TO PROTECT THE PUBLIC, BOARD MEMBERS, AND EMPLOYEES IN RESPONSE TO THE NOVEL CORONAVIRUS (COVID-19), THE MEETING WILL BE HELD VIA TELEPHONE.

PUBLIC AUDIENCE: The public may listen to the meetings by calling: 1-862-294-4371 Conference ID: 583 254 807#. **Please mute your phone to maximize the quality of the call for all participants.** We have found that there tends to be better call quality for everyone when calling from a landline, instead of a mobile phone. **We strongly encourage you to use a landline if you have one available to you.**

PUBLIC SPEAKERS: If a member of the public would like to provide comments on the agenda, please provide your name, email address, phone number you will call from, and indicate whether you want to speak at the Operations and Customer Service Committee Meeting and/or the Administration Committee Meeting to publicspeakers@njtransit.com **no later than NOON on Thursday, June 25, 2020.** You will be added to the speakers’ list and provided with information regarding how to participate in the meeting(s). Speakers will have two minutes to speak at each meeting. **Speakers may submit written comments to the above email address in lieu of speaking, or in addition to speaking, to be included in the record.**
NJ TRANSIT BOARD
OPERATIONS AND CUSTOMER SERVICE COMMITTEE MEETING
OPEN TO MEMBERS OF THE PUBLIC
FRIDAY, JUNE 26, 2020 AT 9:00 A.M.
VIA TELEPHONE

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)

COVID-19 TRAVEL SURVEY RESULTS
(PRESENTER: SUSAN O’DONNELL)
OPERATIONS AND CUSTOMER SERVICE UPDATE
Rail Performance & Reliability

% Trains Reported Within 6 Minutes of Schedule

- Atlantic City: 89.5%
- Main-Bergen: 97.7%
- Montclair Boonton: 97.7%
- Morris & Essex: 98.7%
- Northeast Corridor: 95.1%
- North Jersey Coast: 92.7%
- Pascack Valley: 99.2%
- Raritan Valley: 94.4%

Graph showing:
- Systemwide: Goal 94.7%
- Mean Distance Between Failures with a trend line showing an increase
Rail Performance by Terminal & Time

% Trains Reported Within 6 Minutes of Schedule

- NEW YORK PENN STATION
  - % Trains Reported On Time *
- HOBOKEN TERMINAL
  - % Trains Reported On Time *
- SYSTEMWIDE
  - % Trains Reported On Time
Bus Performance & Reliability

% Buses Departing Major Terminals Within 6 Minutes of Schedule
Light Rail Performance & Reliability

% Trains Reported Within 6 Minutes of Schedule

On-Time Performance

% Light Rail Trains Reported On Time

River Line: 98.3%
Newark Light Rail: 99.9%
Hudson-Bergen Light Rail: 98%

Mean Distance Between Failures By Line

Newark Light Rail: Decreasing
River Line: Decreasing
Hudson-Bergen Light Rail: Increasing
Access Link Performance & Reliability

ADA, PCAs, and Companion Ridership
Customer Service

2 second Average Speed of Answer
99% Calls Answered
Social Media Reach & Engagement

Cross-Network Impressions
Review how your content was seen across networks during the reporting period.

Impressions Per Day

Cross-Network Engagement
See how people are engaging with your posts during the reporting period.

Engagements Per Day

Your Tweets earned 2.1M impressions over this 31 day period

NJ TRANSIT @NJTRANSIT May 31
As of May 28, if you use a paper ticket onboard trains, your conductor will ask you to tear your ticket in their presence, and keep your cancelled ticket for travel. This helps minimize hand-to-hand contact, protecting both you and your conductor.

View Tweet activity

NJ TRANSIT @NJTRANSIT May 31
We thank our hardworking crews for all they’re doing to keep the system safe, clean and moving for those who rely on NJ TRANSIT for essential travel. Help FlattenTheCurve and protect those who keep us safe from #COVID19 by only taking essential trips.
njtransit.com/covid19 pic.twitter.com/xxg9SKEwWj

View Tweet activity

NJ TRANSIT @NJTRANSIT May 30
Be aware! Wash with care 🧼
Cover your nose & mouth 🤷
Wash your hands (at least 20 seconds)
More info on How We’re Protecting You:
njtransit.com/covid19 pic.twitter.com/ZsWzVrCnY4

View Tweet activity

NJ TRANSIT @NJTRANSIT May 29
Help us honor outstanding work by our colleagues to make a positive impact for customers: 173 finalists, including the @NJTRANSIT App, have been selected from thousands of nominations for the StateScoop 50 Awards. 🦁Voting open through June 29! statescoop.com/statescoop50v... pic.twitter.com/3SPCoxRPwkJ

View Tweet activity
10-Year Strategic Plan & 5-Year Capital Plan

NJ TRANSIT launches NJT2030: first-ever 10-Year Strategic Plan and 5-Year Capital Plan launched at a press conference with Governor Phil Murphy and NJ TRANSIT President & CEO Kevin Corbett. The plans will guide the agency through 2030, and are available at NJTPlans.com

As the largest state transit system in the country, NJ TRANSIT provides irreplaceable mobility to the residents of the nation’s most densely populated state and surrounding regions, transporting nearly one million customers a day with our train, bus, light rail and Access Link services – safely, reliably and affordably for over 40 years.

NJ TRANSIT is one of the engines that feeds a $1.4 trillion tri-state regional economy — one of the largest in the world. Our mission is to provide a safe, reliable, convenient, and cost-effective transit service that is essential for the quality of life and continued economic prosperity of the people of New Jersey and the surrounding metropolitan areas.

NOW WE ARE POISED TO LOOK FORWARD!
We are building a system our customers can depend on, while creating a modern, world-class, 21st century transit network. It’s a bold vision of our future as we look at what we need to be in 2030.
Today, we unveiled NJT2030 and a Five-Year Capital Plan – providing the vision to transform @NJTRANSIT into an innovative, world-class public transportation provider that meets the travel needs of every New Jerseyan.

Goal 1 of our new 10-Year Strategic Plan, NJT2030, will ensure the reliability and continued safety of our transit system. Visit njplans.com to view how we plan to get there.

We're proud to announce our new (first-of- their-kind) 10-year strategic plan, NJT2030 & 5-year capital plan, which provide a roadmap for the next decade that delivers world-class transit for our customers, employees, businesses, and communities across NJ. njplans.com

Goal 5 of our new 10-Year Strategic Plan, NJT2030, will build an accountable, innovative and inclusive organization that delivers for New Jersey. Visit njplans.com to view how we plan to get there.
Migrating to a zero-emission bus fleet will improve riding conditions by providing a quieter ride and reduce personal carbon footprint for customers. Learn more about this project, and over 100 more, in our 5-Year Capital Plan at njtplans.com

Replacing Newark Draw Bridge with a more reliable, three-track bridge would increase capacity and efficiency on the Morris and Essex, Gladstone, and Montclair-Boonton Lines. Learn more about this project, and over 100 more, in our 5-Year Capital Plan at njtplans.com

Modernizing and expanding Access Link will provide a better accessible transportation network, increase on time performance, and accommodate projected growth. Learn more about our Access Link projects in our 5-Year Capital Plan at njtplans.com

Upgrading our bus fleet will enhance customer experience, provide cleaner and quieter rides, and improve service reliability. Learn more about our bus fleet modernization projects in our 5-Year Capital Plan at njtplans.com
Your Ride to Recovery Guidelines

In support of The Road Back, New Jersey's roadmap for restoring economic health through public health, we have been working hard these last several months to maintain the safest, cleanest transit system for our customers and employees. We have continued to take any and all measures to prepare for the reopening of New Jersey, and to welcome everyone back to riding NJ TRANSIT!

We do, however, want to manage everyone's expectations - it is going to be difficult for any transit agency to take the "mass" out of mass transit. We are committed to doing everything we can to protect our customers and employees with a focus on: Cleanliness, Distancing, Service, Communication, Protective Equipment & Public Safety, and Testing.

In order to be successful, it is imperative we take a "shared responsibility" approach. This plan outlines NJ TRANSIT responsibilities to our customers and employees, what our customers can do, and how employers can contribute to making the plan a success.

NJ TRANSIT is Your Ride to Recovery!

These guidelines are effective immediately and are subject to revision. They will be updated as new information becomes available or as new guidance or recommendations are issued.

NJ TRANSIT is pleased to release "Your Ride to Recovery" guidelines detailing the critical steps we all must take to create the safest possible transit environment during the reopening of NJ and the region, including #FaceCoverings2Ride. njtransit.com/njt-recovery-g...
Social Media Highlights

NJ TRANSIT • @NJTRANSIT • May 23
We thank our hardworking crews for all they’re doing to keep the system safe, clean and moving for those who rely on NJ TRANSIT for essential travel. Help FlattenTheCurve and protect those who keep us safe from #COVID19 by only taking essential trips. njtransit.com/covid19

NJ TRANSIT • @NJTRANSIT • May 27
Please use trash receptacles to discard used face coverings and gloves. Proper disposal of protective equipment is a matter of public health: it helps slow the spread of COVID-19!

NJ TRANSIT • @NJTRANSIT • May 17
The @NJTRANSIT Board of Directors awarded the initial construction contract to replace the Raritan River Bridge damaged by Superstorm Sandy. The new bridge will strengthen resilience during storms and improve @NJTRANSIT_NJCL service reliability. njtransit.com/press-releases...

NJ TRANSIT • @NJTRANSIT • May 12
The first of up to 25 additional new articulated buses is now in service on the 126 bus route connecting Hoboken with @PABusTerminal. Thanks to @FTA_DOT’s $17 million dollar grant award, and support from the NJ congressional delegation. njtransit.com/press-releases...
**Social Media Highlights**

**NJ TRANSIT** @NJTRANSIT · Jun 11
We want to recognize and thank these three officers for their role in the apprehension of this suspect. And, to commend the entire @NJTransitPolice force for their unwavering commitment to public safety.

**NJ TRANSIT Police** @NJTransitPolice · Jun 11
Homicide suspect apprehended:
New Jersey Transit Police Detectives assisted in both the investigation and ultimate apprehension of a suspect wanted for first degree murder.
For more information visit: facebook.com/NJTransitPolic...

#NJTPD #News #police

**NJ TRANSIT** @NJTRANSIT · May 30
Be aware! Wash with care:
- Cover your nose & mouth
- Wash your hands (at least 20 seconds)
More Info on How We’re Protecting You: njtransit.com/covid19

HELP PREVENT THE SPREAD OF VIRUSES
- Cover your nose & mouth when you cough or sneeze. Avoid touching your eyes, nose & mouth.
- Wash hands often with soap & water for at least 20 seconds or use an alcohol-based hand sanitizer.
- If you feel sick with fever, cough or trouble breathing, or develop symptoms you should seek medical care right away.

nj.gov/health

**NJ TRANSIT** @NJTRANSIT · May 28
The Census is essential! You can respond online or by phone, and your response helps ensure an accurate count in New Jersey which is critical for our fair share of funding to help strengthen transit. 2020census.gov
#2020Census

Census 2020: NJT is counting on you to be counted!

United States Census 2020
Leotis Sanders, NJ TRANSIT VP, Office of Civil Rights & Diversity Programs will be a panelist on the @AACCNJ State of Black New Jersey 2020 Virtual Economic Summit today, discussing economic opportunities for African Americans statewide. conta.cc/37Yp1V2.
Thanks @USDOT for awarding @NJTRANSIT a $7M grant for up to 8 battery electric buses to serve Newark-Irvington and to build charging infrastructure. Thanks to the NJ Congressional Delegation for helping secure this funding to enhance service & air quality.

Menendez, Booker, Sires, Payne Announce $7M to Roll Out New, Ene...
The Official U.S. Senate website of Senator Bob Menendez of New Jersey
menendez.senate.gov
Portal Bridge Funding Update

Full funding for Portal Bridge is a major milestone for the economic recovery of NJ, and reliability on the NEC. Our thanks to @GovMurphy for his leadership and support, and to our partners @USDOT and @Amtrak for working together to make this critical project a reality.

MAJOR NEWS: The Portal Bridge project will enter into its engineering phase with FULL federal funding.

Honored to have made the case directly to @realDonaldTrump last weekend, and proud to usher in a new era of safe, modern, reliable infrastructure for NJ and the region.
Today at 3PM, @NJTRANSIT, @Amtrak, @MTA, @PANYNJ, @ridetheferry, @nycferry, and other regional bus and ferry operators will #SoundTheHorn in tribute to the public transportation workers keeping the region moving during this public health crisis.
PTC RSD Milestone

Installing Track Transponder
UVC Disinfection Pilot
COST OF SERVICE UPDATE
Fiscal Year 2020, Period 11 Cost of Service
Key Performance Indicators

Open Operations & Customer Service Committee Meeting
June 26, 2020
Cost of Service KPIs, May 2020

6.0% farebox recovery corporate-wide

Farebox Revenue Per Passenger

Subsidy Per Passenger

Cost Per Passenger

Cost of Service and Farebox Recovery

- Bus
- Rail
- Light Rail
- Access Link
- NJT Total

12-month rolling average
COVID-19 TRAVEL SURVEY RESULTS
NJ TRANSIT COVID-19
Customer Travel Survey

Round 1 – Fielded April 2020

Survey Findings

June 26, 2020
Highlights

• High interest in survey by NJT customers, with over 50,000 on-line responses collected April 8-19, 2020.
• Vast majority of Rail and NYC interstate bus customers have been able to significantly reduce their use of the system and continue working through Work From Home (WFH) technologies.
• Local bus customers in South and North Jersey, and Access Link, continue to use the system in much larger proportions
• Continuing riders most common industry is Healthcare & Pharmaceutical
• Primary NJT trip purpose is Work-related
• Peak travel time is spreading with nearly equal shares starting their trip 5-7a as 7-9a.
## STATUS of NJT CUSTOMERS

<table>
<thead>
<tr>
<th>Mode</th>
<th>Still Traveling for Work</th>
<th>Work from Home (Telecommute)</th>
<th>Not Working</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rail</td>
<td>12%</td>
<td>78%</td>
<td>10%</td>
</tr>
<tr>
<td>Light Rail</td>
<td>22</td>
<td>62</td>
<td>17</td>
</tr>
<tr>
<td>Access Link</td>
<td>28</td>
<td>25</td>
<td>48</td>
</tr>
<tr>
<td>NY Bus</td>
<td>21</td>
<td>63</td>
<td>16</td>
</tr>
<tr>
<td>No Jersey Local Bus</td>
<td>46</td>
<td>30</td>
<td>23</td>
</tr>
<tr>
<td>So Jersey Bus</td>
<td>60</td>
<td>20</td>
<td>21</td>
</tr>
</tbody>
</table>

Note: Percentages may not = 100. See appendix for additional data.
### TRAVEL MODE BY NJT CUSTOMERS STILL TRAVELLING FOR WORK

<table>
<thead>
<tr>
<th>Prior Mode</th>
<th>Mode Now Used for Work</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Same</td>
</tr>
<tr>
<td>Rail</td>
<td>63%</td>
</tr>
<tr>
<td>Light Rail</td>
<td>62</td>
</tr>
<tr>
<td>Access Link</td>
<td>92</td>
</tr>
<tr>
<td>NY Bus</td>
<td>74</td>
</tr>
<tr>
<td>No Jersey Local Bus</td>
<td>81</td>
</tr>
<tr>
<td>So Jersey Bus</td>
<td>83</td>
</tr>
</tbody>
</table>

*Note: Percentages may not = 100. See appendix for additional data*
<table>
<thead>
<tr>
<th>Mode</th>
<th>Primary Purpose</th>
<th>COVID restriction period</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Percent, Pre-</td>
</tr>
<tr>
<td>Rail</td>
<td>Work</td>
<td>55%</td>
</tr>
<tr>
<td>Light Rail</td>
<td>Work</td>
<td>66</td>
</tr>
<tr>
<td>Access Link</td>
<td>Medical</td>
<td>34</td>
</tr>
<tr>
<td>NY Bus</td>
<td>Work</td>
<td>78</td>
</tr>
<tr>
<td>No Jersey Local Bus</td>
<td>Work</td>
<td>72</td>
</tr>
<tr>
<td>So Jersey Bus</td>
<td>Work</td>
<td>71</td>
</tr>
</tbody>
</table>

*Note: Percentages may not = 100. See appendix for additional data*
<table>
<thead>
<tr>
<th>Mode</th>
<th>Making 5x trips/week</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Before COVID</td>
</tr>
<tr>
<td>Rail</td>
<td>54%</td>
</tr>
<tr>
<td>Light Rail</td>
<td>61</td>
</tr>
<tr>
<td>Access Link</td>
<td>40</td>
</tr>
<tr>
<td>NY Bus</td>
<td>65</td>
</tr>
<tr>
<td>No Jersey Local Bus</td>
<td>49</td>
</tr>
<tr>
<td>So Jersey Bus</td>
<td>45</td>
</tr>
</tbody>
</table>

*Note: Percentages may not = 100. See appendix for additional data*
## DEPARTURE TIME of TRIPS by NJT CONTINUING WORK-TRIP CUSTOMERS

<table>
<thead>
<tr>
<th>Mode</th>
<th>Pre-COVID</th>
<th>During COVID</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>5-7A</td>
<td>7-9A</td>
</tr>
<tr>
<td>Rail</td>
<td>28%</td>
<td>55%</td>
</tr>
<tr>
<td>Light Rail</td>
<td>21</td>
<td>58</td>
</tr>
<tr>
<td>Access Link</td>
<td>22</td>
<td>40</td>
</tr>
<tr>
<td>NY Bus</td>
<td>31</td>
<td>49</td>
</tr>
<tr>
<td>No Jersey Local Bus</td>
<td>26</td>
<td>38</td>
</tr>
<tr>
<td>So Jersey Bus</td>
<td>25</td>
<td>32</td>
</tr>
</tbody>
</table>

*Note: Percentages may not = 100. See appendix for additional data*
## INDUSTRY of NJT CONTINUING WORK-TRIP CUSTOMERS (Most common response)

<table>
<thead>
<tr>
<th>Mode</th>
<th>Pre-COVID</th>
<th>During COVID</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Industry</td>
<td>Pct of Total</td>
</tr>
<tr>
<td>Rail</td>
<td>Fin &amp; Fin Svc</td>
<td>13%</td>
</tr>
<tr>
<td>Light Rail</td>
<td>Fin &amp; Fin Svc</td>
<td>15</td>
</tr>
<tr>
<td>Access Link</td>
<td>Not employed</td>
<td>39</td>
</tr>
<tr>
<td>NY Bus</td>
<td>Fin &amp; Fin Svc</td>
<td>13</td>
</tr>
<tr>
<td>No Jersey Local Bus</td>
<td>tie: Food &amp; Bev, Health &amp; Pharma</td>
<td>24</td>
</tr>
<tr>
<td>So Jersey Bus</td>
<td>Food &amp; Bev</td>
<td>18</td>
</tr>
</tbody>
</table>

*Note: Percentages may not = 100. See appendix for additional data*
**AUTOMOBILES AVAILABLE to NJT CONTINUING WORK-TRIP CUSTOMERS.**

<table>
<thead>
<tr>
<th>Mode</th>
<th>0 or 1 Autos Available</th>
<th></th>
<th>No Autos During COVID</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Pre-COVID</td>
<td>During COVID</td>
<td></td>
</tr>
<tr>
<td>Rail</td>
<td>42%</td>
<td>55%</td>
<td>22%</td>
</tr>
<tr>
<td>Light Rail</td>
<td>63</td>
<td>72</td>
<td>39</td>
</tr>
<tr>
<td>Access Link</td>
<td>72</td>
<td>81</td>
<td>51</td>
</tr>
<tr>
<td>NY Bus</td>
<td>60</td>
<td>68</td>
<td>31</td>
</tr>
<tr>
<td>No Jersey Local Bus</td>
<td>80</td>
<td>85</td>
<td>54</td>
</tr>
<tr>
<td>So Jersey Bus</td>
<td>80</td>
<td>85</td>
<td>59</td>
</tr>
</tbody>
</table>

*Note: Percentages may not = 100. See appendix for additional data*
## HOUSEHOLD INCOME of NJT CONTINUING WORK-TRIP CUSTOMERS

<table>
<thead>
<tr>
<th>Mode</th>
<th>Pre-COVID</th>
<th>During-COVID</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$0- 74,999</td>
<td>$75K- 149,999</td>
</tr>
<tr>
<td></td>
<td>$0- 74,999</td>
<td>$75K- 149,999</td>
</tr>
<tr>
<td>Rail</td>
<td>28%</td>
<td>32%</td>
</tr>
<tr>
<td>Light Rail</td>
<td>49</td>
<td>30</td>
</tr>
<tr>
<td>Access Link</td>
<td>85</td>
<td>14</td>
</tr>
<tr>
<td>NY Bus</td>
<td>40</td>
<td>33</td>
</tr>
<tr>
<td>No Jersey Local Bus</td>
<td>80</td>
<td>15</td>
</tr>
<tr>
<td>So Jersey Bus</td>
<td>89</td>
<td>11</td>
</tr>
</tbody>
</table>

*Note: Percentages may not = 100. See appendix for additional data*
Next Steps

• Share with Business Lines, Regional COVID Recovery teams
• Prepare for new round of survey in late June
  • Update any questions
  • Add new on expectations of returning to travel
• “Traditional" Customer Satisfaction Survey will be postponed until fall and COVID emergency passes.