

# COVID Travel Survey #2

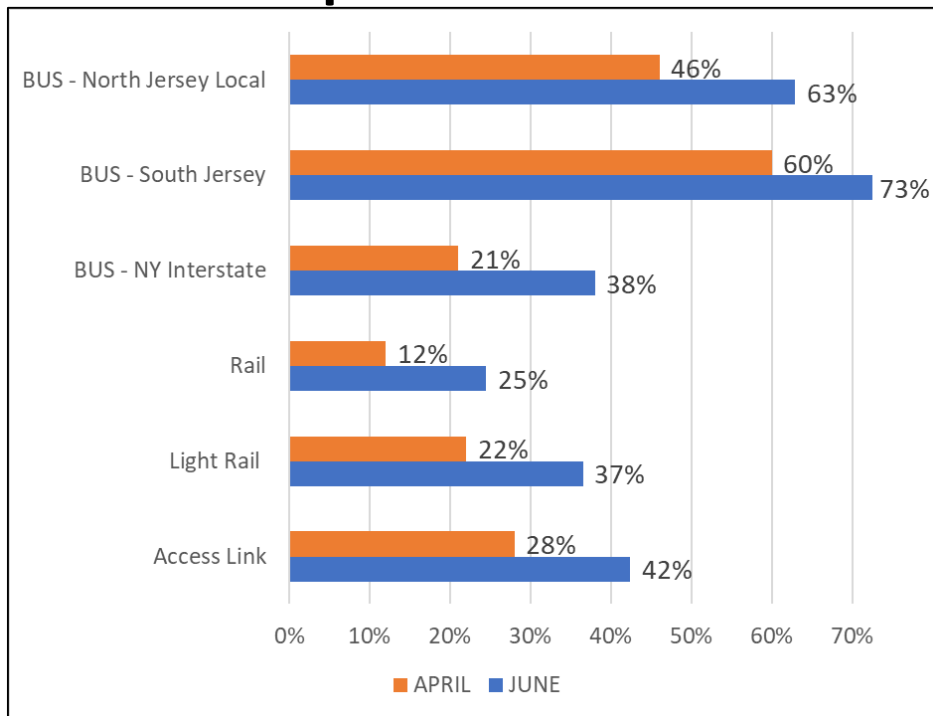
*Conducted June 22 to July 3, 2020*

## *Survey Findings*

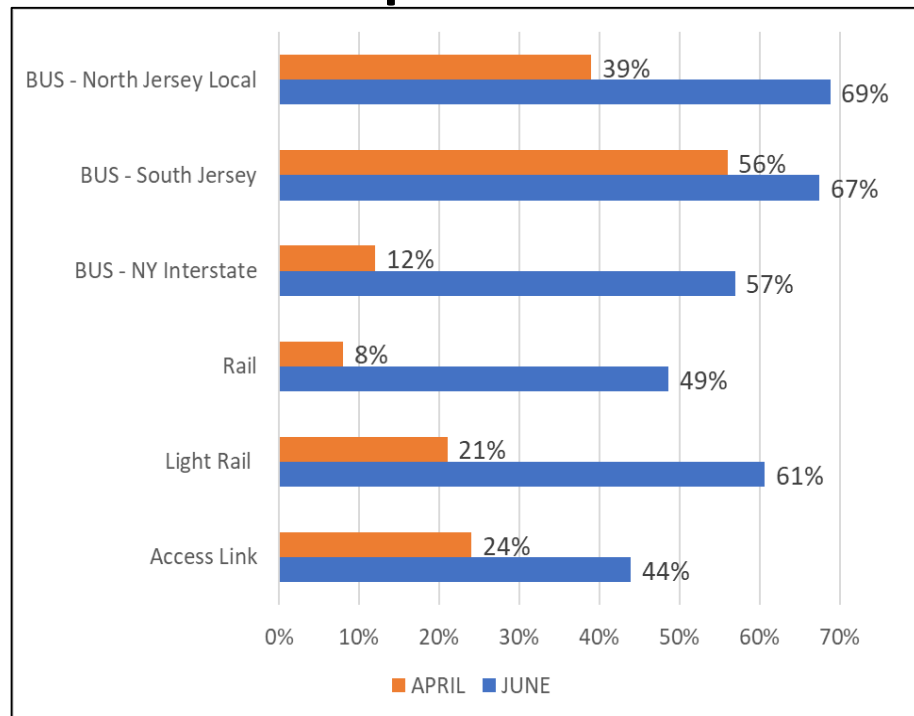


# Percent of Customers Traveling at least once per week *During COVID* in April & June 2020

## Work Trips



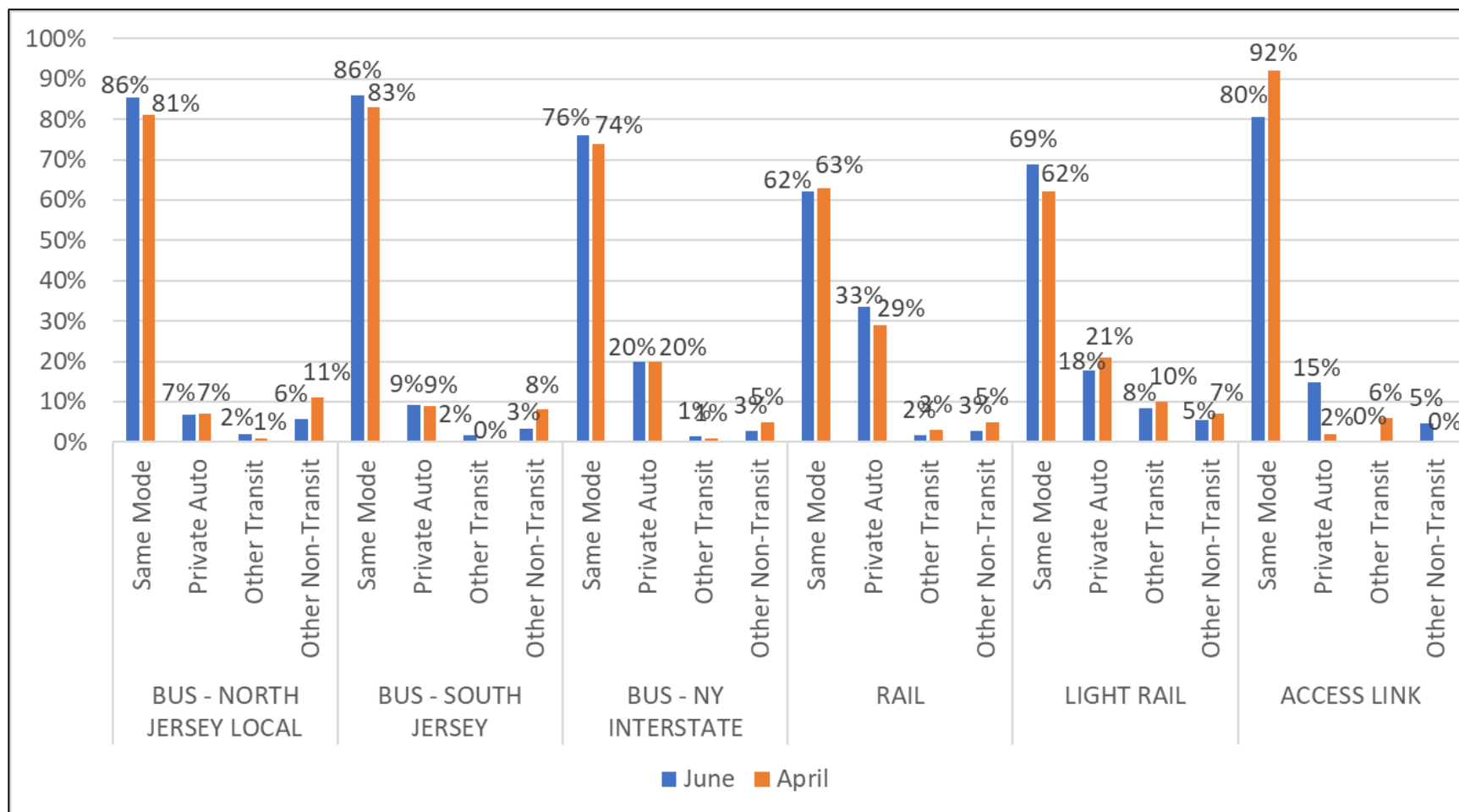
## Non-Work Trips



- As the travel restrictions have lessened and businesses are re-opening, the percent of customers traveling has increased in June.
- The largest increases are in Non-Work trips.
- Of the customers that were traveling in June but not in April, about half were not working in April and the other half were working from home.

# Percent of Customers Still Traveling by Mode

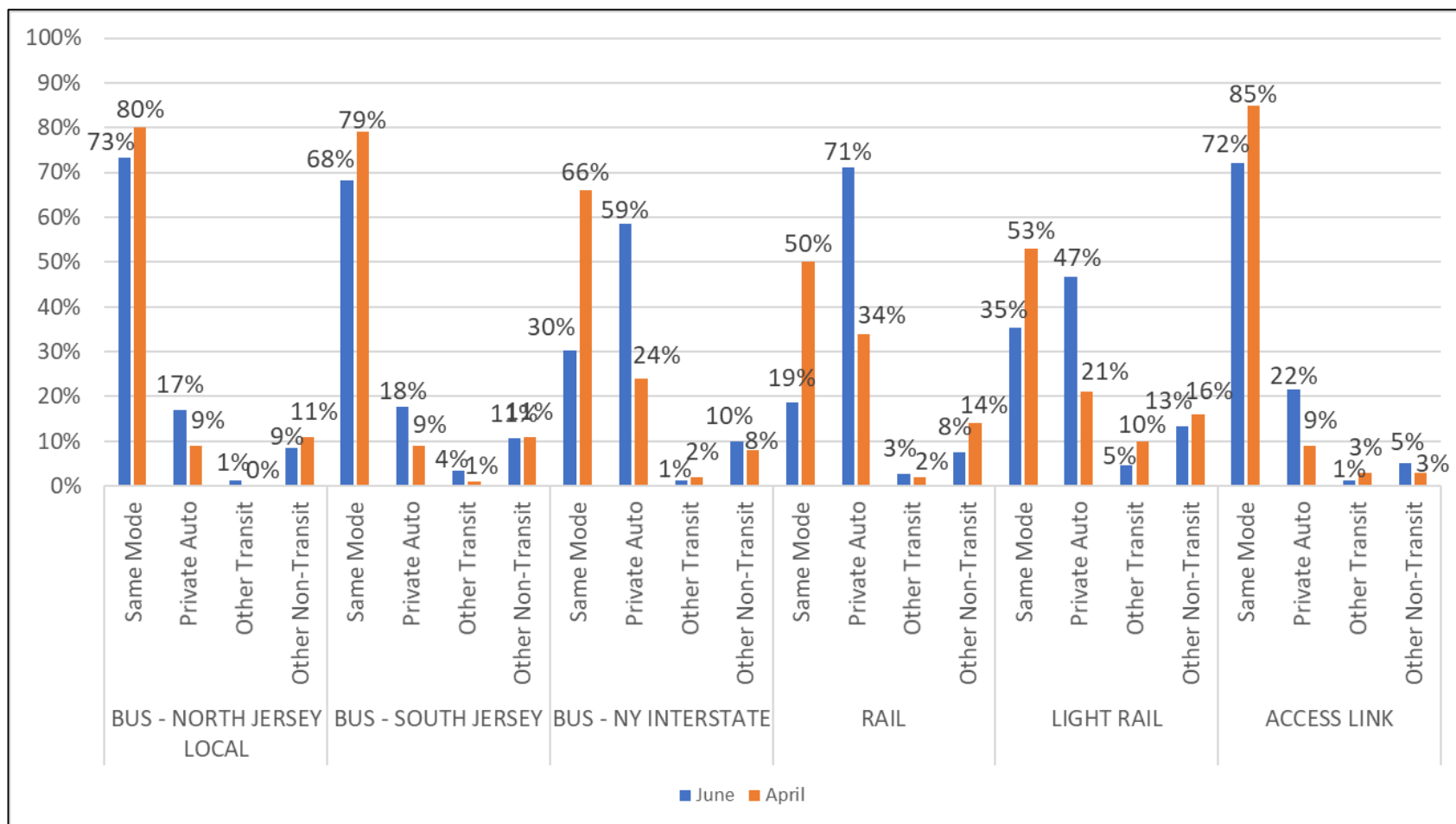
## WORK TRIPS



- The percent customers traveling for a Work Trip using the SAME NJ TRANSIT mode as *before COVID* has increased for most modes/markets

# Percent of Customers Still Traveling by Mode

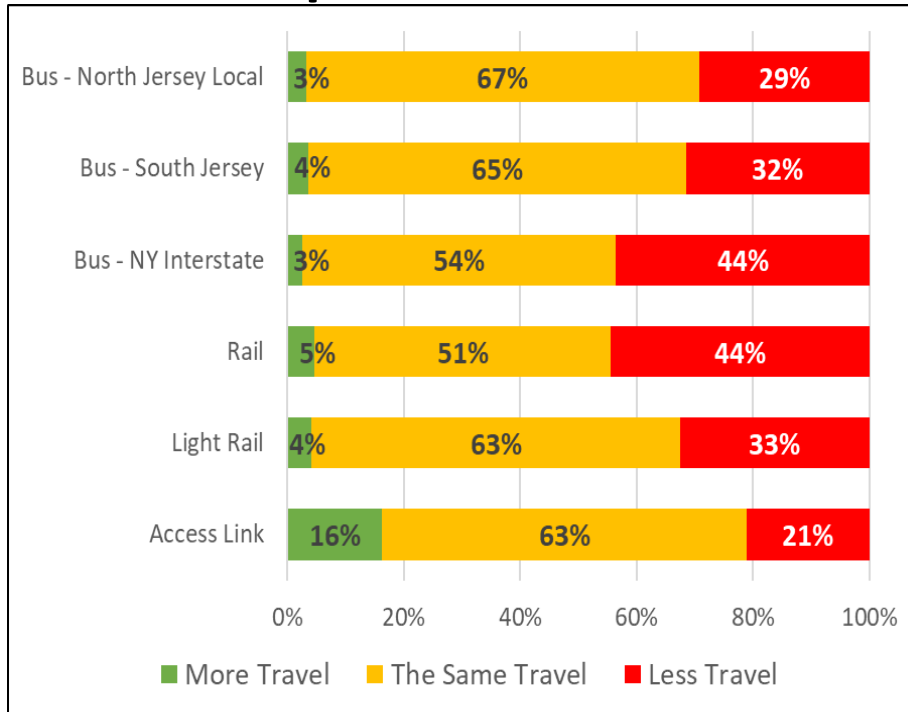
## Non-Work TRIPS



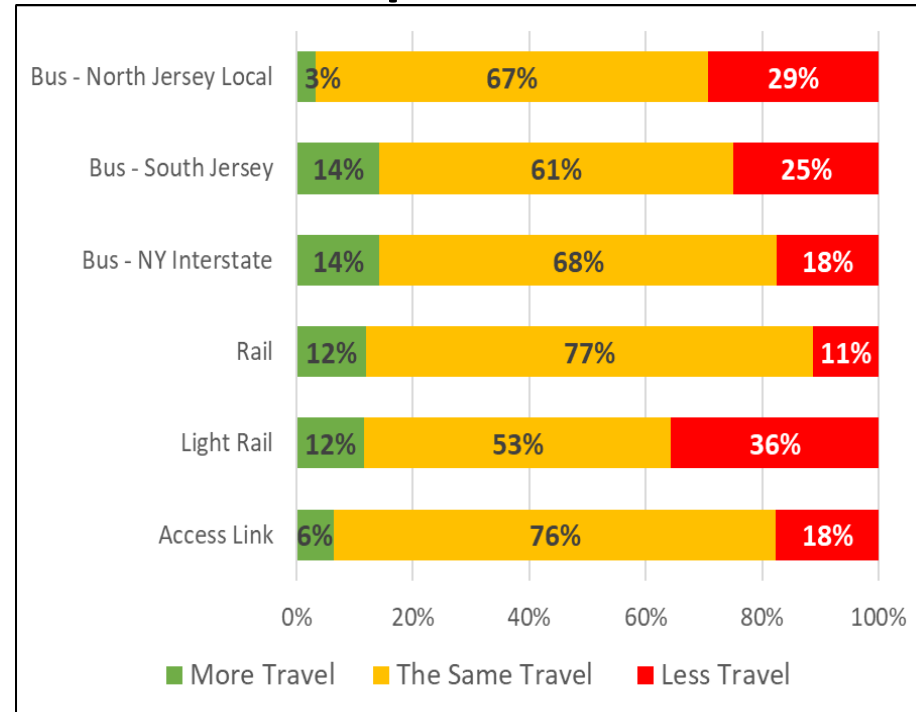
- The percent of customers making Non-Work trips using the SAME NJ TRANSIT mode as *before COVID* has decreased from April to June

# June Trip Frequency Compared to *Before COVID* Trip Frequency

## Work Trips



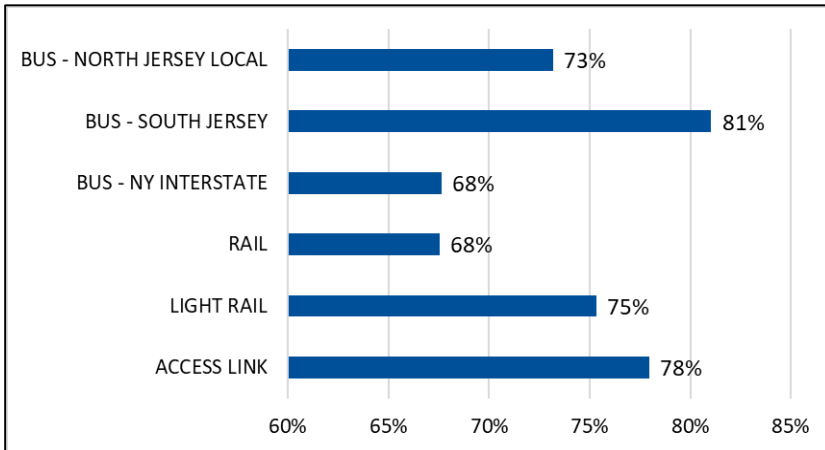
## Non-Work Trips



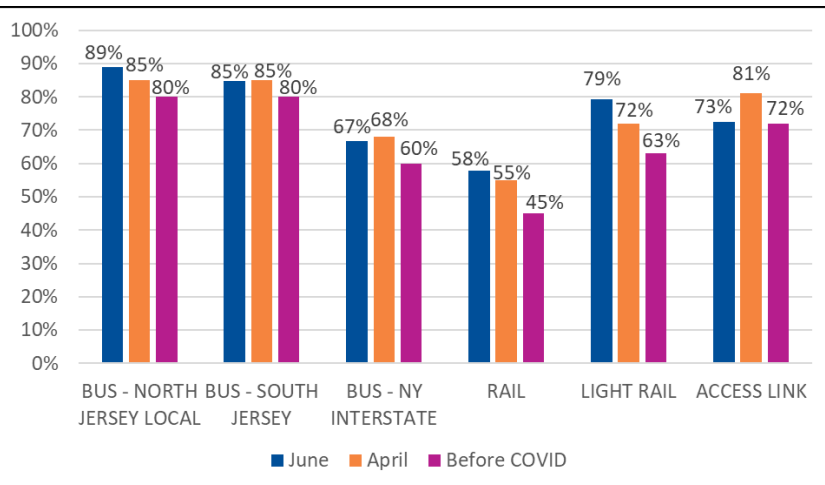
- In June, most of the Work and Non-Work trips were occurring at the same frequency as before COVID
- NY Interstate Bus and Rail have the highest percentage of Work Trips that are occurring less frequently than before COVID

# Demographic Comparisons

**Percent of Customers Traveling in June that Self-Identified as an Essential Workers**

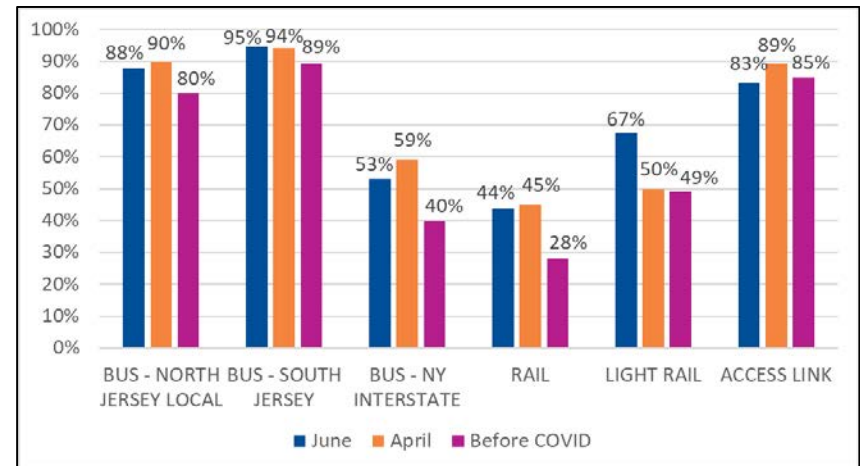


**Percent of Customers Making a Work Trip that Own 1 or 0 Autos**



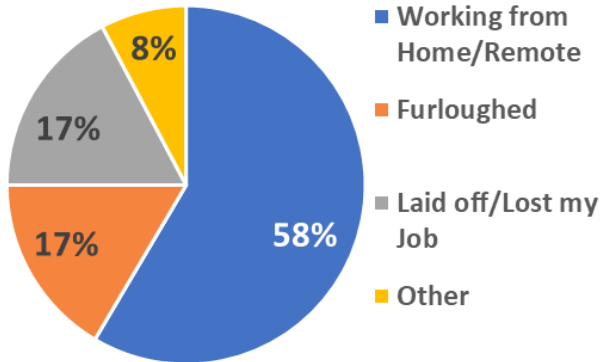
- Essential Workers (Health care, Emergency Management, Food Service, Delivery Drivers, Utilities, Transportation, etc.) remain a major portion of the customers traveling
- Over 85 percent of the North and South Jersey Local Bus customers traveling in June own 1 or no autos and about the same percentage earn less than \$75,000 per year.

**Percent of Customers Making a Work Trip with a Household Income Less than \$75,000**

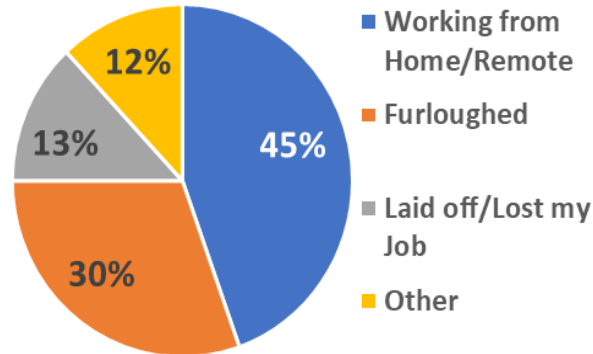


# WORK TRIPS – Why not Traveling in June

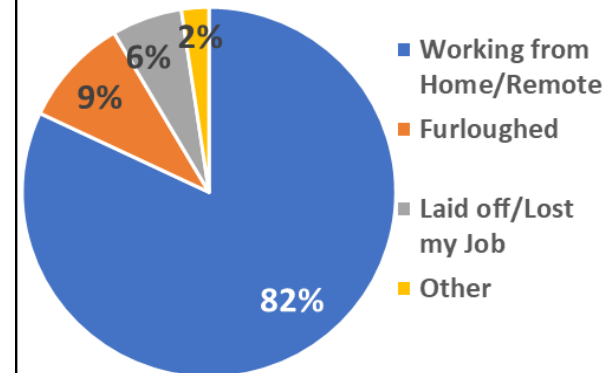
Bus - North Jersey Local



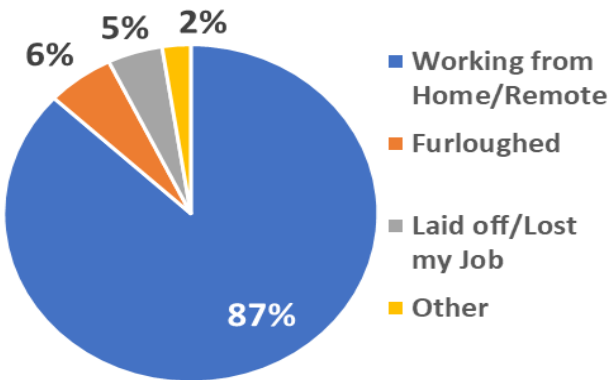
Bus - South Jersey



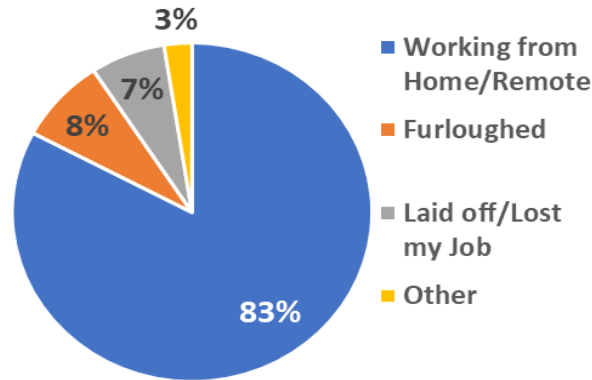
Bus - New York Interstate



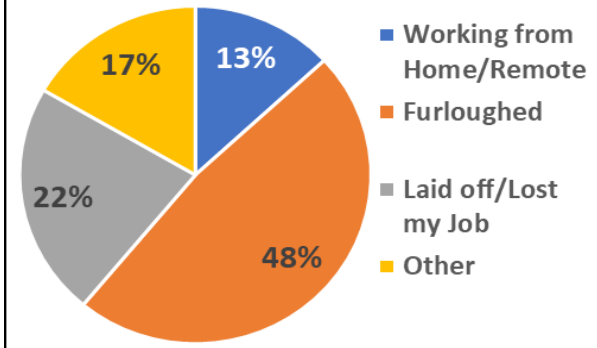
Rail



Light Rail



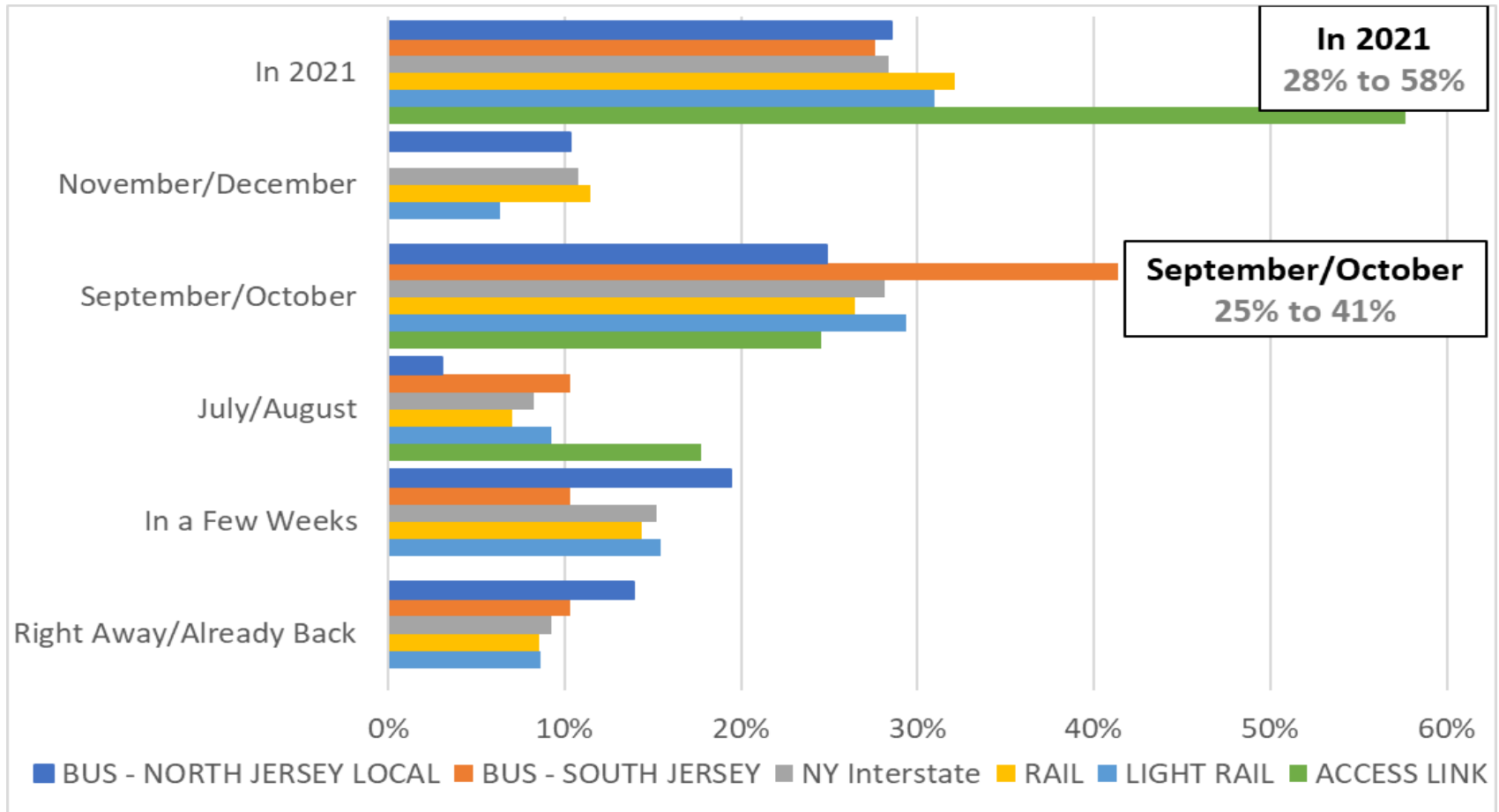
Access Link



- Rail, NY Interstate Bus and Light Rail have the highest percentage of WFH
- North & South Jersey Bus have higher furlough and laid off percentages

# Return to Work Preference

*Once government guidance allows and businesses start re-opening, if it was up to you, would you prefer to return to your office/worksite . . . ?*

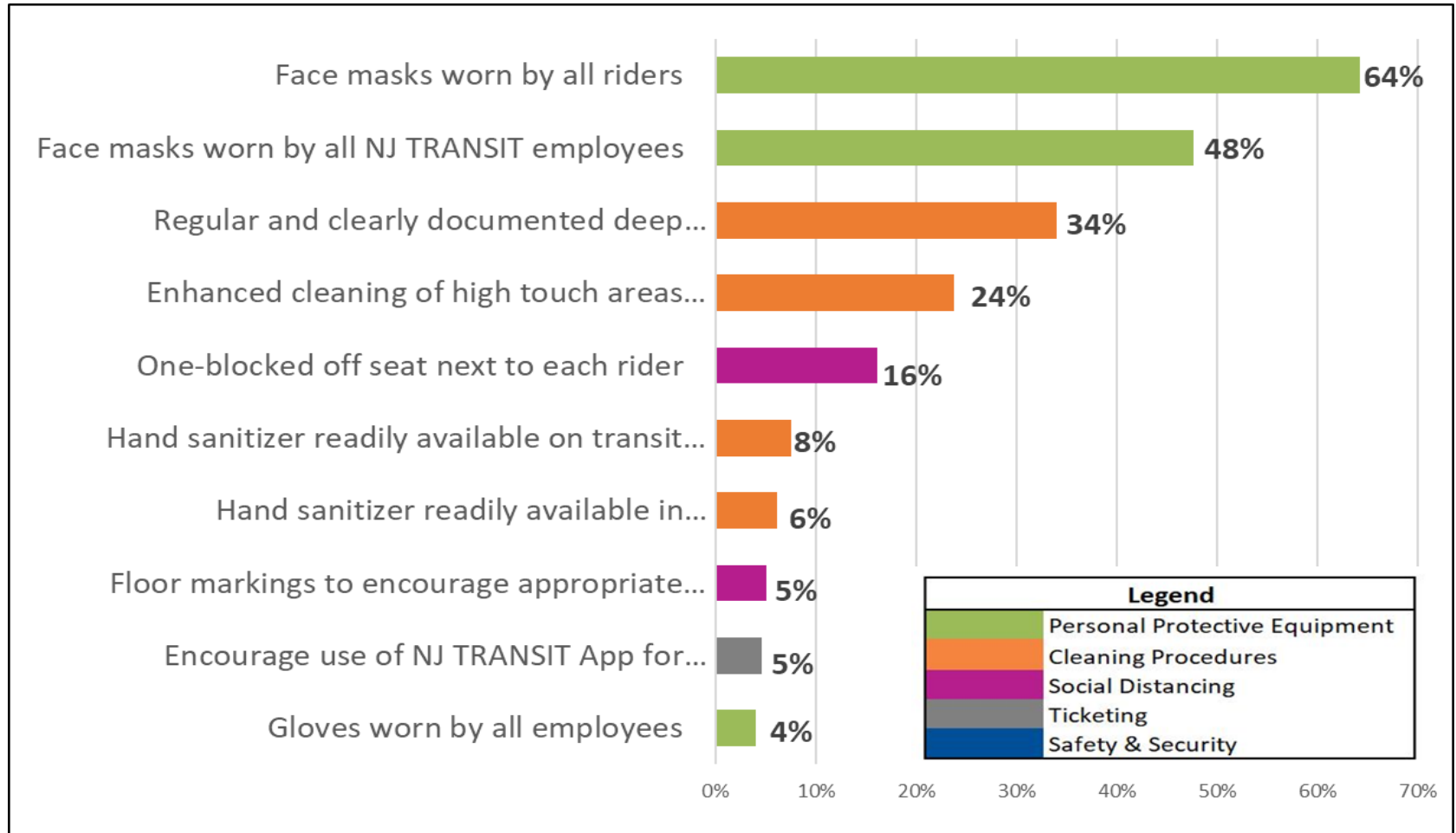


**Of customers working from home or remote in JUNE, most prefer to return to work either in September/October or in 2021**



# Top 10 Measures

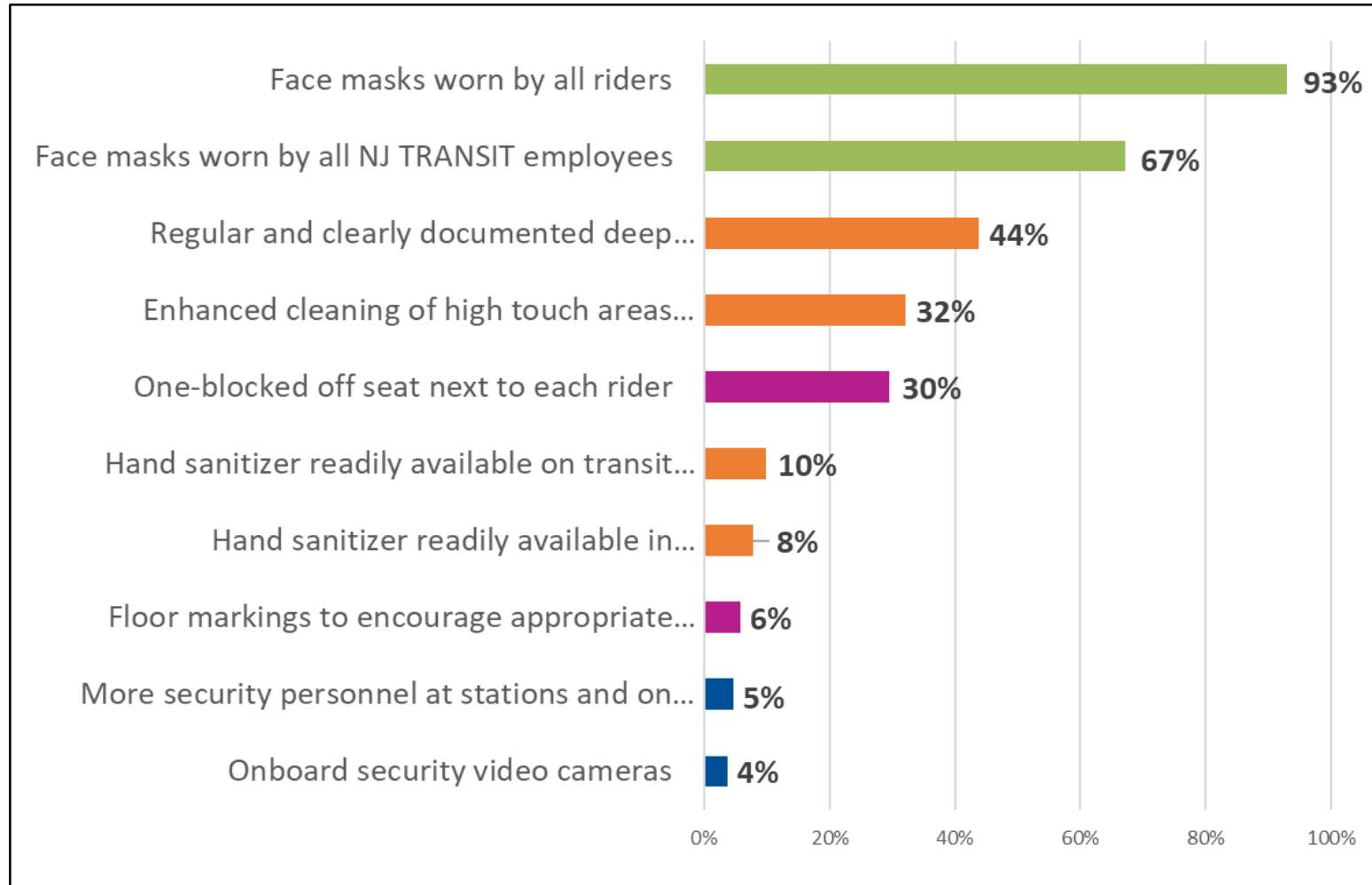
## Most Important to Customers TRAVELING in JUNE



Cleaning protocols are 4 of the top 10 and PPE are 3 of the top 10 measures for customers currently traveling

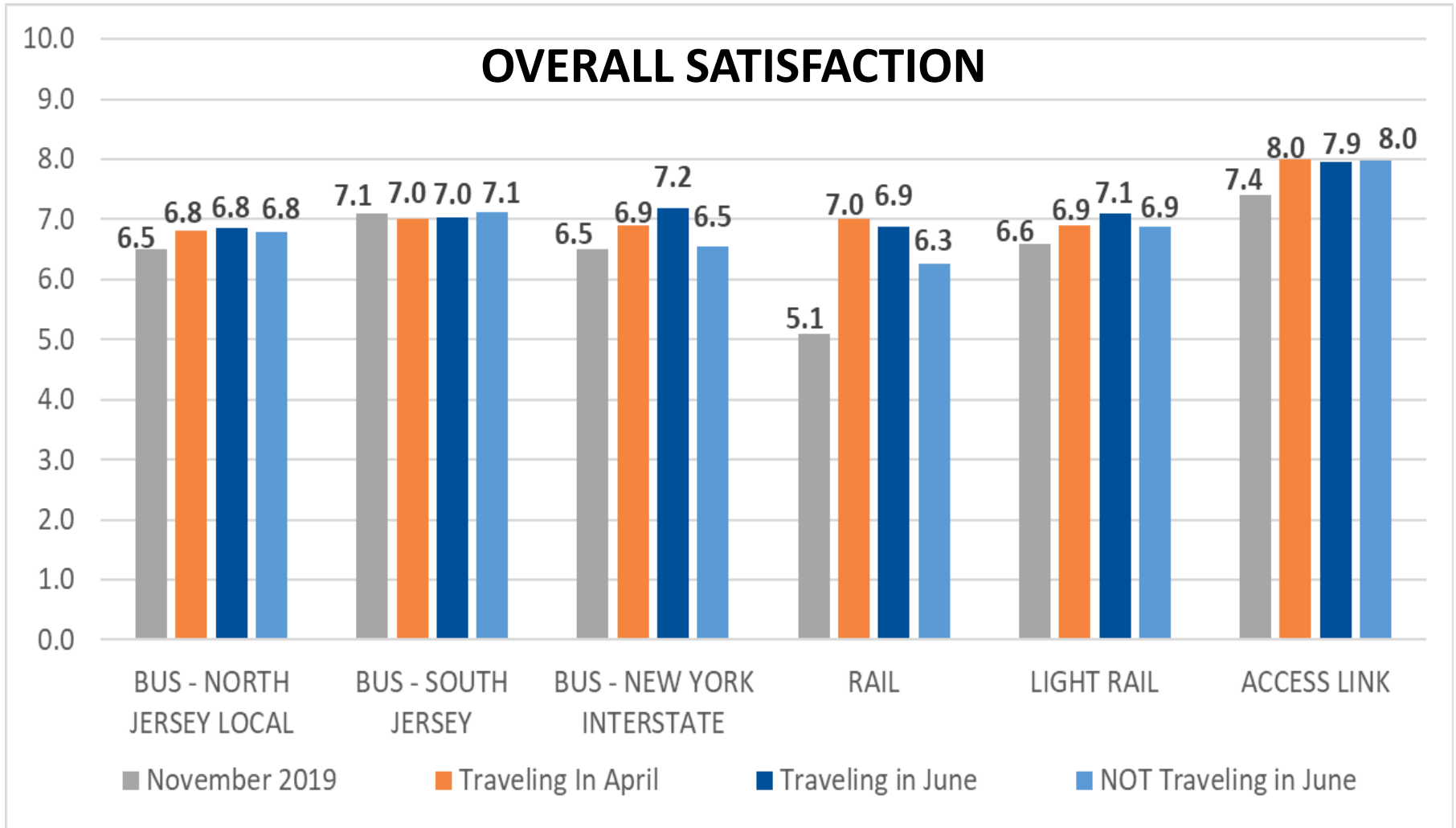
# Top 10 Measures

## Most Important to Customers NOT TRAVELING in JUNE



The top 8 measures are the same for BOTH customers that traveled in June and those that are not traveling

# Customer Satisfaction Ratings



Overall Satisfaction with NJ TRANSIT with both travelers and non-travelers is higher or as high as it was Before COVID (November 2019)

# COVID Travel Survey #2 – Next Steps

- ❑ Share results with senior management, operating groups, pandemic planning groups, Board Customer Service Committee
- ❑ Next COVID Travel Survey, likely in October after schools settle into a routine
  - Begin developing questions
  - Include a limited number of Customer Satisfaction questions in lieu of a full survey in the fall