

COVID Travel Survey #3

Conducted December 5 to December 23, 2020

Survey Findings

COVID Travel Survey #3

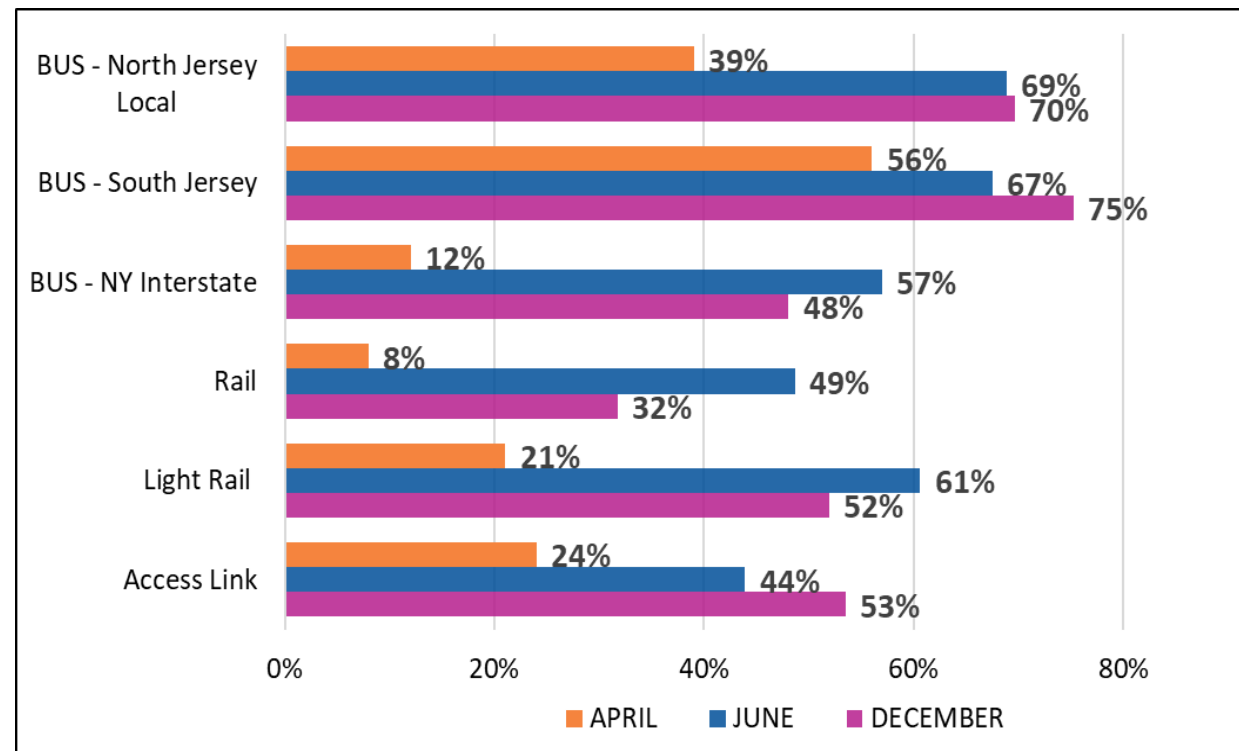
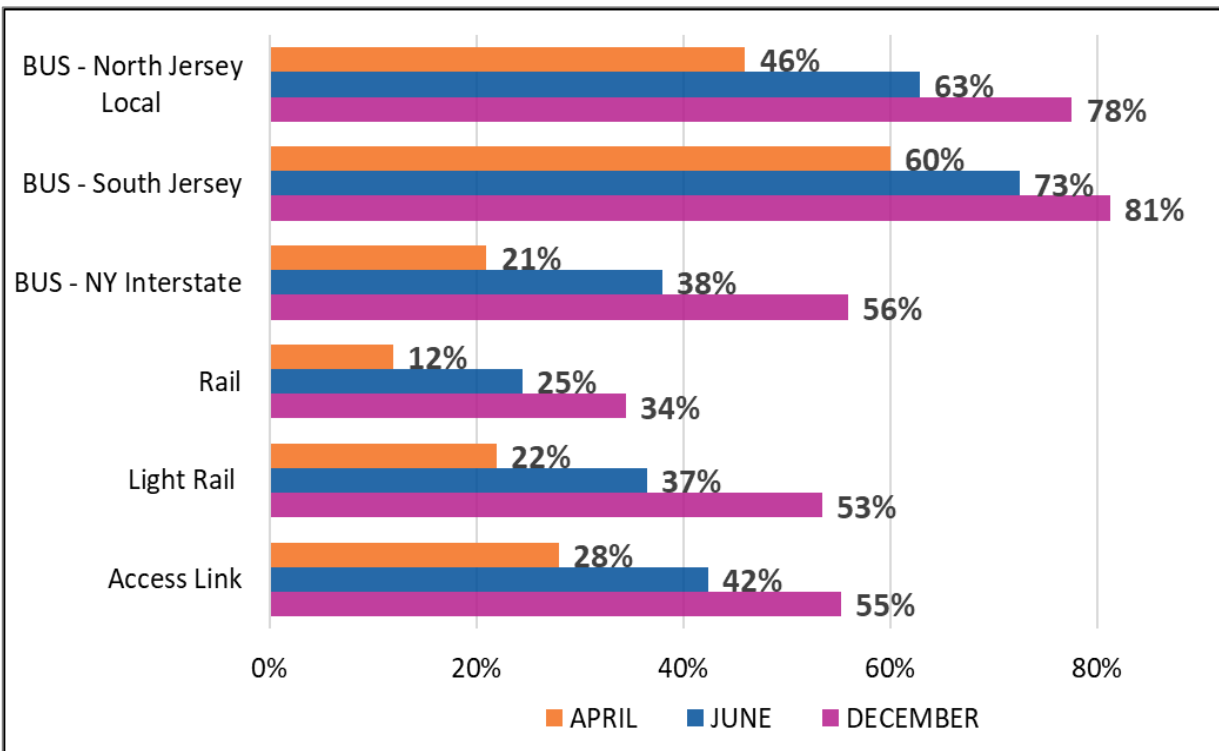
Background Information

- ❑ COVID Travel Survey #1 – April 8-19, 2020
- ❑ COVID Travel Survey #2 – June 22-July 3, 2020
- ❑ COVID Travel Survey #3 – December 5-23, 2020
 - Nearly 54,000 surveys were received
 - Survey included questions about:
 - How they traveled before COVID – NJT mode and trip purpose used most often
 - Current travel, cleanliness, personal space and face covering usage questions
 - Reason for not traveling
 - Work from home and related questions
 - Future expectations

Percent of Customers Traveling at least once in last 7 days During COVID (*by pre-COVID modes*)

Work

Non-Work

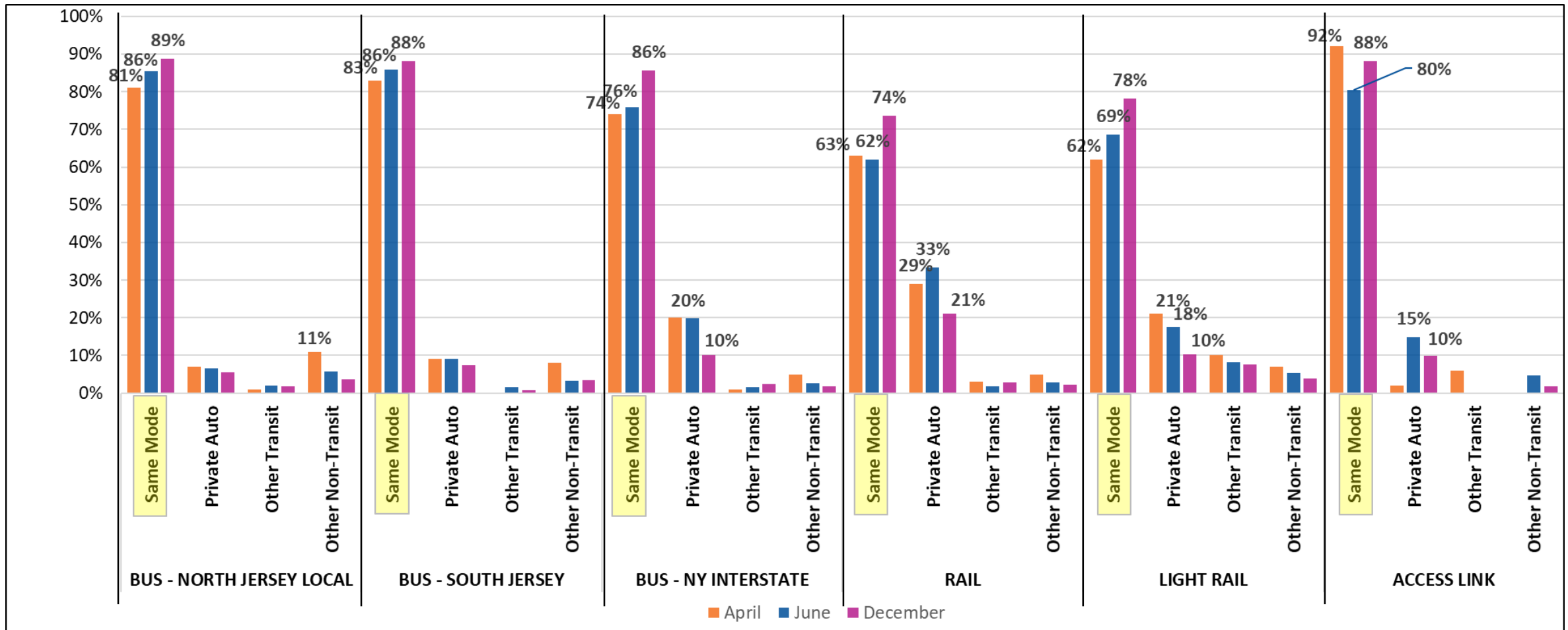


- A greater percentage of respondents were making at least one work trip per week in December
- More Local Bus customers are making at least one non-work trip per week while fewer interstate bus and rail customers are making non-work trips

Note: "mode" is the mode customers used by the customer before COVID.

Percent of Customers Still Traveling by Mode – WORK TRIPS

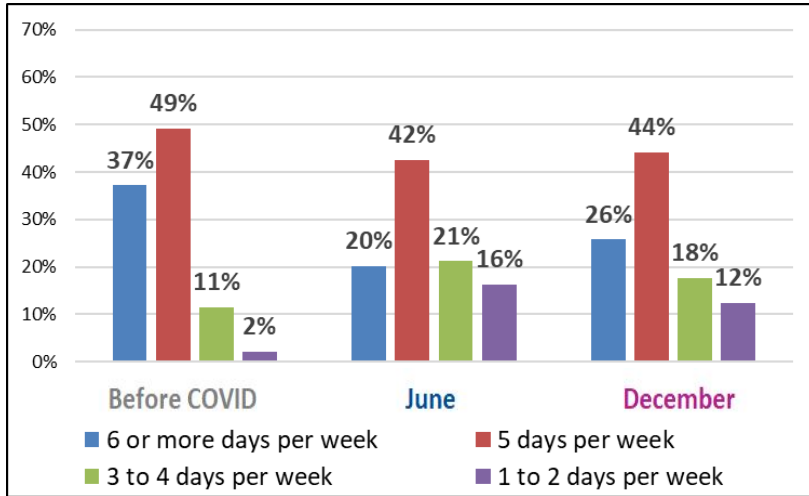
WORK TRIPS



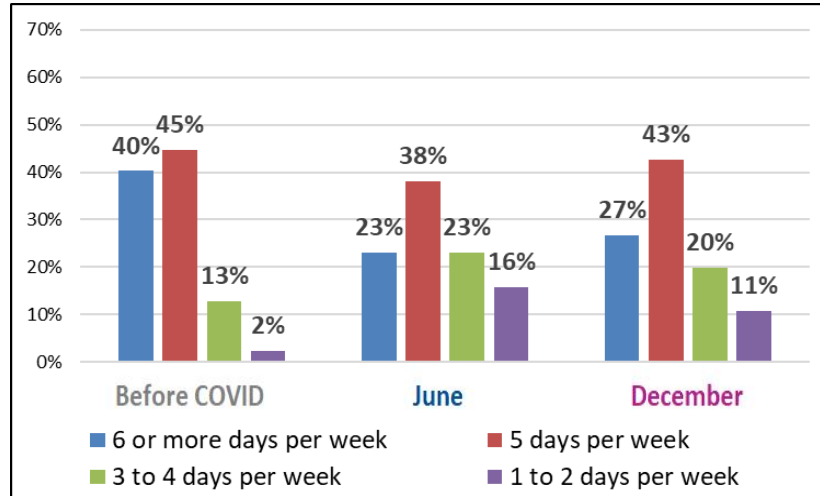
- The percent of customers traveling for a Work Trip using the SAME NJ TRANSIT mode as *before COVID* has increased across all modes/markets from June to December

Trip Frequency – WORK TRIPS

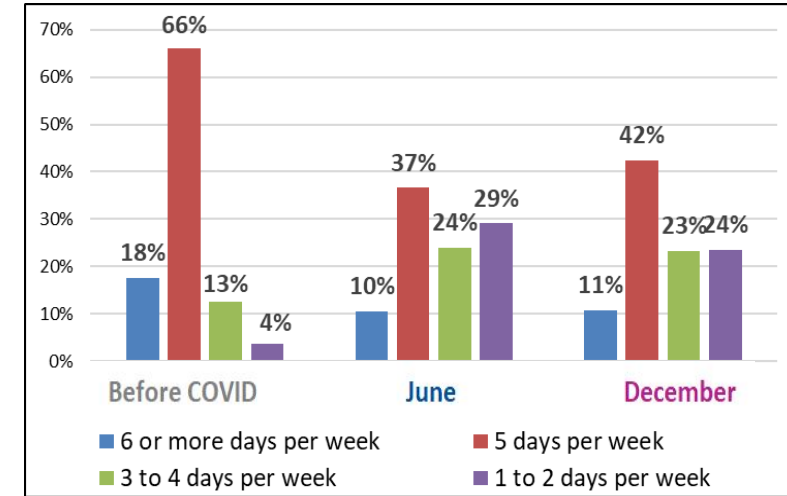
BUS - NORTH JERSEY LOCAL



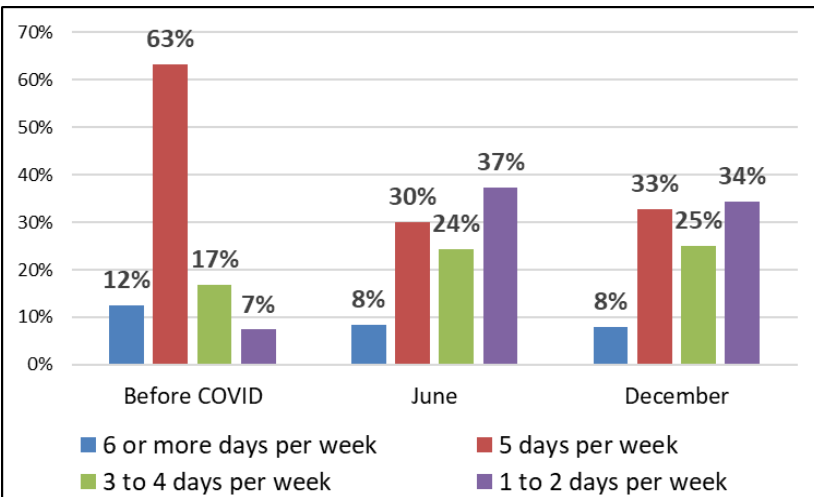
BUS - SOUTH JERSEY



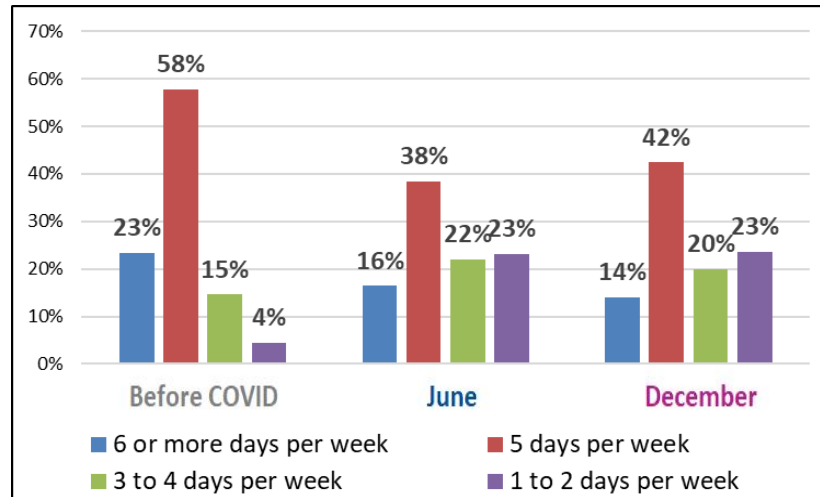
BUS – NY Interstate



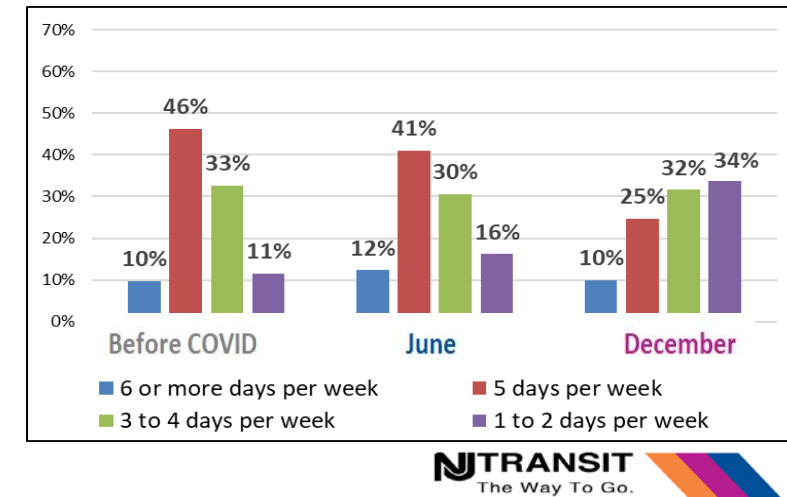
RAIL



LIGHT RAIL

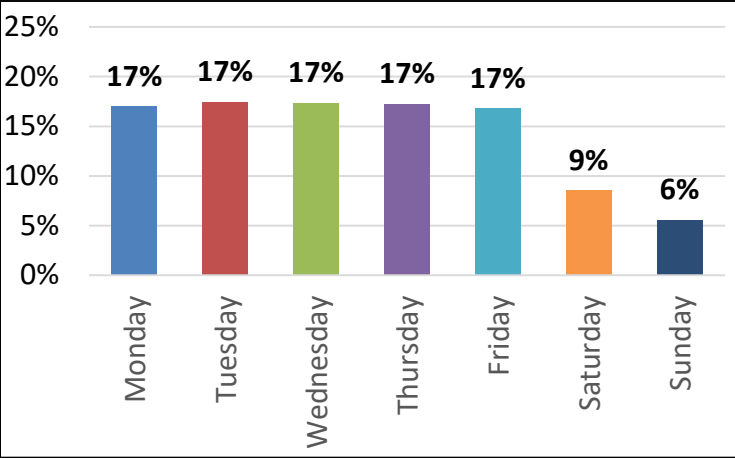


ACCESS LINK

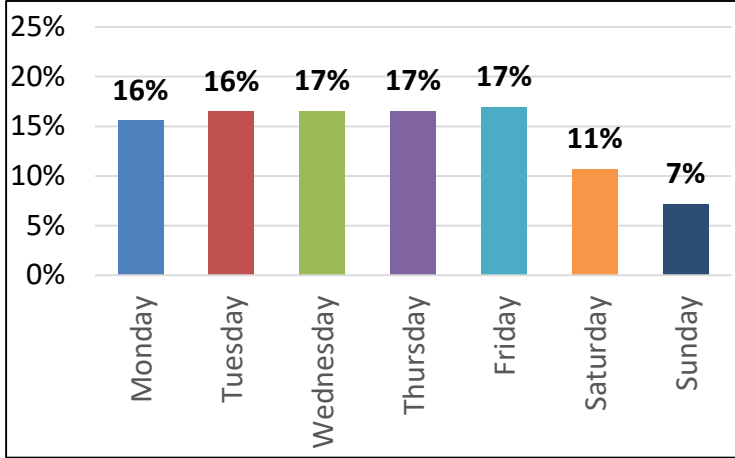


Work Trips: Do you have a specific schedule for going to the worksite each week? What days of the week do you currently go into the office/worksite?

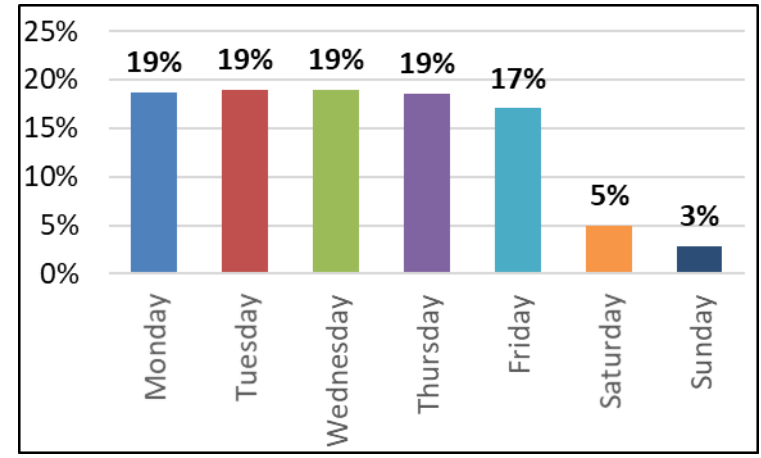
BUS—North Jersey Local
76% have a Set Schedule



BUS—South Jersey
78% have a Set Schedule

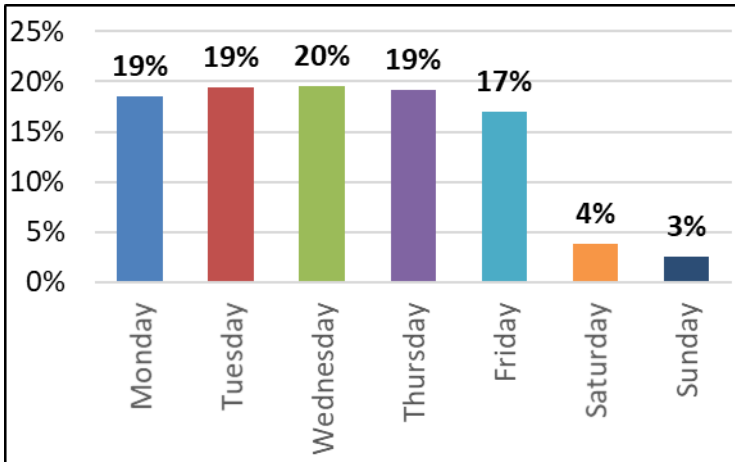


BUS – NY Interstate
74% have a Set Schedule



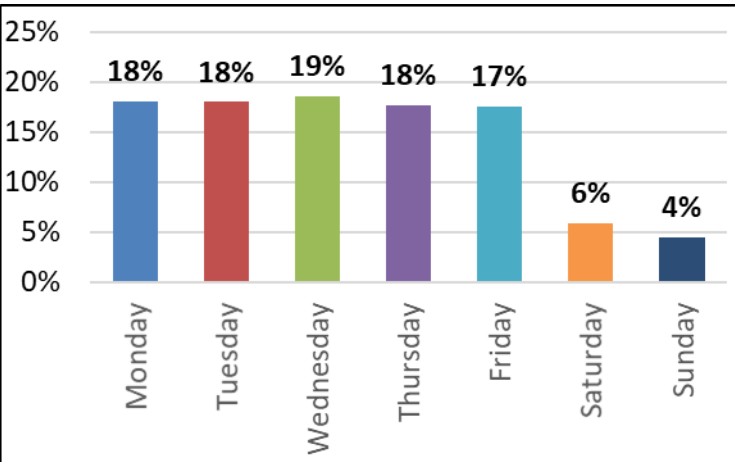
RAIL

70% have a Set Schedule



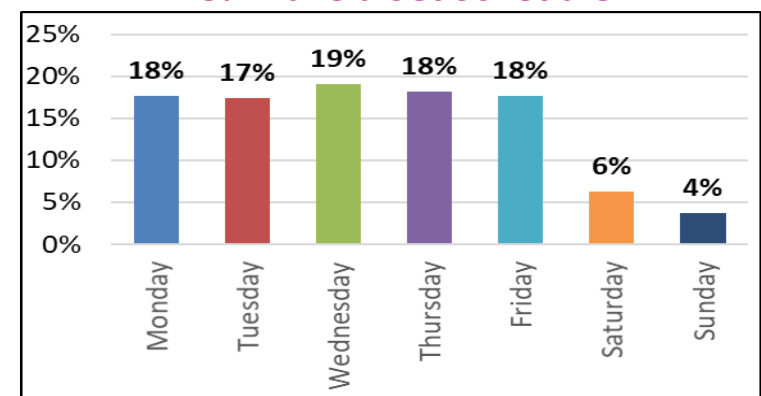
LIGHT RAIL

71% have a Set Schedule



ACCESS LINK

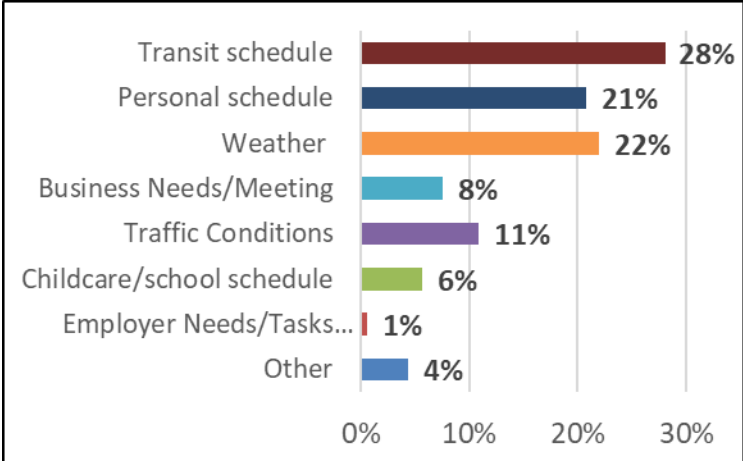
75% have a Set Schedule



Work Trips/No Set Schedule: Over the last several months, what factors have you considered when deciding to travel to the office/worksite?

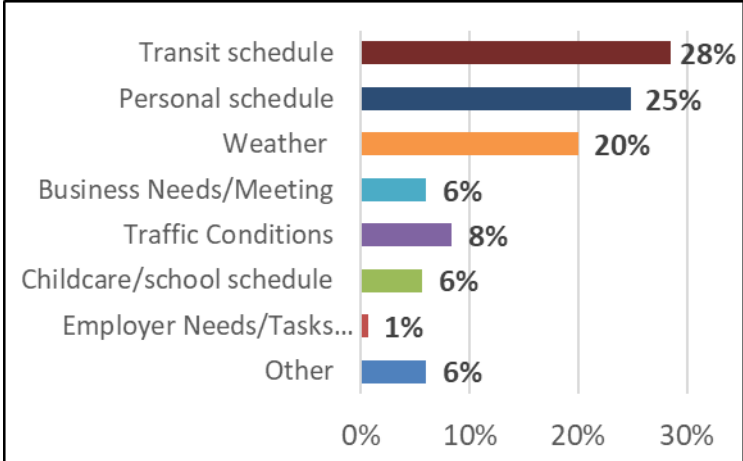
BUS—North Jersey Local

24% have NO Set Schedule



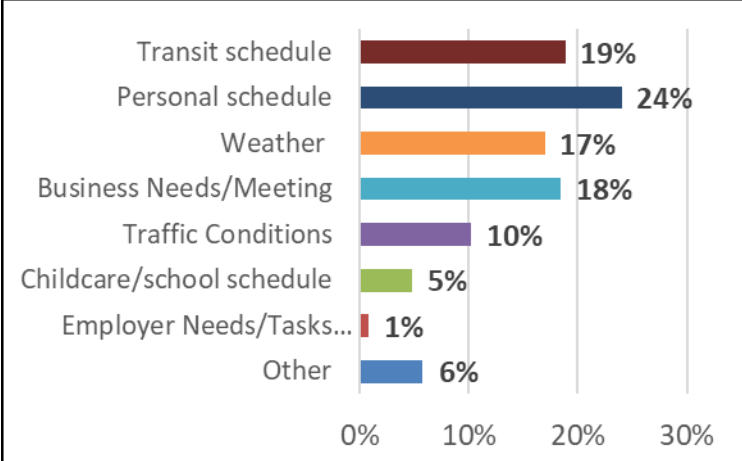
BUS—South Jersey

22% have NO Set Schedule



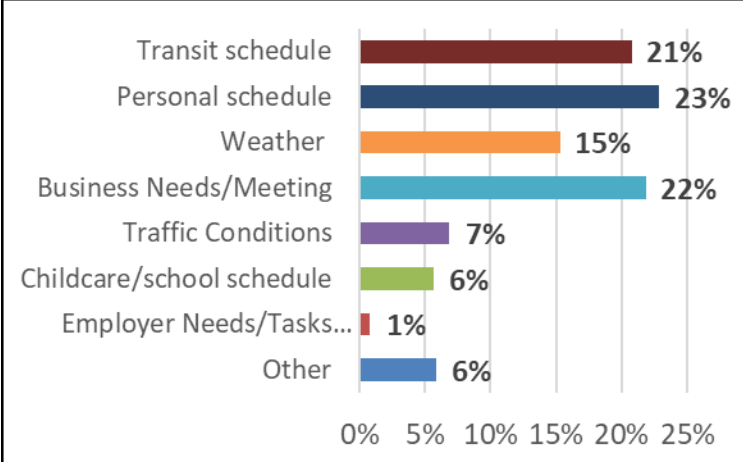
BUS – NY Interstate

26% have NO Set Schedule



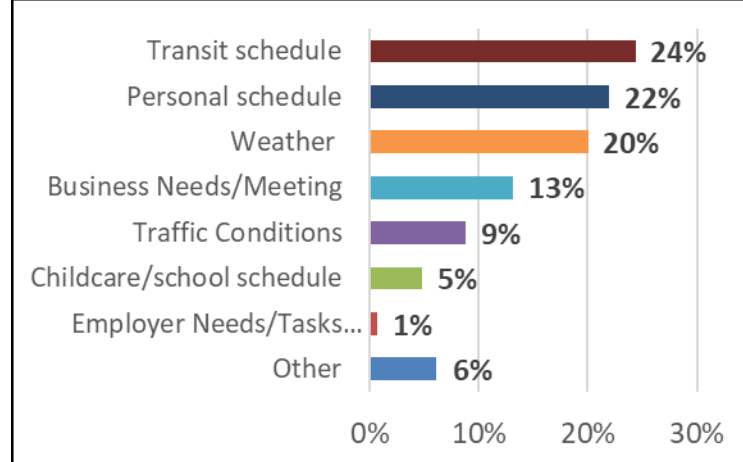
RAIL

30% have NO Set Schedule



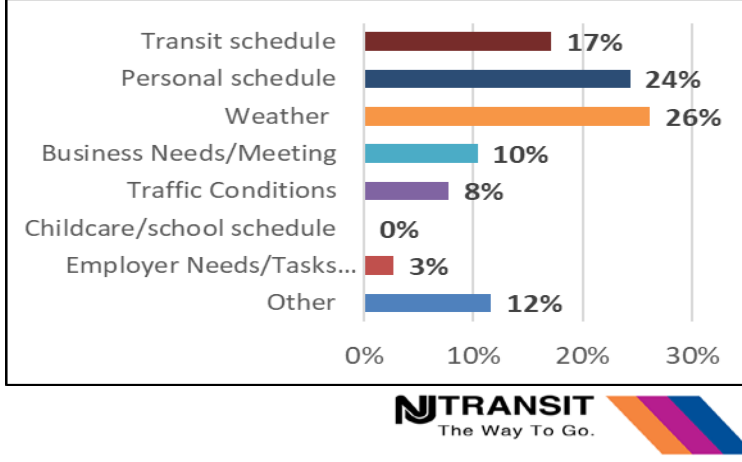
LIGHT RAIL

29% have NO Set Schedule



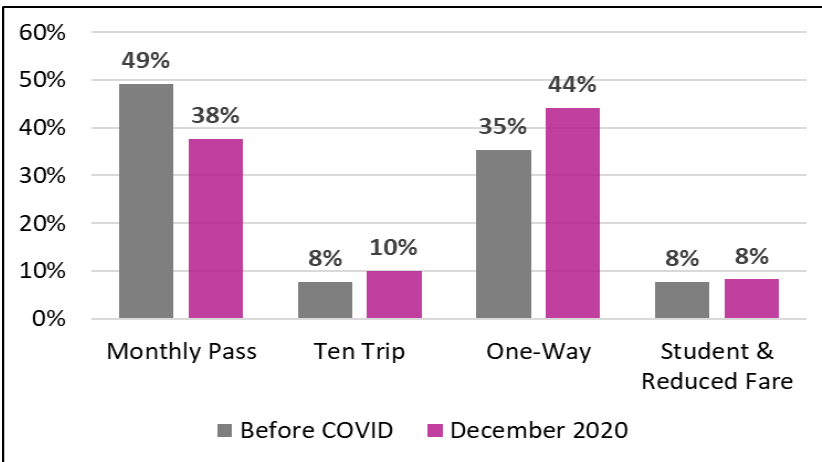
ACCESS LINK

25% have NO Set Schedule

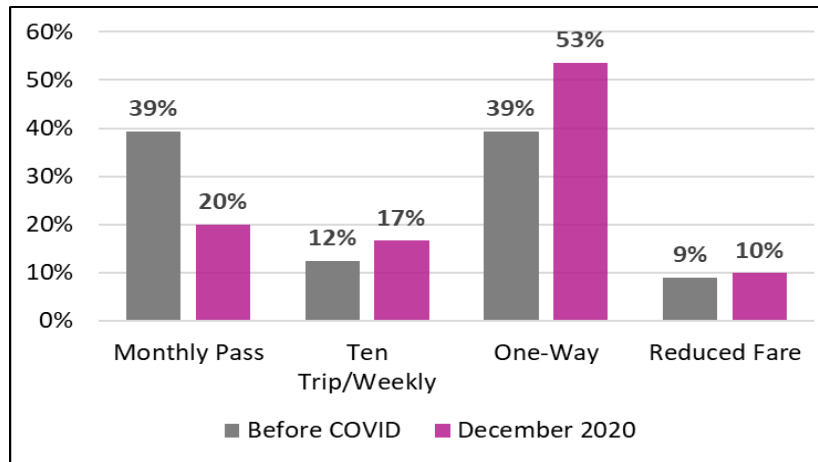


Ticket Types, Purchase Locations, and Payment Types

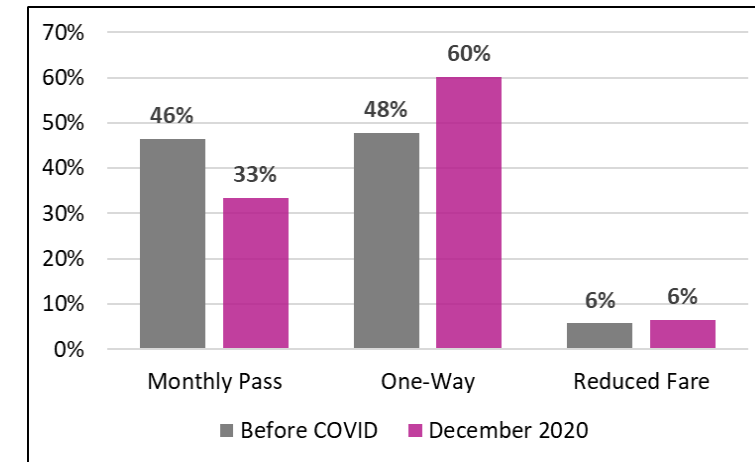
BUS – Self-Reported Ticket Types



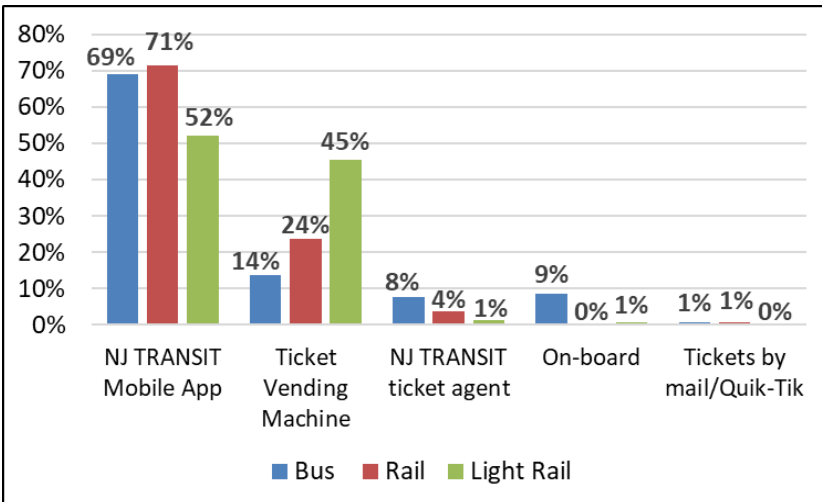
RAIL - Self-Reported Ticket Types



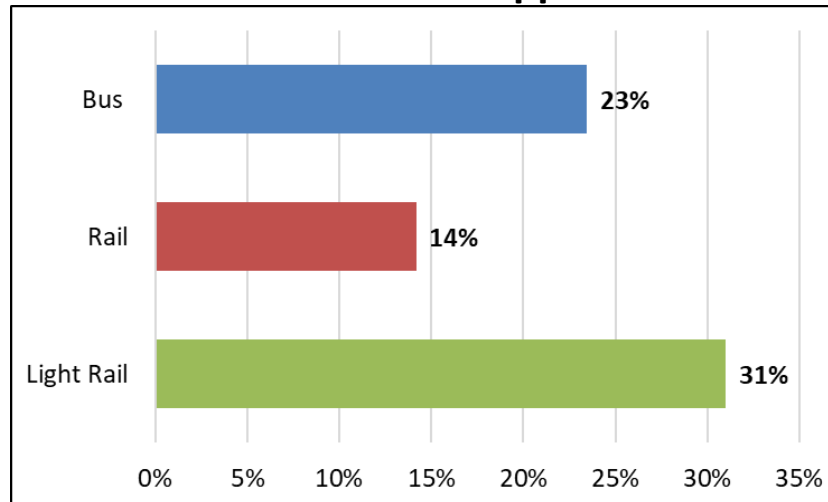
LIGHT RAIL - Self-Reported Ticket Types



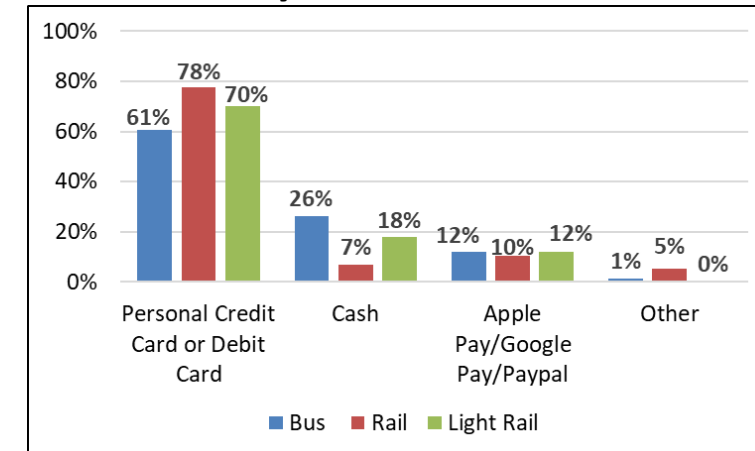
Ticket Purchase Locations



New NJT Mobile App Users

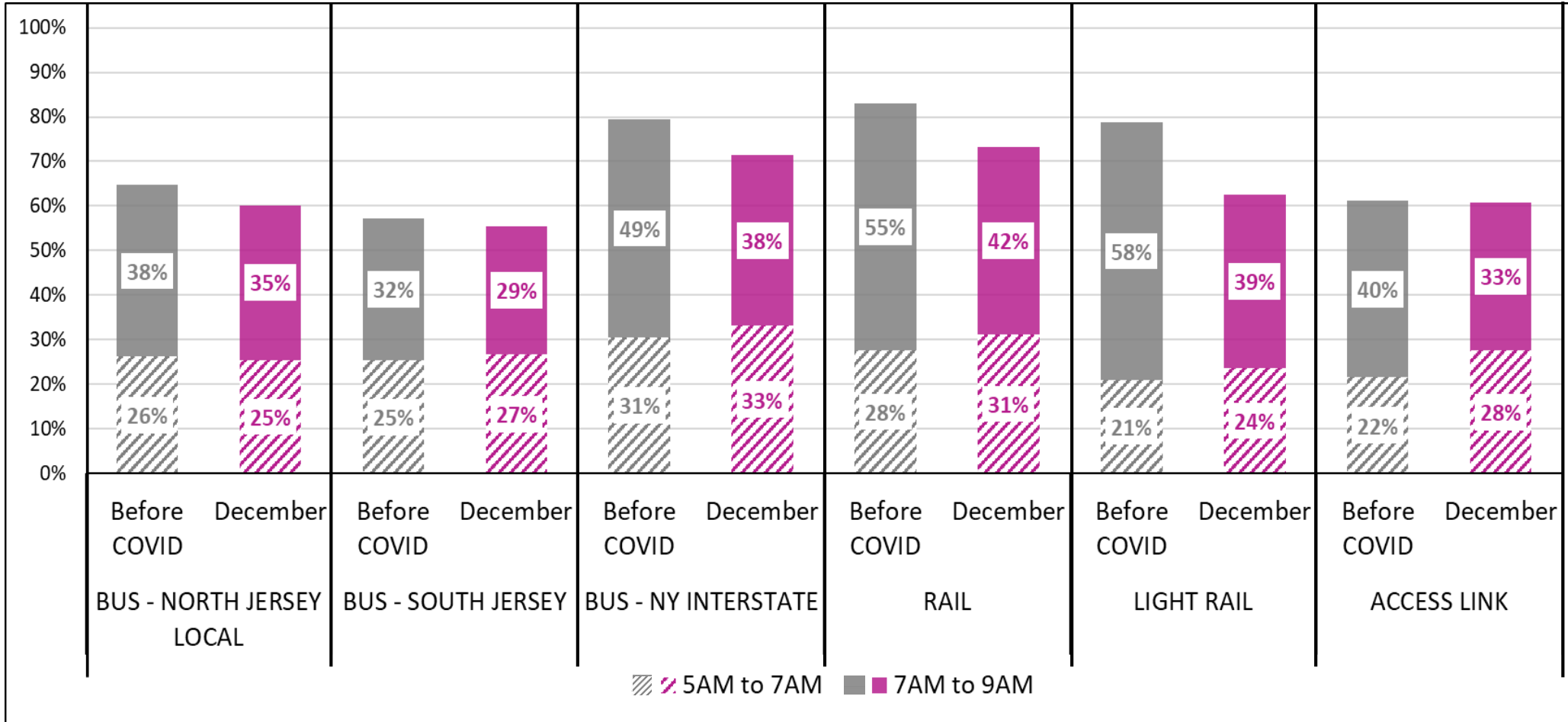


Payment Method



Departure Times of Customers Traveling to WORK

WORK TRIPS

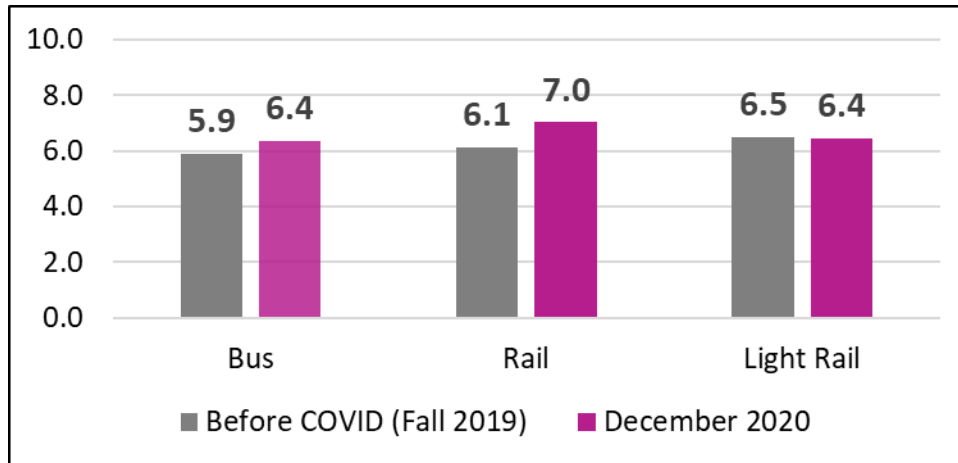


- 5 to 7AM travel in December is similar to pre-COVID
- 7 to 9AM travel in December is less than pre-COVID

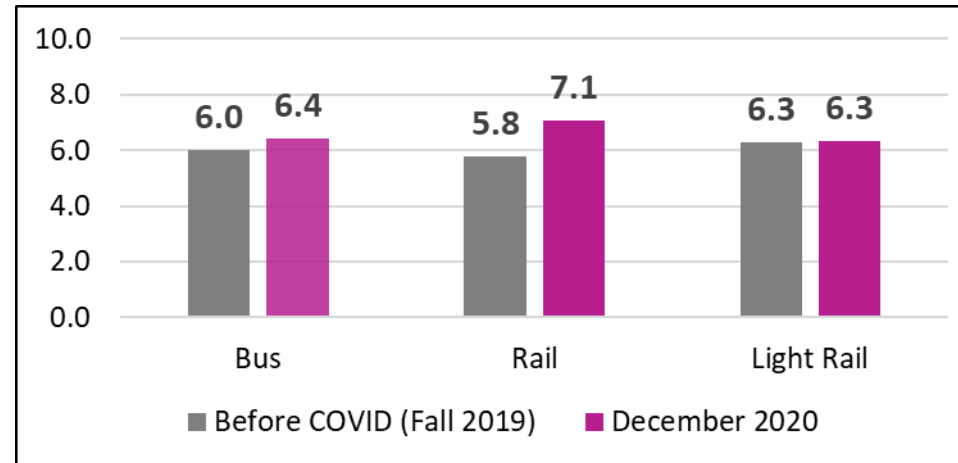
Cleanliness and PPE Vending Machines Satisfaction Scores

December 2020 verses *Before COVID (Fall 2019)*

NJ TRANSIT Stations/Stops



Onboard NJ TRANSIT Vehicles



Scores for cleanliness have generally improved since the last customer satisfaction survey in Fall 2019

Areas for improvement from customers that gave a score of 4 or less

Needs Improvement	Bus	Rail	Light Rail
Litter	16%	15%	17%
Seats (spills, stains, etc.)	17%	14%	16%
Dirty touchpoints	14%	14%	13%
Spills on the floor	12%	12%	15%
Dirty windows	11%	11%	9%
Bathrooms	8%	13%	4%
Overflowing trash bins	9%	8%	8%
Dirty vending machines	4%	6%	9%
Other	8%	9%	7%
TOTAL	100%	100%	100%

Areas for improvement from customers that gave a score of 4 or less

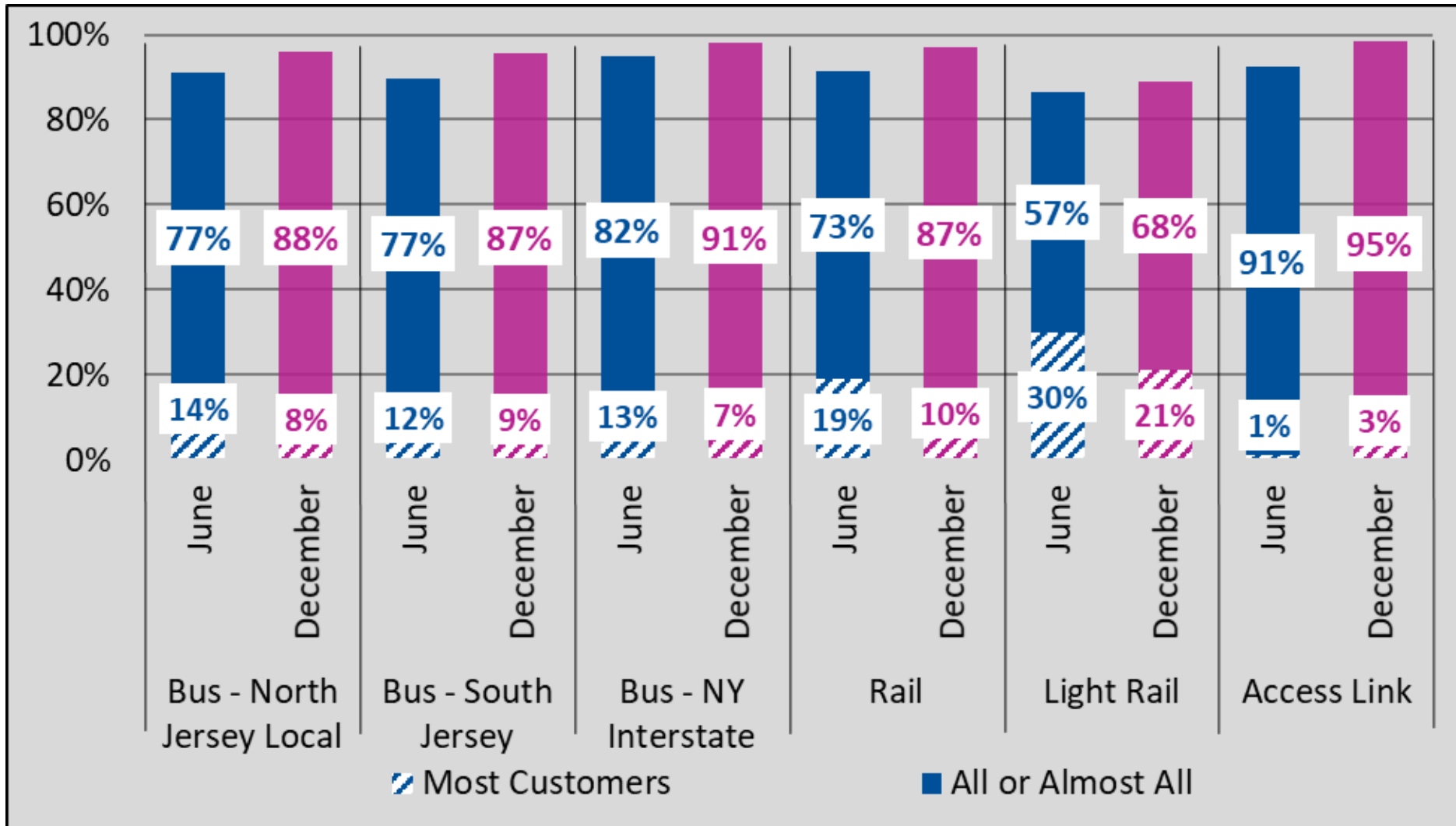
Needs Improvement	Bus	Rail	Light Rail
Seats (spills, stains, etc.)	22%	19%	20%
Litter	17%	13%	19%
Spills on the floor	18%	15%	20%
Dirty windows	16%	16%	14%
Dirty touchpoints	17%	16%	16%
Bathrooms	3%	12%	2%
Overflowing trash bins	3%	5%	4%
Other	4%	3%	5%
TOTAL	100%	100%	100%

Litter and seats are areas for improvement

Satisfaction with PPE Vending Machines

7.34

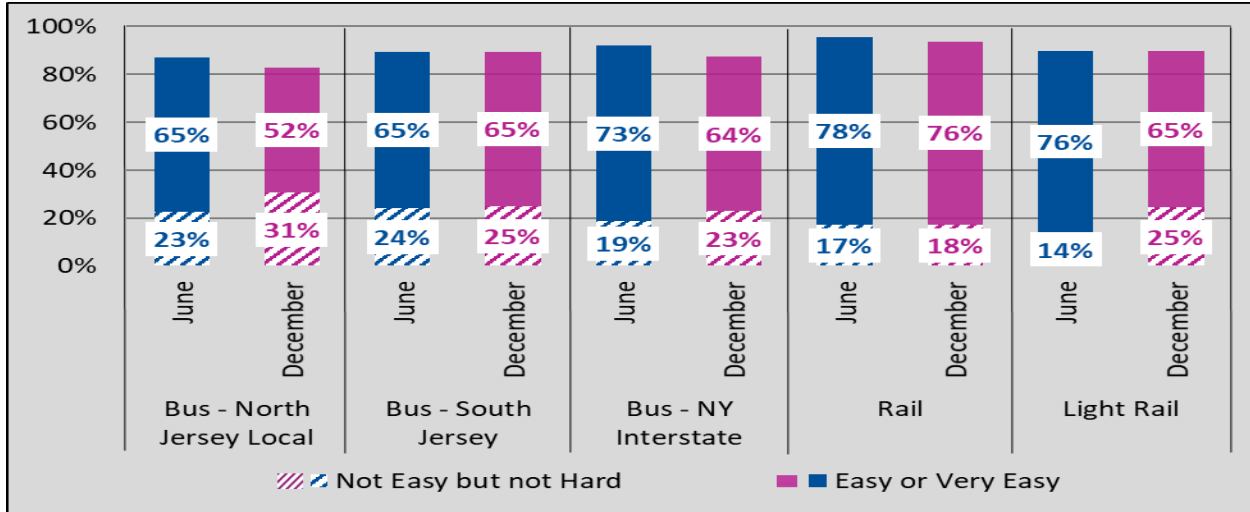
On your last trip on NJ TRANSIT, about how many other customers were wearing face coverings?



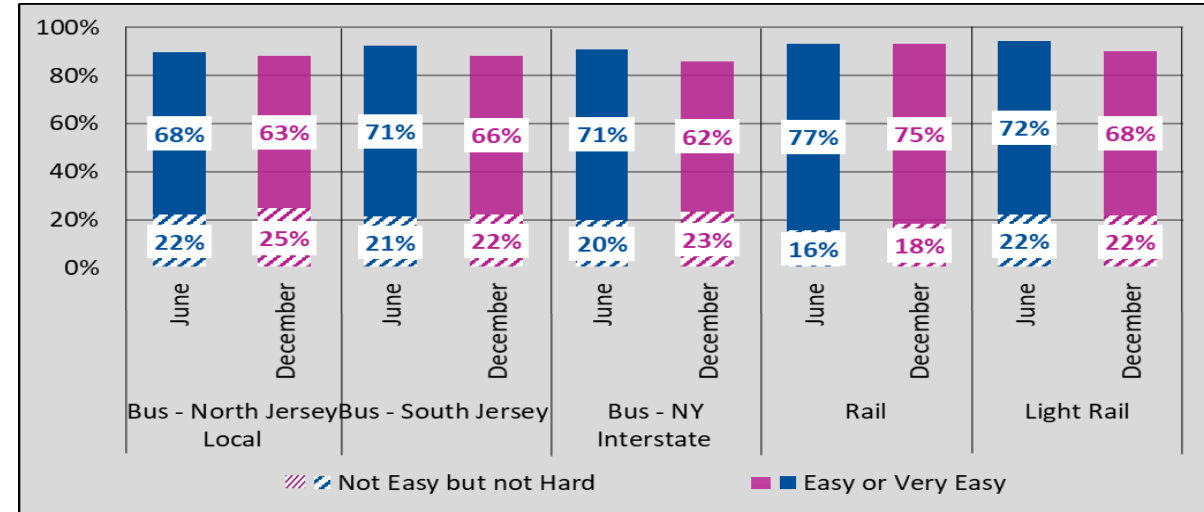
- Face covering usage by other customers increased since June.
- About 90 percent or more customers said most, almost all, or all customers were wearing face coverings.

How easy has it been to maintain a safe personal space when ... ?

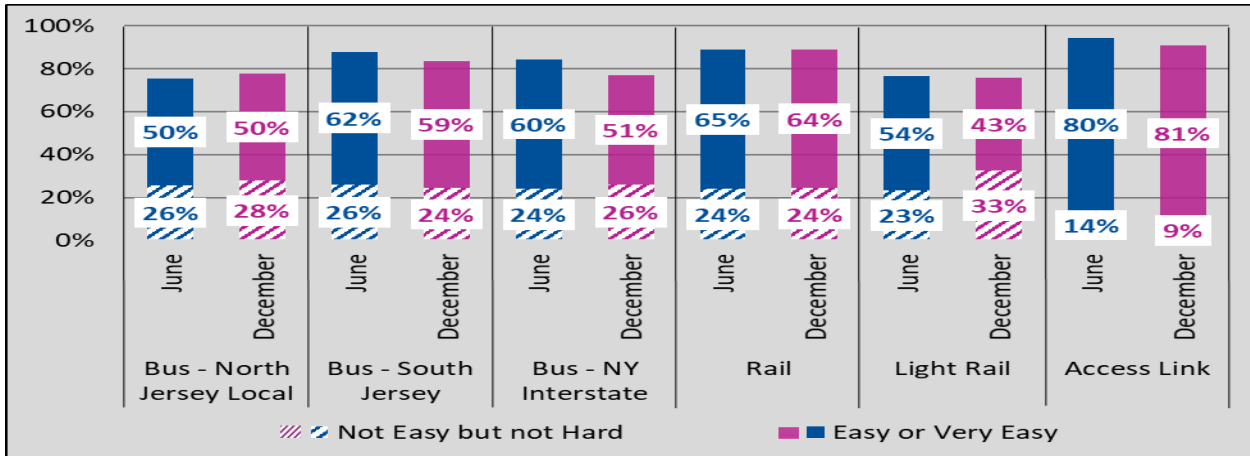
Purchasing a Ticket



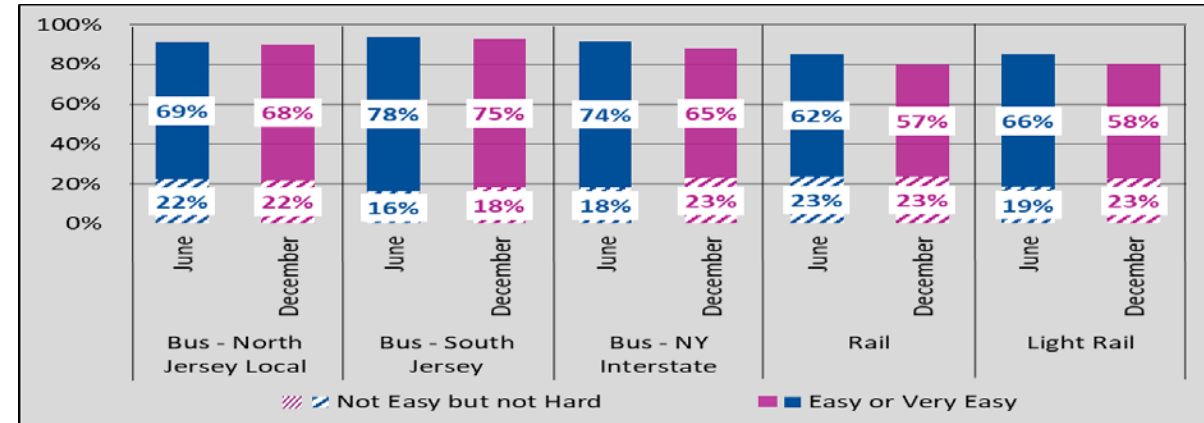
Waiting at the Station/Stop



Riding on NJ TRANSIT

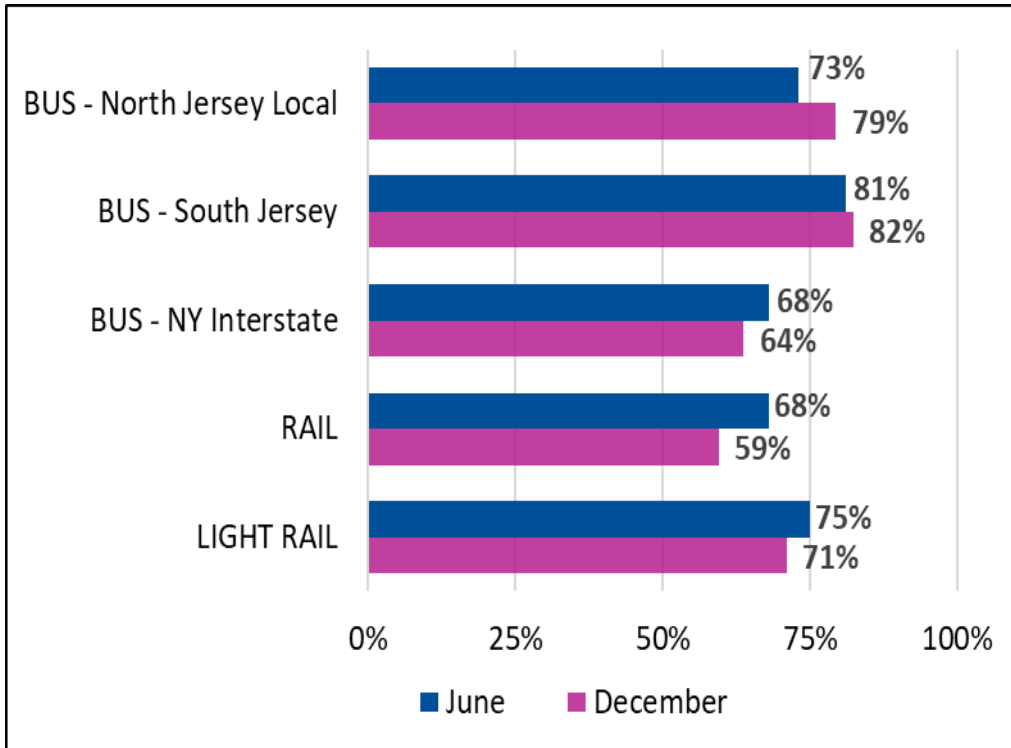


Exiting the Station



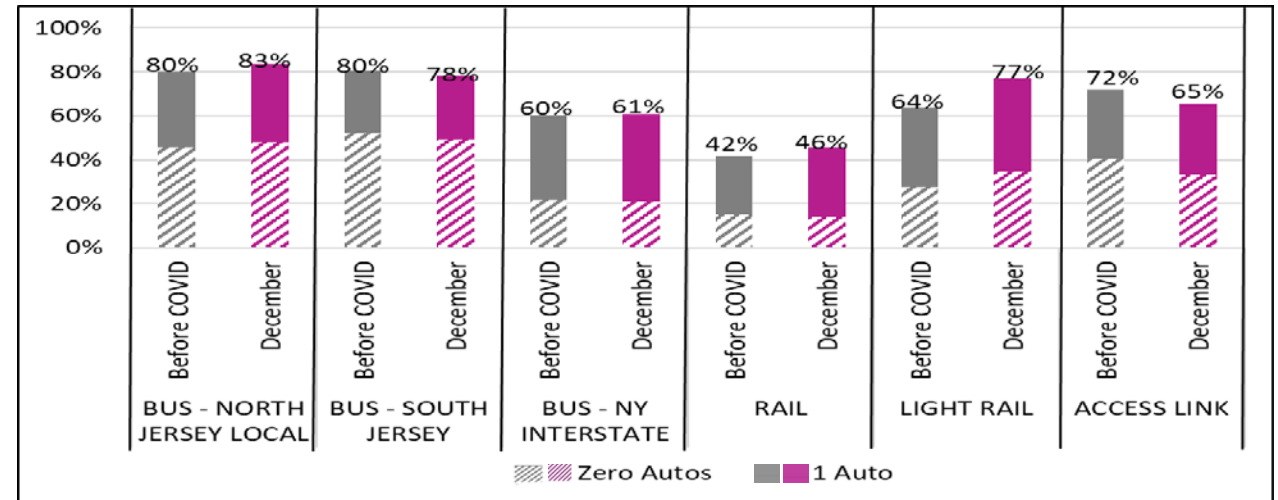
Demographic Comparisons – WORK TRIPS

Self-Identified Essential Workers

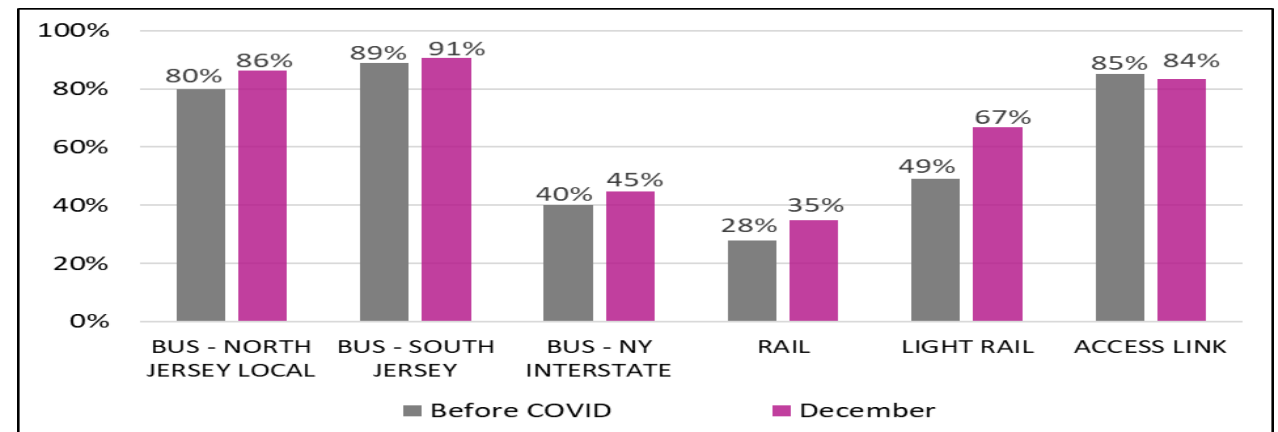


- Essential Workers (Health care, Emergency Management, Food Service, Delivery Drivers, Utilities, Transportation, etc.) remain a major portion of the customers traveling

Own 1 or 0 Autos

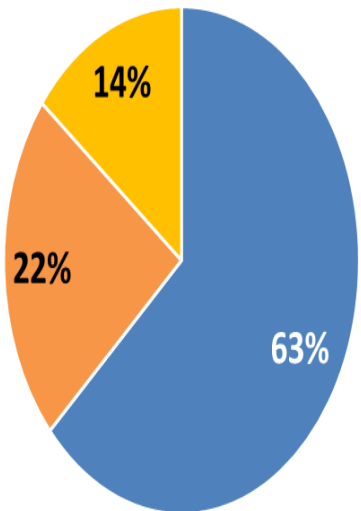


Income Less than \$75,000



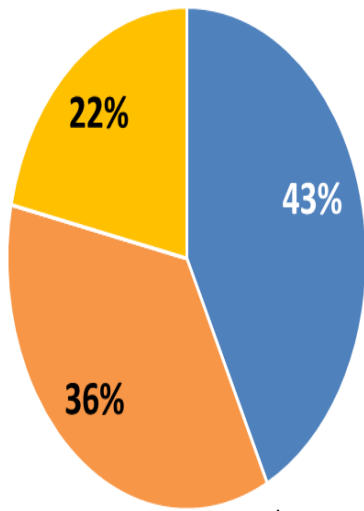
WORK TRIPS – Why not Traveling in December 2020

BUS – North Jersey Local



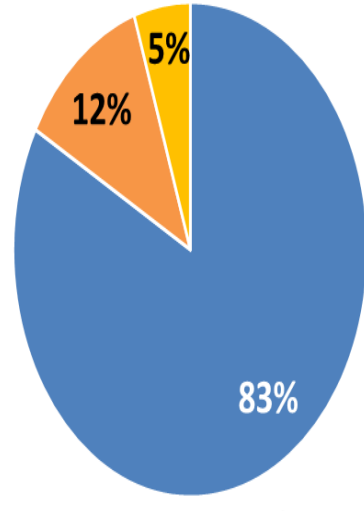
■ Working from Home/Remote
■ Lost Job/Furloughed
■ Other

BUS – South Jersey



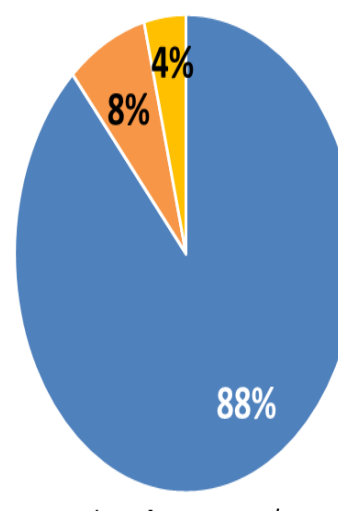
■ Working from Home/Remote
■ Lost Job/Furloughed
■ Other

BUS – NY Interstate



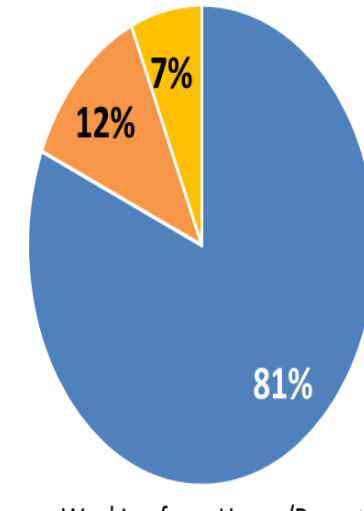
■ Working from Home/Remote
■ Lost Job/Furloughed
■ Other

RAIL



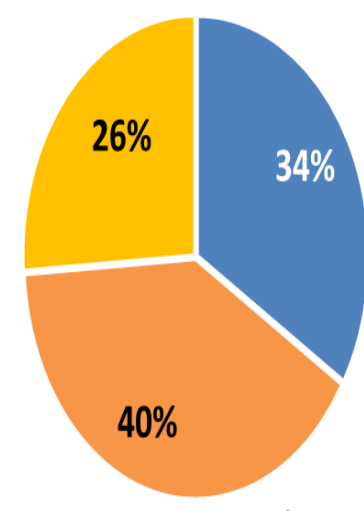
■ Working from Home/Remote
■ Lost Job/Furloughed
■ Other

LIGHT RAIL



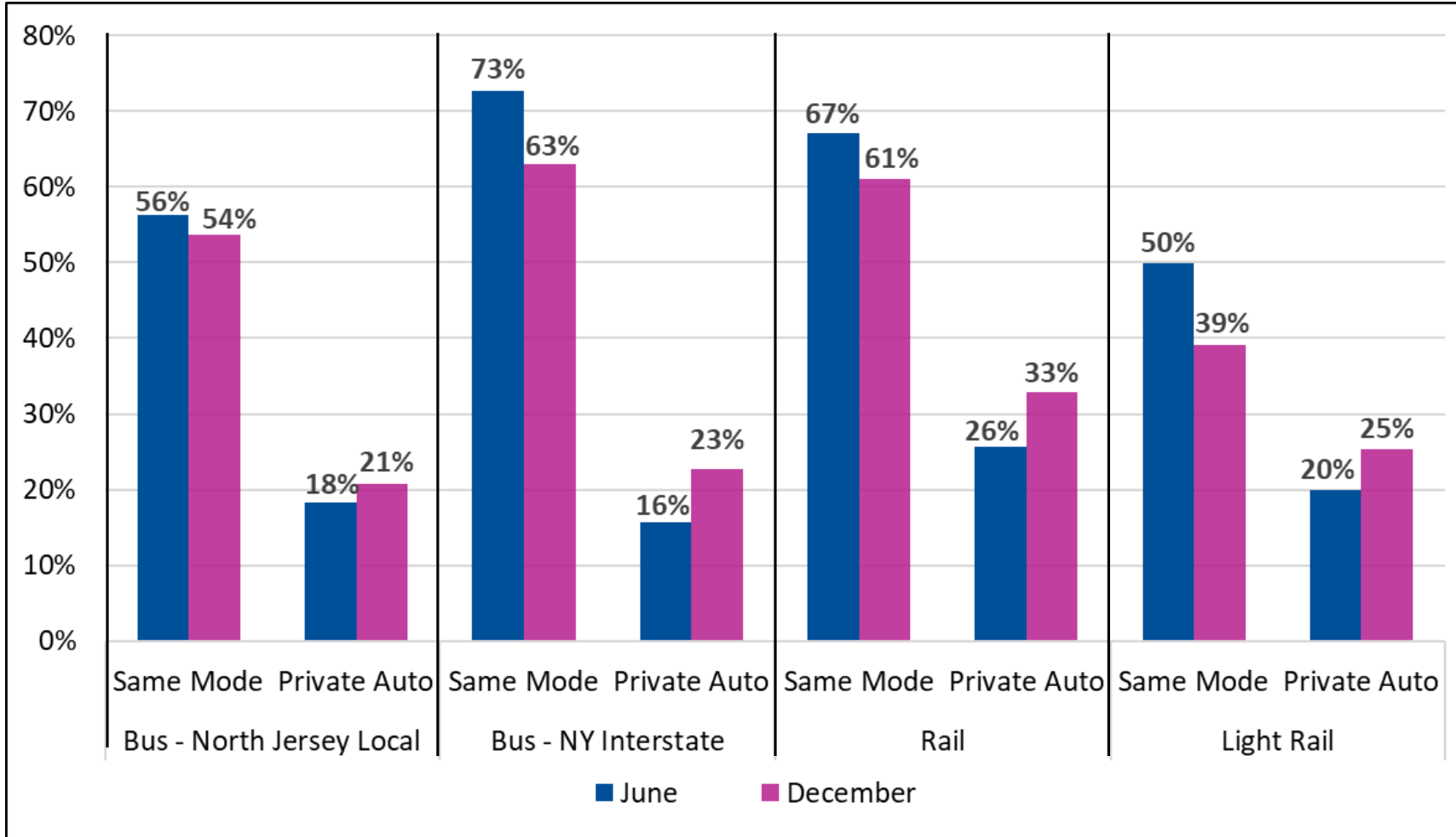
■ Working from Home/Remote
■ Lost Job/Furloughed
■ Other

ACCESS LINK



■ Working from Home/Remote
■ Lost Job/Furloughed
■ Other

Currently Working from Home (WFH)/Remote - *If you no longer could WFH and you must travel to your office/worksite, how would you get to your office/worksite?*

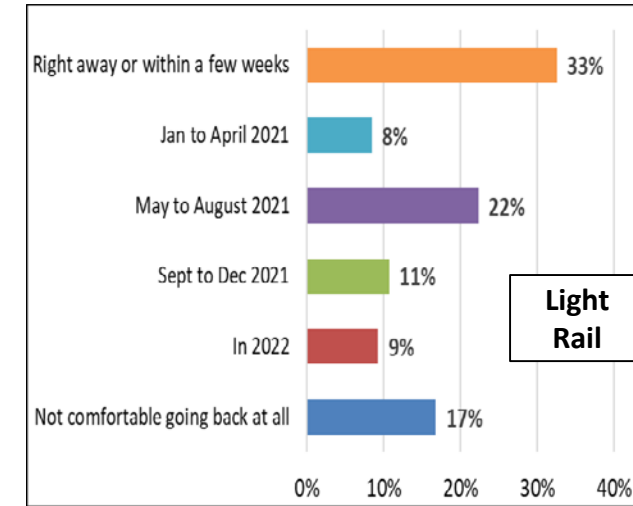
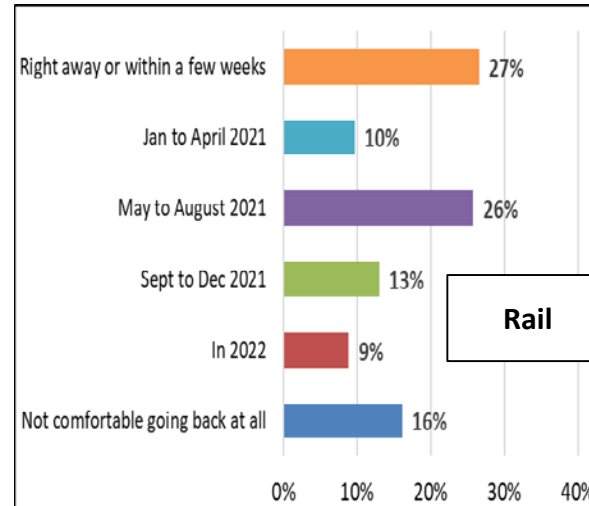
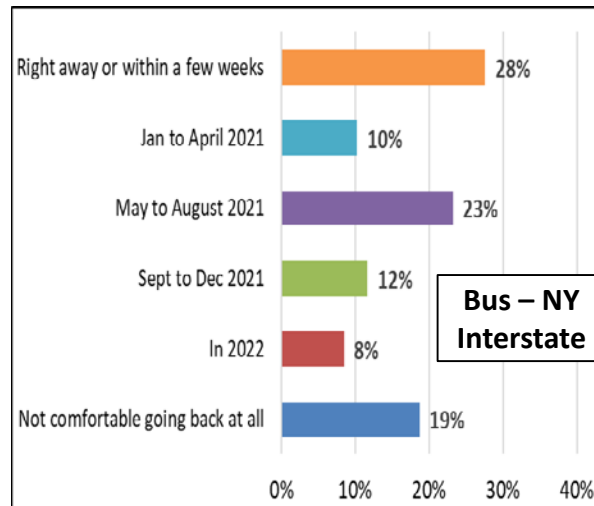
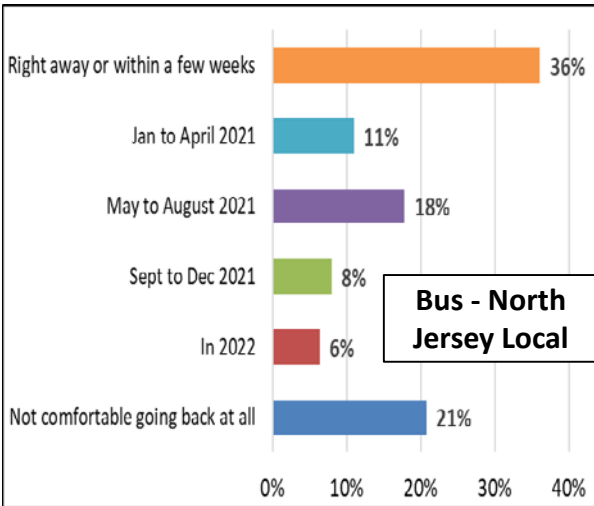


- Customers working from home were asked, if they had to go to the office in the next week, how would they travel there.
- The percent of customers that would travel by the same mode decreased compared to June.
- It is important to note, that when this survey was conducted the second wave had begun.

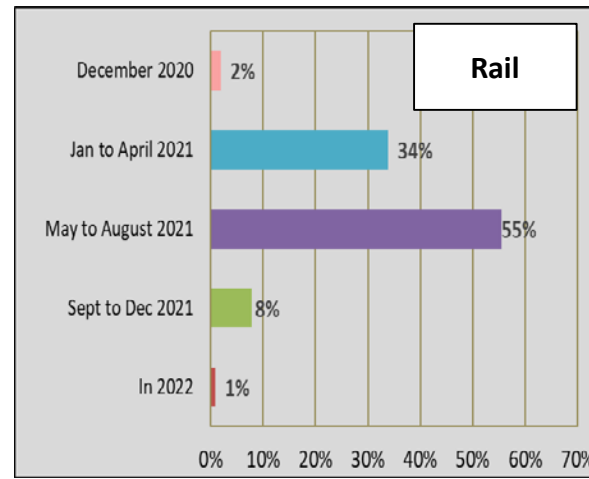
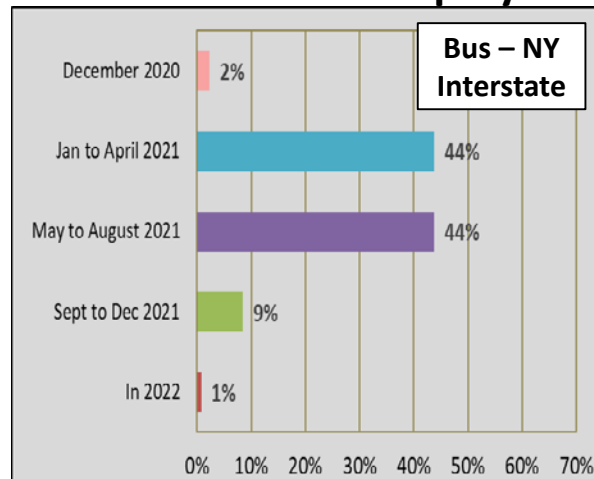
South Jersey bus and Access Link each had small sample sizes so they are not shown

Once government guidance allows and business start reopening, if it was up to you, when would you prefer to go back to your work site? Has your employer set a date for worksite return?

Return to Work Preference



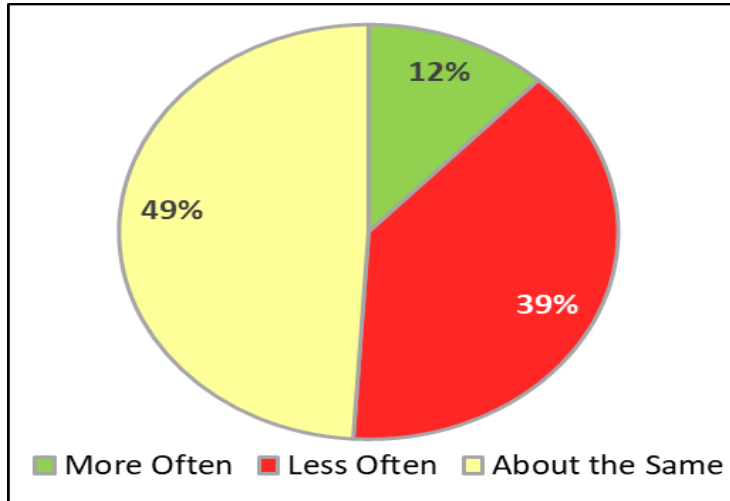
Employer Set Return Date



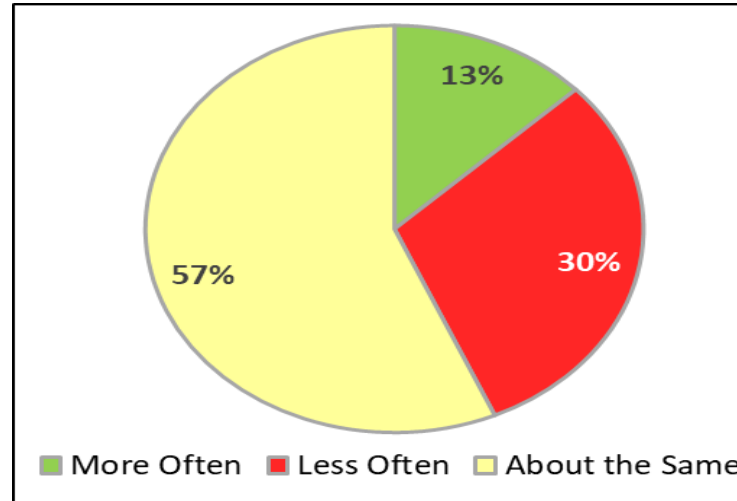
- About 45-55 percent of NY Interstate Bus and Rail customers (purple bars) said their employers set a late spring/summer return date

When you start riding NJT again, will you ride more, less or about the same as before COVID? *If less often, what are the main reasons?*

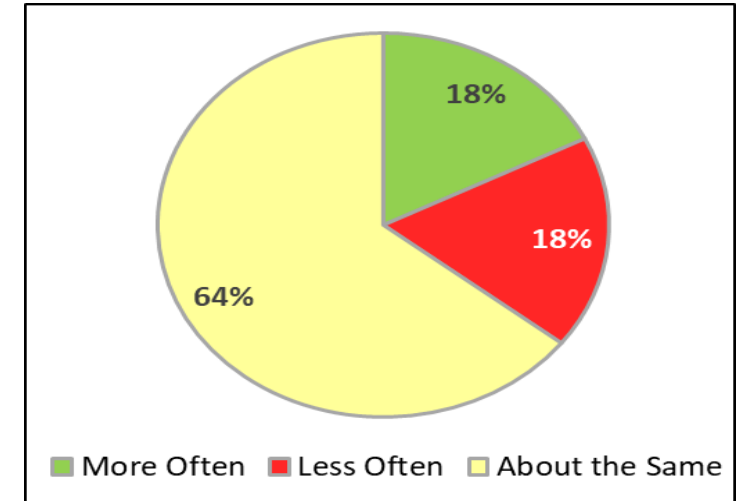
BUS–North Jersey Local



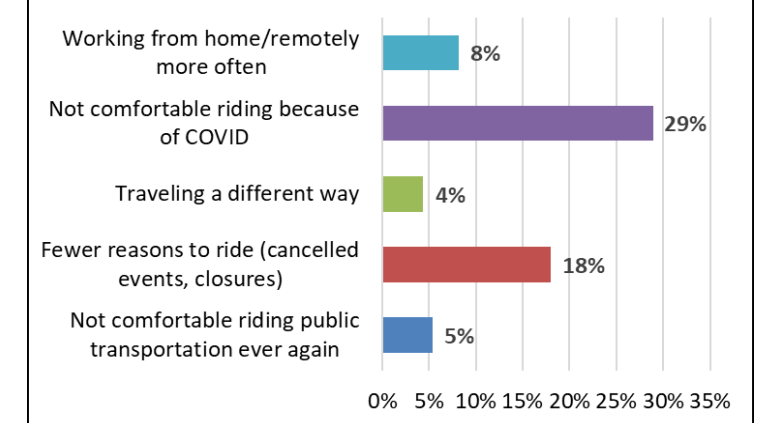
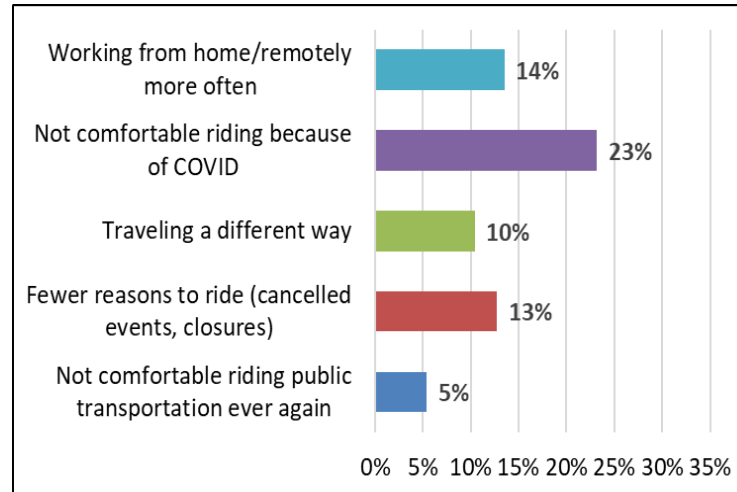
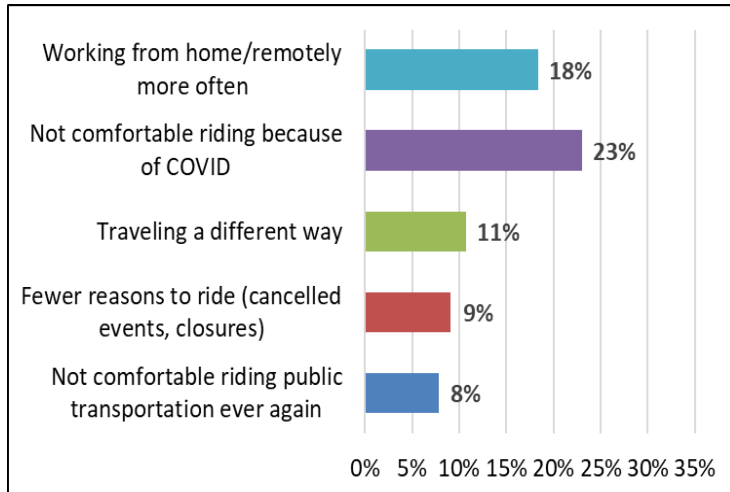
BUS–South Jersey



ACCESS LINK

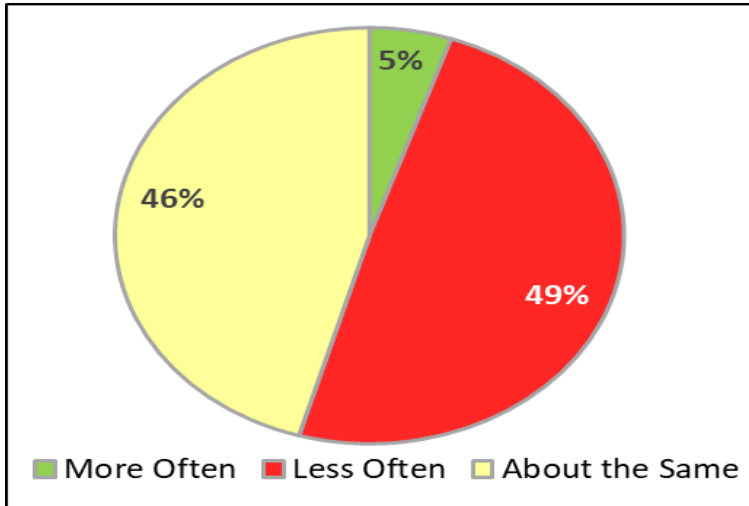


Top 5 Reasons Why Customer Expects to Ride NJ TRANSIT less in the Future

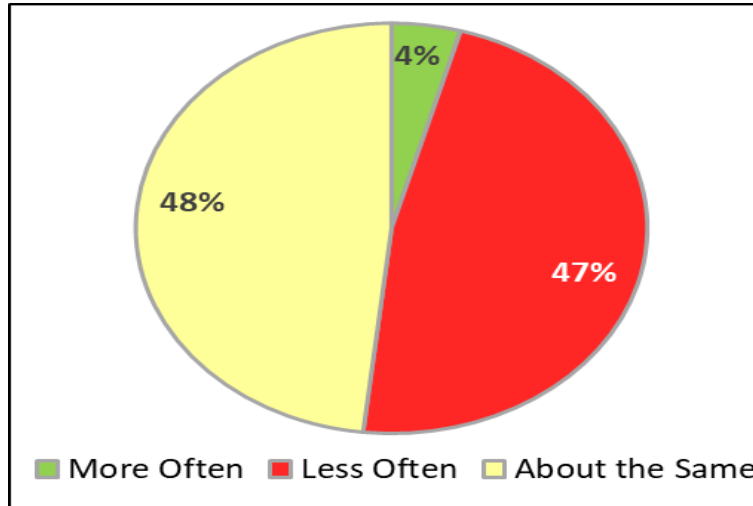


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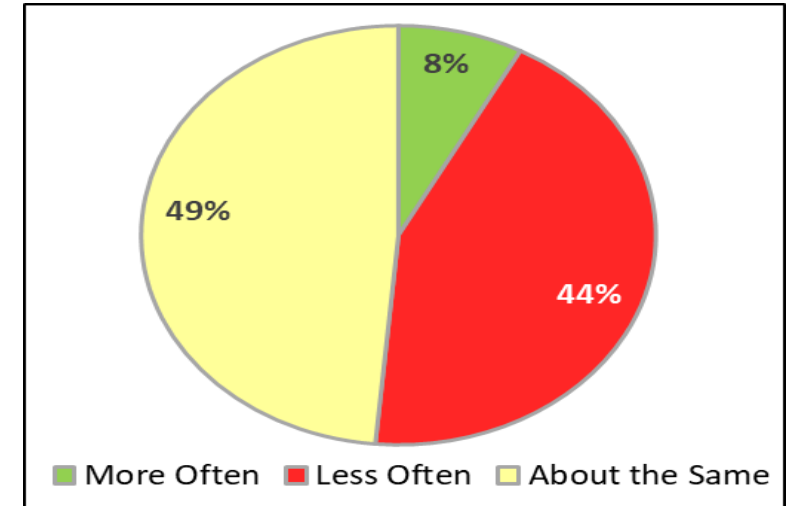
BUS–NY Interstate



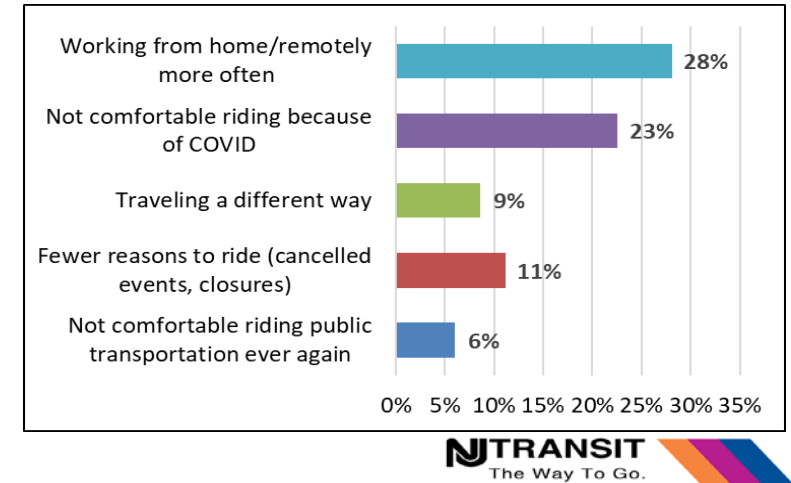
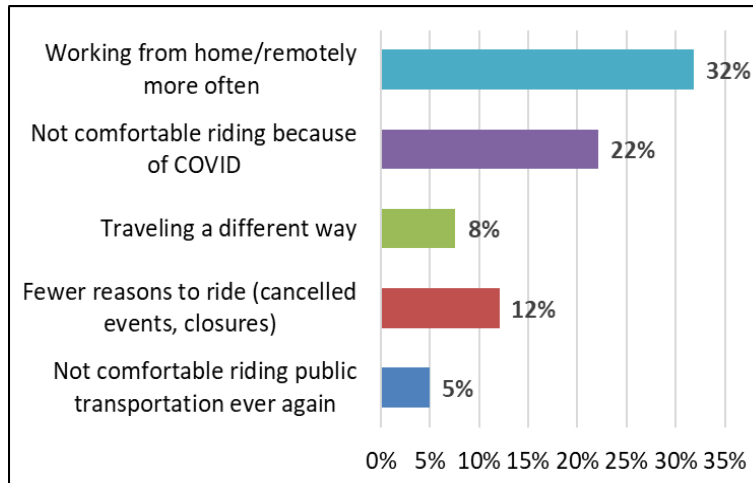
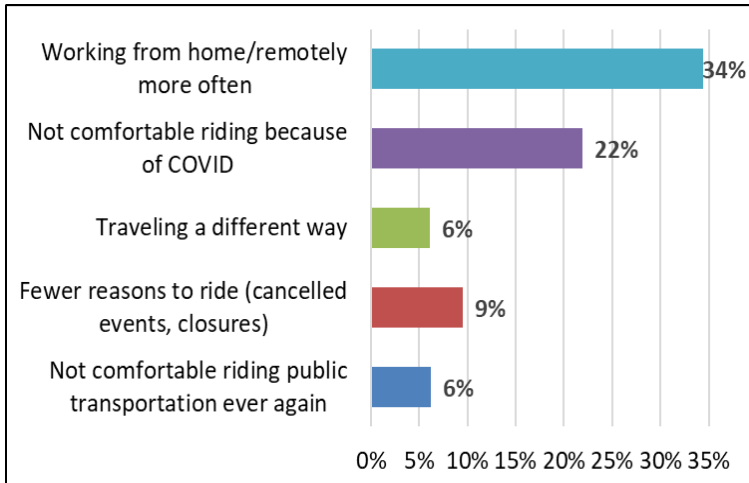
RAIL



LIGHT RAIL

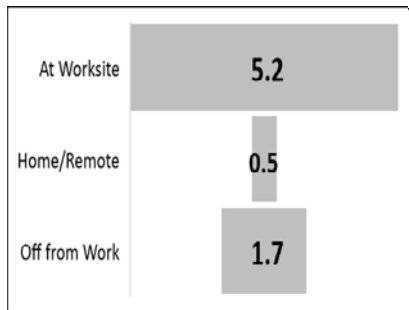


Top 5 Reasons Why Customer Expects to Ride NJ TRANSIT less in the Future

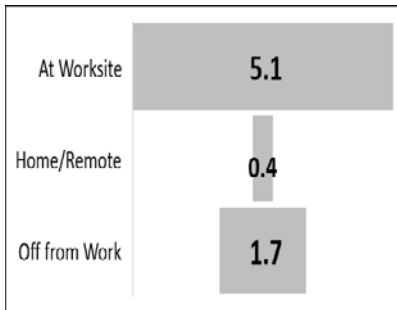


WORK TRIPS: How many days did you or do you expect to . . . ?

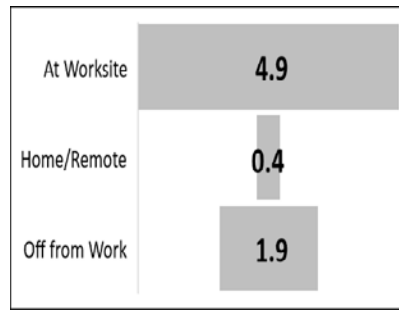
BUS–North Jersey Local



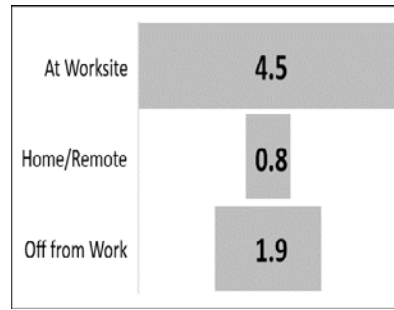
BUS – South Jersey



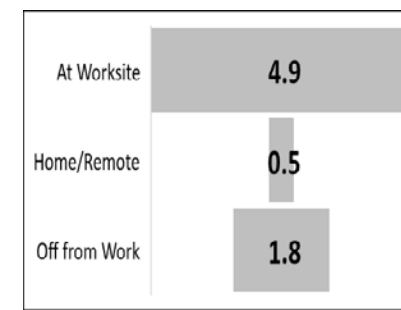
BUS – NY Interstate



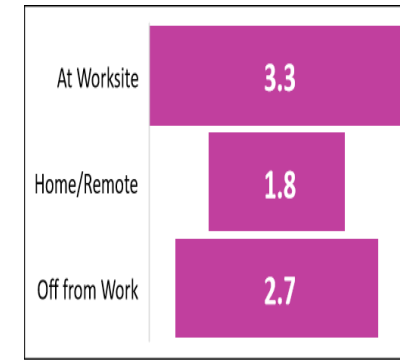
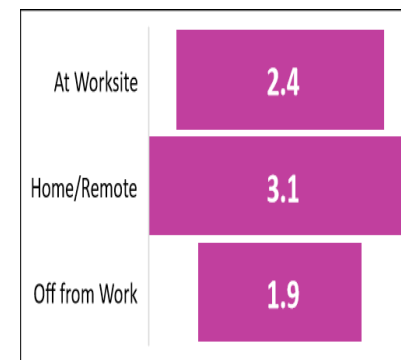
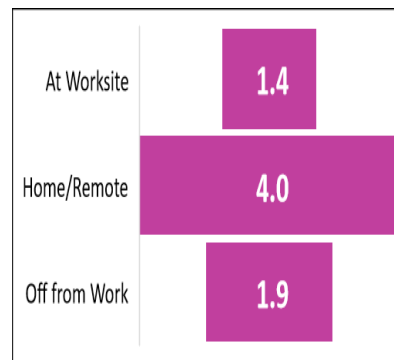
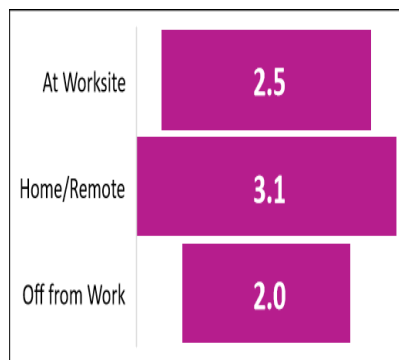
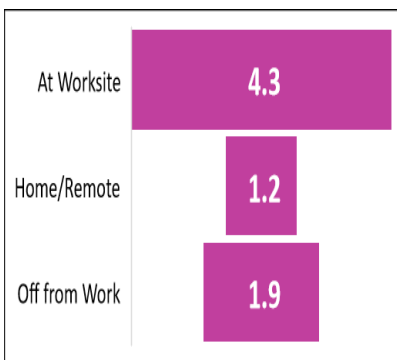
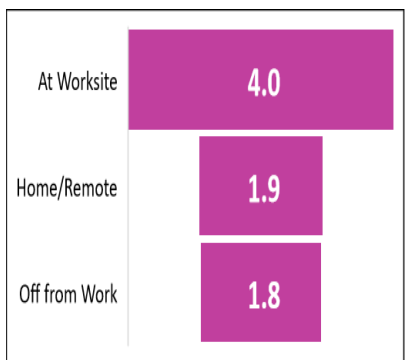
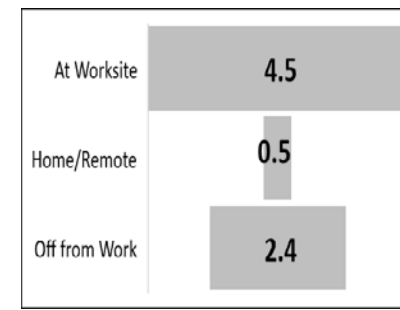
RAIL



LIGHT RAIL



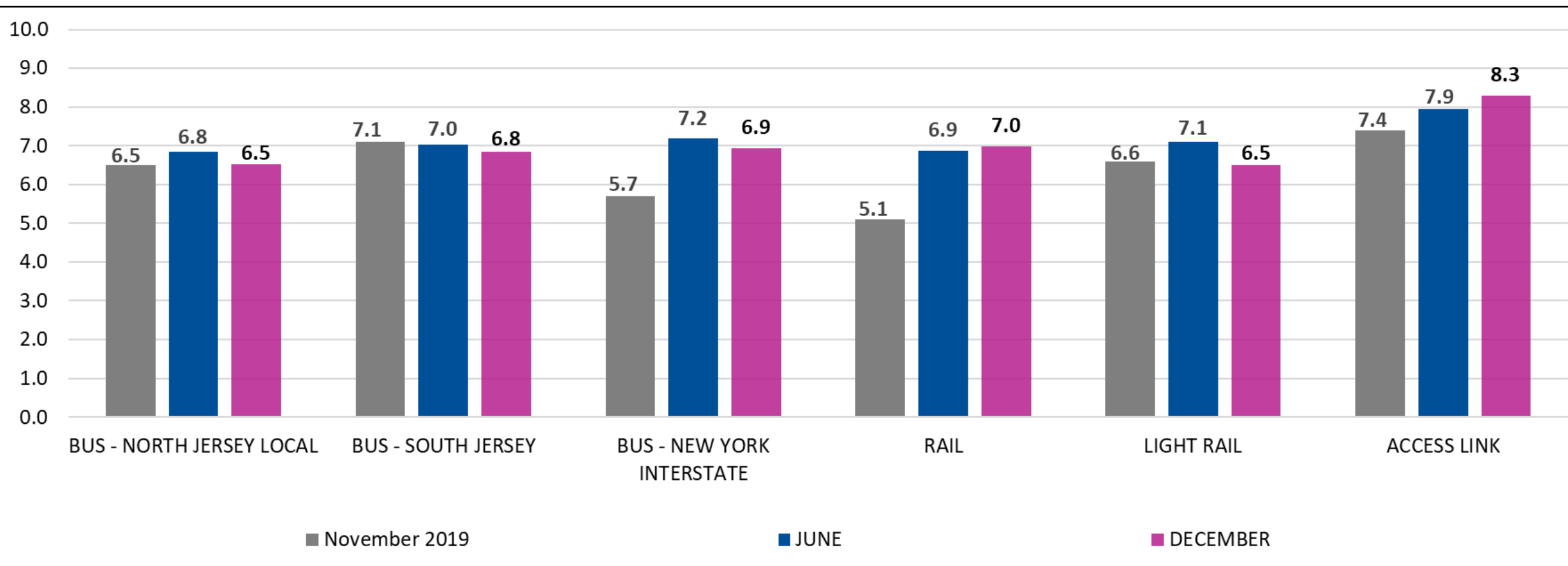
ACCESS LINK



Before COVID
 December 2020
 After the COVID crisis is over

Overall Satisfaction with NJ TRANSIT

OVERALL SATISFACTION



COVID Travel Survey #3 – Next Steps

- ❑ Share results with senior management, operating groups, pandemic planning groups, Board Customer Service Committee, etc.
- ❑ Next COVID Travel Survey, possibly in the spring
- ❑ Next Customer Satisfaction possibly in the fall