

TO: BOARD OF DIRECTORS
FROM: KEVIN S. CORBETT 
DATE: SEPTEMBER 21, 2022
SUBJECT: PRESIDENT & CEO'S REPORT – SEPTEMBER 2022

As ridership continues to grow, I am pleased to note some extremely positive results from our latest Customer Satisfaction Survey. With nearly 35,000 customers completing the survey, NJ TRANSIT received its highest "Overall Satisfaction Score" since we began conducting surveys in 2011. Overall satisfaction jumped from 5.8 out of 10 in the spring of 2019 to 6.8 this spring. In addition, 81% of our customers said they would recommend NJ TRANSIT to a friend or family member, also the largest percentage since we started conducting the survey.

While we continue to improve the customer experience, we've been working in a number of ways to bring customers back to transit, and attract new customers as well. One element of our strategy is targeting what will hopefully be regular future riders, through our popular Student Pass program. We are welcoming full-time students back to class with a 25% discount off an already-discounted monthly pass, and an opportunity to take advantage of our "Buy 3 Months, Get 1 Month Free" student promotion.

Another way to attract and retain customers is by working to keep fares stable, and one way to do that is by leveraging existing assets to generate meaningful non-farebox revenue. NJ TRANSIT did just that earlier this month through a new partnership with BetMGM. This first-of-its-kind, three-year agreement includes the renaming of our Meadowlands Rail Line as the BetMGM Meadowlands Rail Line.

In addition to the improvements we're making for our customers, we've also made many organizational improvements since 2018, which are receiving attention. Last month, NJ TRANSIT was recognized by *Forbes* as one of their 2022 America's Best-in-State Employers, marking the third time since 2018 that *Forbes* has recognized our considerable efforts to build a productive, supportive and inclusive work environment. NJ TRANSIT ranked 7th among the 90 NJ employers, and 1st in the "Transportation and Logistics" category.

Switching gears to infrastructure, last month NJ TRANSIT received a \$44.6 million FTA grant to rebuild a 75-year-old bus maintenance and storage facility in Union City. This grant is an important step in advancing our Bus Modernization Program, which will upgrade all 17 of our garages to support future electric buses. As we work to build a modern, state-of-the-art bus garage in Union City, NJ TRANSIT took over a bus garage no longer in use in Westwood, New Jersey. On September 3rd, NJ TRANSIT began operating six bus routes out of the Westwood Garage, all of which previously operated from our space-constrained Oradell Garage, making this acquisition a central component in our efforts to add capacity where demand is greatest.

In addition, our Newark Penn Station revitalization project continues to advance. Last month on August 9th, we held the first of three public meetings, where project leaders reviewed the project's goals with approximately 170 attendees who were able to ask questions and share feedback. NJ TRANSIT is committed to using this feedback to ensure the project meets the needs of our customers and the community.

Moving on to today's agenda, we have several items up for Board consideration, including a contract that will initiate a Zero-Emission Bus System Design and Investment Planning Study to significantly advance our ongoing transition to a 100% zero-emissions bus fleet by 2040. Aligned with this study, we continue to advance our first-ever Sustainability Plan. On August 4th, we held our second Sustainability Plan-related public webinar to share the results of NJ TRANSIT surveys that sought input on sustainability themes and aspects for inclusion in the plan.

On the technology front, NJ TRANSIT's website Trip Planner and mobile app Schedules features now include new accessibility icons in the station dropdown list, prominently displayed next to the name of all fully accessible stations. These icons enable customers to immediately identify which stations are accessible prior to planning their trip, streamlining the customer experience and helping customers make more informed travel decisions.

Finally, our New Jersey Transit Police Department (NJTPD) achieved a prestigious accreditation from the New Jersey State Association of Chiefs of Police, which exemplifies professional excellence in law enforcement and represents an important achievement for both the NJTPD and our agency as a whole. Our thanks go out to NJTPD Chief Christopher Trucillo for his leadership, and to the entire NJTPD on this significant achievement.