NJ TRANSIT

BOARD OPERATIONS AND CUSTOMER SERVICE COMMITTEE MEETING AGENDA

OPEN TO MEMBERS OF THE PUBLIC

FRIDAY, FEBRUARY 28, 2020
9:00 AM
ONE PENN PLAZA EAST
BOARD ROOM – 9TH FLOOR
NEWARK, NJ 07105
NJ TRANSIT BOARD
OPERATIONS AND CUSTOMER SERVICE COMMITTEE MEETING
OPEN TO MEMBERS OF THE PUBLIC

FRIDAY, FEBRUARY 28, 2020
9:00 A.M. – BOARD ROOM – 9TH FLOOR – NEWARK, NJ

PUBLIC COMMENTS ON AGENDA (Two minutes per speaker)

STAFF REPORTS

OPERATIONS AND CUSTOMER SERVICE UPDATE
(PRESENTER: STEWART MADER)

COST OF SERVICE UPDATE
(PRESENTERS: WILLIAM VIQUEIRA/JEFF BERNSTEIN)
OPERATIONS AND CUSTOMER SERVICE UPDATE
Rail On-Time Performance

% Trains Reported Within 6 Minutes of Schedule

Data from Jan 2020

% Systemwide Trains Reported Within 6 minutes Of Schedule

Goal: 94.7%
Rail On-Time Performance

% Trains Reported Within 6 Minutes of Schedule

% NEW YORK PENN STATION Trains Reported On Time *

% HOBOKEEN TERMINAL Trains Reported On Time *

% SYSTEMWIDE Trains Reported On Time

December 2019
January 2020

January 2019
January 2020
Rail Equipment Reliability

Mean Distance Between Failures

Mean Distance Between Failures

MDBG (miles)


50,000  55,000  60,000  65,000  70,000  75,000  80,000  85,000  90,000
Bus On-Time Performance

% Buses Departing Major Terminals Within 6 Minutes of Schedule

On-Time Performance

94.4%

Data from Jan 2020

% Buses Departing Major Terminals Within 6 minutes Of Schedule

Goal: 90.0%

% Buses Departing Major Terminals On Time

Atlanta City Bus Terminal: 99.5%
Hoboken Terminal: 97%
Newark Penn Station: 97.8%
Port Authority Bus Terminal/World Trade Transportation Center: 91.1%
Jersey City Bus Terminal: 97%
Hoboken Bus Terminal: 96.3%
Bus Equipment Reliability

Miles Between In-Service Delays

Mean Distance Between Failures

MDBF (miles)

Jan 17  Mar 17  Jul 17  Sep 17  Nov 17  Jan 18  Mar 18  Jul 18  Sep 18  Nov 18  Jan 19  Mar 19  May 19  Jul 19  Sep 19  Nov 19  Jan 20
Light Rail On-Time Performance

% Trains Reported Within 6 Minutes of Schedule

- On-Time Performance: 97.7%
- Goal: 97.3%

- River Line: 97%
- Newark Light Rail: 99.1%
- Hudson-Bergen Light Rail: 97.1%
Ambassador Assistance

79 Ambassadors for 2 events, including Agudath at MetLife Stadium, and Wildwood political rally.
Customer Service Call Center Statistics

2 second Average Speed of Answer – Exceeding our 5 second goal.
99% Calls Answered – Meeting our 99% goal.
Social Media Reach & Engagement

Group Activity Overview

- Impressions: 5.5m
- Engagements: 100.9k
- Link Clicks: 7,379

Group Engagement

Engagements Per Day

- Twitter
- Facebook
- Instagram
- LinkedIn

Your Tweets earned 2.7M impressions over this 28 day period

Engagements

- During this 28 day period, you earned 94.5K impressions per day.

On average, you earned 626 link clicks per day.

On average, you earned 15 Retweets per day.

On average, you earned 75 likes per day.

On average, you earned 88 replies per day.
Social Media Highlights

NJ TRANSIT @NJTRANSIT · Jan 21
Today, @GovMurphy, @NJDOT_info Commissioner & NJ TRANSIT Chair Diane Gutierrez-Scaccetti, and @NJTRANSIT President & CEO Kevin Corbett recognized our latest class of 7 Locomotive Engineer students. They've completed classroom training and are moving to final on-the-job training.

NJ TRANSIT @NJTRANSIT · Jan 22
FYI: In this month’s customer update, learn how we prep for winter, safety tips for inclement weather, the design system for customer communication we use to ensure consistency and recognizability at every touch point, and new tools for Access Link. njtransit.com/fyi

NJ TRANSIT @NJTRANSIT · Jan 23
For Locomotive Engineer trainee Matthew Miller, @NJTRANSIT is a family affair. He tells Stewart Mader why he chose to continue the tradition as a member of the class that just completed classroom training.

NJ TRANSIT @NJTRANSIT · Jan 24
Please allow for extra travel time this weekend on @NJTRANSIT_NEC, @NJTRANSIT_NJCL and @NJTRANSIT_ME while @Amtrak performs weekend track maintenance work.

Elmer Palmer @ElmerPa20319588 · Jan 22
@NJTRANSIT what that hell is going on with your maintenance department at Oradell, buses on the lines coming out of that garage are disgusting and falling apart. Even old equipment, if properly maintained, can last for many, many years. @ColleenAllreds @diannadoto

Elmer Palmer @ElmerPa20319588
Repeating to @NJTRANSIT @ColleenAllreds and @diannadoto
Thank you so much for your quick response and actions on this matter.
7:58 AM · Jan 22, 2020 · Twitter for iPhone

Elmer Palmer @ElmerPa20319588
Awesome, thank you!
Social Media Highlights

**NJ TRANSIT** @NJTRANSIT - Jan 27

From tickets and passes to announcements, safety, boarding assistance, and brake tests, conductors are essential to customer experience. Stewart Mader joined conductor Dan on @NJTRANSIT_ME Train #6016 during morning rush hour to show you a day in the life of a train crew.

**NJ TRANSIT** @NJTRANSIT - Jan 28

Hi, Thanks for alerting us. We notified the operator, and they re-secured the door at the next stop. Buses don't leave garages unless engine doors are closed and latched. Occasionally, a door may open if a bus encounters a pothole or uneven road surface en route. - DK

**NJ TRANSIT** @NJTRANSIT - Jan 29

Governor Phil Murphy @GovMurphy - Jan 29

We are committed to fixing @NJTRANSIT for commuters like Devorah and the hundreds of thousands of riders who depend on our buses and trains every day.

**NJ TRANSIT** @NJTRANSIT - Jan 30

SECAUCUS, NEW JERSEY

Yesterday, @NJTRANSIT, @NJDOT_Info, @NJBPU, @PANYNJ, @NJTransport, and @RockyMtnTrans met to collaboratively define a roadmap for NJ TRANSIT bus electrification, including key policies, strategies, and regulations needed to make @Njgov a leader in cleaner, greener mobility.

**NJ TRANSIT** @NJTRANSIT - Jan 31

On the weekends of February 1-2 and February 8-9, buses will replace trains between 8th and 22nd Street stations while we work on the @NJTRANSIT_HBLR 8th Street Station.

**NJ TRANSIT** @NJTRANSIT - Jan 30

Extended platforms are in place at Princeton Junction & Hamilton stations while crews replace track & ties as part of our renewed partnership with Amtrak. njtransit.com/sa/sa_servil...
Social Media Highlights

NJ TRANSIT @NJTRANSIT - Jan 22
We wouldn’t want to take an entire train out of service for an issue with a single door, so this tag is used to let you know the door is out of service and safely locked, and to let our yard crews know to repair it when the train arrives after regular service.

Anubis8 @Anubis8 - Jan 22
@NJTRANSIT held together by duct tape and broken promises

NJ TRANSIT @NJTRANSIT - Jan 22
Need coffee? @Starbucks is now open seven days a week in Newark Penn Station! Real-estate partnerships like this help keep ticket prices stable and generate non-farebox revenue to bring @NJTRANSIT back to national prominence.

bit.ly/3BneCgL

NJ TRANSIT @NJTRANSIT - Jan 21
Hi Rich, I have reached out to the appropriate department for an update on this situation and to further address the collapsed fence. - CM

NJ TRANSIT @NJTRANSIT
Replying to @NJTRANSIT and @architrance

Hi Rich, we have an update for you. Our crew has fixed the fence. - HF

NJ TRANSIT @NJTRANSIT - Jan 23
Hi Allen, this is great to hear. We will be sure to pass along this message to this bus operator’s garage!

Allen Kratz @allenwkratz - Jan 18
Nice! Although my husband & I were next-to-last customers to board NY-bound #126 @NJTRANSIT bus at 11th St. this pm during Hoboken @PATH Train closure, our driver took care at succeeding stops to step into blowing snow to tell those left behind that an empty bus was right behind.

NJ TRANSIT @NJTRANSIT - Jan 25
NJT Bus Operations is proud to have transported a contingent of @NJSP officers today to Newark Airport for deployment by @GovMurphy to assist Puerto Rico after the devastating earthquakes.

3:46 PM - Jan 23, 2020 - Twitter Web App

2 Likes

tayler torres @taylertorres6 - Jan 23
Replying to @NJTRANSIT and @architrance
love the twitter updates lately❤️
Commendations
Today, @GovMurphy, @NJDOT_info Commissioner & NJ TRANSIT Chair Diane Gutierrez-Scaccetti, and @NJTRANSIT President & CEO Kevin Corbett recognized our latest class of 7 Locomotive Engineer students. They’ve completed classroom training and are moving to final on-the-job training.
Meadowlands Bus Garage Lift Replacement
Meadowlands
Travel to games and major events at MetLife Stadium and the Meadowlands Racetrack on NJ TRANSIT. From Secaucus Junction, you're only minutes away from enjoying your favorite team, band or event, and accessing all the entertainment, retail, and dining options at American Dream. No parking, no driving, no hassle!

Event Schedule

<table>
<thead>
<tr>
<th>Event Date</th>
<th>Event Description</th>
<th>Service Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>05/23/2020</td>
<td>BTS</td>
<td>Rail service will be provided. Check back closer to the event date for schedule details.</td>
</tr>
</tbody>
</table>
COST OF SERVICE UPDATE
Fiscal Year 2020, Period 07 Cost of Service Key Performance Indicators

Open Operations & Customer Service Committee Meeting
February 28, 2020
Cost of Service KPIs, January 2020

41.7% farebox recovery corporate-wide

**Farebox Revenue Per Passenger**

- Bus: $2.47
- Rail: $6.62
- Light Rail: $0.91
- Access Link: $2.09
- NJT Total: $3.69

**Subsidy Per Passenger**

- Bus: $2.79
- Rail: $3.47
- Light Rail: $3.21
- NJT Total: $4.60

**Cost Per Passenger**

- Bus: $5.31
- Rail: $11.13
- Light Rail: $4.25
- Access Link: $51.18
- NJT Total: $8.84

**Cost of Service and Farebox Recovery**

- NJT Total:
  - $189.7m
  - 41.7%

- 12-month rolling average for Cost of Service

- 12-month rolling average for Farebox Recovery