

NJ TRANSIT

**BOARD CUSTOMER SERVICE COMMITTEE MEETING AGENDA
OPEN TO MEMBERS OF THE PUBLIC**

WEDNESDAY, DECEMBER 20, 2017

1:30 PM

**ONE PENN PLAZA EAST
9TH FLOOR BOARD ROOM
NEWARK, NJ 07105**

**NJ TRANSIT BOARD
CUSTOMER SERVICE COMMITTEE MEETING
OPEN TO MEMBERS OF THE PUBLIC**

**WEDNESDAY, DECEMBER 20, 2017
1:30 P.M. – 9th FLOOR BOARD ROOM – NEWARK, NJ**

PUBLIC COMMENTS ON AGENDA (Two minutes per speaker)

STAFF REPORTS

CUSTOMER SERVICE UPDATE
(*PRESENTER: ANTHONY GRIECO*)

SOCIAL MEDIA DASHBOARD
(*PRESENTER: NANCY SNYDER*)

CUSTOMER SERVICE UPDATE

Rail - Top 5 Trains

Train Number	Record Count
6273	34
7826	29
1271	26
6263	16
6214	15

Rail - Trending Issues

Issue: Issue Name	Record Count
Trip - Annulled / Cancelled	79
Trip - Delayed	33
Refund Request	26
Announcements - Station	8

Issues - This Month vs Last Month



Graph depicts # of issues generated by Top 5 Trains this month vs. last month.

Rail - Top 5 Trains - Passenger Trips

Train Number	Passenger Trips	Total
6214		26,796
6273		24,222
6263		16,214
1271		12,672
7826		3,897

Total Case Volume



Bus - Top 5 Bus Routes

Bus Route	Record Count
165 - Westwood - New York	92
126 - Hoboken - New York	83
139 - Lakewood - Old Bridge - NY	73
114 - Bridgewater - New York	64
163 - Ridgewood - New York	55

Bus - Trending Issues

Issue: Issue Name	Record Count
Trip - Delayed	118
Trip - No Show	63
Scheduled Service	55
Employee Performance	54

Issues - This Month vs Last Month



Bus - Top 5 Routes - Passenger Trips

Bus Line/Route	Passenger Trips	Total
126 - Hoboken - New York		371,321
165 - Westwood - New York		327,928
139 - Lakewood - Old Bridge - NY		268,826
163 - Ridgewood - New York		221,484
114 - Bridgewater - New York		150,153

Total Case Volume by Type



Light Rail by Line

NJT Division	Record Count
LR - Hudson Bergen Light Rail	69
LR - Newark Light Rail	27
LR - RiverLINE	12
CS - Customer Service	1

Light Rail - Trending Issues

Issue: Issue Name	Record Count
Facility/Station Condition	24
Trip - Delayed	18
Employee Performance	12
Ticket Purchase/TVM	12

Issues - This Month vs Last Month



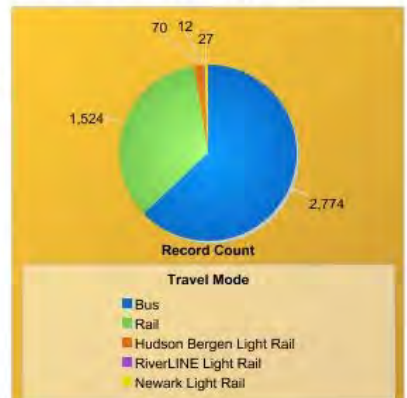
Light Rail - Passenger Trips

Light Rail Service	Passenger Trips	Total
Hudson Bergen Light Rail		1,332,142
Newark Light Rail		486,314
RiverLine Light Rail		242,721

Total Commendations by Division

NJT Division	Record Count
Bus - Northern Division	42
Bus - Central Division	28
Bus - Southern Division	14
Bus - Contract Carrier	5
Rail - Newark Division	15
Rail - Hoboken Division	14
LR - Newark Light Rail	1
LR - RiverLINE	1
CS - Customer Service	18

Total Complaints by Travel Mode



SOCIAL MEDIA DASHBOARD

Facebook - Top 5 Topics

1. General Customer Comments
2. Feedback on Crew Members
3. On-Time Performance
4. Cancelled Trains 10/9, 10/11 & 10/13
5. NJT's Communication 10/9

Twitter - Top 5 Topics

1. Rail Delays 10/2, 10/4 & 10/30
2. General Customer Comments
3. Cancelled Trains 10/9, 10/11 & 10/13
4. On-Time Performance
5. Bus Delays 10/19

Social Posts Received

Twitter - Sept '17: 7,397/Oct '17: 7,449 tweets
Facebook - Sept '17: 772/Oct '17: 773 posts

Social Sentiment

Sept '17: 68% negative/Oct '17: 77.3% negative
Sept '17: 32% positive/Oct '17: 22.7% positive

Facebook - Fan Growth

10/1/2017	66,058 Likes
10/31/2017	66,269 Likes 211 new fans

Twitter - Follower Growth

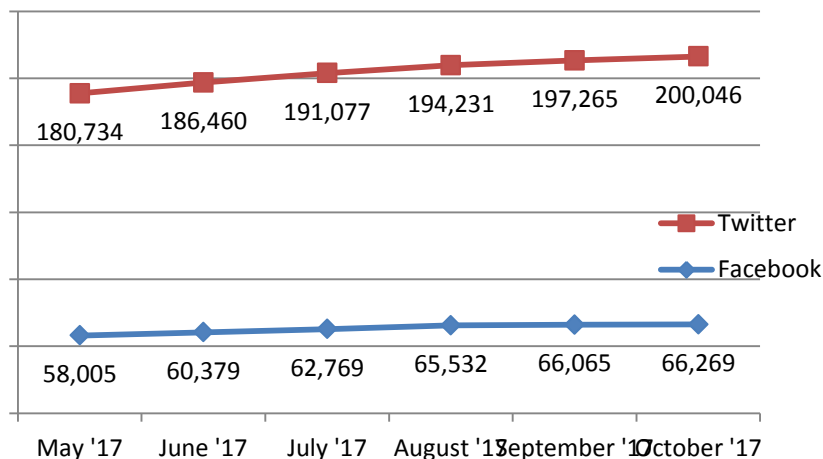
10/1/2017	197,356 Likes
10/31/2017	200,046 Likes 2,690 new followers

Social Posts Sent/Reach of Posts

Facebook	228 posts/428.6K potential reach
Twitter	420 tweets/2.72 Million potential reach

Customers Assisted

67 posts sent to Customer Service
505 customers assisted on Social Media



Portal Bridge



NJ TRANSIT @NJTRANSIT · Oct 13

Construction on the new portal bridge project is underway.



24 7 17



NJ TRANSIT @NJTRANSIT · Oct 3

We're running a Customer Service Week Sweepstakes! See official rules & regulations and enter for your chance to win:bit.ly/2xOcG69

CUSTOMER SERVICE WEEK SWEEPSTAKES! OCTOBER 2-6TH

CHRISTMAS SPECTACULAR
STARRING THE RADIO CITY ROCKETTES®

ELF THE MUSICAL

THOMAS & FRIENDS™
EXPLORE THE RAILS
AT LIBERTY SCIENCE CENTER

3 1 2

Sweepstakes

Fall Schedules



NJ TRANSIT @NJTRANSIT · Oct 28

REMINDER: New rail schedules take effect tomorrow, Oct 29th. Please check schedules carefully for any adjustments. bit.ly/2ybVubA



3 6 3



NJ TRANSIT @NJTRANSIT · Oct 20

NJ TRANSIT employees #WearItPink in support of #BreastCancerAwareness Month. #NJTGoesPink #Pinktober #FightLikeAGirl



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Breast Cancer Awareness

Columbus Day



NJ TRANSIT @NJTRANSIT · Oct 9

Happy Columbus Day!

NJ TRANSIT is operating normal weekday rail service.

Please check your bus line's schedule here: bit.ly/2xtcEMO



17 2 5



NJ TRANSIT @NJTRANSIT · Oct 9

This past week, NJ TRANSIT Bus Operations transported NJ Police agencies bound for hurricane relief mission in Puerto Rico #PuertoRicoRelief



6 6 35

Hurricane Relief

Discounts with Promotional Partners



NJ TRANSIT @NJTRANSIT · Oct 5

Show your NJT ticket/pass at the Liberty Science Center Box Office to receive \$5 off regular admission. More info: bit.ly/2xkH8jM



2 1 1



NJ TRANSIT @NJTRANSIT · Oct 24

Ride NJT through 1/1/18 to Christmas Spectacular Starring the Radio City Rockettes™ & save up to 20% #NJT Savings bit.ly/2yK9wyd



1 1 6



NJ TRANSIT @NJTRANSIT · Oct 19

Have some spooky Fright Fest fun at Six Flags! Take NJT's 308 weekend bus service & save up to \$32: bit.ly/2gRyi7J #NJT Savings



2 2 1



NJ TRANSIT @NJTRANSIT · Oct 11

NJT is once again waging its annual battle against Mother Nature & fallen leaves, deploying 2 AquaTrack machines throughout the fall season.



13 3 23

AquaTrack



NJ TRANSIT @NJTRANSIT · Oct 13

NJT is offering special service btwn HOB & Far Hills for 97th annual Far Hills Steeplechase on Sat Oct 21. More info:bit.ly/2i9PIzW



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Steeplechase

Bus Operator Recruitment



NJ TRANSIT @NJTRANSIT · Oct 24

Have a CDL-A or B? Driving a motor coach for 2 years? You're eligible for on-the-spot interview at our Bus Operator Recruitment Event Oct 28



8 7 10



NJ TRANSIT @NJTRANSIT · Oct 6

Effective immediately & continuing approx 4 weeks, customers at North Elizabeth will board & exit trains from 2 cars due to platform repairs



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North Elizabeth Repairs