MONDAY, DECEMBER 2, 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 On-Time Performance

% Trains Reported Within 6 Minutes of Schedule

On-Time Performance

91.1%

Cancel: 1.2%  Late: 7.7%

Data from Oct 2019

% Systemwide Trains Reported Within 6 minutes Of Schedule

Goal: 94.7%

Jan17  Mar17  May17  Jul17  Sep17  Nov17  Jan18  Mar18  May18  Jul18  Sep18  Nov18  Jan19  Mar19  May19  Jul19  Sep19  Nov19

Graph Legend:

- OTP
- GOAL
Rail On-Time Performance

% Trains Reported Within 6 Minutes of Schedule

% NEW YORK PENN STATION Trains Reported On Time *

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% HOBOKEN TERMINAL Trains Reported On Time *

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% SYSTEMWIDE Trains Reported On Time

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September 2019
October 2019

October 2018
October 2019
Rail Equipment Reliability

Mean Distance Between Failures

[Graph showing Mean Distance Between Failures (MDBF) in miles, with data points from Jan 17 to Nov 19.]
Bus On-Time Performance

% Buses Departing Major Terminals Within 6 Minutes of Schedule

On-Time Performance

92.5%

Data from Oct 2019
Bus Equipment Reliability

Miles Between In-Service Delays

Mean Distance Between Failures

MDBF (miles)

Jan 17  Mar 17  May 17  Jul 17  Sep 17  Nov 17  Jan 18  Mar 18  May 18  Jul 18  Sep 18  Nov 18  Jan 19  Mar 19  May 19  Jul 19  Sep 19  Nov 19

Date Slider
Light Rail On-Time Performance

% Trains Reported Within 6 Minutes of Schedule

On-Time Performance

% Light Rail Trains Reported On Time

Goal: 97.3%

OTP (%)

Jan 17 Mar 17 May 17 Jul 17 Sep 17 Nov 17 Jan 18 Mar 18 May 18 Jul 18 Sep 18 Nov 18 Jan 19 Mar 19 May 19 Jul 19 Sep 19 Nov 19

OTP => GOAL

% Light Rail Trains Reported On Time

97.2% 99% 96.3%

 OTP (%)
Light Rail Equipment Reliability

Mean Distance Between Failures

Mean Distance Between Failures By Line

- Newark Light Rail
- River Line
- Hudson-Bergen Light Rail

MDBF (miles)

Jan 17, Mar 17, May 17, Jul 17, Sep 17, Nov 17, Jan 18, Mar 18, May 18, Jul 18, Sep 18, Nov 18, Jan 19, Mar 19, May 19, Jul 19, Sep 19, Nov 19

Date Slider
Access Link On-Time Performance

ADA, PCAs, and Companion Ridership
Every day, NJ TRANSIT operates hundreds of trains, buses, & light rail vehicles. To help you see how we’re doing, we’re making it easy to see key performance measures, per Gov. Murphy’s Executive Order 80. njtransit.com/performance

Every day, NJ TRANSIT operates hundreds of trains, buses, and light rail vehicles. Since January 2018, we have made considerable progress to fulfill mandatory safety requirements, modernize our fleet, communicate real-time service status conveniently, and recruit new bus operators, locomotive engineers, and assistant conductors to make transit work for New Jersey.

To help you see how we're doing, we're publishing industry-standard statistics on our performance, equipment reliability, and service level. Per Governor Murphy's Executive Order No. 80, we're making it easier to track key performance measures, including on-time performance, mean distance between failure (MDBF), and total cancellations each month.
Crews repaved the bus lane exit area at Newark Penn Station to ensure a smoother ride and better experience for bus customers.
Newark Light Rail Track Department and NJ TRANSIT Rail Operations worked together to remove, replace, and weld over 600 feet of track, and install over 500 feet of guide wire to protect the catenary system from branches and debris.
ACCESS LINK IS NJ TRANSIT’S PARATRANSIT SERVICE.

We are extremely pleased to introduce some significant new technology upgrades which will help you better plan and manage your transportation needs. Our goal is to be your “WHEELS TO THE WORLD” and these new features will help us do just that!

These new features include:
- New Reservation Technology
- Upgraded Ride Monitoring System
- New, Easy Way to Pay

WE LISTEN CAREFULLY TO OUR CUSTOMERS, AND WE HOPE THESE NEW UPGRADES MAKE YOUR ACCESS LINK EXPERIENCE EVEN BETTER THAN BEFORE!

NEW RESERVATION TECHNOLOGY

We worked with hundreds of current Access Link customers to create a brand new online reservation system. You can now: Make, Cancel and Monitor your Access Link rides, online.

To do so, first visit www.njtransit.com and select ACCESSIBILITY and then Access Link Online.

Enter your Customer ID and your password to sign in. After you agree to the Terms and Conditions you can get started.
Commendations

Systemwide Staff Commendations

I wanted to sincerely thank the scheduling team for making train 3883 a local train. Previously, there was an approximately 55 minute gap in local service departing NYP for Linden in the evening. Now that the train departing New York at 8:07 is local, it’s much more convenient to be able to plan after work social events without having about missing the 7:41 train and having to wait nearly an hour. I know that train schedules are still reduced as a result of the engineer and equipment shortages, but I would like to strongly encourage the scheduling team to keep this - or a comparable departure from NYP - on the schedule permanently. It is a much welcomed service improvement.

Hi, I just wanted to say that driver that we now have on the 167T is fantastic. He's on time, he's courteous, and he gets us to the PABT on time which is sincerely appreciated by those of us who start work at 6am. I no longer need to literally run to the subway to catch my train because this driver adheres to the new schedule. So thank you. And sincere thanks to him.

A customer contacted us to commend Evelyn in maintenance who cleans the ladies bathroom at Hoboken Terminal. Customer stated that whenever she goes to the bathroom it is always clean and Evelyn greets her with a smile. Customer stated that she would like Evelyn’s supervisor to know how clean the bathroom is kept, and how nice it is being able to have access to a spotless bathroom.

The new bus route 85 to East Rutherford is very convenient. Now a lot of locals from New Jersey have an alternative to bus route 160 from New York which prioritizes New York riders. The 160 doesn't even stop in New Jersey if it gets filled to capacity in New York. I work at MetLife Stadium and I love being able to just walk two blocks to get the bus to work. I used to have to walk thirteen blocks to get the 160 on 30th and Kennedy. I hope bus route 85 stays going to East Rutherford. Thank you.
Customer Service Call Center Statistics

4 second Average Speed of Answer – Exceeding our 5 second goal.
99% Calls Answered – Meeting our 99% goal.
Ambassador Assistance

352 Ambassadors for 15 events, including football regular season games and the opening of American Dream in the Meadowlands.
NJT Innovation Challenge

200+ in-person and online participants from 54 public and private-sector firms attended the NJT Innovation Challenge at MetLife Stadium.
Attention all transportation & technology innovators: step up to the challenge!

How would you move a stadium's worth of people seamlessly and continuously between the Frank R. Lautenberg S. MetLife Stadium and American Dream, seven miles away?

Your Opportunity

Join NJ TRANSIT in an innovative public-private partnership to develop the innovative solutions and systems that will shape the future of transportation.

What You Need to Do

Join NJ TRANSIT and fellow innovators, experts, and problem solvers at the launch event for the inaugural NJ IT Innovation Challenge at the MetLife Stadium Coach's Club on Thursday, November 7th. Advance registration is required. Share your contact information with us, and we look forward to meeting you there!
To help customers and the community in Mercer County during the Alexander Road/Street bridge replacement, we created a new page and social media promotion for the Princeton Dinky, with information on the branch connecting Princeton and the Northeast Corridor.

**Princeton Dinky**

**Princeton Junction & Back**

The Dinky connects downtown Princeton, NJ and the Princeton University campus with Princeton Junction Station on the Northeast Corridor superhighway connecting Boston, New York, Philadelphia, and Washington, DC.

**Beginning Wednesday, November 6, Alexander Road/Street between Lawrence Drive and Canal Pointe Boulevard will close for about six months while the New Jersey Department of Transportation and Mercer County replace two aging bridges and a stream culvert.**

Here are four tips to get to Princeton Junction & Back!

- **Try the Dinky!** If you usually drive, now is a good time to try transit to avoid traffic congestion. The Dinky runs directly from downtown Princeton to Princeton Junction with no intermediate stops.

- **Seven and Five.** The Dinky runs **seven days a week**, and **it's a quick five minutes** between Princeton and Princeton Junction. Because of road closure, the Dinky may be busier than usual, so give yourself extra time. The Dinky runs from early morning to late night, and it connects with Northeast Corridor trains.

Beginning Wednesday, Nov 6, Alexander Road/Street in Princeton will close for about six months while @NJDOT_info and Mercer County replace two aging bridges and a stream culvert. Here are four tips to get to Princeton Junction & Back! njtransit.com/dinky
Customer Satisfaction Survey

We built a new Customer Satisfaction Survey page that provides easy access to the current survey, and a tool to browse and compare results from previous surveys.

njtransit.com/survey

Customer Satisfaction Survey

Now through November 27th, take our survey and be one of five winners to get your choice of a FREE Monthly Pass or a $100 gift card!

- English
- Spanish
Customer Advocate

Videos highlighting how transit works are reaching a growing number of customers directly via social media.

- **Princeton Dinky Video**
  - 4,600 Views in first two days
  - Shared by
    - Assemblyman Dan Benson
    - Princeton Mayor Liz Lempert
    - Princeton University

- **New Fleet Video**
  - 22,300 Views on Twitter, Facebook, & LinkedIn over four weeks

- **GWB Bus Station Service Video**
  - 11,700 Views on Twitter, Facebook & LinkedIn over two weeks
SOCIAL MEDIA UPDATE
CUSTOMER SERVICE COMMITTEE MEETING

SOCIAL MEDIA
NOVEMBER 2019
TOP TRENDING TOPICS

Twitter:
1. Governor Murphy RVL Press Conference
2. On-Time Performance
3. Bus Equipment

Facebook:
1. Bus Equipment
2. 40th Anniversary
3. NJT Careers

- Governor Murphy announced NJ TRANSIT will resume weekday off-peak, one-seat Raritan Valley Line
- Late arrival complaints across multiple rail and bus lines
- Customer commentary on the 40th Anniversary heritage train wraps
- Bus equipment complaints about broken seats, leaking rain water
- NJ TRANSIT participation in statewide career fairs
OCTOBER SENTIMENT

20% Positive
80% Negative
14,052 Posts Received

34 Posts Sent to Customer Service
1,566 Total Customers Assisted on Social Media

505 Posts Sent on Facebook
1,227 Posts Sent on Twitter
44 Posts Sent on LinkedIn
President and CEO Kevin Corbett visited the Central Maintenance Facility (CMF) October 7th in Newark. The CMF is Bus Operations’ heavy maintenance facility, where they support 17 bus garages as well as rail, police and corporate vehicles. CMF employees perform a variety of bus and non-revenue fleet work and specialty assignments, ranging from complete bus overhauls to engine and transmission rebuilds, installations and repairs, pool car repairs, metal fabrication, machine work, equipment maintenance and repairs, troubleshooting of electronic components and more. The CMF also works on a full range of vehicles from police cars and corporate vehicles to forklifts and rail track maintenance equipment. Kevin toured the eight departments of the CMF, meeting the employees and getting a firsthand look at the work they do.

Thanks to Ms. Asantewaa Gail Harris of Bloomfield, a longtime NJ TRANSIT customer and new Access Link customer, for helping us ensure bus & train crews are equipped with the latest information to accommodate customers who request accessibility accommodations.

NJ TRANSIT has made several major investments in a larger, more modern bus fleet by investing in 85 new articulated buses and 183 cruiser buses, scheduled to arrive in 2020. More info: bit.ly/2MGHDzJ

Take NJ TRANSIT between North Jersey and New York via the Port Authority of New York & New Jersey’s George Washington Bridge Bus Station, and an easy connection to the A Train on the NYC Subway can get you to Midtown in about 25 minutes.
MARKETING/PROMOTIONAL POSTS

NJ TRANSIT
@NJTRANSIT

Make more @nycwax famous moments when you travel NJ TRANSIT! Save 25% on an Adult All-Access Pass at Madame Tussauds! Visit bit.ly/2pARvSG for details.

bit.ly/2J9oYu2 #NJTSavings, #FamousFun #nycwax #madametussaudsnewyork #madametussauds

NJ TRANSIT
Published by Salesforce Marketing Cloud • October 24 at 12:00 PM

Hurry for your last chance to save up to $40 with a package to Six Flags Great Adventure when you ride NJ TRANSIT's 308 bus from New York Port Authority Bus Terminal or Newark Penn Station to Fright by Night... It's spooktacular! More info: http://bit.ly/2ogw1x1

NJ TRANSIT
Published by Salesforce Marketing Cloud • October 23 at 10:00 AM

Need a bunch of tickets for your company, organization or customers? You can order most ticket types in bulk through our Bulk Sales program. Purchase - Three or more monthly passes for Rail, Bus or Light Rail. -Five or more weekly tickets for Rail. -25 or more one-way tickets for Rail, Bus or Light Rail including one-way reduced tickets for senior citizens, children, passengers with disabilities as well as military personnel and their dependents. More info: http://bit.ly/33TBeqB
PROACTIVE SOCIAL MEDIA POSTS

**NJ TRANSIT**

Published by Salesforce Marketing Cloud (™) - October 29 at 11:00 AM

Work is progressing on Track A at Newark Penn Station. Crews are replacing tie blocks and rails as part of investment from our renewed relationship with Amtrak.

**NJ TRANSIT**

Governor Murphy and Congressman Malinowski, alongside state and local officials, today announced NJ TRANSIT will resume weekday off-peak, one-seat Raritan Valley Line (RVL) train service to NY Penn Station beginning Monday, November 4th.

**NJ TRANSIT**

Train cancellations are down 35% the first 9 mo. of 2019 compared to 2018. In Sept, cancellations are down 17% from last year, & on-time performance rose from 91.2% to 92.1%. There’s still improvements to make but we’re making strides in the right direction.

**NJ TRANSIT**

To celebrate our 40th Anniversary, NJ TRANSIT joins other railroad companies in decorating a series of “Heritage” locomotives in old-time designs. We invited renown industry journalists and photographers from around the Garden State to join in on the excitement.

**NJ TRANSIT**

Reminder! Monday, October 21, NJ TRANSIT will offer Rail service to/from MetLife Stadium for the New York Jets vs. New England Patriots football game. Service will be via shuttle train to/from Secaucus Junction/Hoboken and Meadowlands Rail Station. Info: bit.ly/32yXRjV
CUSTOMER SERVICE & ENGAGEMENT

@NJTRANSIT Parker and I really enjoyed being bus and bus driver for Route 126 in Hoboken last night! Happy Halloween 🎃👻

10:14 AM · Nov 1, 2019 · Twitter for iPhone

Tiffany Chantel @tiffchanteuse · Oct 9
@NJTRANSIT Can you please tell me when the last 178 Hackensack bus departs the GWB bus station from NYC on weeknights? What is the latest 178 bus I can take on a weeknight? I cannot find this info on any of your websites or apps. Thank you!

1 1 1

Good Evening Tiffany, the last 178 bus to Hackensack departs GWB Terminal at 12:15AM. I have attached the schedule below.-HF
njtransit.com/pdf/bus/T1178....

Tiffany Chantel @tiffchanteuse

Replying to @NJTRANSIT

That’s very helpful, thank you!

7:05 PM · Oct 9, 2019 · Twitter Web App

NJ TRANSIT @NJTRANSIT · Oct 9

Replying to @tiffchanteuse

No problem. Have a great night!-HF

Holly M. Paddock @hollyhock · Oct 2
@NJTRANSIT Can you clarify if any stops are being missed on this detour? I think I see on a map a description of the route but it would be nice if your detour announcements made mentions of if stops are compromised.
njtransit.com/sa/ca_servers....

1 1 1

Good afternoon Holly, no stops will be missed. The bus is being detoured off the NJ Turnpike at exit 13 and the bus will navigate locally through Linden and Rahway to the first outbound stop in Carteret. - MM

1 1 1

Holly M. Paddock @hollyhock

Replying to @NJTRANSIT

Thank you for the clarification. Much appreciated.

12:27 PM · Oct 2, 2019 · Twitter Web App

1 1 1

NJ TRANSIT @NJTRANSIT · Nov 1

Replying to @tremaine

We love this! Thanks for making us part of your Halloween. It means a lot to our staff, especially to our bus operators. Happy Halloween 🎃👻 - MM

1 1 1

NJ TRANSIT @NJTRANSIT · Oct 9

Replying to @tiffchanteuse

No problem. Have a great night!-HF

1 1 1

NJ TRANSIT @NJTRANSIT · Oct 2

Replying to @hollyhock

No problem, enjoy the rest of your day! - MM

1 1 1
CUSTOMER COMPLIMENTS

Hey your employee I believe her name is Robin Andrews who works at gate 234 is a hero. She possibly saved someone’s life today. In a very stressful situation she did her best to remain calm and contact authorities.

Mary Ann Lakoseljac
@TotoM1313

@NJTRANSIT shout out to the bus driver on the 156R bus #9628 who is always nice and waited for me as I ran to catch the bus.

Eric Reinhold
@eric_the_orange

Thanks to the conductor on the @NJTRANSIT MBPJ 741 from Glen Rock who saw me hustling for train and opened the doors back up for me. Unfortunately, I forgot wallet and phone in car. Had to get off at next stop and walk back!

@ghost || @To
@dancstarlight

@NJTRANSIT thank you guys for quickly helping me get my phone when it fell. ❤️ and to the police officer who helped me find my train!

Oak after a storm
@ZeusAhirvnn21

The update to the @NJTRANSIT app 😊ğini😊

amanjoni2

Thanking yes thanking @NJTRANSIT for responding to feedback, sending a supervisor and affording customers in #Weehawken a comfortable ride these past weeks! Keep it up! @njdotcom @CommutingLarry #128 #BoulevardEast #JeffersonStairs #Namaste

@njtransit you are awesome. Just got bag w TWO computers back that I left on train on Friday. Thanks for your #excellentcustomerservice and for having lost and found open on holiday. Saved my life. Thank you!!!

Zack
@zts1986

Need some positivity so here’s this: NJ Transit from EWR to Penn Station is pretty sweet. It’s the only reason why I’ve been coming back to EWR.

Nick McCloskey
@Nick_McCloskey

Shout out to the NJ Transit train worker who recognized my backpack and held onto it, just to give it back to me, after I left in on the train. #blessed
COST OF SERVICE UPDATE
Cost of Service KPIs, October 2019

44.2% farebox recovery corporate-wide