviewers can help riders with disabilities in taking the survey, or doing the survey later by phone.

Is the survey available in other languages?

Yes. There will be surveys in English and Spanish. Riders speaking other languages can take the survey later on the phone in the language they speak.

Will I be able to see the final results of the survey?

Yes. A report will be available when the study is complete on the RTA and JeT websites, and at newlinksnola.com.

Will my information be sold to anyone?

No. We will not sell your personal information to anyone.

Will my bus or streetcar line change because of this survey?

Maybe. We will use this information to make the system better for everyone, which may cause some bus, streetcar or ferry lines to change. The goal is to better meet riders' needs.

When will the survey be done?

The RTA and JET plan to finish the survey by April 2019.

How do I know that my personally identifiable information is safe?

The survey team is required to keep your personally identifiable information (PII) protected. We do this by storing your personal information on secure computers, limiting who can see it, and destroying your personal information after an agreed-upon time period. We will never make your personal information public.

Who can I contact to get more information on the study?

For more information, please visit newlinksnola.com.



Above: survey staff vest and badge