NJ TRANSIT

BOARD OPERATIONS AND CUSTOMER SERVICE COMMITTEE MEETING AGENDA

OPEN TO MEMBERS OF THE PUBLIC

FRIDAY, JUNE 28, 2019
9:00 AM
ONE PENN PLAZA EAST
BOARD ROOM – 9TH FLOOR
NEWARK, NJ 07105
PUBLIC COMMENTS ON AGENDA (Two minutes per speaker)

STAFF REPORTS

OPERATIONS AND CUSTOMER SERVICE UPDATE
(PRESENTER: STEWART MADER)

SOCIAL MEDIA UPDATE
(PRESENTER: NANCY SNYDER)

COST OF SERVICE UPDATE
(PRESENTERS: WILLIAM VIQUEIRA/JEFF BERNSTEIN)

*NO MATERIAL ATTACHED*
OPERATIONS AND CUSTOMER SERVICE UPDATE
Rail Feedback

May 2019
Top Issues

<table>
<thead>
<tr>
<th>Issue: Issue Name</th>
<th>Record Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trip - Delayed</td>
<td>168</td>
</tr>
<tr>
<td>Trip - Annulled / Cancelled</td>
<td>160</td>
</tr>
<tr>
<td>Employee Performance</td>
<td>131</td>
</tr>
</tbody>
</table>

Top Trains with Top Issues

<table>
<thead>
<tr>
<th>Train Number</th>
<th>Record Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>6206</td>
<td>9</td>
</tr>
<tr>
<td>6935</td>
<td>9</td>
</tr>
<tr>
<td>3897</td>
<td>8</td>
</tr>
</tbody>
</table>
Long Slip Sandy-Resilience Project Advances

NJ TRANSIT issued call for bids to fill and level the inactive Long Slip canal at Hoboken Terminal and Yards. Project will protect Hoboken & Jersey City from future flood risk, enable more efficient train operations, and enable NJ TRANSIT to improve service before and after extreme weather events.
Customer Engagement Ahead of Amtrak Work

Robust communications over six weeks to prepare customers for service changes prompted by Amtrak infrastructure renewal at New York Penn Station. Customer Advocate rode every train impacted by Amtrak infrastructure renewal at NY Penn Station to personally engage with customers, answer their questions, and help them plan their alternate travel.
Newark Penn Station Customer Experience

Multi-team collaboration between NJ TRANSIT Communications, Signage, Station Management, and PATH to streamline transfers, reduce congestion, and give customers more options during service changes for track renewal. We even moved the trash and recycling containers for easier access to the mid-platform stairs!
Rail On-Time Performance

May 2019
% Trains Reported Within 6 Minutes of Schedule

One-Month Comparison
April. 2019: 93.8%
May. 2019: 93.2%
% Change: -0.6%

May Comparison
2018: 91.7%
2019: 93.2%
# Change: 1.5%

12-Month Average April. 2018 - May, 2019
2017-2018: 91.2%
2018-2019: 90.2%
# Change: -1.0%
Rail On-Time Performance

May 2019 vs. April 2019
% Trains Reported Within 6 Minutes of Schedule

![Graph showing on-time performance in New York Penn Station, Hoboken Terminal, and Systemwide for May vs. April 2019.](image)
<table>
<thead>
<tr>
<th>Month</th>
<th>YTD FY2019</th>
<th>YTD FY2018</th>
<th>YTD FY2017</th>
<th>YTD FY2016</th>
<th>Moving Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul</td>
<td>69,055</td>
<td>76,674</td>
<td>86,683</td>
<td>69,926</td>
<td>74,107</td>
</tr>
<tr>
<td>Aug</td>
<td>67,612</td>
<td>70,263</td>
<td>88,680</td>
<td>87,565</td>
<td>74,238</td>
</tr>
<tr>
<td>Sept</td>
<td>68,823</td>
<td>78,151</td>
<td>92,705</td>
<td>91,669</td>
<td>72,424</td>
</tr>
<tr>
<td>Oct</td>
<td>69,913</td>
<td>83,213</td>
<td>86,626</td>
<td>92,329</td>
<td>70,679</td>
</tr>
<tr>
<td>Nov</td>
<td>68,356</td>
<td>80,523</td>
<td>83,272</td>
<td>87,756</td>
<td>69,908</td>
</tr>
<tr>
<td>Dec</td>
<td>65,796</td>
<td>79,711</td>
<td>83,501</td>
<td>89,655</td>
<td>67,997</td>
</tr>
<tr>
<td>Jan</td>
<td>66,025</td>
<td>75,139</td>
<td>81,633</td>
<td>85,167</td>
<td>69,249</td>
</tr>
<tr>
<td>Feb</td>
<td>66,391</td>
<td>75,324</td>
<td>81,639</td>
<td>82,949</td>
<td>68,717</td>
</tr>
<tr>
<td>Mar</td>
<td>68,141</td>
<td>75,376</td>
<td>84,715</td>
<td>83,112</td>
<td>69,344</td>
</tr>
<tr>
<td>Apr</td>
<td>70,447</td>
<td>75,968</td>
<td>86,771</td>
<td>85,060</td>
<td>70,258</td>
</tr>
<tr>
<td>May</td>
<td>71,986</td>
<td>75,787</td>
<td>84,920</td>
<td>87,022</td>
<td>71,342</td>
</tr>
<tr>
<td>Jun</td>
<td>-</td>
<td>74,776</td>
<td>84,936</td>
<td>85,722</td>
<td>-</td>
</tr>
</tbody>
</table>

**Mean Distance Between Failures**

![Graph showing mean distance between failures over months from July to June with data for YTD FY2019 to FY2016 and moving averages.](image-url)
Bus Feedback

May 2019
Top Issues

Top Routes

**Northern Division**

<table>
<thead>
<tr>
<th>Bus Route</th>
<th>Record Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>158 - Ft Lee - Edgewater - New York</td>
<td>70</td>
</tr>
<tr>
<td>116 - Dumont - Tenafly - NY</td>
<td>67</td>
</tr>
<tr>
<td>167 - Harrington Pk - Dumont - NY</td>
<td>65</td>
</tr>
</tbody>
</table>

**Central Division**

<table>
<thead>
<tr>
<th>Bus Route</th>
<th>Record Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>159 - Lakewood - Old Bridge - NY</td>
<td>13</td>
</tr>
<tr>
<td>114 - Bridgewater - New York</td>
<td>49</td>
</tr>
<tr>
<td>001 - Newark</td>
<td>41</td>
</tr>
</tbody>
</table>

**Southern Division**

<table>
<thead>
<tr>
<th>Bus Route</th>
<th>Record Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>400 - Sicklerville - Philadelphia</td>
<td>26</td>
</tr>
<tr>
<td>409 - Trenton - Willingboro - Phila</td>
<td>24</td>
</tr>
<tr>
<td>403 - Turnersville-Lindenwald PATCO-Phila</td>
<td>23</td>
</tr>
</tbody>
</table>

Top Issues

**Northern Division**

<table>
<thead>
<tr>
<th>Issue: Issue Name</th>
<th>Record Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trip - Delayed</td>
<td>63</td>
</tr>
<tr>
<td>Employee Performance</td>
<td>38</td>
</tr>
<tr>
<td>Trip - No Show</td>
<td>21</td>
</tr>
</tbody>
</table>

**Central Division**

<table>
<thead>
<tr>
<th>Issue: Issue Name</th>
<th>Record Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trip - Delayed</td>
<td>35</td>
</tr>
<tr>
<td>Employee Performance</td>
<td>28</td>
</tr>
<tr>
<td>Bypassed Commuter / Station</td>
<td>20</td>
</tr>
</tbody>
</table>

**Southern Division**

<table>
<thead>
<tr>
<th>Issue: Issue Name</th>
<th>Record Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee Performance</td>
<td>22</td>
</tr>
<tr>
<td>Trip - No Show</td>
<td>13</td>
</tr>
<tr>
<td>Bypassed Commuter / Station</td>
<td>8</td>
</tr>
</tbody>
</table>

This vs Last

**Northern Division**

<table>
<thead>
<tr>
<th>Issue: Issue Name</th>
<th>Record Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trip - Delayed</td>
<td>34</td>
</tr>
<tr>
<td>Employee Performance</td>
<td>22</td>
</tr>
<tr>
<td>Trip - No Show</td>
<td>15</td>
</tr>
</tbody>
</table>

**Central Division**

<table>
<thead>
<tr>
<th>Issue: Issue Name</th>
<th>Record Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trip - Delayed</td>
<td>17</td>
</tr>
<tr>
<td>Employee Performance</td>
<td>20</td>
</tr>
<tr>
<td>Bypassed Commuter / Station</td>
<td>16</td>
</tr>
</tbody>
</table>

**Southern Division**

<table>
<thead>
<tr>
<th>Issue: Issue Name</th>
<th>Record Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee Performance</td>
<td>13</td>
</tr>
<tr>
<td>Trip - No Show</td>
<td>15</td>
</tr>
<tr>
<td>Bypassed Commuter / Station</td>
<td>12</td>
</tr>
</tbody>
</table>

Incident Date and Time

- **April 2019**
- **May 2019**
Renovated Restrooms at Lakewood Terminal

Lakewood Terminal restrooms were gut renovated with new plumbing fixtures, porcelain tile floors and walls, LED panel lighting, damage-resistant partitions and vanities, and solid surface counters with built-in sinks. Temporary ADA accessible restrooms were provided during renovation.
NJ TRANSIT and the Port Authority of NY & NJ attended a customer forum in Teaneck hosted by Senator Loretta Weinberg to discuss plans to modernize the Port Authority Bus Terminal. Customers had the opportunity to ask questions about local and interstate bus service in Bergen County.
Bus On-Time Performance

May 2019
% Buses Departing Major Terminals Within 6 Minutes of Schedule

May Comparison:
- 2018: 89.4%
- 2019: 90.4%
- % Change: 1.0%

12-Month June - May:
- 2018: 90.2%
- 2019: 91.1%
- % Change: 0.9%
Bus On-Time Performance

May 2019 vs. May 2018
% Buses Departing Major Terminals Within 6 Minutes of Schedule

% Buses Departing Major Terminals On Time

- Port Authority Bus Terminal: 86.5% (May-18), 86.2% (May-19)
- Newark Penn Station: 95.0% (May-18), 95.2% (May-19)
- Atlantic City Bus Terminal: 99.2%
- Walter Rand Transportation Center: 94.4% (May-18), 94.4% (May-19)
- Hoboken Terminal: 83.5%

May-18: solid bars, May-19: striped bars
Bus Garage Performance Parameters

May 2019 vs. May 2018
Miles Between In-Service Delays

<table>
<thead>
<tr>
<th>Division</th>
<th>Miles Between In-Service Delays</th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>May</td>
<td>YTD</td>
</tr>
<tr>
<td>Northern Division</td>
<td></td>
<td>6,031</td>
<td>6,568</td>
</tr>
<tr>
<td>Central Division</td>
<td></td>
<td>9,206</td>
<td>9,626</td>
</tr>
<tr>
<td>Southern Division</td>
<td></td>
<td>15,980</td>
<td>15,561</td>
</tr>
<tr>
<td>Bus Operations</td>
<td></td>
<td>8,607</td>
<td>9,127</td>
</tr>
</tbody>
</table>

Bar chart showing miles between in-service delays for each month from July to June.
Light Rail Feedback

May 2019
Top Issues

Top Trending Issues

<table>
<thead>
<tr>
<th>Issue: Issue Name</th>
<th>Record Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee Performance</td>
<td>19</td>
</tr>
<tr>
<td>Facility/Station Condition</td>
<td>16</td>
</tr>
<tr>
<td>Trip - Delayed</td>
<td>13</td>
</tr>
</tbody>
</table>

This month vs Last month

- **Employee Performance**: April 2019 - 4, May 2019 - 19
- **Facility/Station Condition**: April 2019 - 10, May 2019 - 16
- **Trip - Delayed**: April 2019 - 12, May 2019 - 13

Light Rail Complaints

<table>
<thead>
<tr>
<th>NJT Division</th>
<th>Record Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>LR - Hudson Bergen Light Rail</td>
<td>56</td>
</tr>
<tr>
<td>LR - RiverLINE</td>
<td>25</td>
</tr>
<tr>
<td>LR - Newark Light Rail</td>
<td>11</td>
</tr>
<tr>
<td>Total</td>
<td>92</td>
</tr>
</tbody>
</table>
New Information for Newark Light Rail

New maps, schedule timetables, and transparent plastic covers installed in public information displays throughout the Newark Light Rail system to replace older, worn signage, and enhance in-station customer experience.
Light Rail On-Time Performance

May 2019
% Light Rail Trains Reported Within 6 Minutes of Schedule

Goal: 97.3%

May Comparison

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2019</th>
<th># Change</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>97.20%</td>
<td>96.10%</td>
<td>-1.1%</td>
</tr>
</tbody>
</table>

12-Month Average Ended June 2018 - May 2019

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2019</th>
<th># Change</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>96.95%</td>
<td>96.64%</td>
<td>-0.31%</td>
</tr>
</tbody>
</table>
Light Rail On-Time Performance

May 2019
% Light Rail Trains Reported Within 6 Minutes of Schedule

<table>
<thead>
<tr>
<th>Route</th>
<th>Apr-19</th>
<th>May-19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hudson-Bergen Light Rail</td>
<td>97.2%</td>
<td>97.1%</td>
</tr>
<tr>
<td>River Line</td>
<td>97.0%</td>
<td>92.9%</td>
</tr>
<tr>
<td>Newark Light Rail</td>
<td>97.6%</td>
<td>98.3%</td>
</tr>
</tbody>
</table>
Light Rail Performance Parameters

May 2019 vs. May 2018
Average Miles Between In-Service Failures

<table>
<thead>
<tr>
<th>NJT LIGHT RAIL</th>
<th>MDBSF * May 2019</th>
<th>MDBSF * April 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Newark Light Rail</td>
<td>7,525</td>
<td>7,518</td>
</tr>
<tr>
<td>Hudson Bergen</td>
<td>18,047</td>
<td>18,032</td>
</tr>
<tr>
<td>River LINE</td>
<td>6,423</td>
<td>6,685</td>
</tr>
</tbody>
</table>
AccessLink Feedback

May 2019 vs. April 2019

Top Issues

TRIP COUNT TOTALS PER REGION

- REGION 2 – 34,476
- REGION 3 – 6,590
- REGION 4 – 21,555
- REGION 5 – 52,491
- REGION 6 – 26,529

TOTAL TRIPS MAY 2019 – 141,641 (3,435 INCREASE)

TRENDING ACCESSLINK TOP 3 COMPLAINTS

ISSUES
- SERVICE DELAYS
- REGION EMPLOYEE PERFORMANCE
- SCHEDULED SERVICE

COUNT
- 211
- 42
- 36

TRENDING COMPARISON

SERVICE DELAYS: May-19 = 211, Apr-19 = 198
REGION EMPLOYEE PERFORMANCE: May-19 = 42, Apr-19 = 45
SCHEDULED SERVICE: May-19 = 36, Apr-19 = 54

COMMENDATIONS

- REG 2 - 28
- REG 3 - 6
- REG 4 - 2
- REG 5 - 18
- REG 6 - 15

TOTAL COMMENDATIONS - 131

COUNTRIES COVERED IN REGION:

REGION 2 Camden, Burlington, Gloucester, Salem
REGION 3 Atlantic, Cape May, Cumberland, South Ocean
REGION 4(East & West) Mercer, Monmouth, Middlesex, North Ocean
REGION 5 Essex, Morris, Somerset, Union
REGION 6 Bergen, Passaic, Hudson
AccessLink On-Time Performance

May 2019
ADA, PCAs, and Companion Ridership

<table>
<thead>
<tr>
<th>May Comparison</th>
<th>2018</th>
<th>2019</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>92.7%</td>
<td>87.7%</td>
<td>-5.0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>May Ridership</th>
<th>2018</th>
<th>2019</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>148,405</td>
<td>142,451</td>
<td>-5,954</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>12-Month Average June-May</th>
<th>2017-2018</th>
<th>2018-2019</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>92.5%</td>
<td>89.5%</td>
<td>-3.0%</td>
</tr>
</tbody>
</table>
Yolanda Privott – Depot Master
I accidentally left my backpack on Bus 145 Monday (May 13) morning and so I registered it to Lost & Found with Reference No. L608696. After many phone calls, Yolanda at the Market St. Garage so thankfully told me this morning that they found it! During this whole "ordeal" until the moment of picking it up, I spoke with many NJTransit employees over the phone and met a few in person and I must say that everyone (especially the crew at the Market St. Garage) was so courteous and helpful! Thank you very very much!

Jeff Diamond – Supervisor
Anthony Murray – Bus Operator
I wanted to commend Port Authority Supervisor Jeff Diamond and the driver of the route 133 bus with timepoint 5:51AM at Morganville Rd and Rt 516. I left my phone on the bus. Jeff contacted someone for assistance to identify the bus, the driver located it and returned it to Jeff at the Port Authority and I had it back before lunch. With everything on our phones, misplacing it is a stressful experience. Your employees really stepped up to help.

Kevin Komar – Assistant Conductor
I would like to commend the professionalism and service of the conductor in the hind car of the 4:57pm out of Hoboken to Spring Valley. This gentleman is consistently diligent and professional in every aspect of his duties. He was very helpful to me as I was reaching the end of my trip and negatively affected by my medication.
Customer Service Call Center Statistics

5 Second Average Speed of Answer – Exceeding our 15 second goal.
98% of Calls Answered – Exceeding our 95% goal.
Ambassador Assistance

5/13-5/17 Newark Penn Station Track 1 Notices 40
5/18 MOBO Busing 9
5/18 BTS Concert 88
5/19 BTS Concert 87
5/20-5/24 Newark Penn Station Track 1 Closure 20
Total 244
BTS Concert

A team effort throughout NJ TRANSIT to deliver a seamless transit experience for customers attending the back-to-back weekend performances by Korean pop sensation BTS.
Customer Engagement on Social Media

Engaged with a constructive customer inquiry to provide information and context on why we ran a safety campaign. We strengthen our relationship with customers by being our own best advocate.

NJ TRANSIT @NJTRANSIT · May 13
These signs are from an older safety campaign, and were on 40 rail cars (out of our 1,200+ fleet). To keep the maximum number of cars in service, we've removed the signs from 25 cars during routine maintenance, and we'll wrap up removal on the remaining 15 as they come in, too.

nj @nic_at_night_ · May 7
Replying to @NJTRANSIT @StewartMader and @Amtrak
Welcome @stewartmader. Currently I experience sexism every time I see this safety sign blasted across your trains. Help a woman out and get them removed....

NJ TRANSIT @NJTRANSIT · May 13
As we retire it, we wanted to share how we balance making change and maintaining service (and we appreciate helpful feedback!)

Dea Lise @aPeaceOfMyMind
Replying to @NJTRANSIT
Coming from a woman, there is nothing wrong with these ads. No need to apologize.

4:37 PM · May 13, 2019 · Twitter for iPhone

NJ TRANSIT @NJTRANSIT · May 13
We started this campaign several years ago based on a commissioned safety study regarding footwear that is especially vulnerable to accidents involving the gap between the train and platform.

Sandwich Lady @jessestein
Replying to @NJTRANSIT
These are GOOD SIGNS. HEELS get caught in the gap. HEELS.
NJ TRANSIT will receive $46 million in Federal Transit Administration funding to develop electrical power systems at Greenville Bus Garage, Wayne Bus Garage, Meadowlands Bus Garage, Newark Penn Station, Broad Street Station, Secaucus Station & Port Imperial Ferry Terminal.
New NJTRANSIT.com

Communications and Customer Experience collaborating with IT to redesign njtransit.com to **engage** customers with a consistent, responsive layout, **inform** our audience in plain language, and **improve** access to tools and information with minimal steps.
SOCIAL MEDIA UPDATE
CUSTOMER SERVICE COMMITTEE MEETING

SOCIAL MEDIA
JUNE 2019
TOP TRENDING TOPICS

Twitter:
1. Customer Advocate
2. Meadowlands Rail Service
3. Bus Delays on 5/22

Facebook:
1. ACRL Service Restoration
2. Customer Advocate
3. Quiet Commute

Tuesday 5/14 – ACRL service was temporarily suspended due to a broken gas main
SOCIAL MEDIA SENTIMENT

MAY SENTIMENT

- Positive: 70.4%
- Negative: 29.6%
CUSTOMER ENGAGEMENT

34,723
Posts Received

- 479 Posts Sent on Facebook
- 1,637 Posts Sent on Twitter
- 6 Posts Sent on LinkedIn

26 Posts Sent to Customer Service
2,114 Total Customers Assisted on Social Media
POSITIVE EARNED MEDIA & SOCIAL POSTS

NJ TRANSIT • @NJTRANSIT • May 22
NJ TRANSIT’s new Customer Advocate & Chief Customer Experience Officer Stewart Mader will be riding the train today, speaking with customers who will be impacted by upcoming Amtrak repair & renewal work. He will be on the MOBO 6279 departing Penn Station New York at 6:10PM.

NJ TRANSIT • @NJTRANSIT • May 24
NJT unveiled the 3rd installation of the “Out in the Open, In it Together,” art project highlighting mental health issues at its Bay St Station. 5 portraits are displayed to show that together, faces of hope & resilience are at the forefront of this issue. bit.ly/2VNaMuF

NJ TRANSIT • @NJTRANSIT • May 29
Customers are invited to an information session hosted by Congresswoman Mikie Sherrill in Montclair today at 6:30 PM. NJ TRANSIT’s Exec. Director & senior staff will be answering questions on the Amtrak repairs that will temporarily divert select MOBO Midtown Direct trains.

Information Session
Montclair, NJ - Wednesday, May 29th at 6:30 PM
Location: Buzz Aldrin Middle School
MARKETING/PROMOTIONAL POSTS

Take NJ TRANSIT to Monmouth Park to kick-off the summer season & save $5.50 w/ a Monmouth Park package which includes round-trip train transportation, Grandstand admission plus an official racing program. #NJTSummer #monmouthpark https://bit.ly/xxxxxx.

Kick-off the summer season with a day at the shore. Take the train to AC & arrive just a few blocks from the boardwalk. Make connections from SEPTA at Philadelphia 30th Street Station or PATCO at Lindenwold Station. #njtsomer https://bit.ly/xxxxxx

NJ TRANSIT @NJTRANSIT · May 22
Thank you @limebike for being outside of the @PATHTrain station in Hoboken to answer customer questions on scooter safety!

Lime @limebike
We’re excited to be in @CityofHoboken! As you take your first ride, please keep a few rules in mind:

Never ride on or block sidewalks.
PROACTIVE SOCIAL MEDIA POSTS

NJ TRANSIT rail will offer early getaway service this Friday, May 24th. Saturday, May 25th- Monday, May 27th, all rail lines will operate on a regular weekend schedule. NJCL trains will operate hourly service throughout the weekend. More info: https://bit.ly/xxxxxx

NJ TRANSIT • @NJTRANSIT • May 20
Beginning Monday, May 20 and continuing until further notice. Track 1 at Newark Penn Station will be temporarily closed due to Amtrak track work. Customers are encouraged to utilize Track 2 for PATH service. bit.ly/30uMR7

NJ TRANSIT • @NJTRANSIT • May 29
Beginning June 17, 2019, NJ TRANSIT will be temporarily diverting select Midtown Direct rail service on the MOBO Line and one NJCL train to Hoboken, in order to accommodate vital Amtrak repair work that will take two tracks at PSNY out of service. bit.ly/2WlyqDq
Ok thank you. Your previous message confused me.

May 16

Tabitha Sukhai @TabithaSukhai - May 18
Port Authority to Union Valley Rd @ Bearfoot Ave. Only ticket I could buy on the app was to West Milford, which told me a ticket to a Rte 194 bus although it seems I should be riding Rte 197 Warwick via Willowbrook. Value of ticket the same. will ticket be honored?

Tabitha Sukhai @TabithaSukhai - May 18
When I tried to search to buy tickets by Rte I entered 197 and was asked for a Zone. I checked the paper schedule and my stop doesn't render there so I can't determine what zone it is in. There is no intuitive way for me to know what Zone my stop is in...

Tabitha Sukhai @TabithaSukhai - May 18
Per @googlemaps:

- 7:45 AM Port Authority Bus Terminal
- 197 197 Warwick Via Willowbrook 1h 31 min (72 stops) - Stop ID: 26229
- 9:16 AM Union Valley Rd at Bearfoot Ave

NJ TRANSIT @NJTRANSIT - May 18
Hi, you are covered either way. The 194 bus ticket can also be used on the 197 bus. Also, a $44 bus is on the way to your stop now. - MB

Tabitha Sukhai @TabithaSukhai - May 18
Thank you for confirming my ticket will be honored. That is very helpful 💗❤️ This has been wonderful. Thank you!

NJ TRANSIT @NJTRANSIT - May 18
You are welcome, have a great night. - MB

Tabitha Sukhai @TabithaSukhai
Replying to @NJTRANSIT
You, too MB!

Thank you so much, I've been doing a lot of research these past few days. We don't have any subways/rail here in Florida 🤗. You've been very helpful, thank you 😊.
CUSTOMER COMPLIMENTS

I don’t do this often (because I usually don’t have a reason to), but shout out to the crewman in the rear/quiet car of @NJTRANSIT train 3830. He was pleasant despite the weather and regulates the quiet car. Even woke me up at NYP without scaring me to death! #findthegood

@City Academy
5/23/2019, 12:57 PM

christine
@nesteena
5/31/2019, 8:49 AM

For the record. The driver was AMAZING! He took it upon himself to apologize to every passenger as we disembarked the bus about the lack of ac. He should be commended for excellent cust. svc! @aew1776 #team40

@NJTRANSIT train crew did a great job this morning handling a disruptive defiant passenger at Secaucus.

@Jagged Sapphire
@jagged_sapphire
5/29/2019, 2:07 PM

...And I will give credit when credit is due. Bravo, NJ Transit. I drove for the show, but I deal with you every damn day ☹️

@Gerry Krovatin
@gerrykrovatin
5/23/2019, 9:12 AM

I know I usually complain about @NJTRANSIT, but shout out to the attendant at Port Authority who stopped a departing bus so I could get on. He saved me a 30-45min wait.

@Luisa Lyons
@luisalyons
5/23/2019, 6:18 AM

After BTS concert at MetLife there was no massive backup. NJ Transit got it right. nj-com/WoDLKD

@emily
@emilygodsey
5/26/2019, 9:20 PM

If there was a thing like Cast Compliments for @NJTRANSIT drivers, I would give my driver on the 193 to Willowbrook @ 9:20pm the highest rating possible! She is awesome and has the best personality that makes you feel so welcome on her bus!

@NJTRANSIT HBLR the conductor on the north bound train arriving at 45th street at 7:45 AM does an awesome job! He always makes clear announcements that the train is the flyer and to note of their are disruptions to service. It’s highly appreciated!
COST OF SERVICE UPDATE
New Jersey Transit
Fiscal Year 2019, Period 11 Cost of Service
Key Performance Indicators

Open Operations & Customer Service Committee Meeting
June 28, 2019
Cost of Service KPIs, May 2019

**Farebox Revenue Per Passenger**

- Bus: $2.45
- Rail: $6.63
- Light Rail: $0.95
- Access Link: $2.38
- NJT Total: $3.69

**Subsidy Per Passenger**

- Bus: $2.34
- Rail: $1.94
- Light Rail: $3.07
- Access Link: $39.74
- NJT Total: $3.89

**Cost Per Passenger**

- Bus: $4.85
- Rail: $9.36
- Light Rail: $4.13
- Access Link: $42.14
- NJT Total: $7.93

**Cost of Service and Farebox Recovery**

- Bus: $64.6 m
- Rail: $70.7 m
- Light Rail: $8.9 m
- Access Link: $5.6 m
- NJT Total: $182.6 m (46.5%)

NJT Transit
The Way To Go.