

NJ TRANSIT

BOARD OPERATIONS AND CUSTOMER SERVICE COMMITTEE MEETING AGENDA

OPEN TO MEMBERS OF THE PUBLIC

TUESDAY, MARCH 31, 2026

9:00 AM

TWO GATEWAY – 2ND FLOOR BOARD ROOM – NEWARK, NJ

MEETING ATTENDEES ARE REQUIRED TO OBTAIN A GUEST PASS FROM THE 2 GATEWAY SECURITY DESK, GO THROUGH POLICE SECURITY SCREENINGS, AND THEN SIGN IN FOR THE MEETING WITH STAFF AT THE RECEPTION TABLE OUTSIDE THE BOARD ROOM. PLEASE ALLOW EXTRA TIME.

PUBLIC AUDIENCE: Members of the public who cannot participate in person are encouraged to watch the meetings on the corporation's website in real time at www.njtransit.com/board. The meetings will also be video recorded, archived, and made available to the public for subsequent viewing on the corporation's website.

1. PUBLIC COMMENT REGISTRATION:

Members of the public are encouraged to **pre-register in advance to provide public comments**. Members of the public who wish to provide public comments should use the "REGISTER/SUBMIT PUBLIC COMMENTS FOR AN UPCOMING MEETING" form on NJ TRANSIT's website at: https://njtransit.my.salesforce-sites.com/customerservice/site_app#/board_meeting_registration and indicate whether the comment is for the Board Operations and Customer Service Committee Meeting and/or the Board Administration Committee Meeting.

DEADLINE TO PRE-REGISTER IS 9:00 A.M. ON MONDAY, MARCH 30, 2026. We recommend using Microsoft Edge, Google Chrome, Firefox, or Safari for the best experience.

2. PUBLIC COMMENT PROCEDURES:

Each speaker will have three (3) minutes to provide comments.

IN PERSON: Speakers who pre-register and attend the meetings in-person will be given priority and have their comments taken first. In-person speakers who did not pre-register in advance will then be taken on a first-come-first-serve basis.

TELEPHONE: Speakers who pre-register and participate by telephone will follow the in-person speakers. Telephone participants who did not pre-register in advance, and queue to speak, will have their comments taken on a first-come-first-serve basis thereafter.

The toll-free dial-in phone number is 1-800-346-7359 and the conference entry code is 710939. Speakers participating by telephone may begin calling in at 8:30 a.m. to check in with the call proctor for the Board Operations and Customer Service Committee Meeting. Once checked in, participants can press *1 to enter the queue to provide public comments. There will be a brief tone to indicate you have successfully entered the queue. Anyone joining the meeting will be on a “Music Hold” prior to the meeting.

**NJ TRANSIT BOARD
OPERATIONS AND CUSTOMER SERVICE COMMITTEE MEETING
OPEN TO MEMBERS OF THE PUBLIC**

**MARCH 31, 2026 – 9:00 AM
BOARD ROOM – 2ND FLOOR – TWO GATEWAY, 283-299 MARKET STREET,
NEWARK, NEW JERSEY**

PUBLIC COMMENTS ON AGENDA (Three minutes per speaker)

STAFF REPORTS

OPERATIONS AND CUSTOMER SERVICE UPDATE

PRESENTER: ANTHONY GRIECO

*DEPARTMENT: ANTHONY GRIECO, COMMUNICATIONS AND CUSTOMER
EXPERIENCE*

CUSTOMER ADVOCATE UPDATE

PRESENTER: FRANCK BEAUMIN

COST OF SERVICE UPDATE

PRESENTER: JACQUELINE STAMFORD

DEPARTMENT: JACQUELINE STAMFORD, FINANCE

CUSTOMER SATISFACTION SURVEY RESULTS – FALL

PRESENTER: SUSAN O'DONNELL

DEPARTMENT: GAGANDEEP SINGH, REAL ESTATE DEVELOPMENT & PLANNING

OPERATIONS AND CUSTOMER SERVICE UPDATE

NJ TRANSIT Operations & Customer Service



February 2026

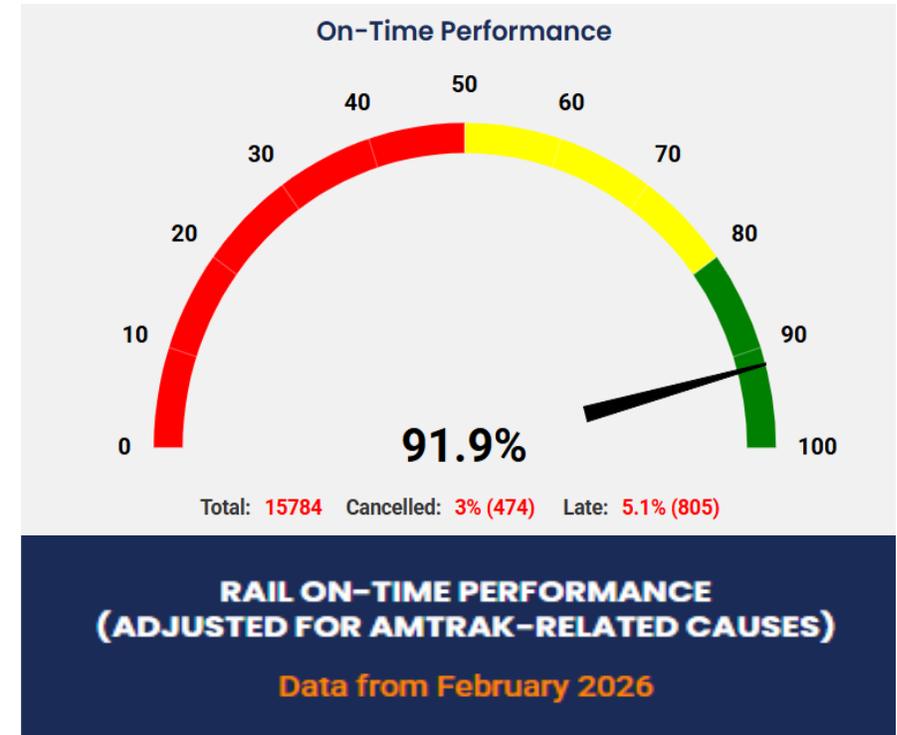
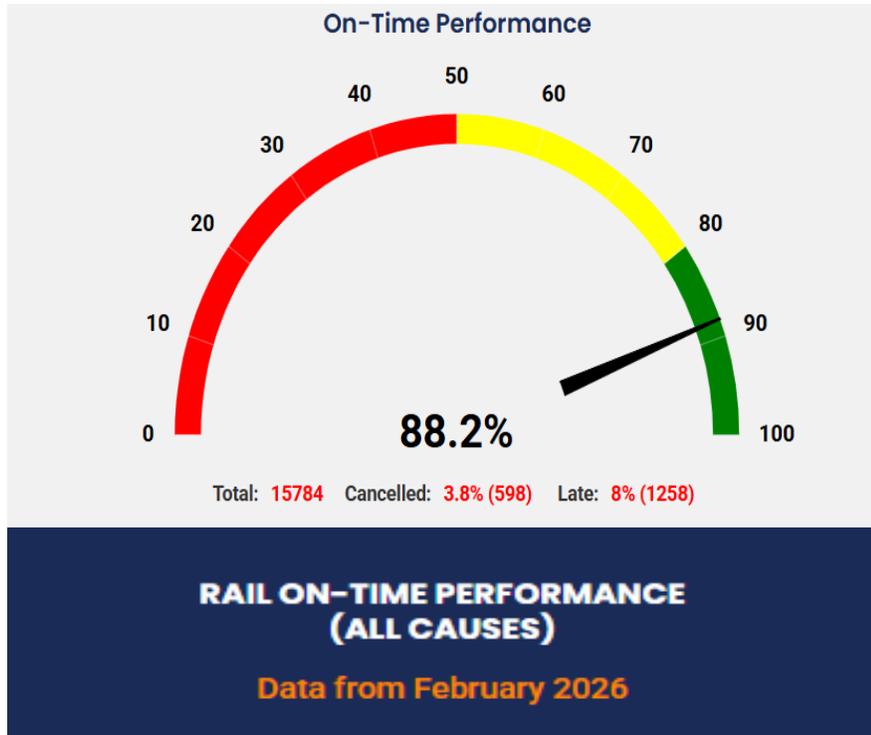
Trends, Analysis & Action



Rail Performance & Reliability February 2026



% Trains Reported Within 6 Minutes of Schedule



Atlantic City Rail Line 90.1%	Main-Bergen Rail Line 96.2%	Montclair Boonton Rail Line 92.2%	Morris & Essex Rail Line 90.1%
Northeast Corridor Rail Line 80.8%	North Jersey Coast Rail Line 80.6%	Pascack Valley Rail Line 94.6%	Raritan Valley Rail Line 89.6%

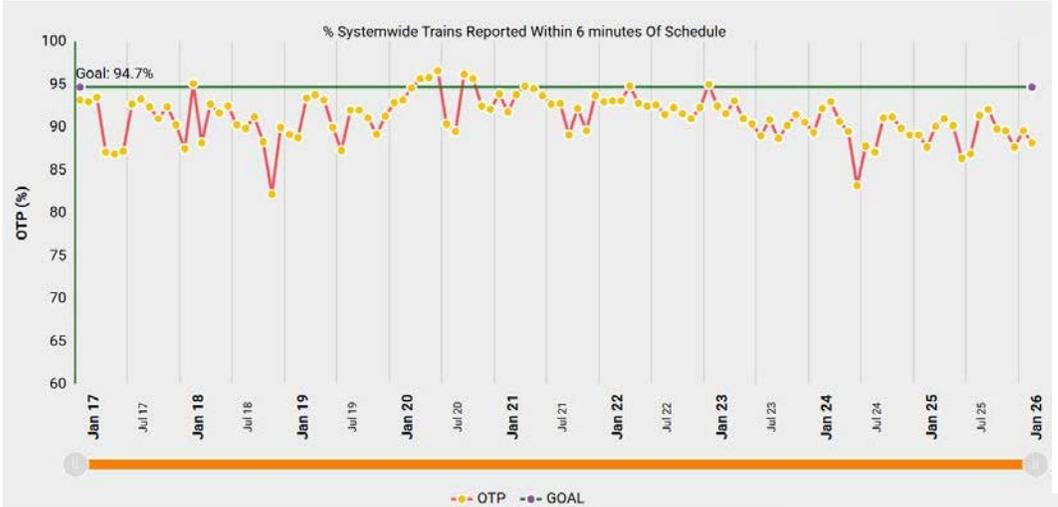
Atlantic City Rail Line 90.7%	Main-Bergen Rail Line 96.5%	Montclair Boonton Rail Line 95.1%	Morris & Essex Rail Line 92.9%
Northeast Corridor Rail Line 87.9%	North Jersey Coast Rail Line 87.7%	Pascack Valley Rail Line 94.9%	Raritan Valley Rail Line 92.3%

Rail Performance & Reliability February 2026

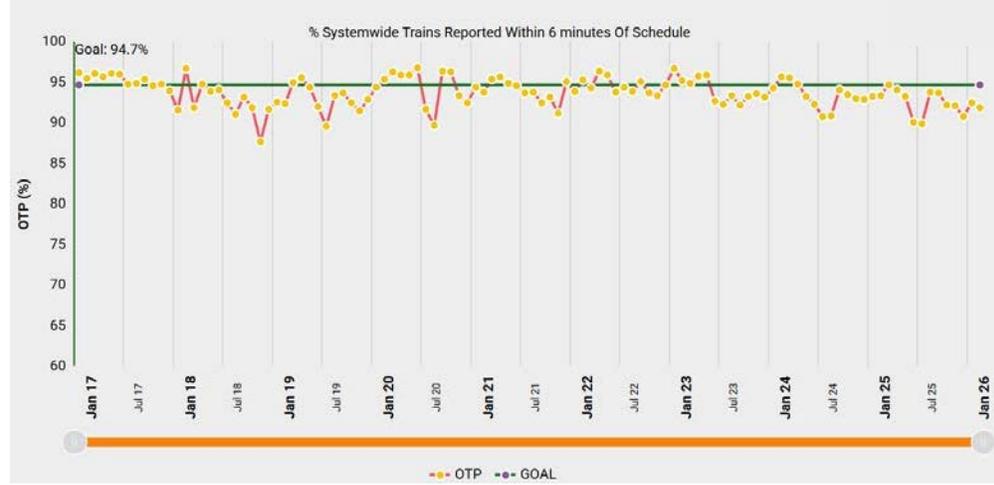


% Trains Reported Within 6 Minutes of Schedule

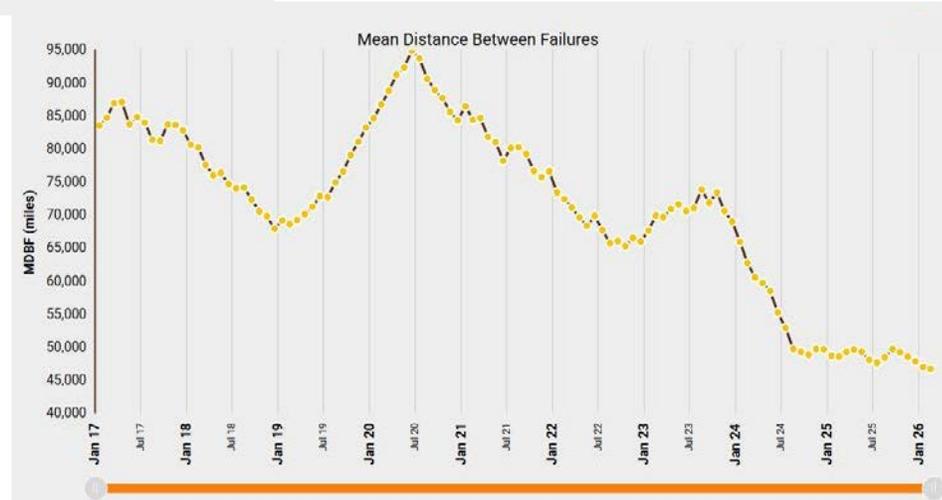
All Causes



Adjusted to Remove Amtrak-Related Causes



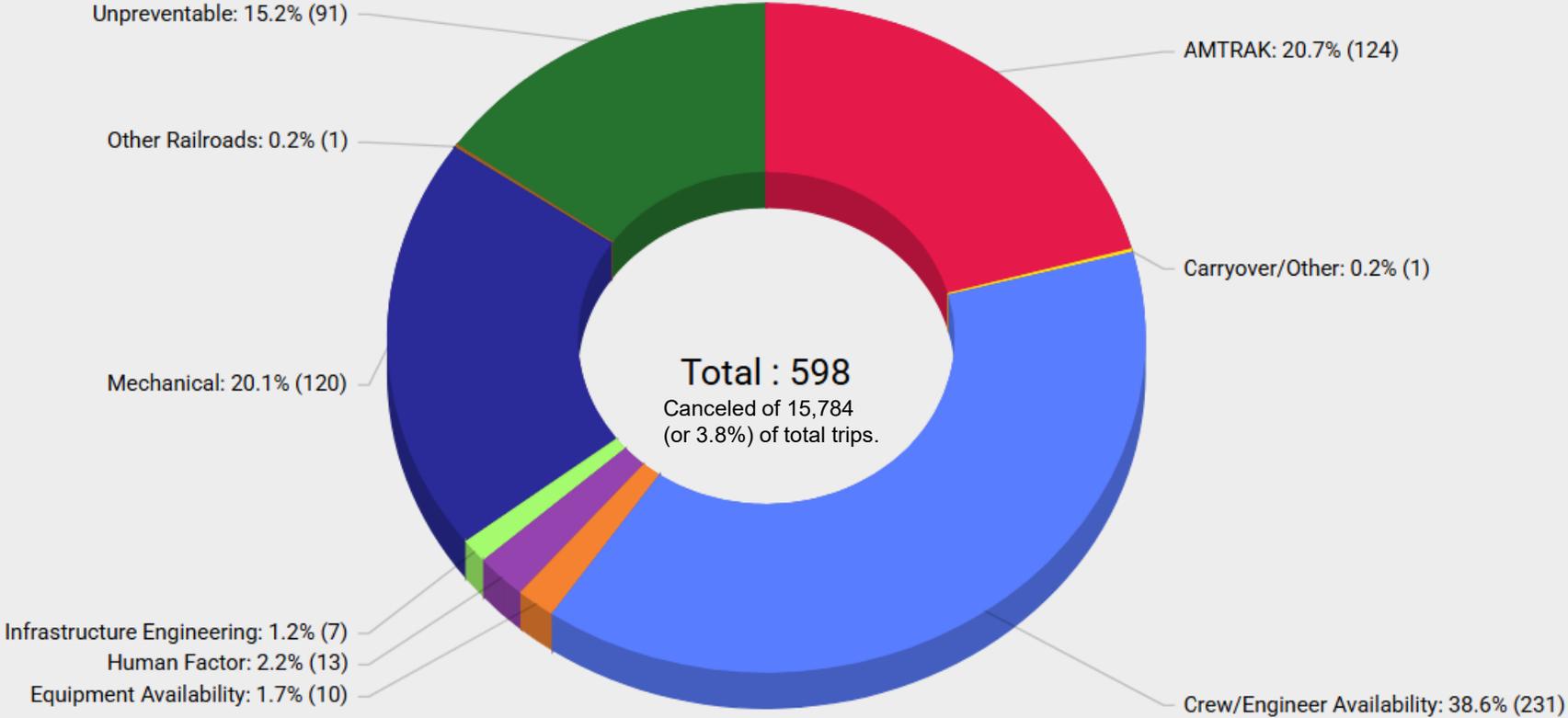
Mean Distance Between Failures



Rail Cancellations – All Causes



Cancellations by Cause for February 2026

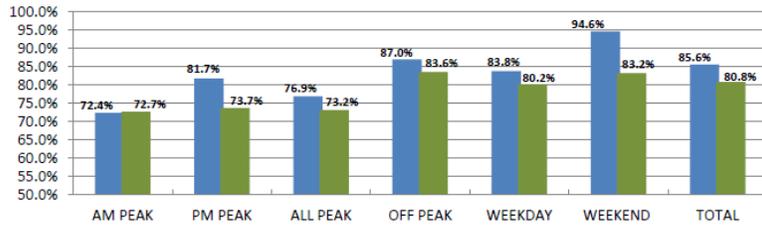


Rail Performance by Terminal & Time February 2026

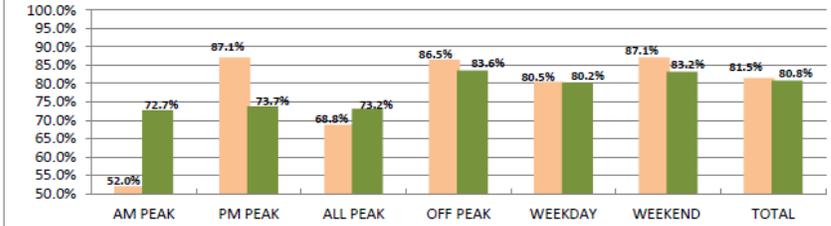


% Trains Reported Within 6 Minutes of Schedule

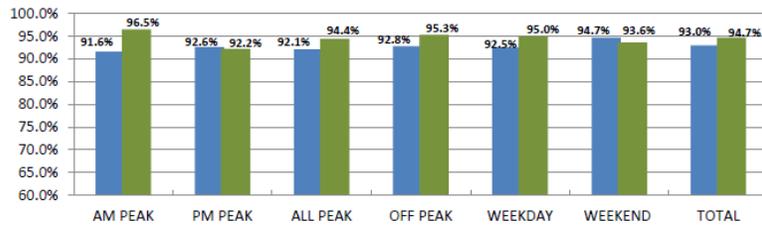
% NEW YORK PENN STATION Trains Reported On Time *



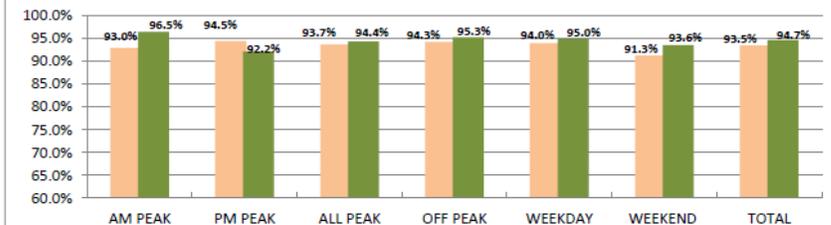
% NEW YORK PENN STATION Trains Reported On Time *



% HOBOKEN TERMINAL Trains Reported On Time *



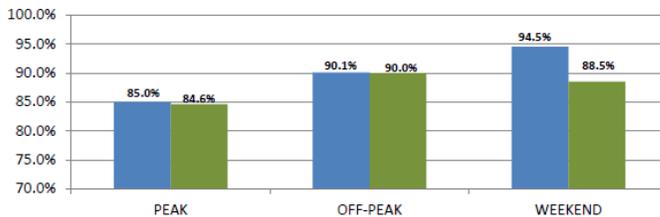
% HOBOKEN TERMINAL Trains Reported On Time *



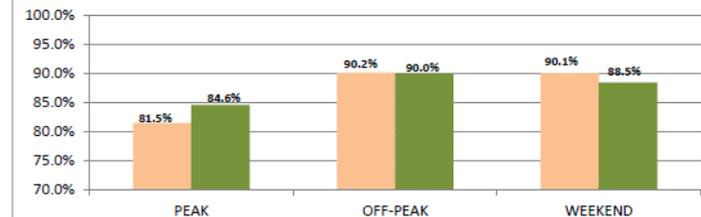
* OTP No's updated to reflect Hob. Term. Only (Midtown Directs are accounted for in NYPS OTP's)

* OTP No's updated to reflect Hob. Term. Only (Midtown Directs are accounted for in NYPS OTP's)

% SYSTEMWIDE Trains Reported On Time



% SYSTEMWIDE Trains Reported On Time



January, 2026
February, 2026

February, 2025
February, 2026

Rail Trend Analysis February 2026



NJT Division	Issue	Customer Comments
Rail Hoboken Division	Trip - Annulled / Cancelled	41
	Trip - Delayed	98
Rail Newark Division	Trip - Annulled / Cancelled	299
	Trip - Delayed	278

Trip – Annulled / Cancelled

For February, trip cancellations and annulments were primarily related to service on the Newark Division. On February 9th, due to Amtrak overhead wire issues near Newark, NJ TRANSIT rail service was suspended on the Northeast Corridor Line between Penn Station New York and Trenton and on the North Jersey Coast Line between Penn Station New York and Woodbridge. On February 18th, Raritan Valley Line service was suspended in both directions between White House and High Bridge stations due to a trespasser strike near Lebanon Station. In addition to a generational winter storm, we also saw an uptick in cancellations related to “Crew/Engineer Availability” as illustrated in the earlier slide – a result of the Portal Cutover schedule change that went into effect in mid-February.

Actions Taken:

- Our teams were rapidly deployed to address the issues and restore service, and we communicated with our customers throughout the disruption to provide updates as the issues are remediated.
- We worked closely with partner agencies and first responders to resume service and minimize customer impacts.
- We widely communicated all suspensions and cancellations from the onset of an event and on an ongoing basis until service is restored using every means and channel.
- We quickly establish cross-honoring as needed with NJ TRANSIT Bus and bus private carriers to provide alternate service options.

Trip - Delayed

On February 7th, the Morris and Essex Line experienced delays due to downed trees in the overhead wires near Maplewood, causing single tracking in both directions. On February 9th, Amtrak overhead wire issues caused delays on the Northeast Corridor, North Jersey Coast Line, and Morris and Essex Line in and out of New York Penn Station. On February 19th, Morris and Essex Line and Gladstone rail service was delayed in both directions between Millburn and Morristown due to downed trees in the overhead wires near Summit.

Actions Taken:

- In all instances, customers are advised of delays using a variety of channels including announcements, signage, e-mail, text and mobile app alerts, social media, and web postings.
- We work with our partner agencies to mitigate delays and resume regularly scheduled service.
- Cross-honoring is provided as needed to offer added travel alternatives for customers as well as operating MidTown Direct Service to and from Hoboken to provide travel options and reduce congestion in New York.

Portal North Bridge Phase 1 Cutover Complete!



Rail: Social Media Highlights



NJ TRANSIT

March 9 at 3:52 PM · 🌐

...

NJ TRANSIT has now replaced windows on 188 Multilevel rail cars, representing 50% of the current Multilevel fleet. This work improves durability, visibility, and ride quality as we continue upgrading trains for our customers.



NJ TRANSIT 🟡 @NJTRAN... · 2/5/26



Beginning February 15th, Amtrak will begin critical construction to “cut over” rail operations from the existing Portal Bridge to the new Portal North Bridge. Plan ahead, significant service changes will be in effect during this time.

Learn more at njtransit.com/portalcutover

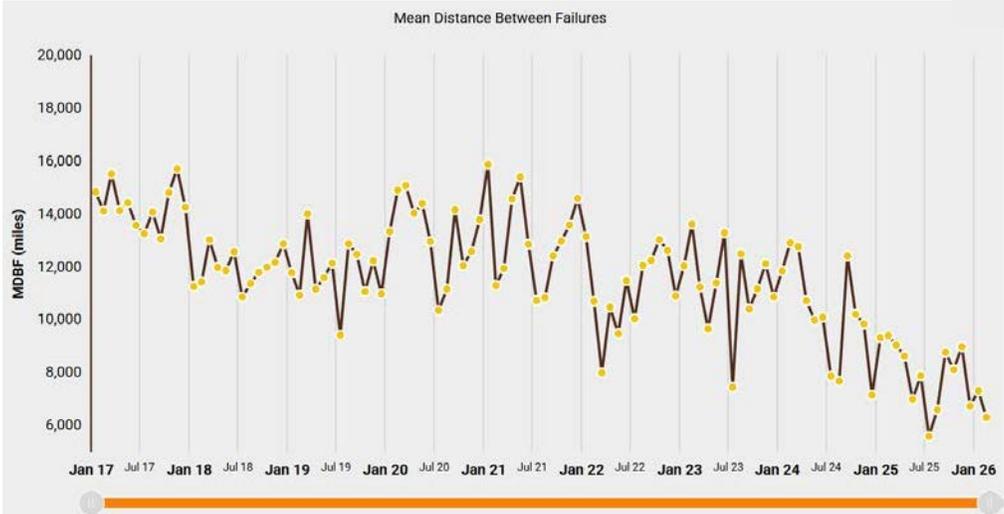
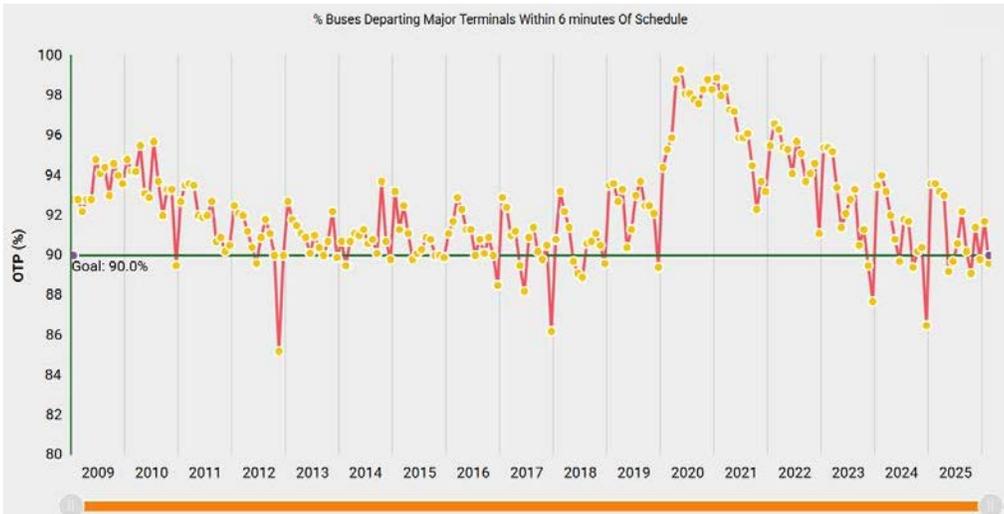
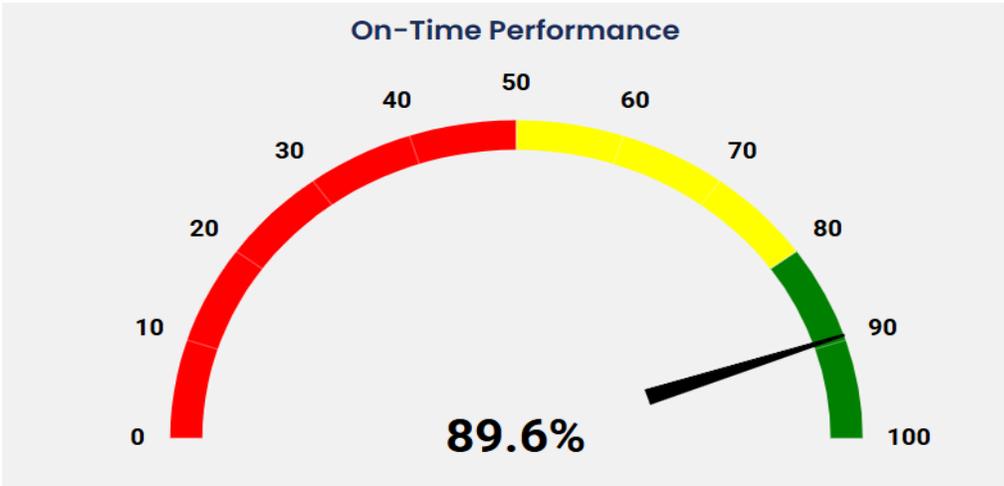


continuity, and safety
throughout the transition.

Bus Performance & Reliability February 2026



% Buses Departing Major Terminals Within 6 Minutes of Schedule



Bus Trend Analysis February 2026



NJT Bus Division	Issue	Customer Comments
Bus - Northern Division	Trip – No Show	74
	Trip – Delayed	95
Bus - Central Division	Trip – No Show	47
	Trip – Delayed	104
Bus - Southern Division	Trip – No Show	24
	Trip – Delayed	32

Trip - Delayed

Feedback was related to heavy traffic, a major snowstorm, detours, road closures, road construction, accidents, and mechanical issues which impacted service in all Bus divisions. Impacts to service in and out of the PABT: On the 2nd, two disabled vehicles resulted in one lane remaining open inbound to the Lincoln Tunnel, while an accident on the inbound helix caused delays of up to 30 minutes. On the 3rd, heavy traffic on the NJ Turnpike at exit 16, and an accident on the Garden State Parkway north led to delays. On the 9th, there were delays of up to 35 minutes due to the closure of the PABT entrance ramp for new terminal construction. On the 17th, cross-honoring on the first day of the Portal Bridge cutover, along with the additional bus service from Academy, caused delays. On the 23rd and 24th, snow and adverse weather conditions resulted in delays. Service impacts in and out of Newark Penn Station included bus, auto, and truck accidents, mechanical issues, road closures affecting multiple lines, as well as snow and weather conditions.

Actions Taken:

We work to mitigate delays and their impact on customers by ensuring operators are apprised of traffic conditions and issues in real-time. Customers are advised of delays using a variety of channels including announcements, text alerts, social media posts, email advisories, and web postings. When we are advised of detours and road closures, we communicate with operators to convey the closures and the appropriate detour routing and communicate to customers regarding the service impacts.

Trip - No Show

Trip No Show feedback was primarily related to operator availability.

Actions Taken:

- We continue to partner with NJ MVC to expedite permitting and hosting permit tests at our Ferry Street facility and conducting road tests as well as employing a wide variety of marketing tactics to reach CDL holders.
- We continue to work aggressively to recruit bus operators throughout the state including a \$6,000 hiring bonus to persons with a CDL and a \$3,000 hiring bonus for persons with a CDL permit.
- We utilize every available customer communication channel to provide information to customers when their trip is impacted including service alerts, customized push notifications via our mobile app, social media, e-mail & text messages.

Bus: Social Media Highlights



NJ TRANSIT is testing new high-tech bus stop signs with digital screens showing customers the real-time arrival information of the next bus. The pilot program showcases two companies' technology at eight bus stops.

Learn more at bit.ly/4rekwmZ



South Jersey Buses @NJTRANSIT_SBUS · 6s



Move ahead with us! We are hiring Bus Drivers across the State. Apply online today!

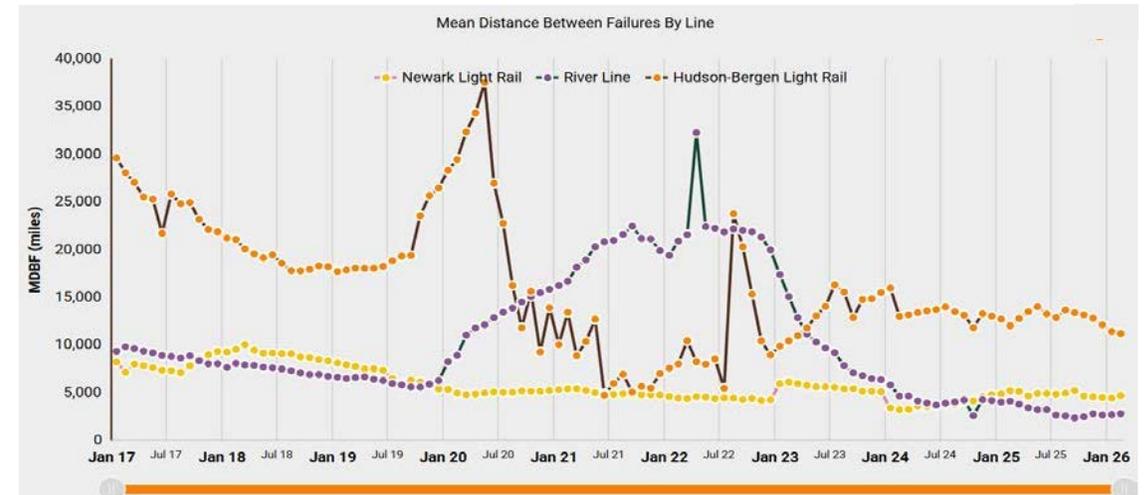
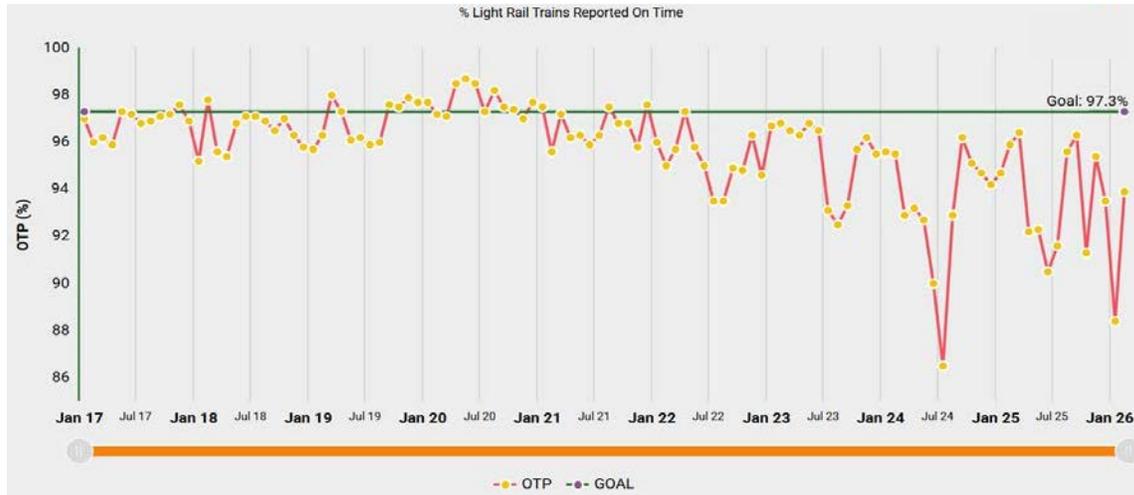
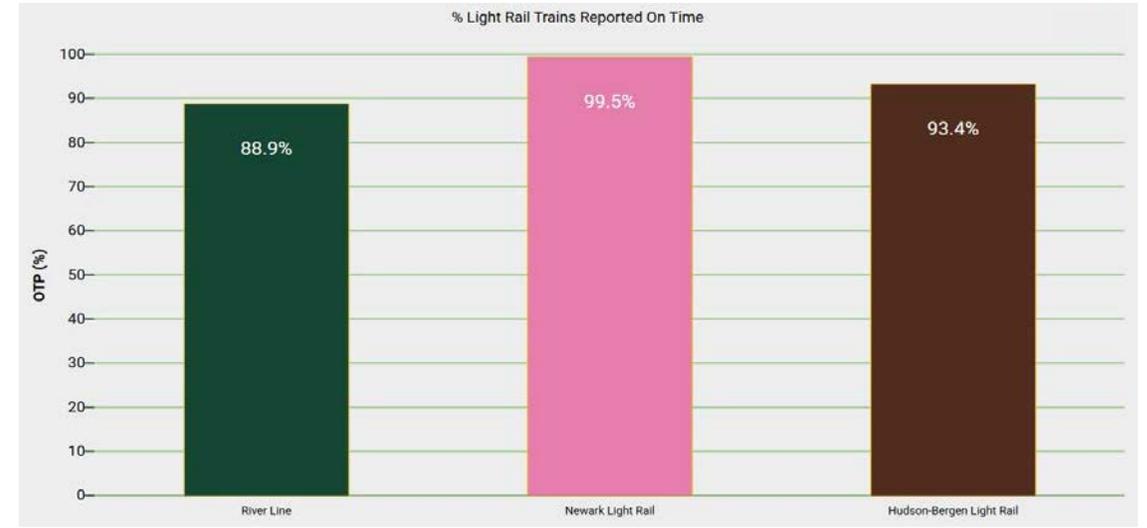
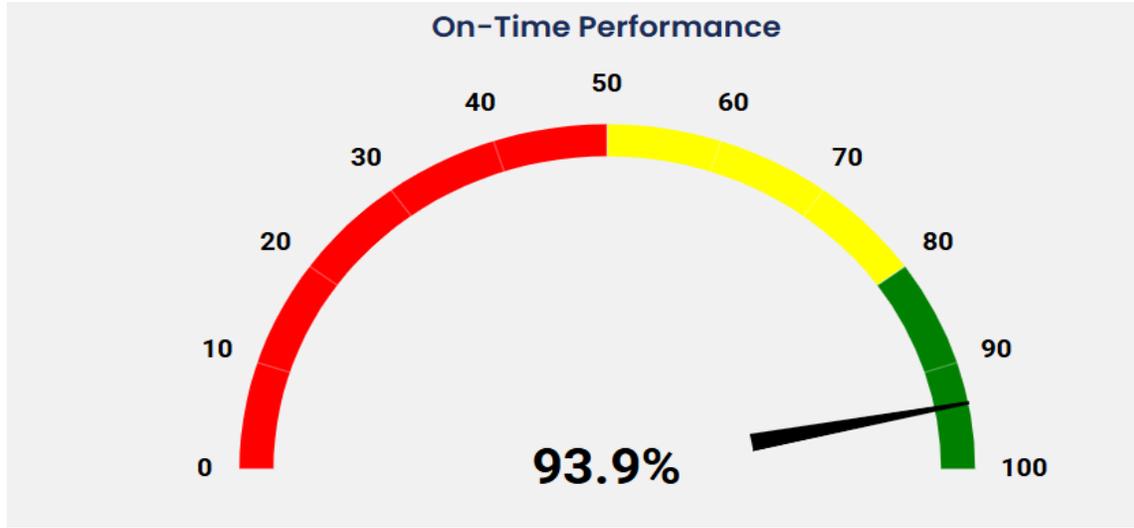
- 🏥 Full benefits including medical, prescription, dental & vision
- 💰 Pension plan + 457 tax-deferred savings plan
- 📅 Paid time off
- 🔗 bit.ly/3rt4hfw



Light Rail Performance & Reliability February 2026



% Trains Reported Within 6 Minutes of Schedule



Light Rail Trend Analysis February 2026



NJT Light Rail Line	Issue	Customer Comments
Hudson-Bergen Light Rail		
	Facility/Station Condition	25
	Trip – Delayed	28
RiverLINE Light Rail		
	Facility/Station Condition	1
	Trip – Delayed	2
Newark Light Rail		
	Facility/Station Condition	11
	Trip – Delayed	1

Facility/Station Condition

Facility/Station condition feedback centered around the elevators and escalators at Newark Penn Station on the Newark Light Rail (NLR) and the elevators along the Hudson Bergen Light Rail (HBLR) being out of service.

Actions Taken:

- We post signage for customers to monitor njtransit.com for the most up to date schedule information.
- For the NLR, materials are currently being sourced for escalators, and they should be fully functional before the FIFA World Cup. Regarding the HBLR, a contractor has been hired to manage the elevator maintenance to improve response time and address any issues in the future.

Trip-Delayed

Feedback regarding trip delays on the HBLR service highlighted signal and switch problems. On February 4th, switch issues caused delays at the Bayonne and Westside Branches of the HBLR. On February 5th and 6th, switch failures near the Liberty State Park Station forced single tracking and delays.

Actions Taken:

- We widely communicate all service delays from the onset of an event and on an ongoing basis until regular service is restored using every available means and channels.
- We work closely with partner agencies to resume service and minimize customer impacts.

Light Rail Social Media Highlights: Service Impacts & Track Improvement Work



Newark Light Rail @NJTRANSIT_NLR · Feb 13

On Saturday, February 14 & Sunday, February 15, all trains will arrive on the outbound platform at NJPAC Station. The inbound platform will be closed. Details at bit.ly/465N7MT



Hudson-Bergen Light Rail @NJTRANSIT_HBLR · Feb 22

On Saturday, February 21, and Sunday, February 22, boarding changes will occur due to ongoing trackwork. Learn more bit.ly/3OsZc8K



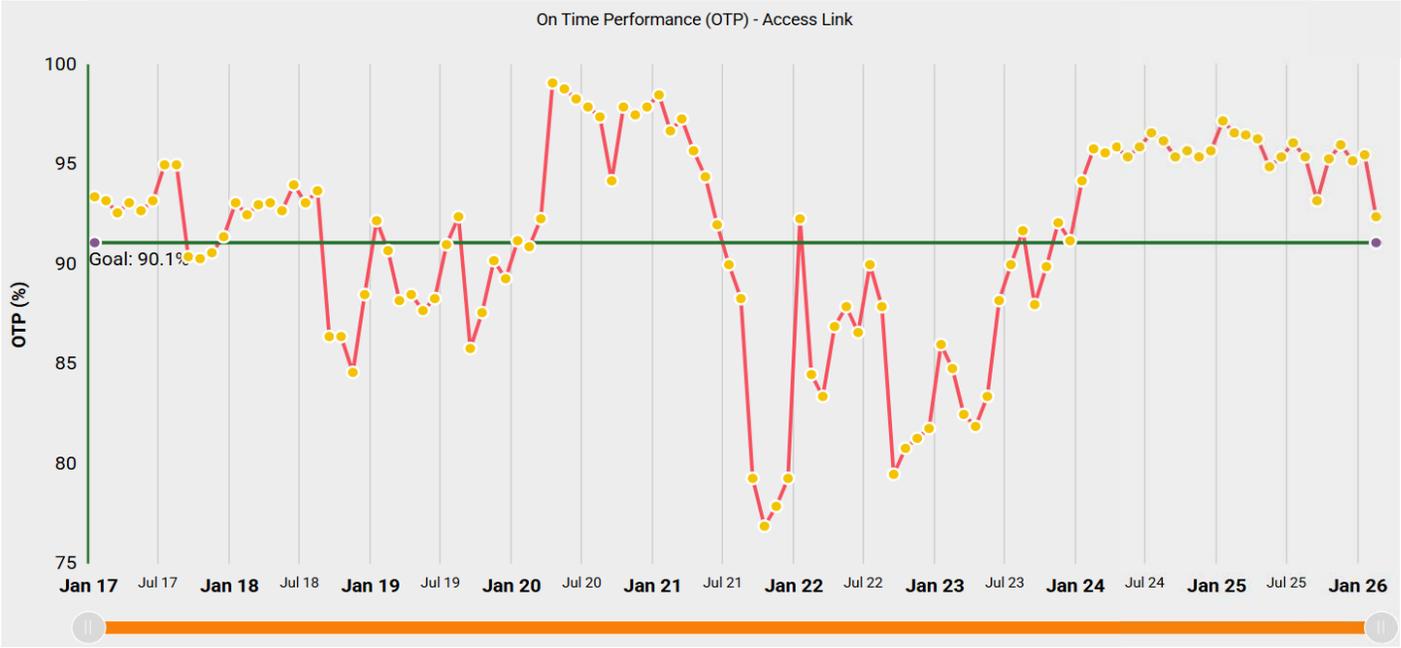
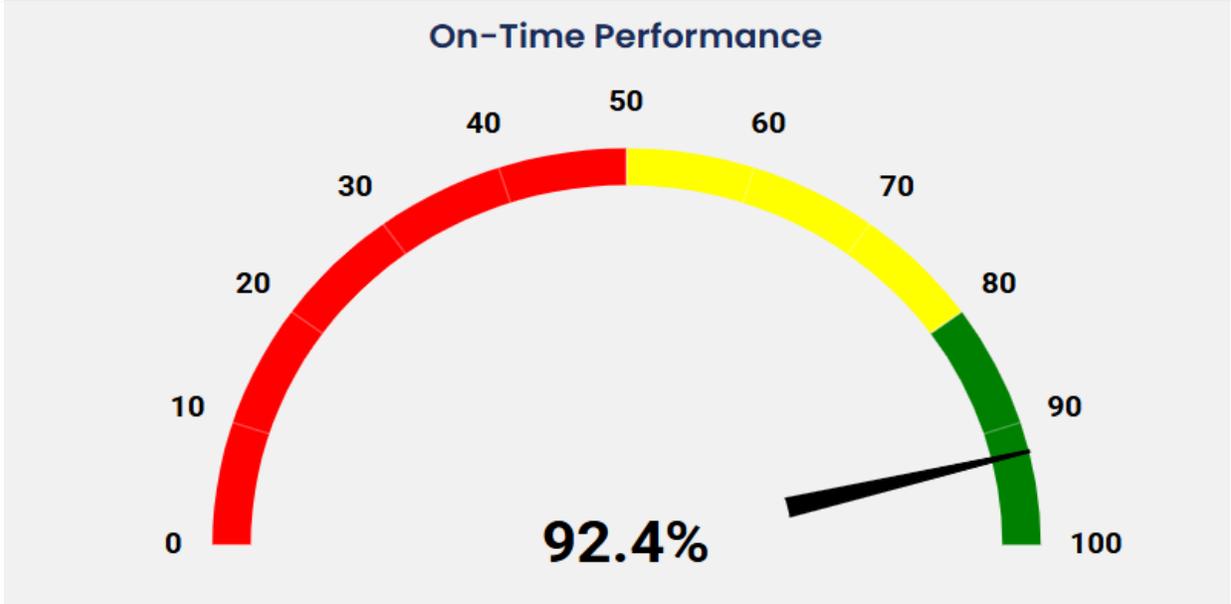
River Line @NJTRANSIT_RL · Feb 17

On Saturday, 2/14, NJ TRANSIT assumed direct control of operations and maintenance of the River LINE.

Since then, on-time performance was 97.7% on Saturday, 98.5% on Sunday, and 100% yesterday!



Access Link Performance & Reliability February 2026



Access Link Trend Analysis February 2026



Access Link	Issue	Customer Comments
	Service Delays	42
	Employee Performance	13

Service Delays

While comments were equally spread in this area, the highest number of comments were from customers who experienced late arriving vehicles. Most of the delays were attributed to operators encountering increased traffic and staffing concerns.

Actions Taken:

- Full investigations were conducted for each of the comments.
- We will continue to monitor and work with our service providers to ensure they are proactively managing schedules as required and making changes to promote efficiency and alleviate customer inconvenience.

Employee Performance

Most of the feedback related to phone interactions between agents and customers. All feedback was forwarded to the agent's respective department and any agent found to be at fault was made aware of the concern and given guidance on how they could have better served the customer.

Actions Taken:

- Each case was thoroughly investigated.
- Continued to monitor in-house staff.
- Took appropriate corrective actions, as warranted.

Access Link Social Media Highlights



 **Access Link**
@NJTRANSIT_AL



Hey Access Link Users! Have you heard of EZ-Wallet? Auto top-up means never running out of funds - perfect for subscription rides! Set up your EZ-Wallet today for smoother fare payments! More info at Access Link Online.



Make Payment a Breeze with EZ-Wallet!

Set up your EZ-Wallet today!

ALT

The graphic features a hand holding a smartphone with a 'PAY' button and a 'DEBIT' card icon. It includes floating dollar signs, a paper airplane, and a small 'ALT' label in the bottom left corner.

 **Access Link**
@NJTRANSIT_AL



Make your Access Link experience as seamless as possible! Ensure wheelchairs, scooters, and other devices are in good working order. Be sure to charge any power devices fully beforehand and secure any accessories, such as bags or oxygen tanks.



AL 5282

ACCESS LINK

Charge and Secure!

ALT

Presentation last saved: Just now

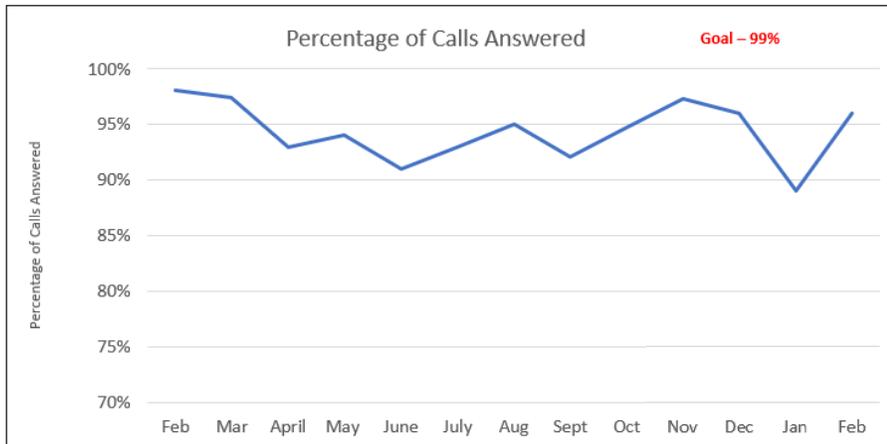
The image shows a white Access Link bus with a person in a high-visibility vest standing by the open door. The bus has 'ACCESS LINK' and 'AL 5282' on its side. A blue banner at the bottom contains the text 'Charge and Secure!' with a green checkmark icon and an 'ALT' label. A small white box in the bottom right corner says 'Presentation last saved: Just now'.

Customer Service

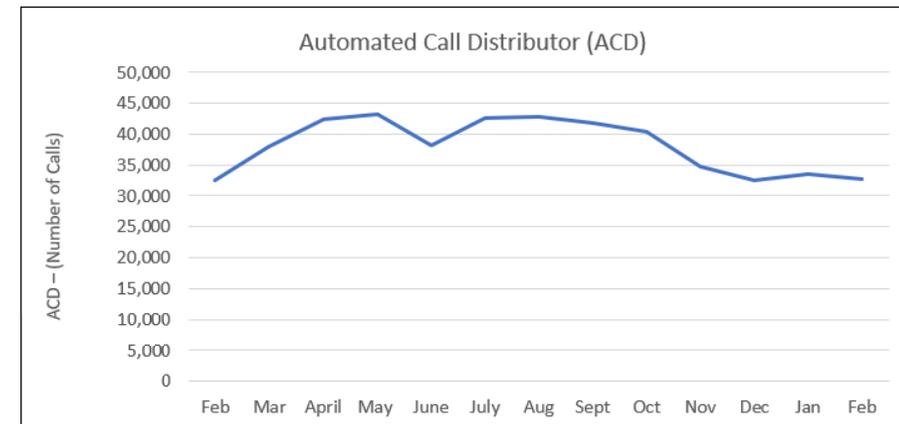


Average Speed of Answer & Percentage of Calls Answered

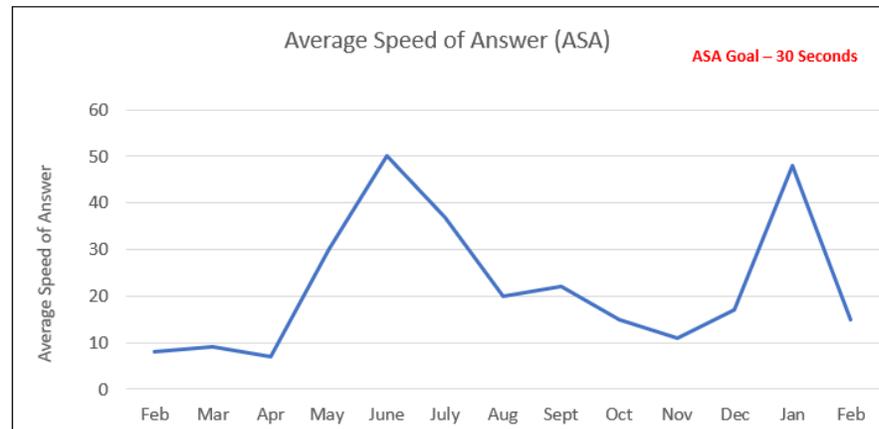
NJ TRANSIT
CUSTOMER SERVICE
February 2025 – February 2026



NJ TRANSIT
CUSTOMER SERVICE
February 2025 – February 2026



NJ TRANSIT
CUSTOMER SERVICE
February 2025 – February 2026



Commendations – February 2026



NJ TRANSIT received 131 commendations systemwide

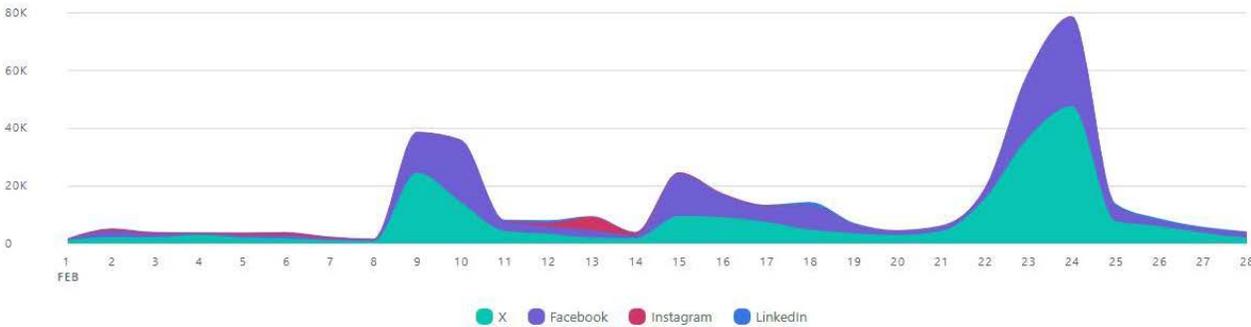
I anticipated a busy and somewhat complex commute given the high volume of passengers. Instead, I was pleasantly surprised by how clearly NJ TRANSIT communicated with riders in real time. Representatives on the platform provided direct, calm, and methodical instructions without overwhelming me. My commute to and from Newark Broad Street via Hoboken was seamless, even with the adjusted schedules. I wanted to let NJ TRANSIT know that their staff did a truly excellent job, and I sincerely commend the team for their professionalism and organization.

Social Media Reach & Engagement February 2026



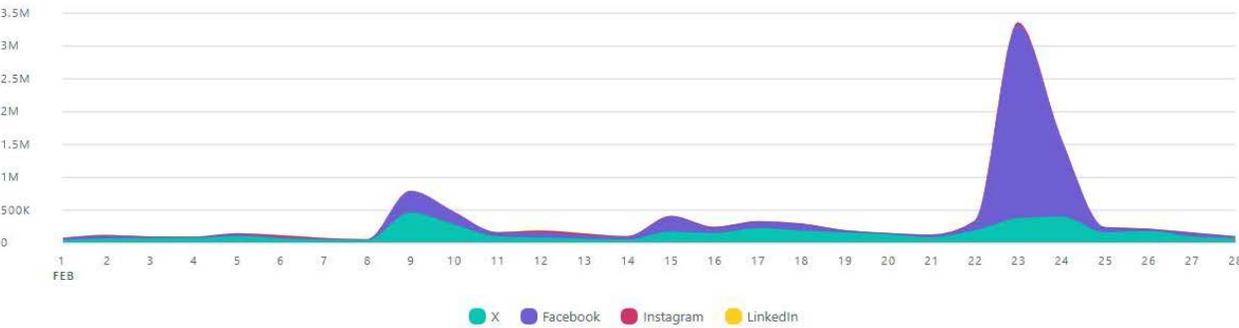
Cross-Network Engagements

See how people are engaging with your posts during the selected time period.



Cross-Network Impressions

Review how your content was seen across networks during the selected time period.



Verified followers 2.7K / 255.9K	Impressions 2M ↑129%	Engagement rate 7% ↓-7.5%	Engagements 143.5K ↑112%	Profile visits 16.9K ↑168%
Replies 1.3K ↑115%	Likes 3.4K ↑139%	Reposts 792 ↑60%	Bookmarks 381 ↑117%	Shares 1.2K ↑270%

- NJ TRANSIT** · Mar 4, 2026

 ⚠️ Weekday Portal Cutover schedules are in effect. ...
 718 | 2 | 1 | 1
- NJ TRANSIT** · Mar 4, 2026

 ⚠️ Weekday Portal Cutover schedules are in effect. ...
 3K | 2 | 11 | 1
- NJ TRANSIT** · Mar 3, 2026
 Following earlier congestion resulting from the Portal Cutover Project, NJ TRANSIT rail service is operating on or close to schedule, with residual delays to trains already ...
 3K | 1 | 3 | 1
- NJ TRANSIT** · Mar 3, 2026

 ⚠️ Weekday Portal Cutover schedules are in effect. ...
 2.8K | 2 | 0 | 1
- NJ TRANSIT** · Mar 3, 2026
 Due to the congestion resulting from the Portal Cutover Project, NJ TRANSIT rail service is subject to up to 20-minute delays into and out of Penn Station New York.
 5.6K | 12 | 8 | 4
- NJ TRANSIT** · Mar 3, 2026

 ⚠️ Weekday Portal Cutover schedules are in effect. ...
 2.1K | 5 | 0 | 2

NJTPD Social Media Highlights



NJ TRANSIT POLICE @NJTransitPolice · Mar 5



Interested in joining NJTPD? Seeking a career? Here is an excellent opportunity for you!

New Jersey Transit Police will be participating in the Law Enforcement Recruitment Fair at Kean University! The event is taking place on Wednesday March 11, 2026, from 10am to 4pm...



1



110



NJ TRANSIT POLICE

@NJTransitPolice



The location is: Kean University, Hardwood Arena, 1000 Morris Ave, Union NJ 07083.

Over 100 federal, state, county and municipal agencies are expected to participate. **Share this info with anyone looking to kickstart their career. **...



NJ TRANSIT POLICE

@NJTransitPolice



New Jersey Transit Police Officers serve in all weather conditions, 24/7. So, we train in all conditions as well. Despite some of the lowest temperatures we've seen this winter, NJTPD Officers were outdoors, sharpening skills and ensuring preparedness.



Press Releases February 2026



02-05-2026 – NJ TRANSIT ANNOUNCES STATEWIDE STUDENT ART COMPETITION CELEBRATING AMERICA’S 250th BIRTHDAY

02-10-2026 – NJ TRANSIT RE-LAUNCHES POPULAR “FLEXPASS” TICKET OPTION

02-22-2026 – NJ TRANSIT ANNOUNCES SERVICE UPDATES FOR SUNDAY, FEBRUARY 22

02-22-2026 – NJ TRANSIT ANNOUNCES ADDITIONAL SERVICE IMPACTS FOR SUNDAY, FEBRUARY 22

02-23-2026 – NJ TRANSIT AND NEW JERSEY TURNPIKE AUTHORITY ANNOUNCE STATUS UPDATE FOR MONDAY, FEBRUARY 23

02-23-2026 – NJ TRANSIT ANNOUNCES RESUMPTION OF RAIL, BUS AND ACCESS LINK SERVICE FOR TUESDAY, FEBRUARY 24

NJ TRANSIT Press Releases are viewable at

www.njtransit.com/press-releases

CUSTOMER ADVOCATE UPDATE



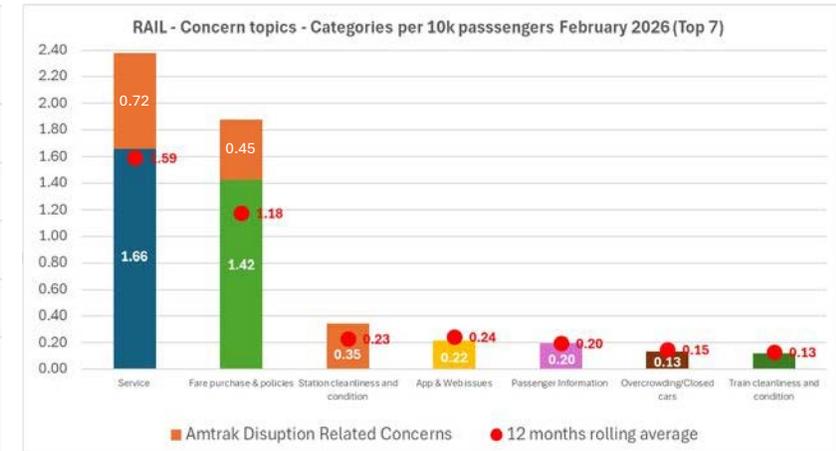
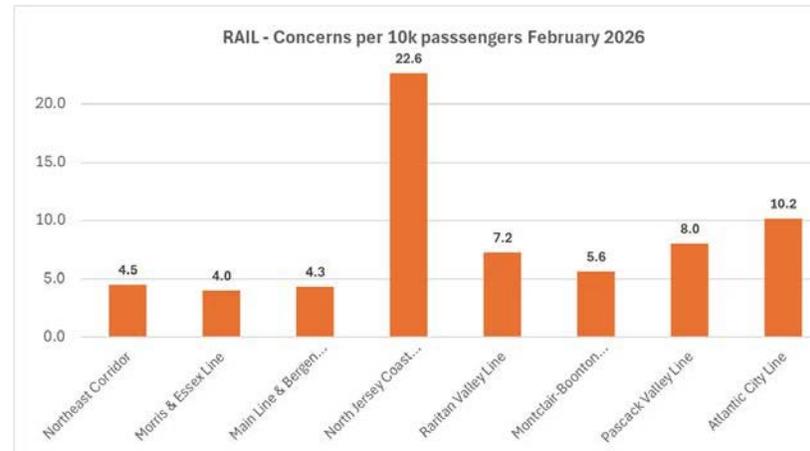
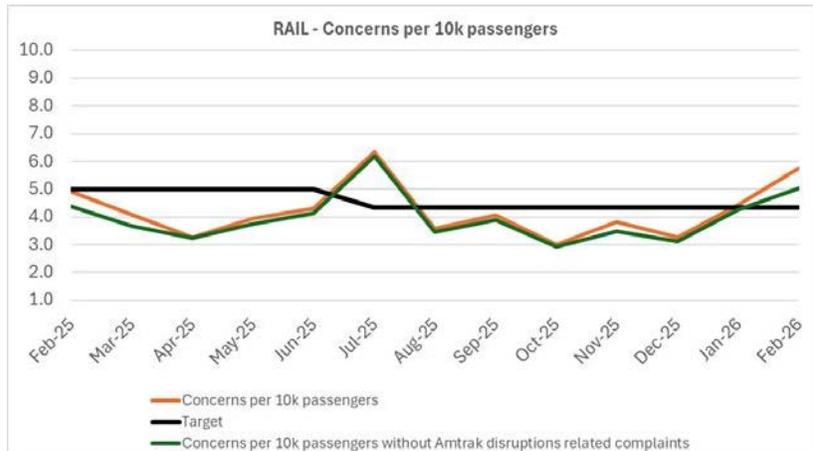
The Customer Advocate online form is available on the NJ TRANSIT website: <https://NJTRANSIT.com/advocate>
 In January, 54 comments were submitted, with the following topics emerging:

GENERAL	BUS	RAIL	LIGHT RAIL
<p>Concerns regarding the significant increase in parking fees at Wayne Route 23, Trenton Transit Center, and Hazlet stations.</p> <p>Frustration expressed about the 30-day ticket validity policy.</p> <p>Requests for more frequent updates during service disruptions, particularly regarding actions being taken to resolve issues (e.g., downed trees).</p> <p>Suggestion to provide simpler and clearer disruption alerts, including the addition of timestamps to indicate when the information was last updated.</p> <p>Reports of technical issues with the “Contact Us” feature in the mobile app.</p> <p>Concerns about insufficient wayfinding signage to access elevators at Secaucus Junction.</p>	<p>Requests for additional service on bus routes #601, #156, #159, #119 and #10.</p> <p>Request for earlier release of bus timetables ahead of holiday schedules, such as Presidents’ Day.</p> <p>Concerns regarding ongoing delays on Route #554.</p> <p>Confusion reported at Port Authority Bus Terminal when bus trips were cancelled without sufficient advance notification ahead of the storm-related service suspension.</p> <p>Requests for updates regarding the NewBus Hudson initiative.</p>	<p>Suggestions to better coordinate connections between inbound North Jersey Coast Line (NJCL) trains and outbound Northeast Corridor (NEC) trains, as well as between inbound NEC trains and outbound NJCL trains.</p> <p>Requests for clarification of the Change-in-Terminal fee, including its cost and policy.</p> <p>Frustration expressed regarding the frequency of major disruptions on the NEC and NJCL.</p> <p>Concerns about overcrowding on Morris & Essex (M&E) Line trains at the beginning of the Portal Bridge Cutover.</p> <p>Requests for updates regarding the North Elizabeth platform closure.</p> <p>Suggestions to offer partial refunds to customers affected by the Portal Bridge Cutover.</p> <p>Numerous complaints regarding train cancellations caused by crew availability issues.</p> <p>Suggestions to add Wi-Fi on board trains.</p> <p>Suggestions for more direct service between Gladstone and New York Penn Station.</p>	<p>Jersey City residents requesting overnight parking at HBLR facilities.</p> <p>Frustration expressed over the Real Time departure screen being out of service on a regular basis at Exchange Place</p>



The following table is a summary of key topics I was tagged in throughout January.

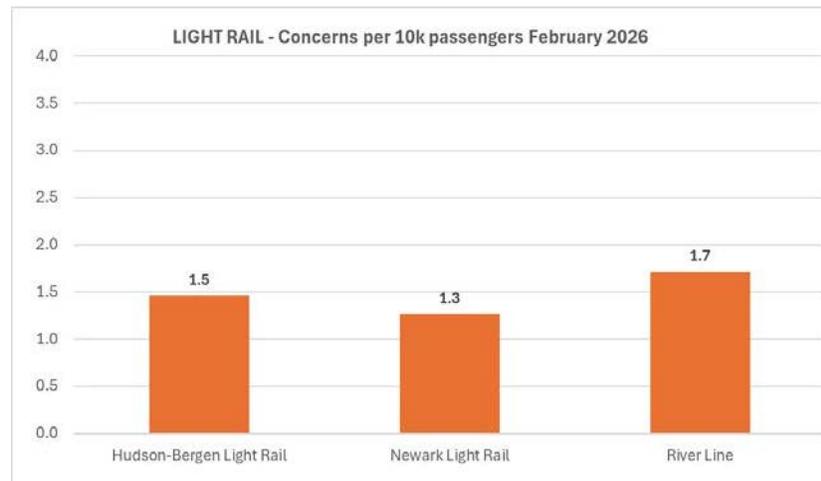
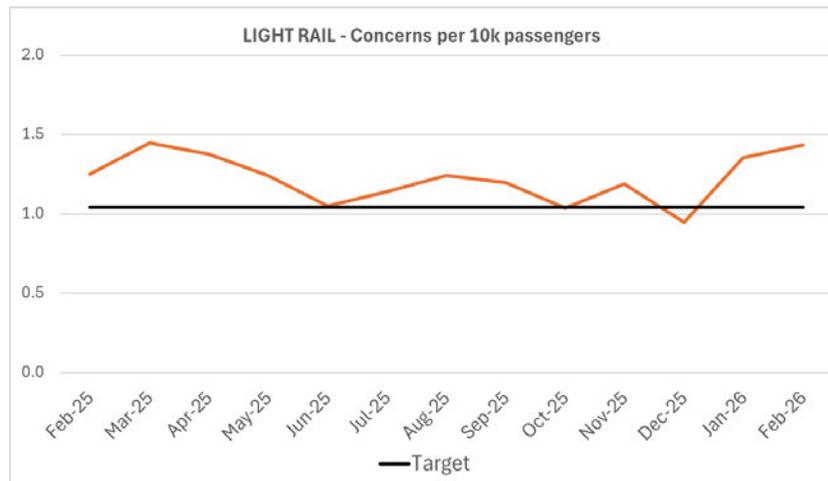
GENERAL	BUS	RAIL	LIGHT RAIL
<p>Concerns about the temporary suspension of printed schedules</p>	<p>Suggestion to extend Bus Route #551 service to 30th Street Station in Philadelphia</p> <p>Concerns about the lack of timely disruption information at Port Authority Bus Terminal</p> <p>Reports of unreliable bus tracking data, including buses disappearing from the live tracker</p> <p>Positive feedback from bus riders already using onboard Wi-Fi</p> <p>Overcrowding concerns expressed by Hoboken residents ahead of the Portal Bridge Cutover</p> <p>Confusion regarding bus service suspensions at Port Authority Bus Terminal ahead of the latest storm</p>	<p>Reports of missing or insufficient delay announcements at Newark Penn Station and New York Penn Station</p> <p>Complaints about recurring cancellations of the New York Penn – Secaucus shuttle trains</p> <p>Concerns that Raritan Valley Line connections at Newark Penn Station are not being held, even when trains from New York Penn Station arrive with slight delays, and lack of communication about missed connections</p> <p>Concerns about the high number of service cancellations due to crew availability issues</p> <p>Reports of closed rail cars on rush hour trains, contributing to crowding</p>	<p>Reports that GTFS data for the Newark Light Rail and Hudson-Bergen Light Rail is missing from some third-party apps</p> <p>Reports of incorrect announcements at Hudson-Bergen Light Rail stations</p>



After an already challenging January, the rail network faced additional pressure from severe weather and the Portal Bridge Cutover. As a result, concerns per 10,000 passengers increased by nearly 30% in February compared to January.

Not all lines were equally impacted by the disruption that began on February 15. While the Morris & Essex Line remained relatively stable, the Main and Bergen Lines recorded fewer concerns per rider. In contrast, the NEC Corridor—and even more so the North Jersey Coast Line—saw a significant increase in complaints. The Atlantic City Line, also impacted by a diversion, recorded fewer complaints last month.

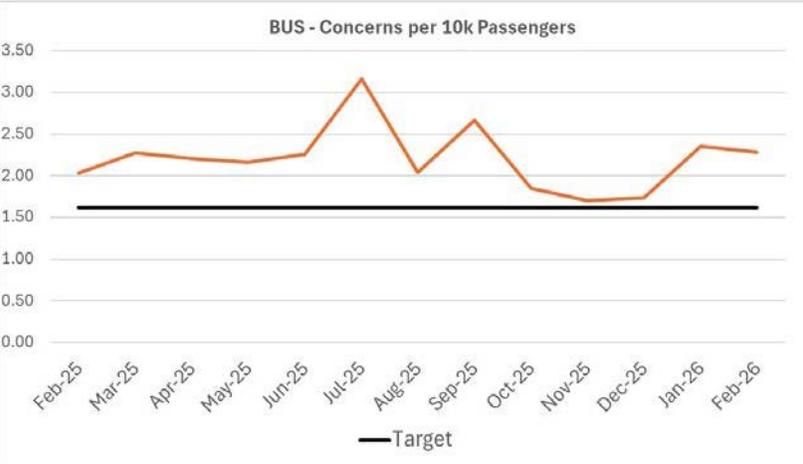
The increase in concerns was primarily driven by service-related issues. More than in any other period over the past year, these were linked to the Portal Bridge work and congestion caused by single-track operations. That said, concerns related to station cleanliness and condition also increased, while passenger information remained stable and app-related issues declined.



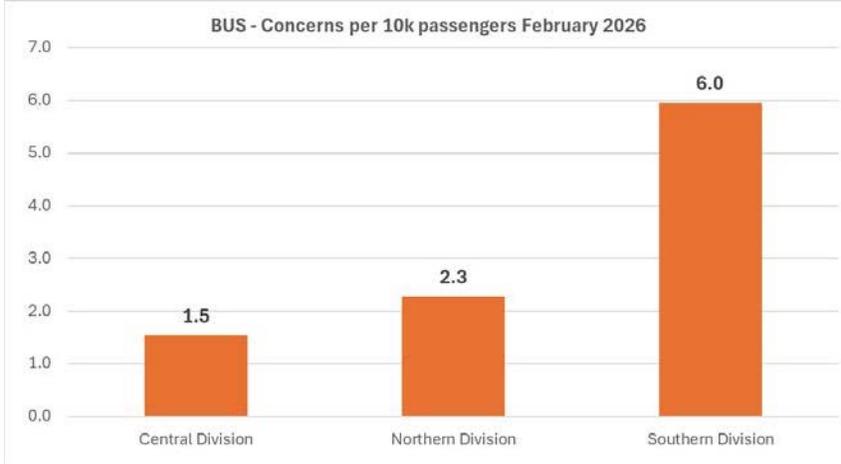
In February, concerns per 10,000 light rail riders increased by 6% compared to January, which had already seen a significant rise relative to the end of 2025.

While the River Line recorded a significant 53% decrease in concerns per passenger—driven by improved on-time performance—this improvement was offset by an increase in complaints per customer on both the Hudson-Bergen Light Rail and the Newark Light Rail.

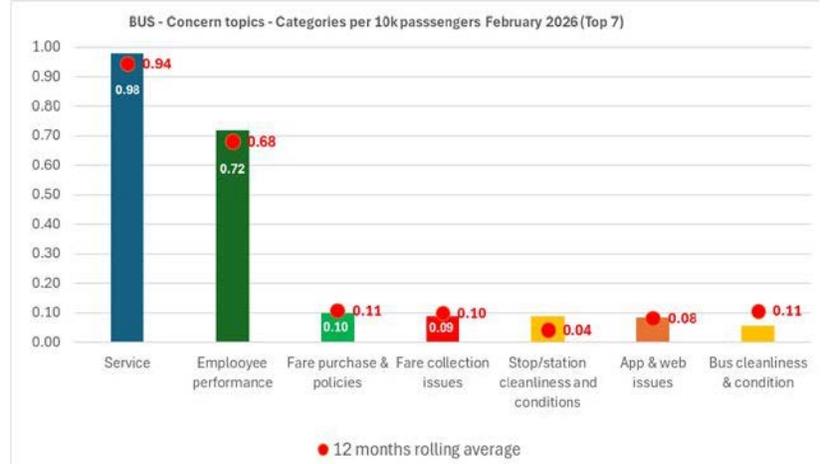
In February, despite a major snowstorm, the number of station condition and cleanliness concerns returned to its annual average. However, service-related concerns experienced a spike. With ongoing efforts to enhance communication during disruptions, Passenger information remained a major source of concern, ahead of app and web issues.



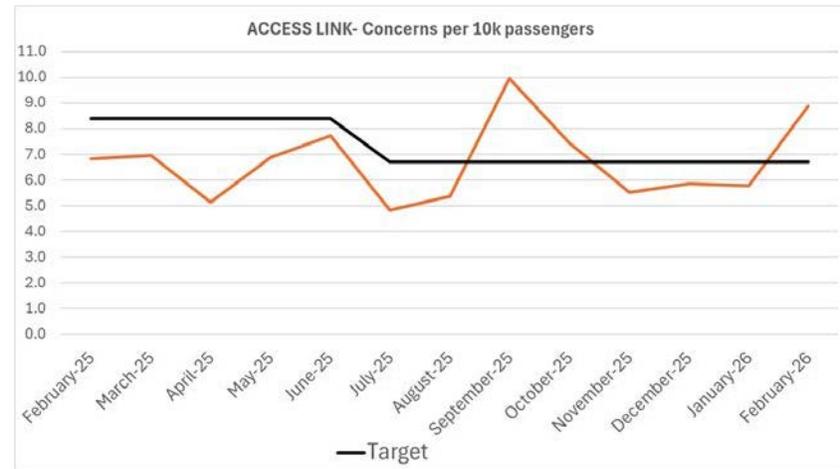
Following a sharp increase in January, concerns per 10,000 riders declined by 3% in February; however, they remain well above the annual target.



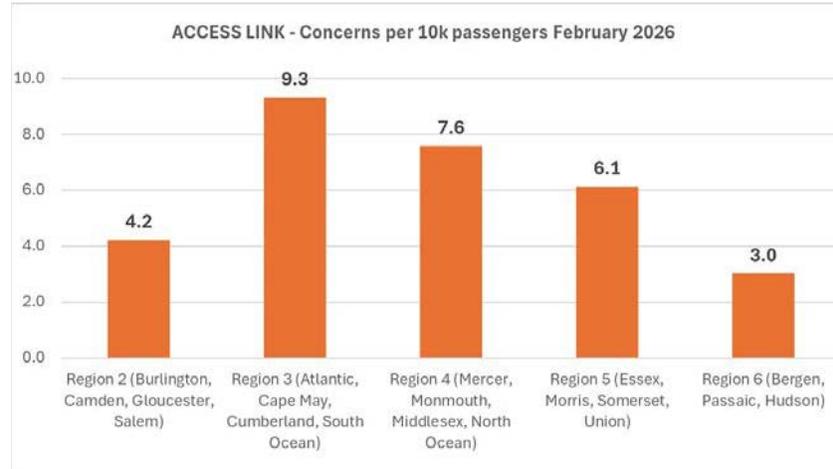
While concern levels remained relatively stable in both the Central and Southern Divisions, the Northern Division recorded a slight decline.



Although the bus network recorded improved on-time performance out of the main terminals in New Jersey, service-related concerns increased slightly. Despite the Portal Bridge Cutover and the expected uptick in ridership, overcrowding concerns remained stable. Meanwhile, despite winter weather conditions, bus condition concerns declined by more than 35% month-over-month.



In February, the number of concerns per 10,000 Access Link riders increased, rising back above the annual target.



In February, all regions experienced an increase in the number of concerns per passenger, with Region 3 seeing the most significant uptick, while Region 6 remained nearly stable.



Service-related concerns increased significantly compared to January and were well above the 12-month average in February. Similarly, both NJT employee performance-related concerns and service monitoring concerns also rose. On the other hand, vehicle condition and cleanliness concerns declined sharply.



Numerous bus and rail customers shared valuable feedback during our Listening Forum event in Long Branch. Key concerns included:

- Frequent delays on the North Jersey Coast Line
- Recurring bus cancellations due to operator shortages on Routes 831 and 837
- Lack of timely communication when delays and cancellations occur
- Requests for additional weekend service and more express service overall
- Confusing train connections for both inbound and outbound service

COST OF SERVICE UPDATE

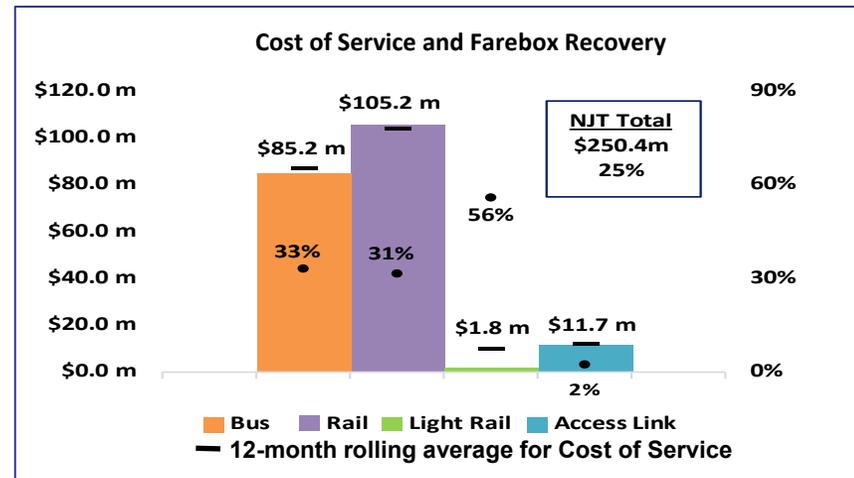
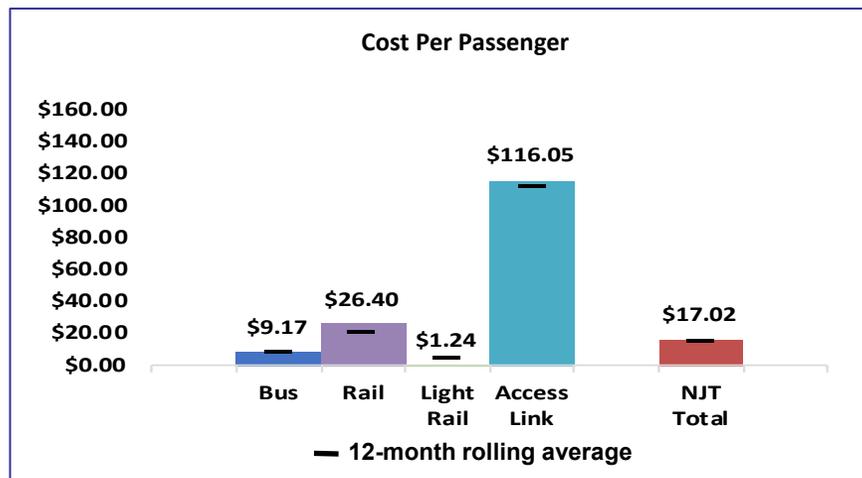
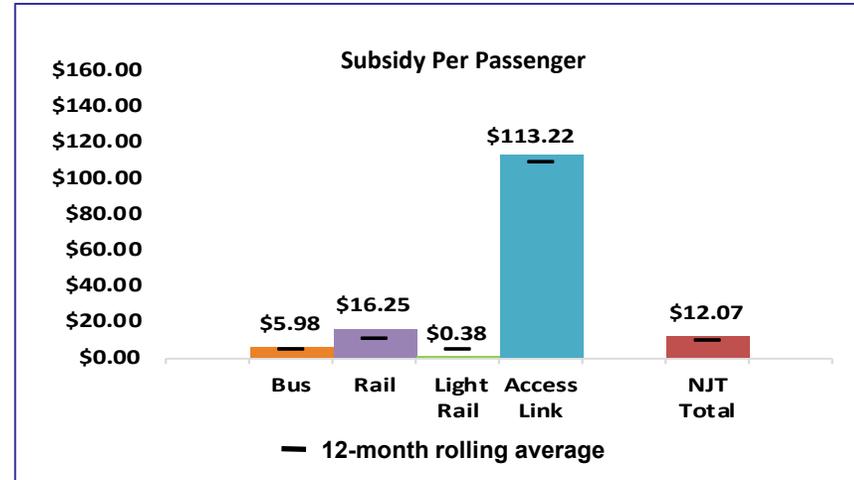
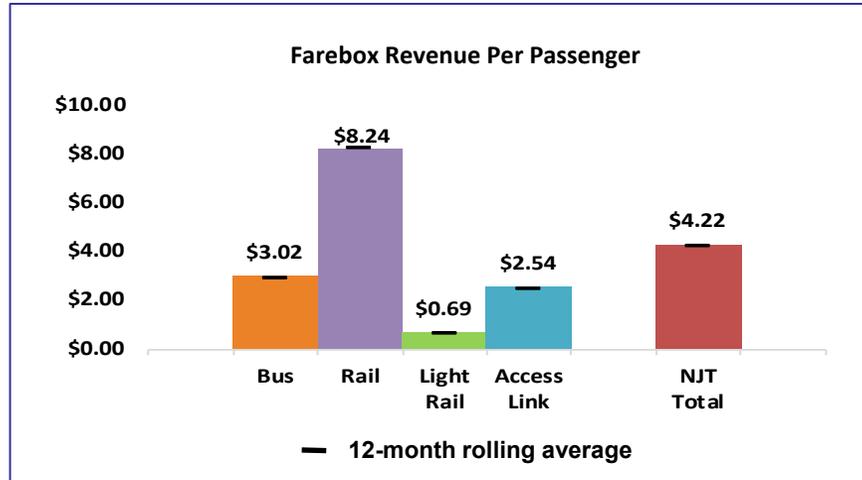
Fiscal Year 2026, Period 8 Cost of Service Key Performance Indicators

Open Operations & Customer Service Committee Meeting

Cost of Service KPIs, February 2026



25% Farebox Recovery Systemwide



CUSTOMER SATISFACTION SURVEY RESULTS – FALL

The logo for the Customer Satisfaction Survey (CSS), consisting of three overlapping, stylized letters: 'C' in orange, 'S' in purple, and 'S' in blue.

Customer Satisfaction Survey

Fall 2025

Research
March 2026

Customer Satisfaction Survey Background



- ◆ Covers all modes – Bus, Rail, Light Rail & Access Link
- ◆ Conducted in Spring and Fall
- ◆ Methodology has remained consistent to track scores over time
 - Customers rate their satisfaction with service traits on a scale of 0 to 10
 - Customers identify the most important service traits
- ◆ Survey is administered online with an extensive campaign to increase participation and boost response rates in target markets

Spring 2025 Survey Background



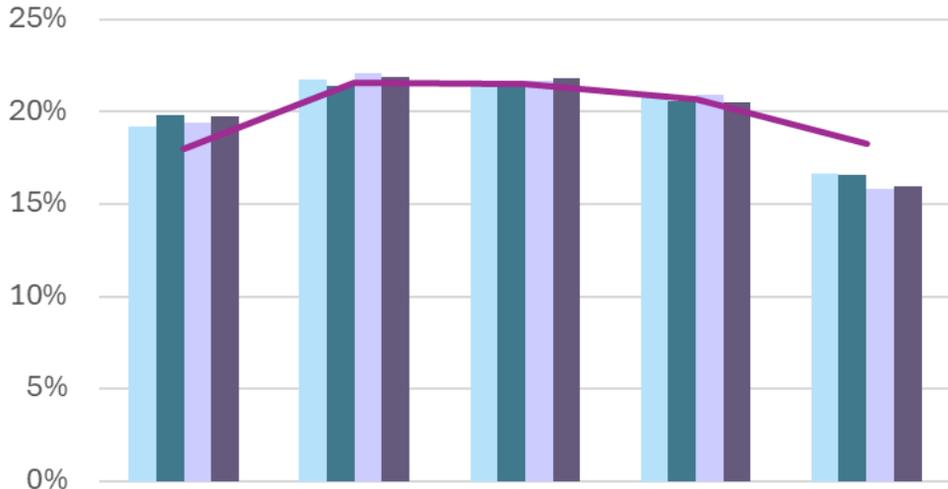
- ◆ Conducted from December 1st through December 29th
- ◆ Received about 27,000 surveys from customers
- ◆ Survey included standard Customer Satisfaction questions and other travel questions
- ◆ To encourage more participation -- offered 250 NJT Rewards Points to all customers that completed the survey and were a member or signed up for NJT Rewards

COVID-Related Findings

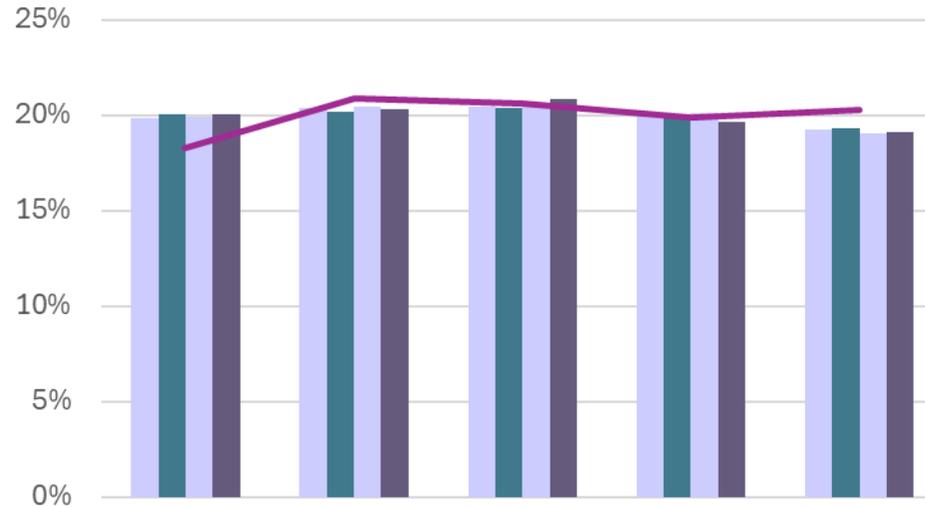
Distribution of Weekday WORK TRIPS on NJ TRANSIT by Day of the Week



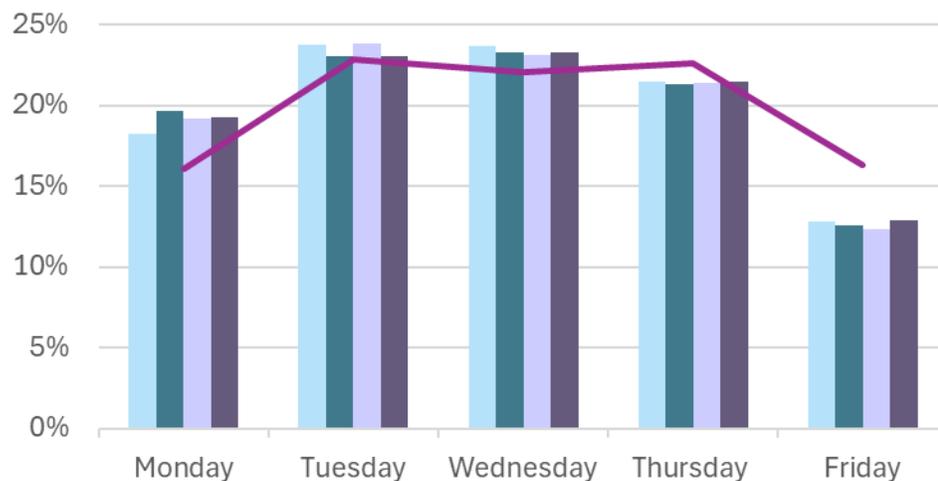
Bus – NY Interstate



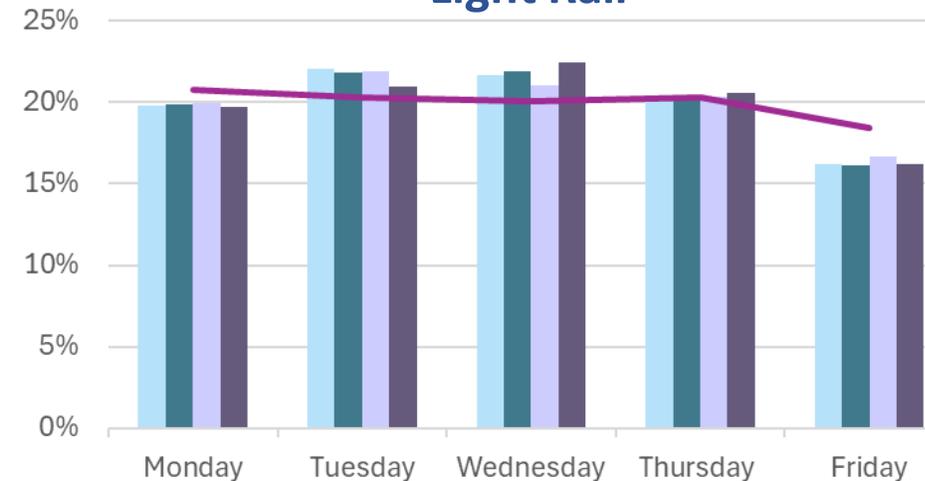
Bus – North Jersey Local, South Jersey & Contract



Rail



Light Rail



- Bars show data from work trips while the ridership line shows all trips

Note Fall 2025 survey conducted right after Thanksgiving and through Christmas.

Dark Purple	Fall 2025
Light Purple	Spring 2025
Dark Teal	Fall 2024
Light Teal	Spring 2024
Purple Line	Ridership

COVID-Related Findings

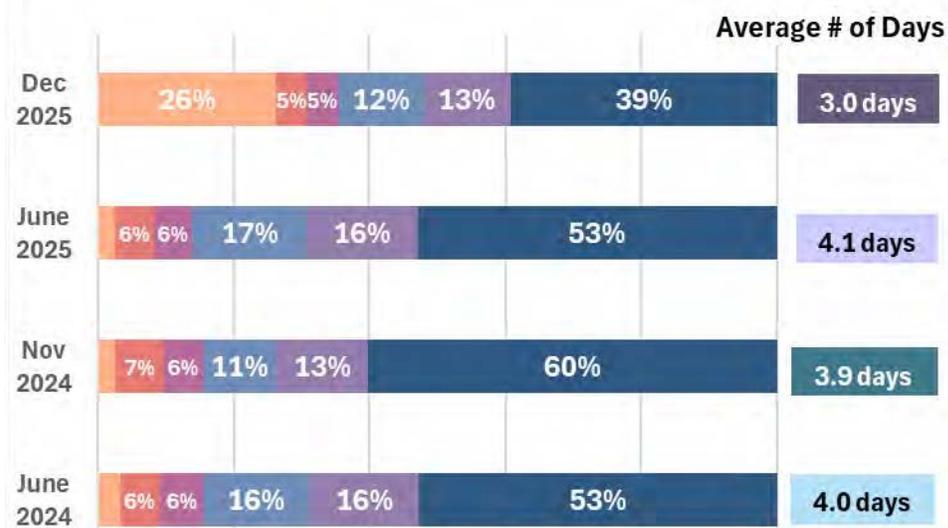
In the last 7 days, how many weekdays did you travel to your office/worksite?



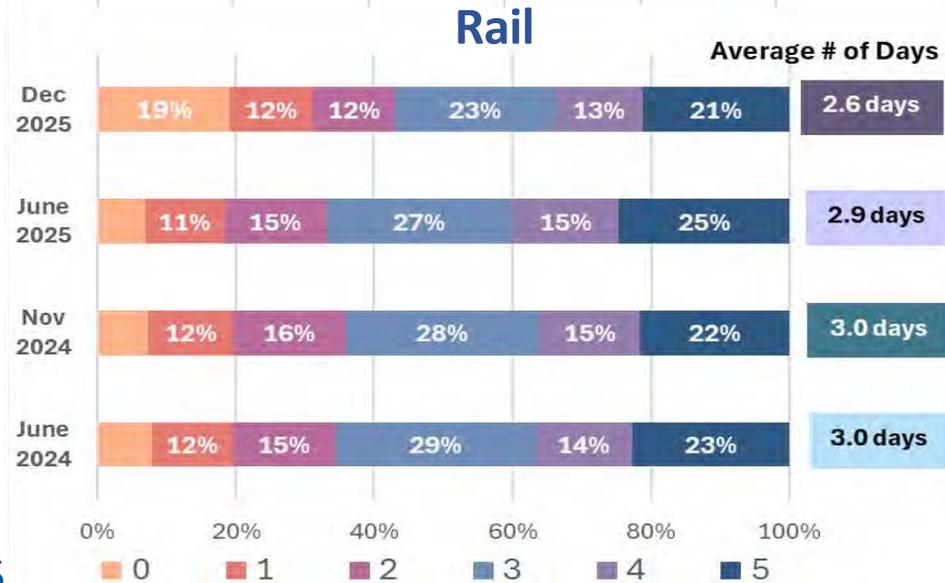
Bus – NY Interstate



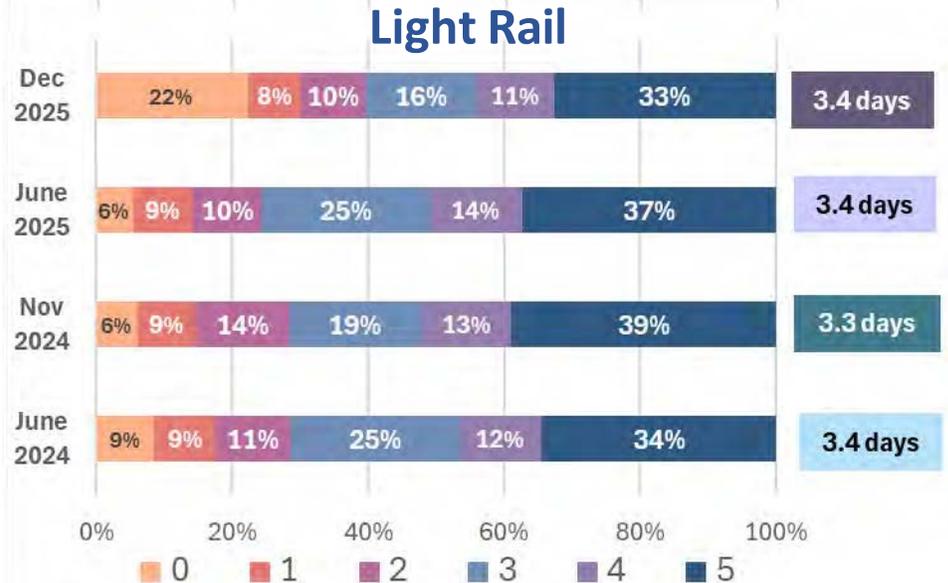
Bus – North Jersey Local, South Jersey & Contract



Rail



Light Rail



Note Fall 2025 survey conducted right after Thanksgiving and through Christmas.

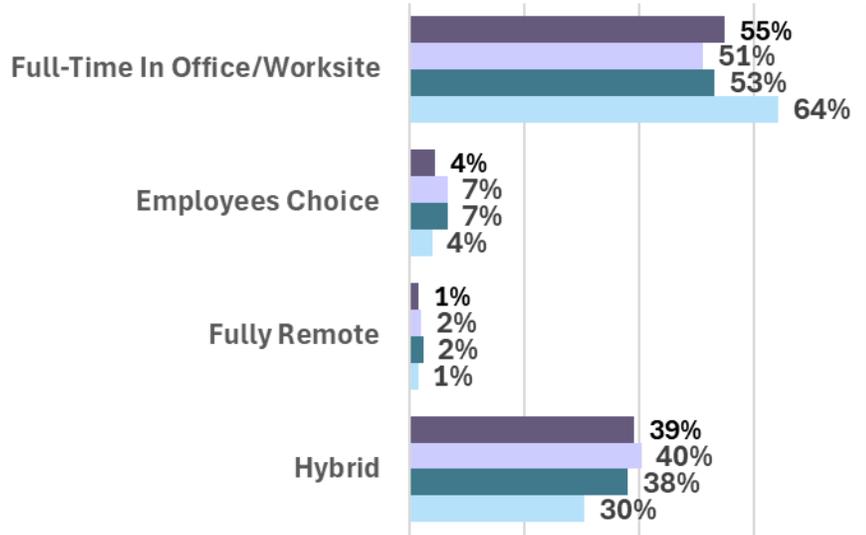


COVID-Related Findings

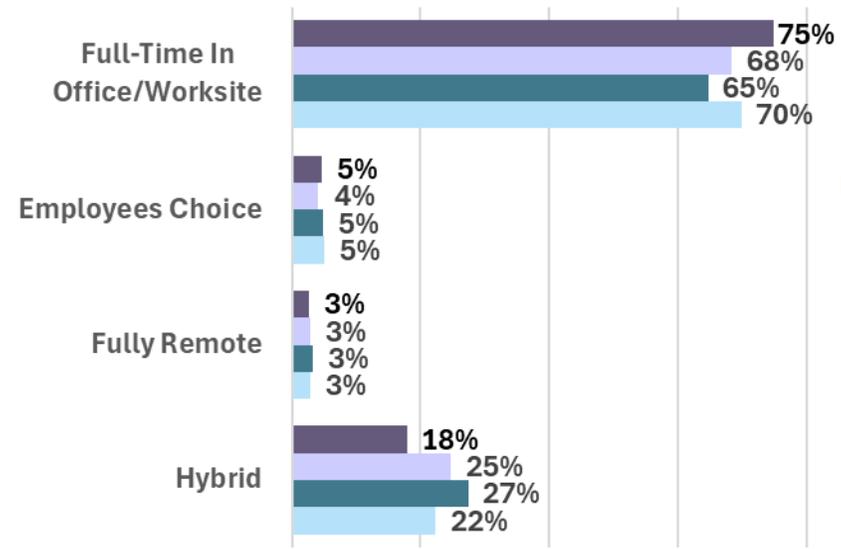
Your Company's Current Office/Worksite Attendance Policy



Bus – NY Interstate

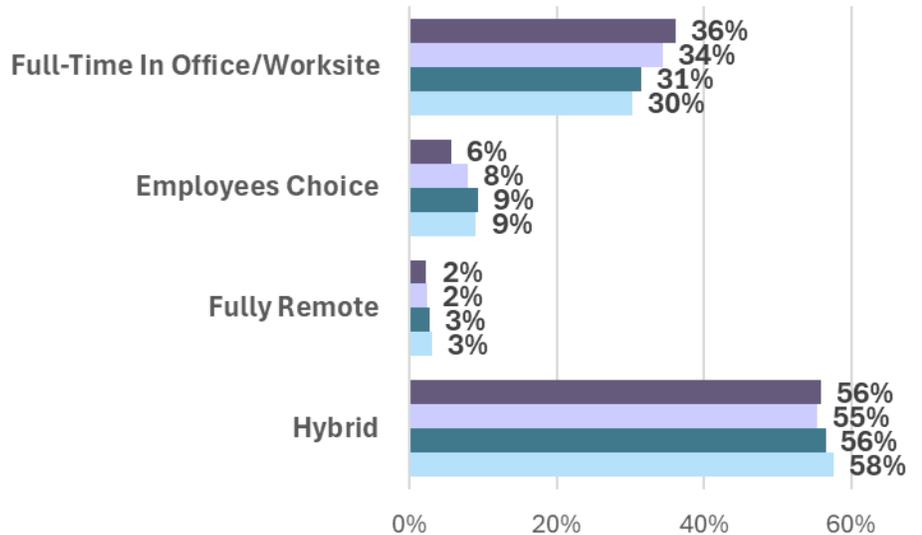


Bus – North Jersey Local, South Jersey & Contract

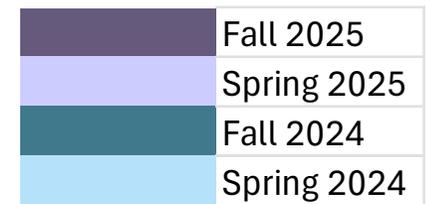
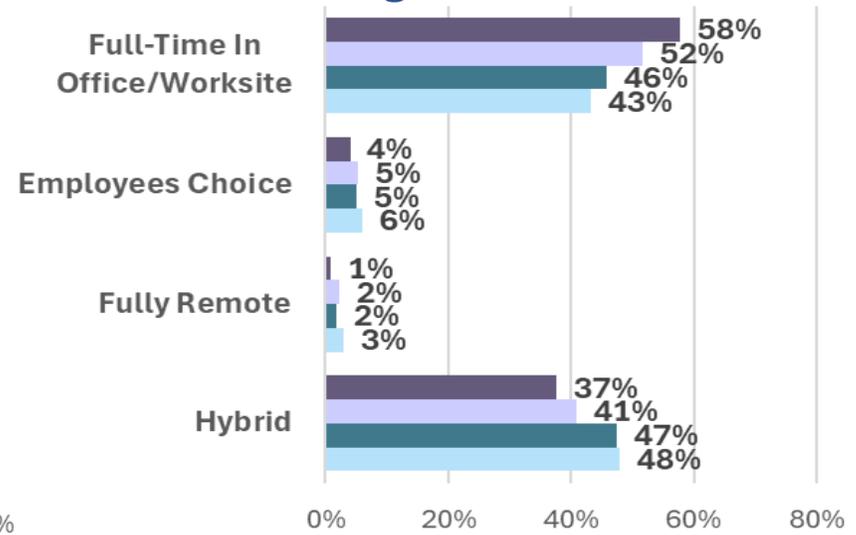


Full time in the office increased for all modes/markets since the Spring 2025 survey

Rail



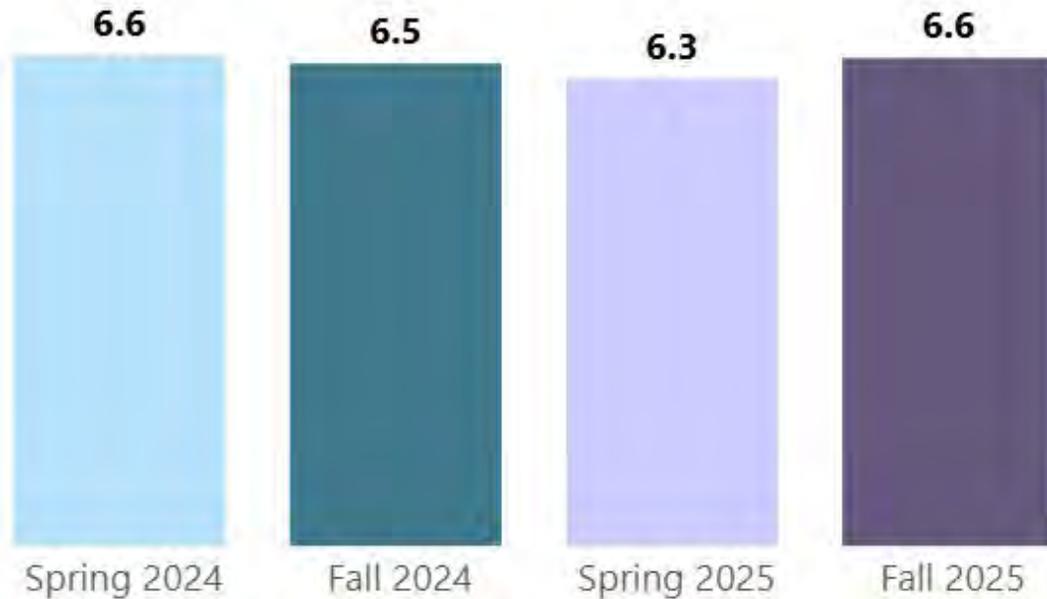
Light Rail



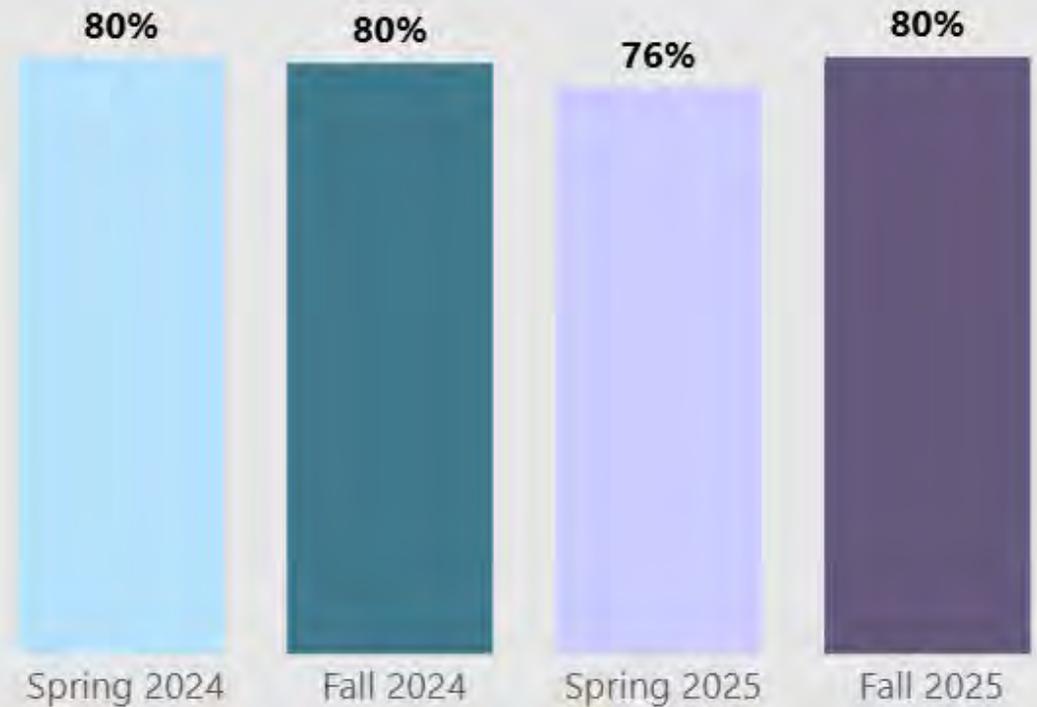
System-Wide Results



Overall Satisfaction Score



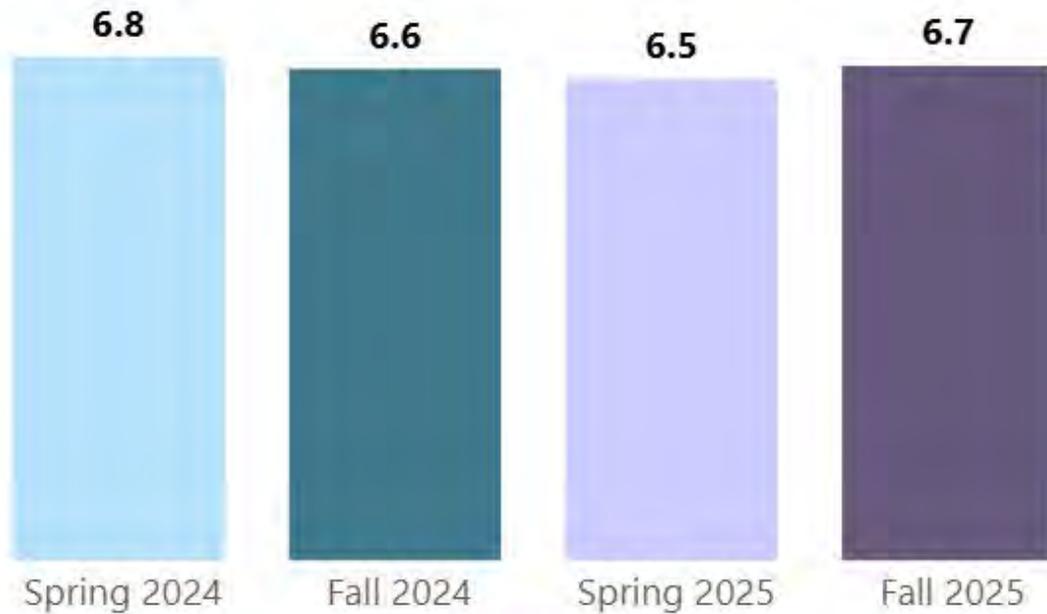
Likelihood to Recommend NJ TRANSIT



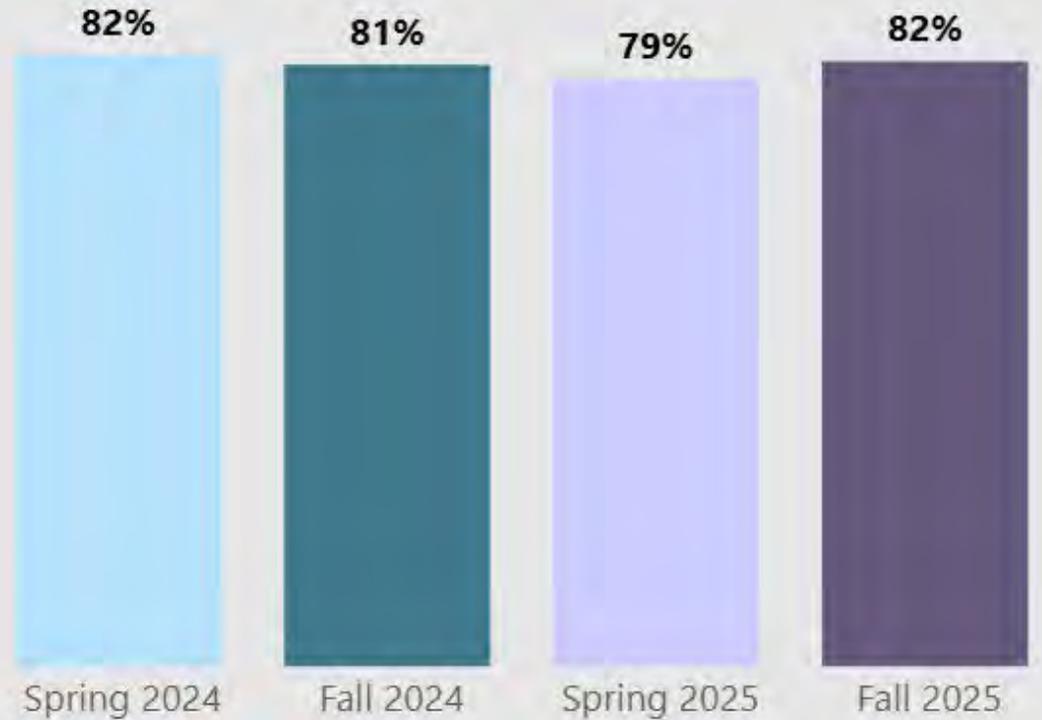
Bus System



Overall Satisfaction Score



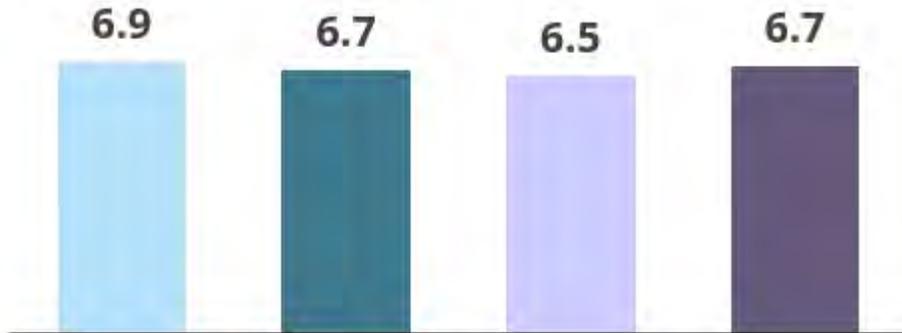
Likelihood to Recommend NJ TRANSIT



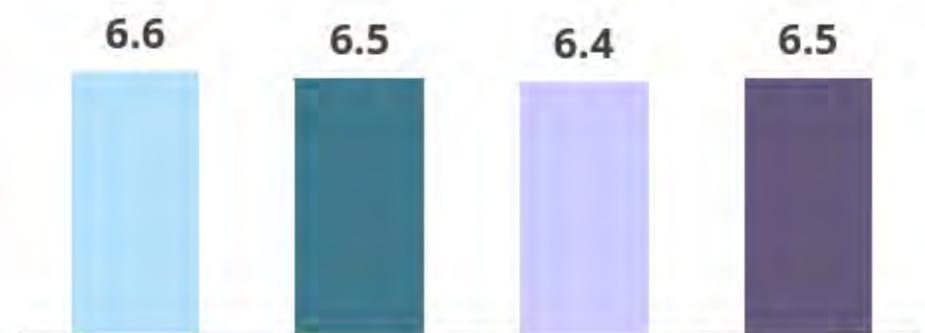
Overall Satisfaction Scores by Bus Market



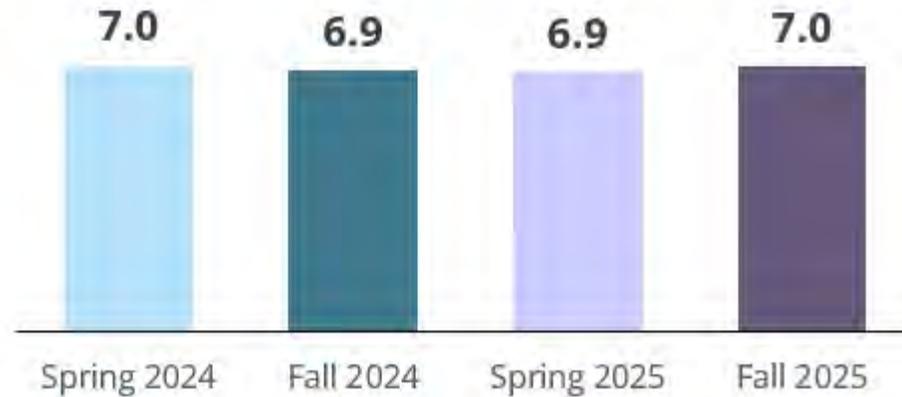
NY INTERSTATE



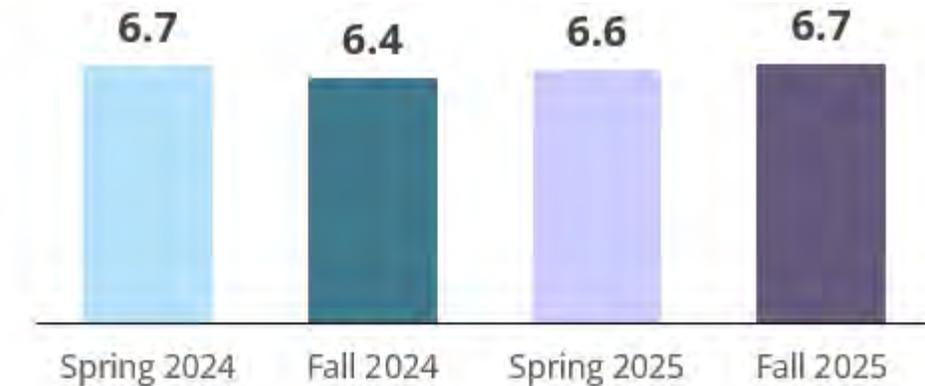
NORTH JERSEY LOCAL



SOUTH JERSEY



CONTRACT CARRIERS



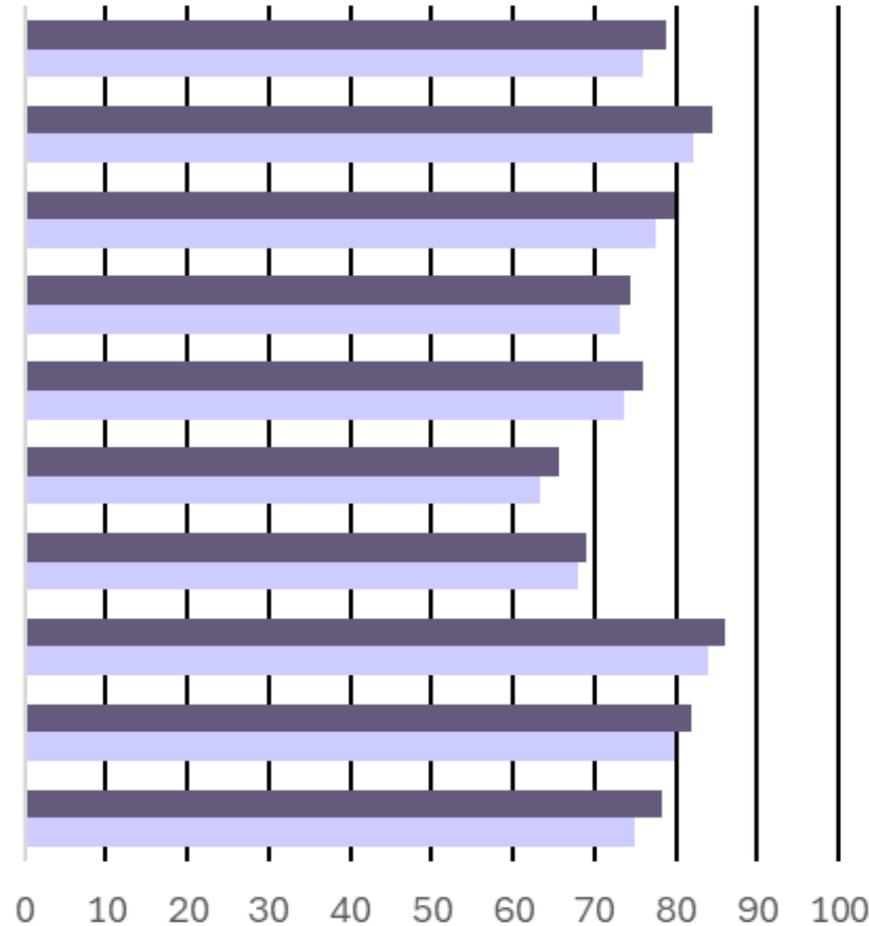
Top 10 Most Important Service Traits for Bus



Top 10 Most Important

% with Score of 5 or more

1. Weekday AM Peak Schedule
2. Seating Availability
3. OTP - Boarding Stop
4. Weekday PM Peak Schedule
5. Weekday Midday Schedule
6. Weekend/Holiday Schedule
7. Weekday Evening/Night Schedule
8. Starting Bus Stop Condition
9. OTP - Arrival Stop
10. Cleanliness Onboard



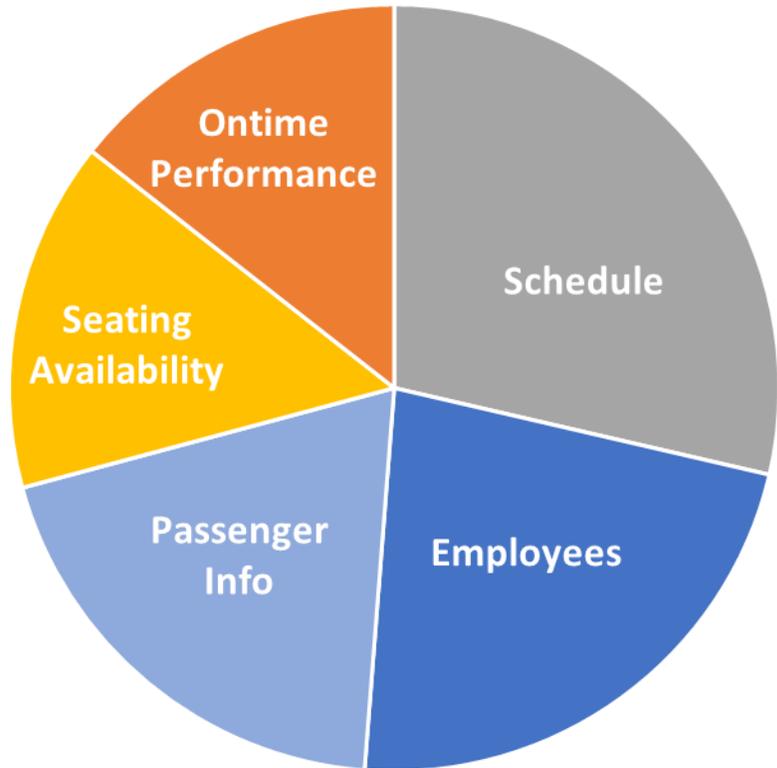
	Fall 2025
	Spring 2025

Percent

Top Topic Areas of BUS Comments



What is one thing we can do to **IMPROVE** your travel experience?



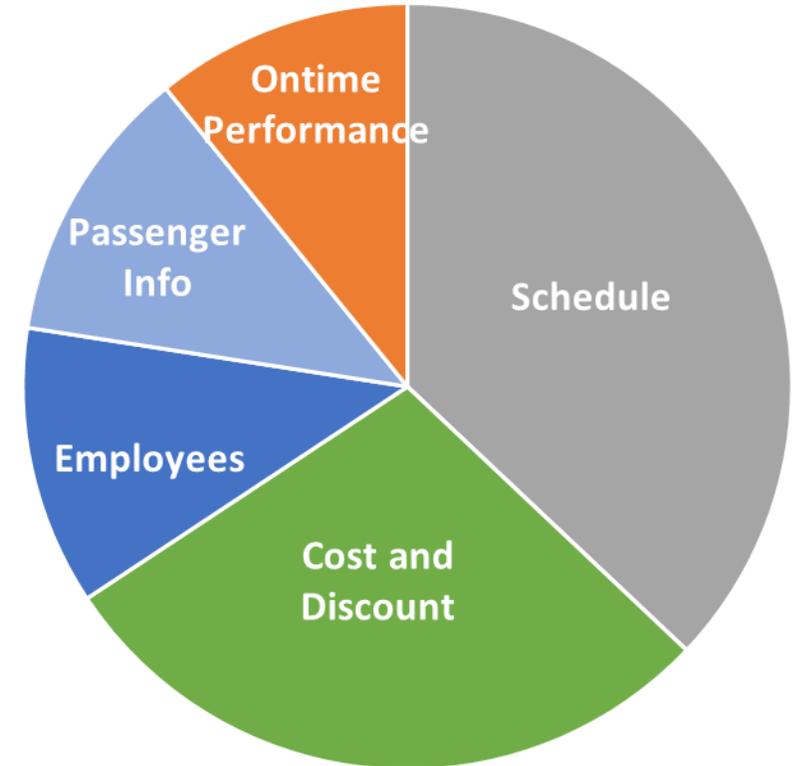
5,496 "Improve" Comments

What is one thing that you **LIKED** about your trip on NJ TRANSIT?



5,306 "Liked" Comments

What are the actions we could take to **ENCOURAGE** you to travel by NJ TRANSIT more frequently?



5,003 "Encourage" Comments

8,723 Bus Surveys

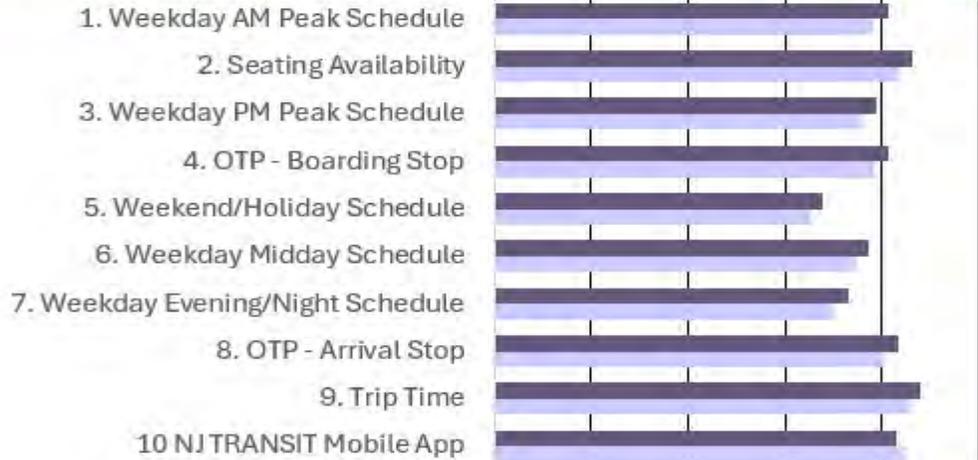
Top 10 Most Important Service Traits for BUS Customers by Bus Market and Score



NY INTERSTATE

Top 10 Most Important

% with Score of 5 or more



NORTH JERSEY LOCAL

Top 10 Most Important

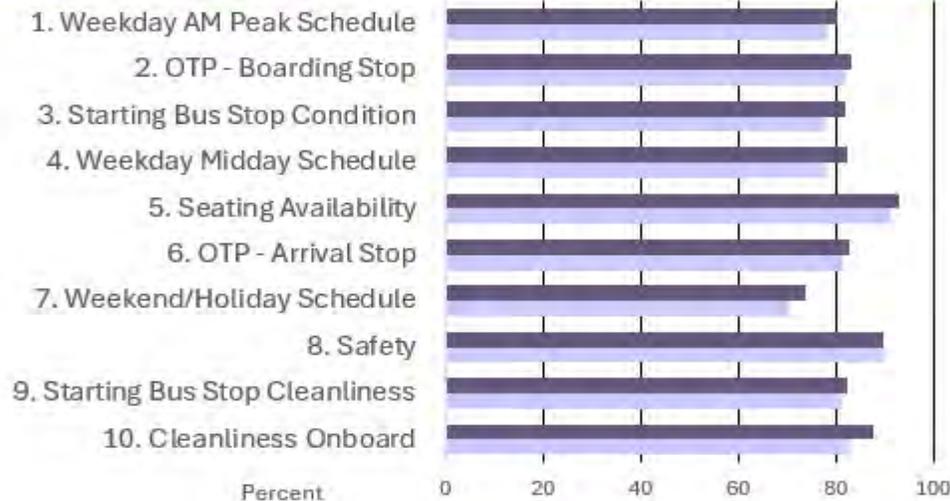
% with Score of 5 or more



SOUTH JERSEY

Top 10 Most Important

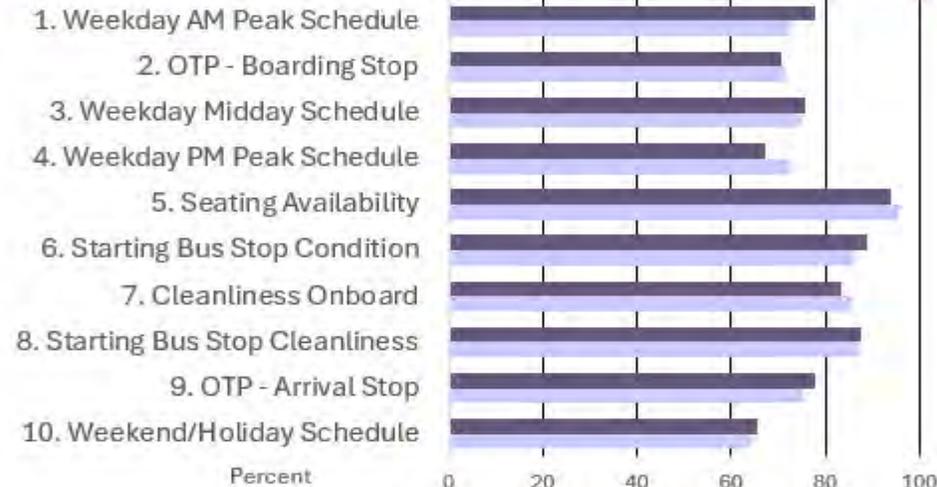
% with Score of 5 or more



CONTRACT CARRIERS

Top 10 Most Important

% with Score of 5 or more



Fall 2025
Spring 2025

Percent

Percent

0 20 40 60 80 100

0 20 40 60 80 100

Bus Score Context



Scheduling

- ◆ 214 weekday trips added for additional capacity on 40 bus routes:
 - 61 Saturday trips added
 - 57 Sunday trips added
- ◆ Runtime adjustments to 37 routes to improve OTP
- ◆ No. 86 line went back to its former streamlined routing at the request of Jersey City customers
- ◆ Added 20-minute midday service to the No. 119 on weekdays
- ◆ Split the No. 6 line and added the No. 16 routing in Jersey City, serving the Senior Center leg of the old No. 86 route
- ◆ Extended No. 608 trips to Capital Health
- ◆ Extended No. 832 service to Brookdale College
- ◆ Adjusted select No. 552 trips to serve Cape May airport
- ◆ Extended select No. 137 trips to Brick Park & Ride

Bus Score Context



Bus On-Board Conditions

- ◆ Continuing work on the mid-life rehabilitation of 200 of our NABI 2012-2013 model year buses, with 47 buses completed to date
- ◆ Delayed as a result of absorbing service previously operated by private carriers and having to upgrade those buses as they became part of our fleet
- ◆ Includes replacement of engines and transmissions and installation of new seating, which will help improve vehicle reliability and customer comfort

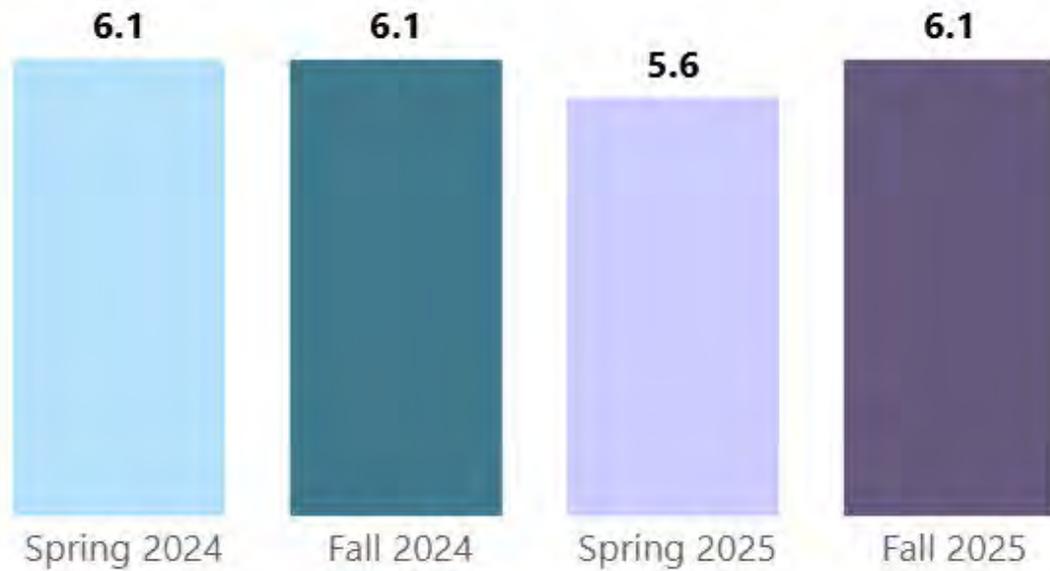
Seating Availability

- ◆ 170 new articulated buses are now in service, which will help to increase capacity for customers
- ◆ 408 additional buses are on order
- ◆ Continuing strategic use of these high-capacity articulated buses on heavy ridership routes to ensure more seating availability for customers

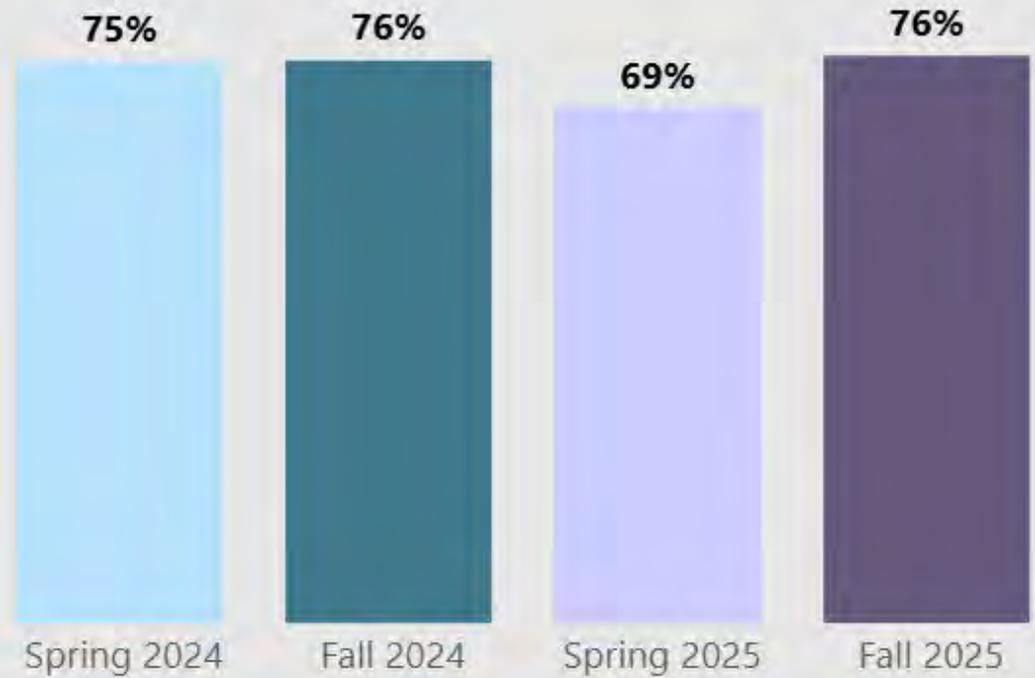
Rail System



Overall Satisfaction Score



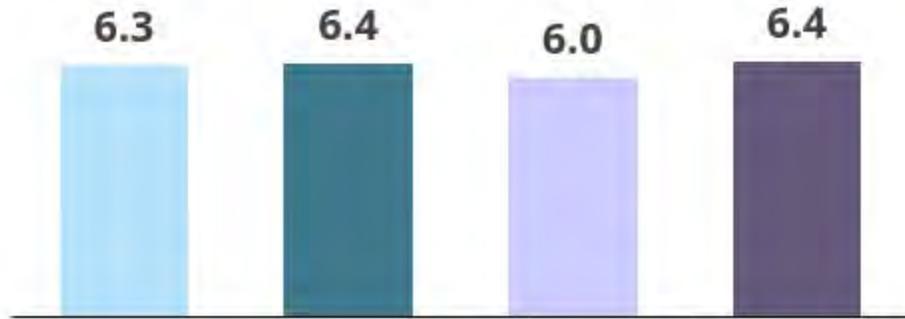
Likelihood to Recommend NJ TRANSIT



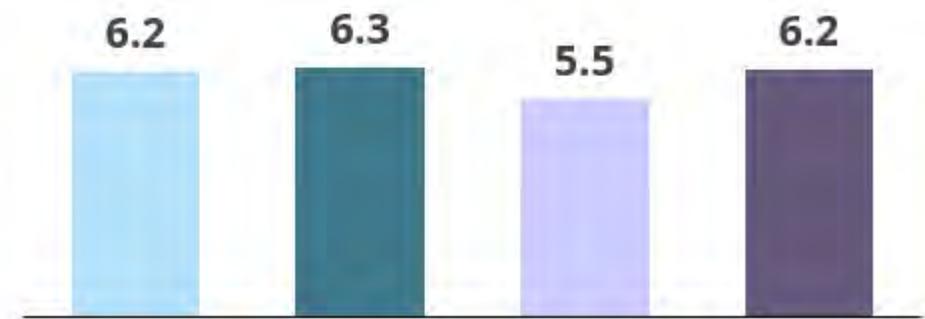
Overall Satisfaction Scores by Rail Line



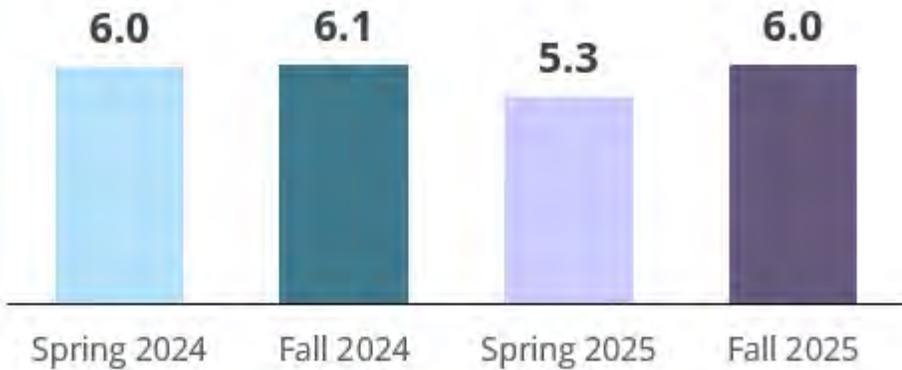
**NORTHEAST
CORRIDOR**



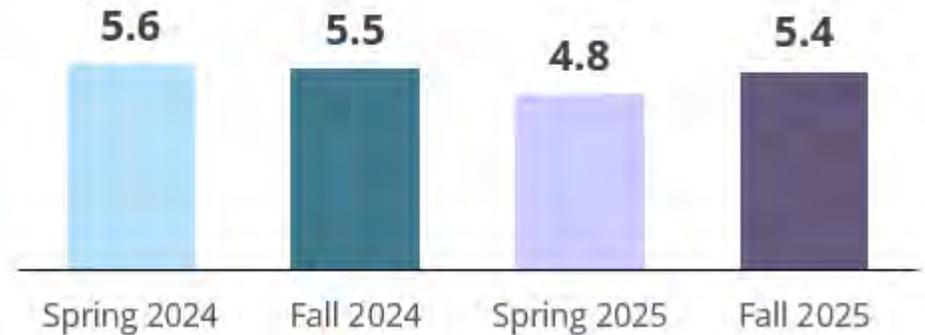
**NORTH JERSEY
COAST**



RARITAN VALLEY



MORRIS & ESSEX



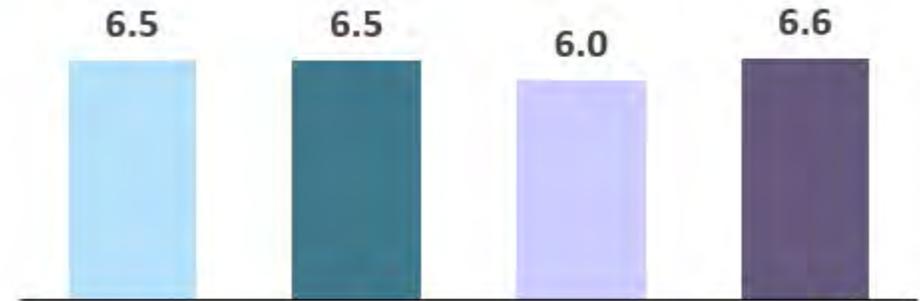
Overall Satisfaction Scores by Rail Line



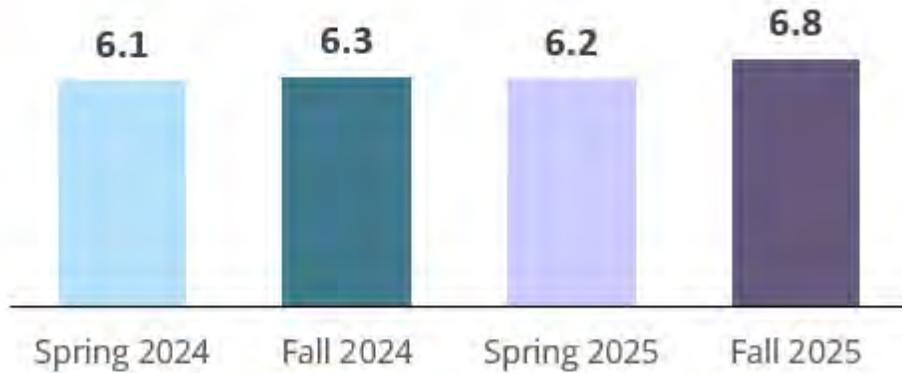
**MONTCLAIR-
BOONTON**



**MAIN-BERGEN
COUNTY/PORT JERVIS**



PASCACK VALLEY

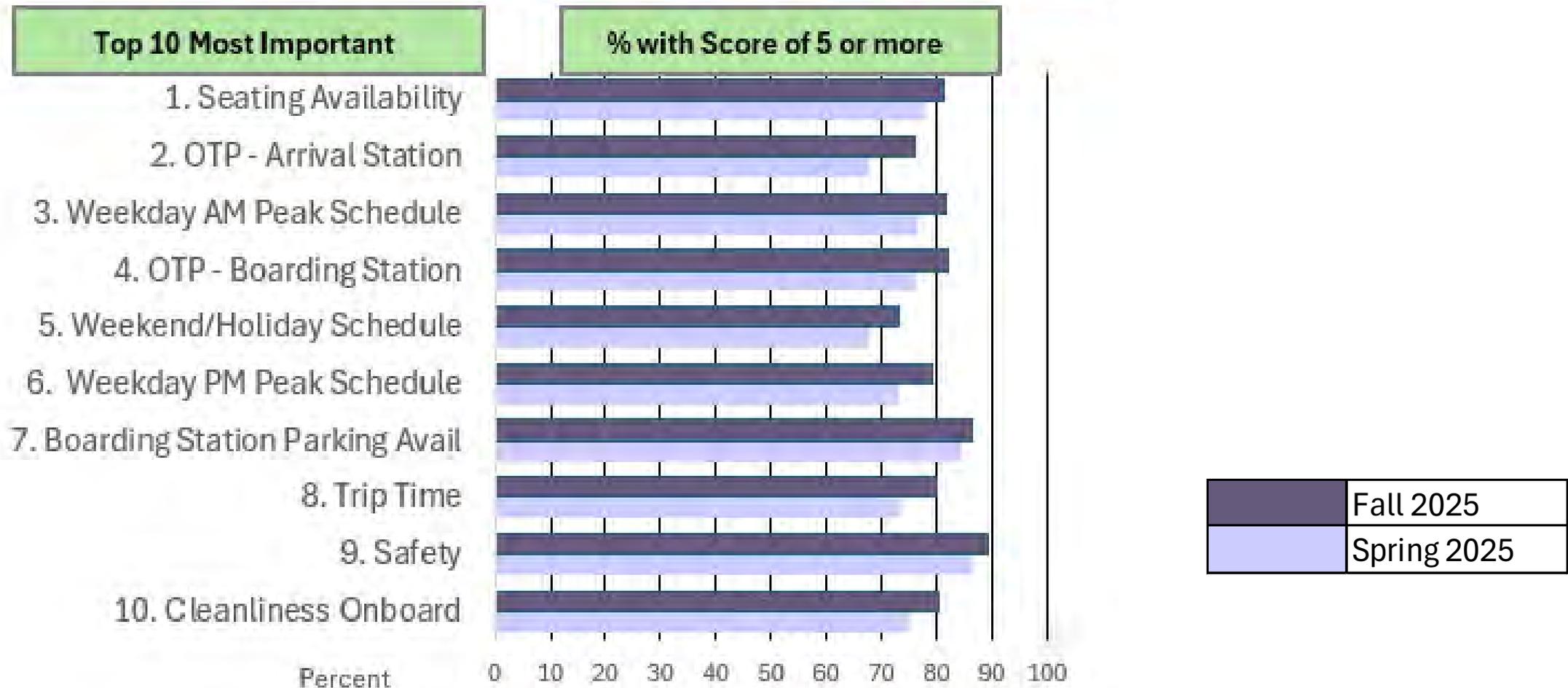


ATLANTIC CITY



Top 10 Most Important Service Traits for Rail

Top 10 Most Important Service Traits for RAIL



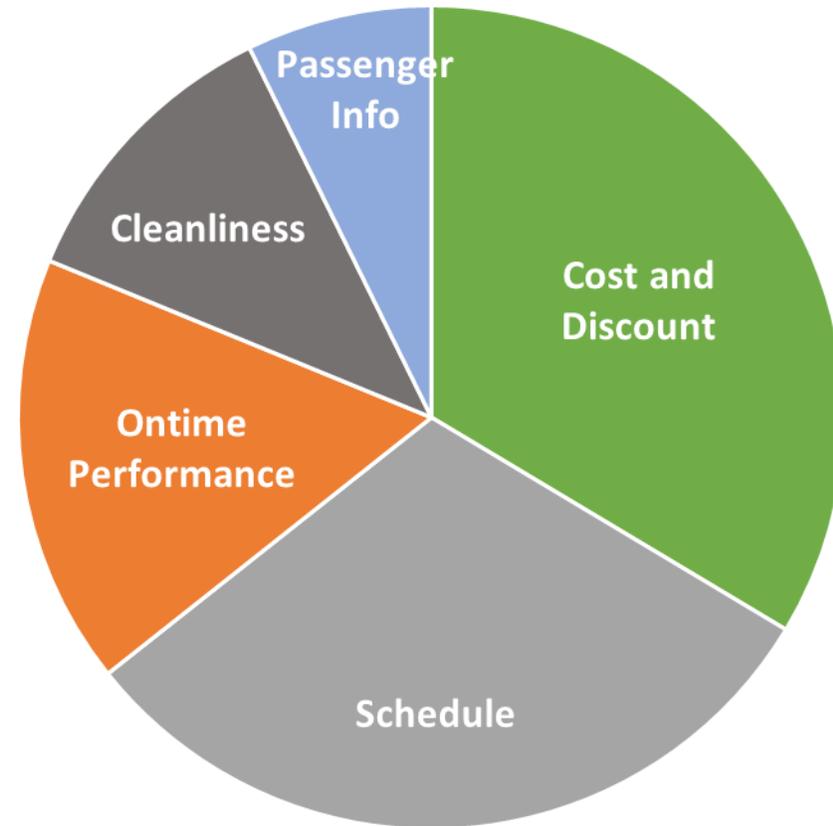
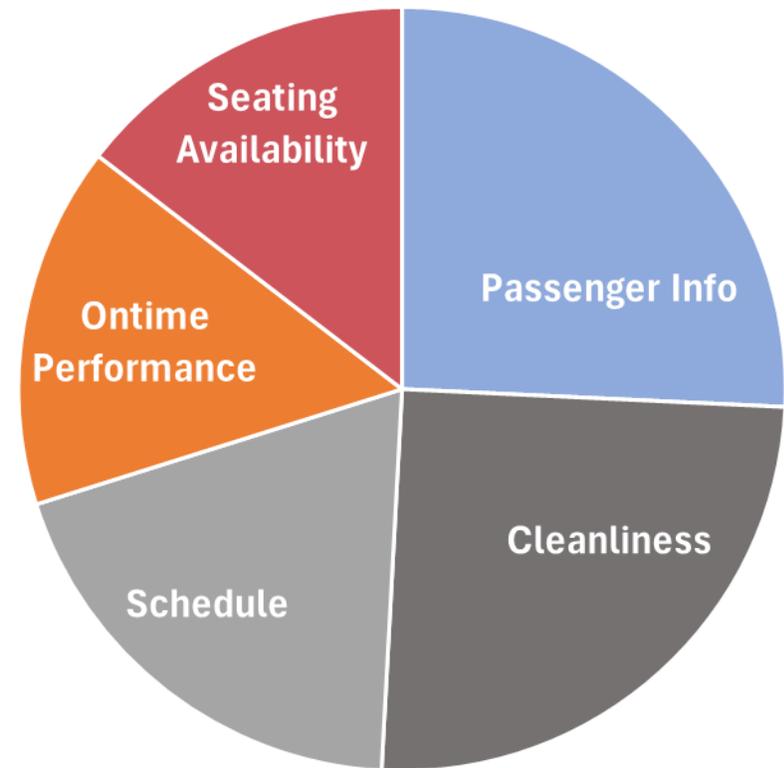
Top Topic Areas of RAIL Comments



What is one thing we can do to **IMPROVE** your travel experience?

What is one thing that you **LIKED** about your trip on NJ TRANSIT?

What are the actions we could take to **ENCOURAGE** you to travel by NJ TRANSIT more frequently?



14,063 "Improve" Comments

10,026 "Liked" Comments

9,911 "Encourage" Comments

16,542 Rail Surveys

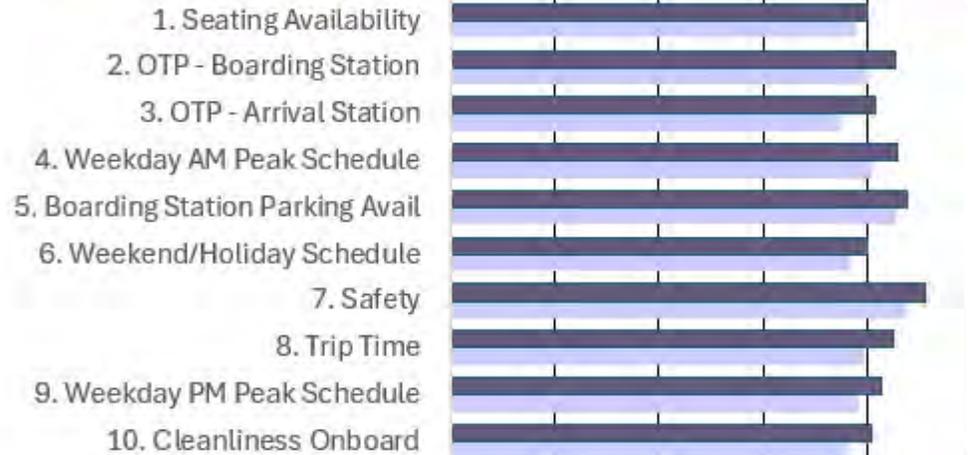
Top 10 Most Important Service Traits for RAIL Customers by Rail Line and Score



NORTHEAST CORRIDOR

Top 10 Most Important

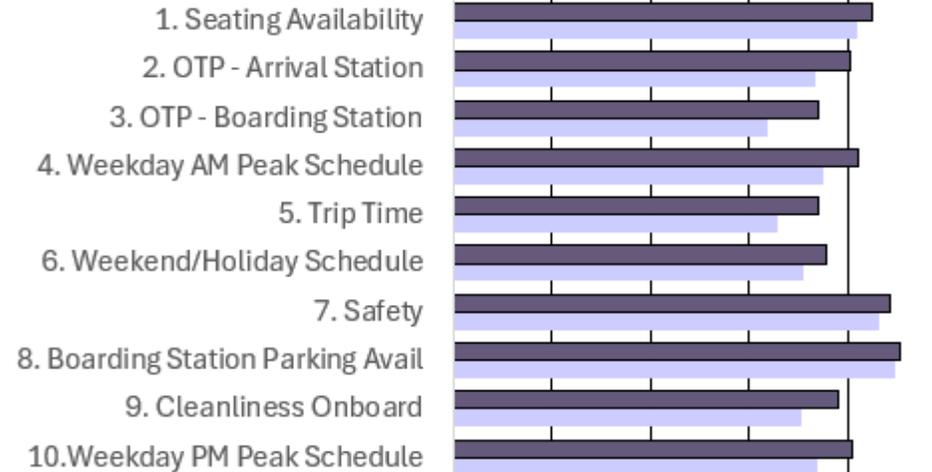
% with Score of 5 or more



NORTH JERSEY COAST

Top 10 Most Important

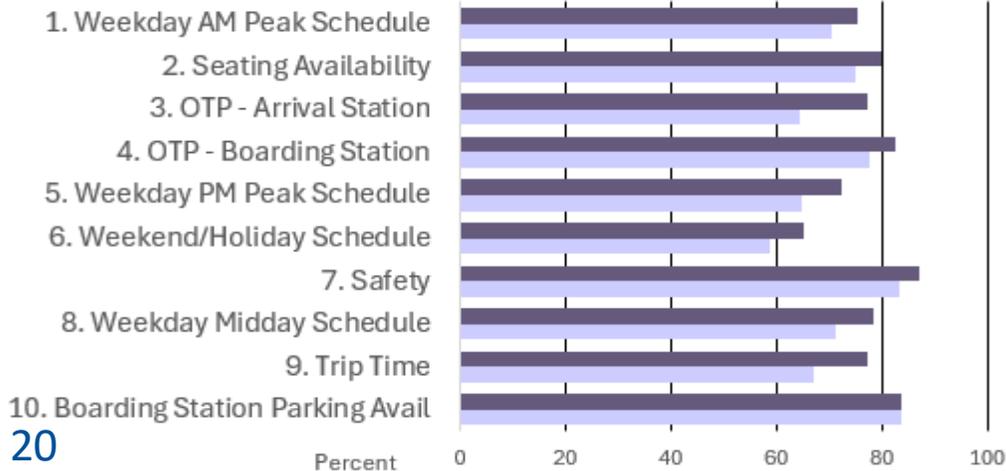
% with Score of 5 or more



RARITAN VALLEY

Top 10 Most Important

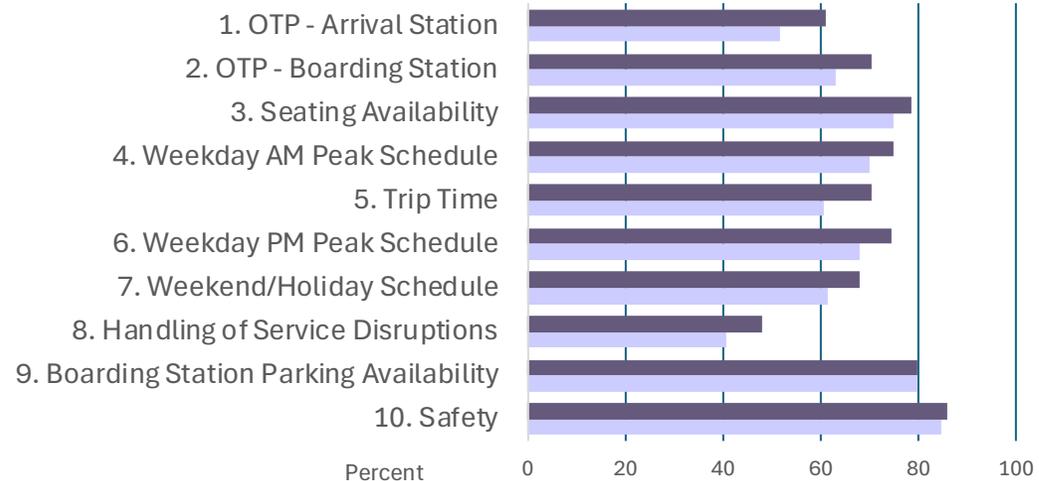
% with Score of 5 or more



MORRIS & ESSEX

Top 10 Most Important

% with Score of 5 or more



Top 10 Most Important Service Traits for RAIL Customers by Rail Line and Score



MONTCLAIR-BOONTON

Top 10 Most Important

% with Score of 5 or more

1. OTP - Arrival Station
2. Weekday AM Peak Schedule
3. Weekend/Holiday Schedule
4. Seating Availability
5. OTP - Boarding Station
6. Weekday PM Peak Schedule
7. Trip Time
8. Handling of Service...
9. Weekday Eve/Night Schedule
10. Weekday Midday Schedule

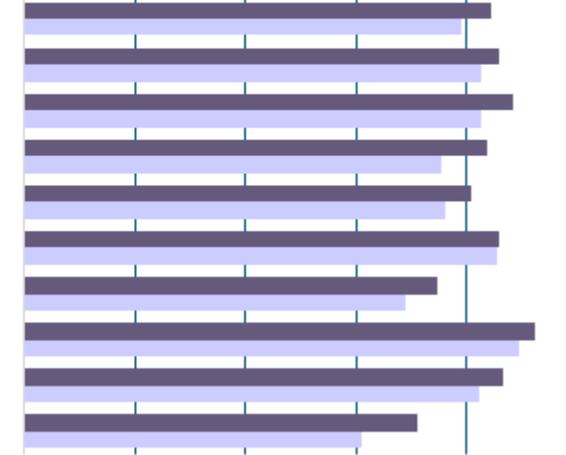


MAIN-BERGEN/PORT JERVIS

Top 10 Most Important

% with Score of 5 or more

1. Weekday AM Peak Schedule
2. Seating Availability
3. OTP - Boarding Station
4. OTP - Arrival Station
5. Weekday PM Peak Schedule
6. Boarding Station Parking Avail
7. Weekend/Holiday Schedule
8. Safety
9. Trip Time
10. Weekday Eve/Night Schedule

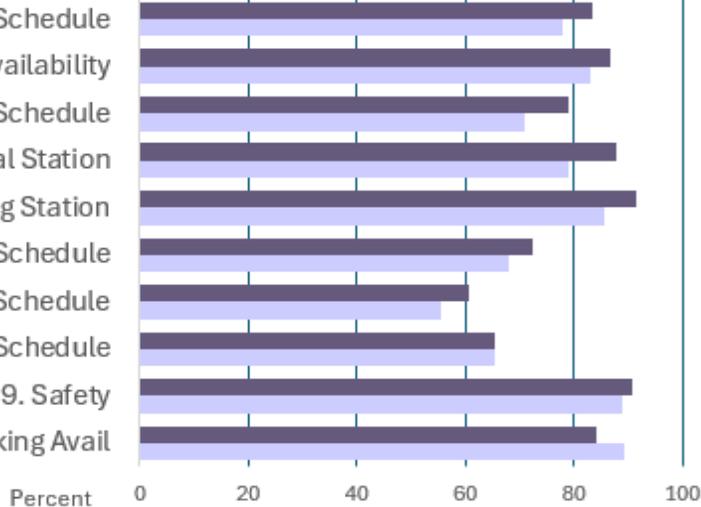


PASCACK VALLEY

Top 10 Most Important

% with Score of 5 or more

1. Weekday AM Peak Schedule
2. Seating Availability
3. Weekday PM Peak Schedule
4. OTP - Arrival Station
5. OTP - Boarding Station
6. Weekday Midday Schedule
7. Weekday Eve/Night Schedule
8. Weekend/Holiday Schedule
9. Safety
10. Boarding Station Parking Avail

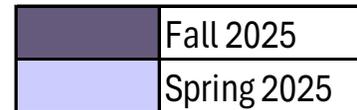
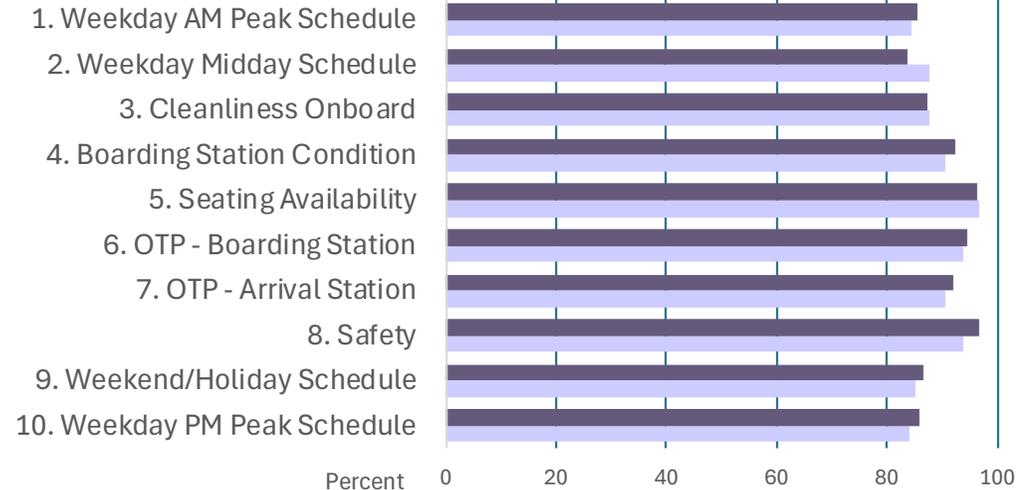


ATLANTIC CITY RAIL LINE

Top 10 Most Important

% with Score of 5 or more

1. Weekday AM Peak Schedule
2. Weekday Midday Schedule
3. Cleanliness Onboard
4. Boarding Station Condition
5. Seating Availability
6. OTP - Boarding Station
7. OTP - Arrival Station
8. Safety
9. Weekend/Holiday Schedule
10. Weekday PM Peak Schedule



Rail Score Context



Rail Service + Schedules

- ◆ Implemented a de-escalation training program with train crews to reduce delays resulting from customer altercations.
- ◆ Launched a Revenue Collection Initiative at stations to promote fare collection and public order.
- ◆ Crafted extensive schedule adjustments to prepare the system for major infrastructure reliability projects like the Portal North Bridge cutover and the Gateway Program.

Mechanical Progress

- ◆ Accelerated the Multilevel Window Replacement Project to give customers a clearer view during their journeys.
- ◆ Accelerated railcar repairs and locomotive overhauls to improve availability and reliability of the fleet and thereby offer additional seating capacity.
- ◆ Focused support departments on supply chain issues to increase availability of critical parts and reduce the distance between en-route failures.

Rail Score Context



Engineering Initiatives

- ◆ Expanded the Station Care initiative at Newark Penn and Trenton Transit Center to enhance cleanliness, lighting, and signage.
- ◆ Partnered with the Customer Advocate to make targeted station improvements across the system, including at Penn Station New York, Metropark, Lindenwold, and Denville.
- ◆ Upgraded the signal system across multiple lines, including commissioning of the new bidirectional signal system on the North Jersey Coast Line to increase capacity.

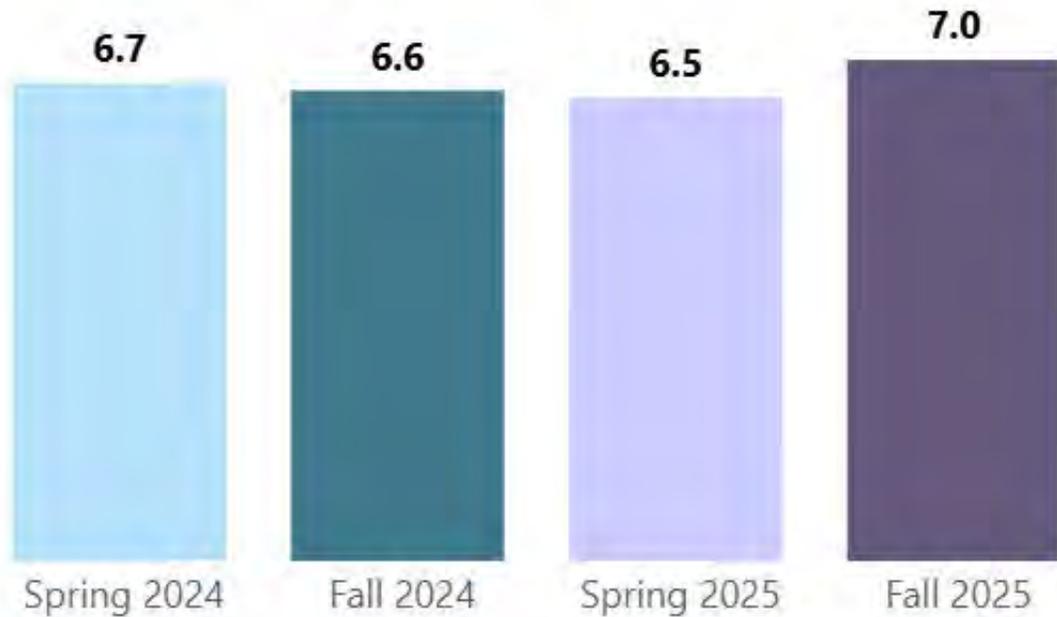
Support Projects

- ◆ Graduated seven Locomotive Engineers and 94 Assistant Conductors to decrease the likelihood of delays and cancellations due to manpower shortages.
- ◆ Provided emergency preparedness training to 1,685 first responder agencies and launched a partnership with Transit Police and the Department of Transportation to reduce delays from vehicles driving onto the tracks.

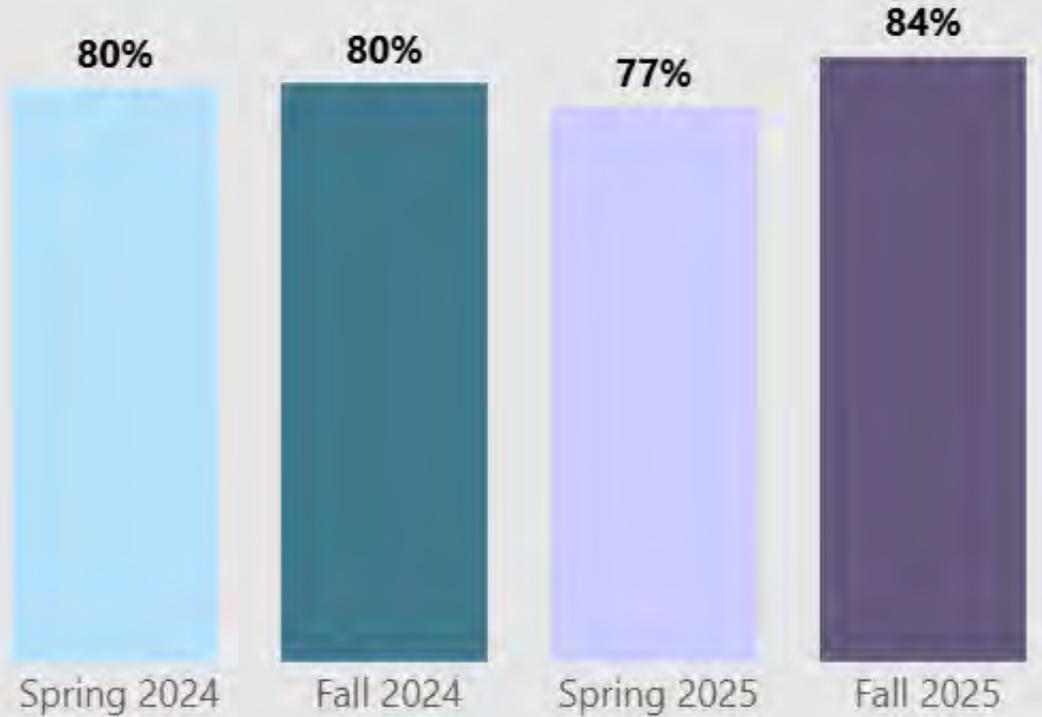
Light Rail System



Overall Satisfaction Score



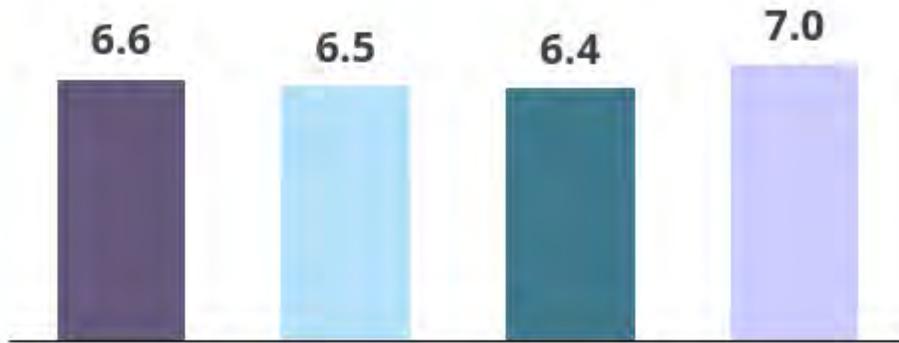
Likelihood to Recommend NJ TRANSIT



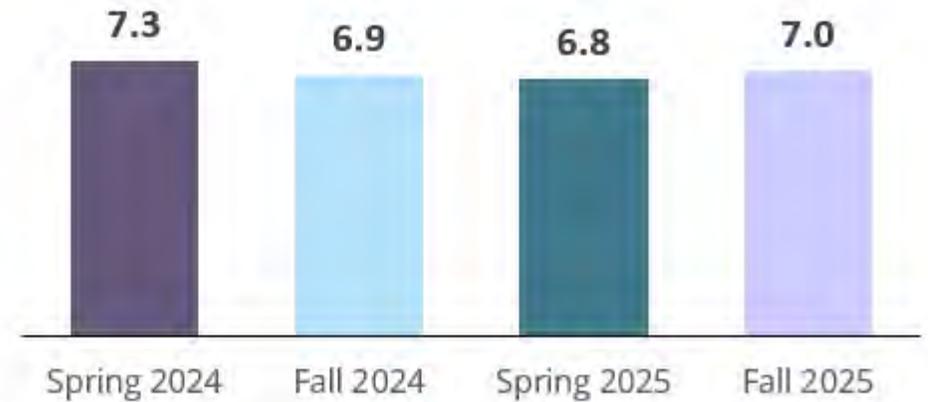
Light Rail Satisfaction Scores By Light Rail Line



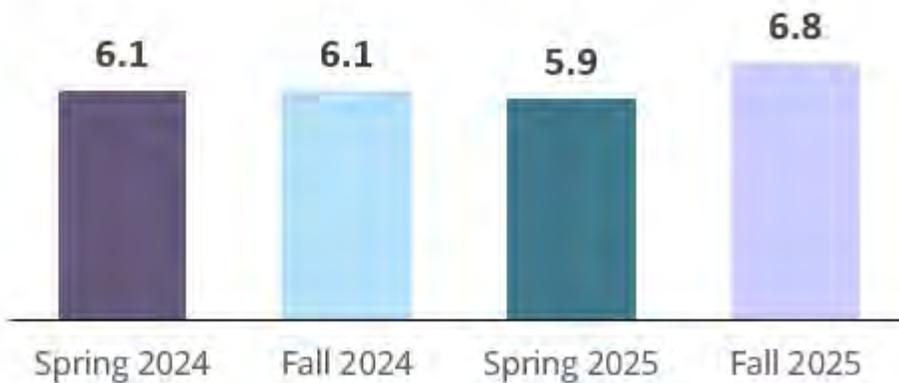
HUDSON-BERGEN



NEWARK LIGHT
RAIL



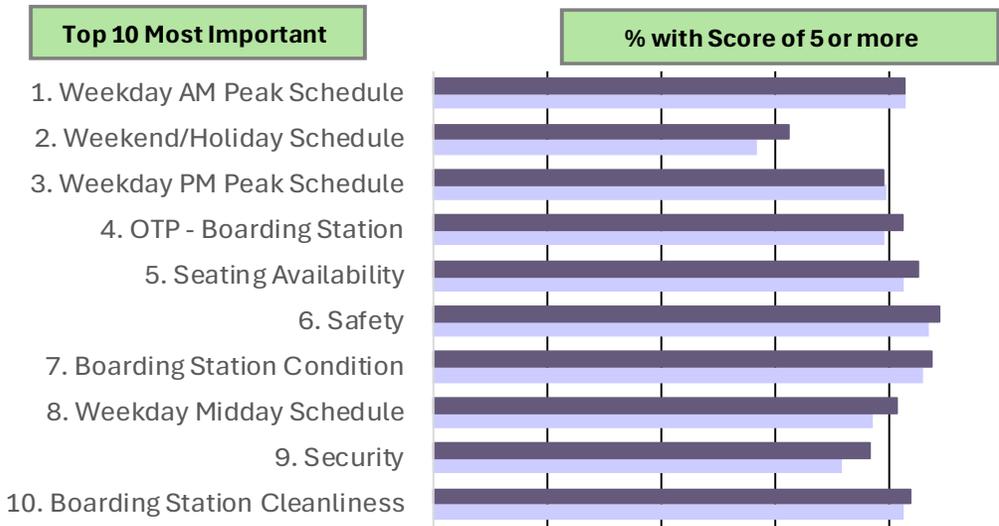
RIVERLINE



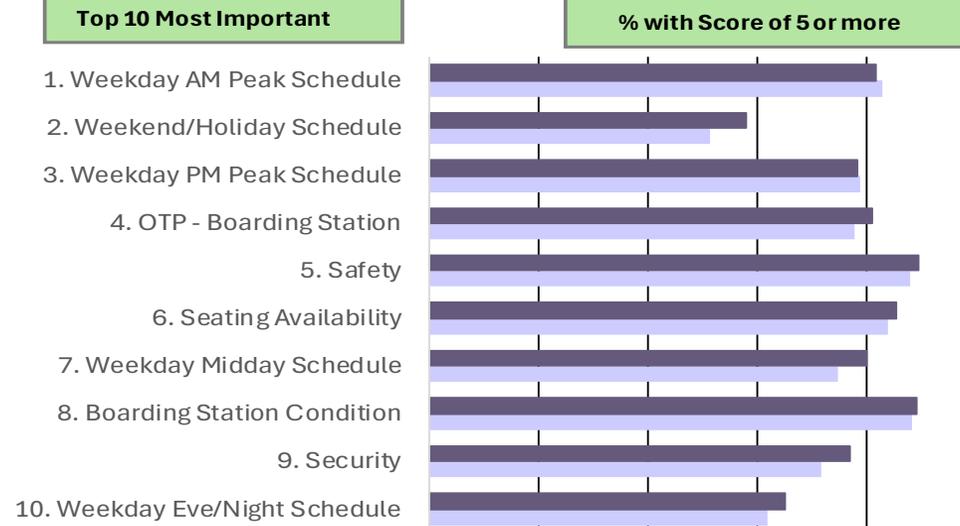
Top 10 Most Important Service Traits for LIGHT RAIL Customers by Light Rail Line and Score



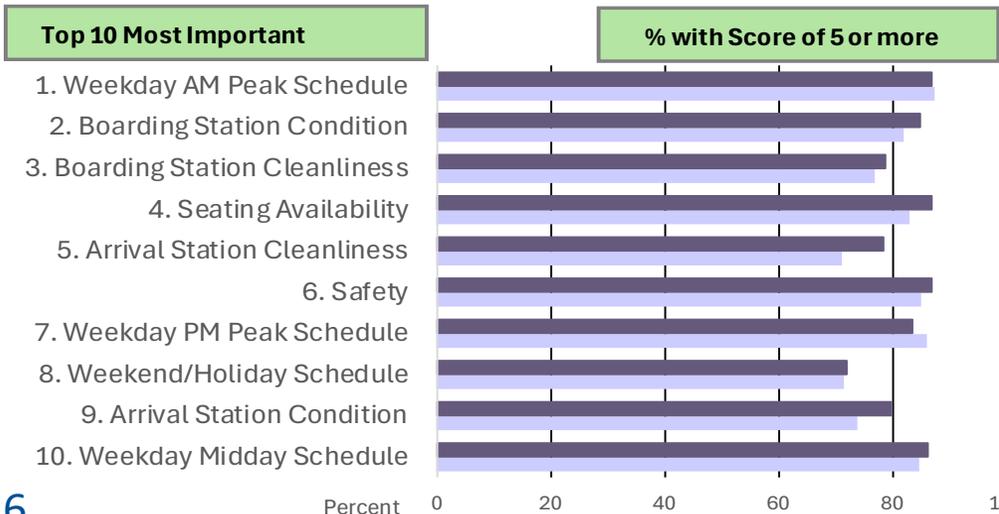
Light Rail System



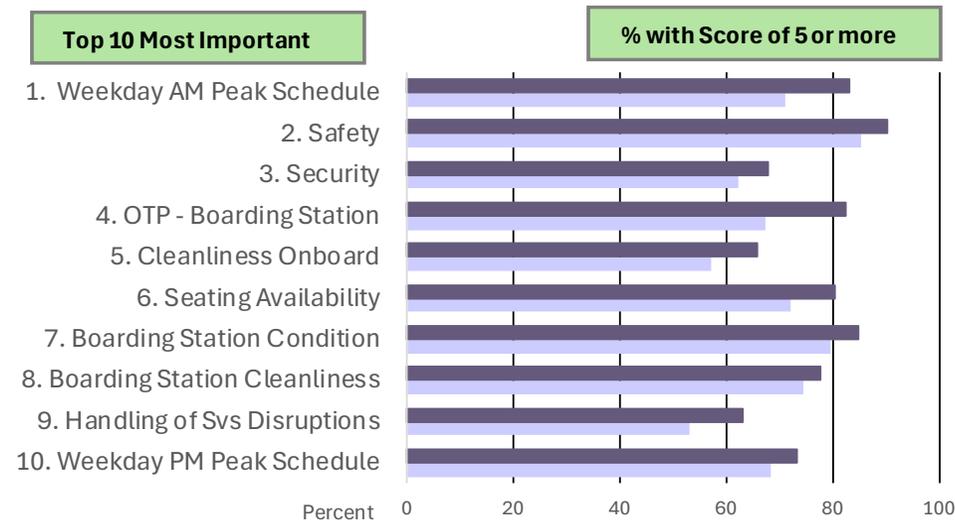
Hudson-Bergen Light Rail



Newark Light Rail



River LINE

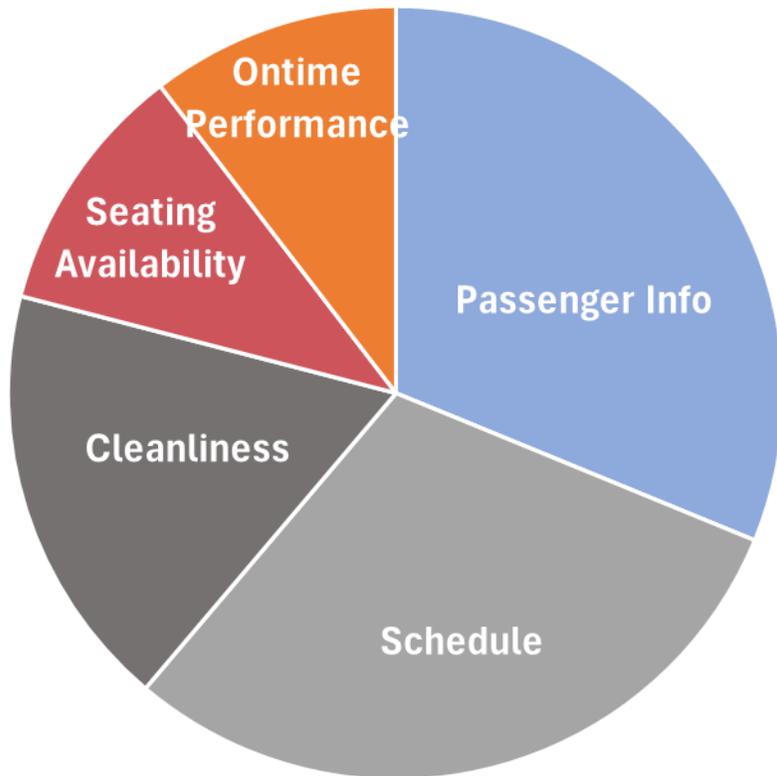


Fall 2025
Spring 2025

Top Topic Areas of LIGHT RAIL Comments

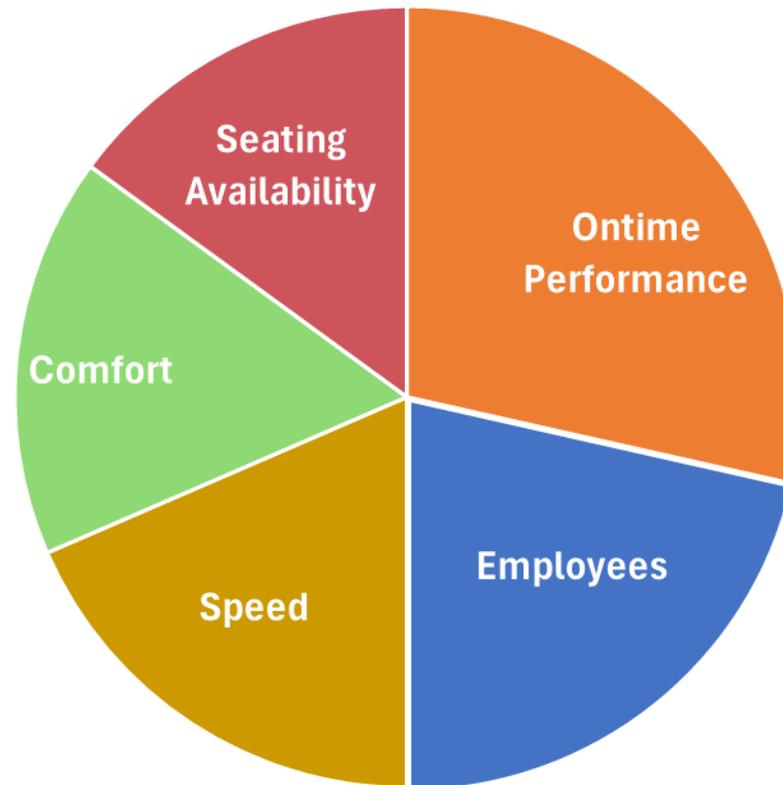


What is one thing we can do to **IMPROVE** your travel experience?



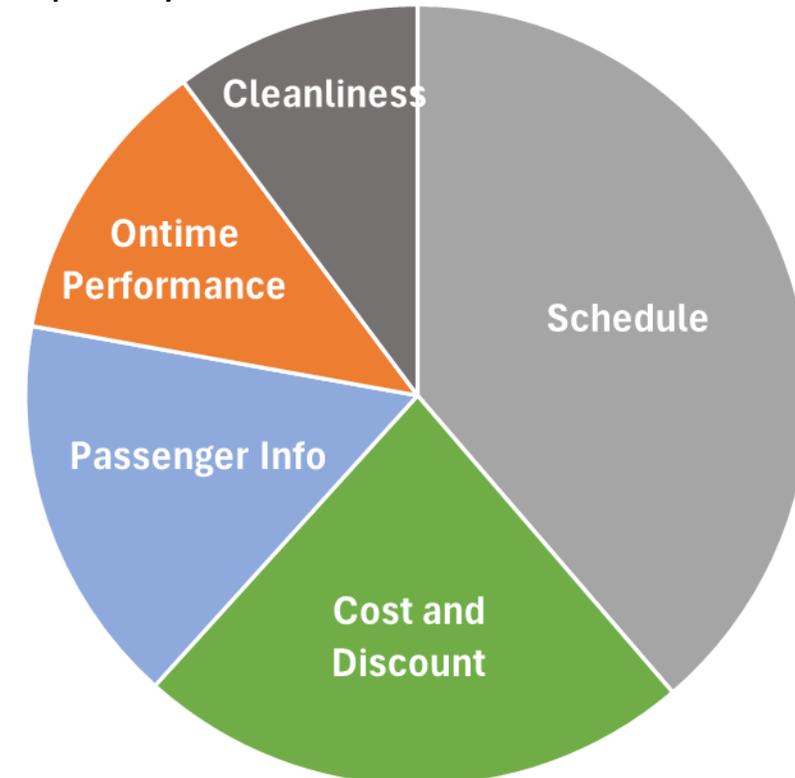
692 "Improve" Comments

What is one thing that you **LIKED** about your trip on NJ TRANSIT?



517 "Liked" Comments

What are the actions we could take to **ENCOURAGE** you to travel by NJ TRANSIT more frequently?



528 "Encourage" Comments

1,150 Light Rail Surveys

Light Rail Score Context



Hudson-Bergen Light Rail

- ◆ Overall increase in satisfaction attributed to an increase in the consistency of train service and uptick in satisfaction with OTP
- ◆ A slight decrease in satisfaction with weekday peak hour schedules can be mostly attributed to the transition of contract operations from one company to another, which resulted in personnel shortages that had significant impacts to service during a brief period prior to the date that the contract changed hands from Twenty-first Century Rail to the ACI-Herzog Joint Venture
- ◆ While weekend service satisfaction has increased, we have commissioned a study to assess weekend service levels to determine both customer and cost impacts of increasing weekend service levels
- ◆ HBLR is in the process of installing Variable Message Signboards at all stations that will provide estimates of when trains are due to arrive, there are 7 stations remaining for installation (*8th St, 22nd St, Richard St, Garfield, Lincoln Harbor, Port Imperial & Tonnelle*)
- ◆ Additional efforts are being made to make announcements at stations to inform customers of any service disruptions or delays

Light Rail Score Context



Newark Light Rail

- ◆ Slight increase in overall satisfaction may be attributed in part to ongoing efforts by operators to adhere to stricter guidelines and using their assigned trip paddles to reduce early departures
- ◆ Scores related to cleanliness and safety have increased due to more concentrated cleaning efforts that ensure the stations are frequently power washed, as well as the implementation of mid-run trash inspections on light rail vehicles
- ◆ Maintenance updates at stations including repairs to station stairs, concrete, and railings have also enhanced customer satisfaction

Light Rail Score Context



RiverLine

- ◆ Significant increase in overall satisfaction may be attributed to the public announcement in September 2025, that the O&M responsibilities for RiverLINE would be transitioned from the private sector contractor to NJ TRANSIT, culminating with the full assumption of O&M service delivery by NJTRANSIT on Saturday, February 14th.
- ◆ From Spring 2025 to Fall 2025, vehicle maintenance improved significantly, which led to fewer train cancellations and more reliable service
- ◆ River Line has improved communications by providing alerts as quickly as possible to keep customers informed when service disruptions do occur
- ◆ Regarding cleanliness and maintenance at stations, any issues are being addressed quickly through routine cleaning crews

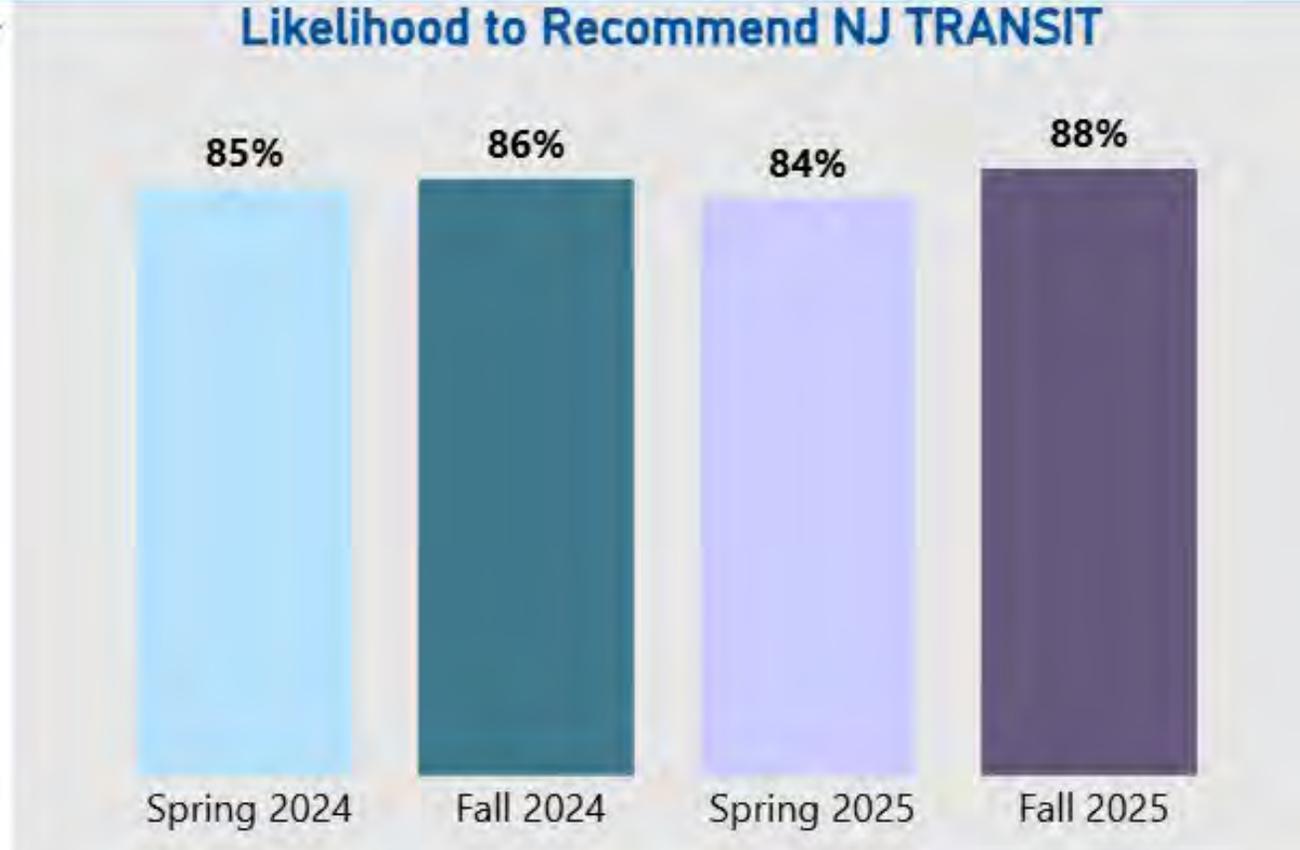
Access Link System



Overall Satisfaction Score



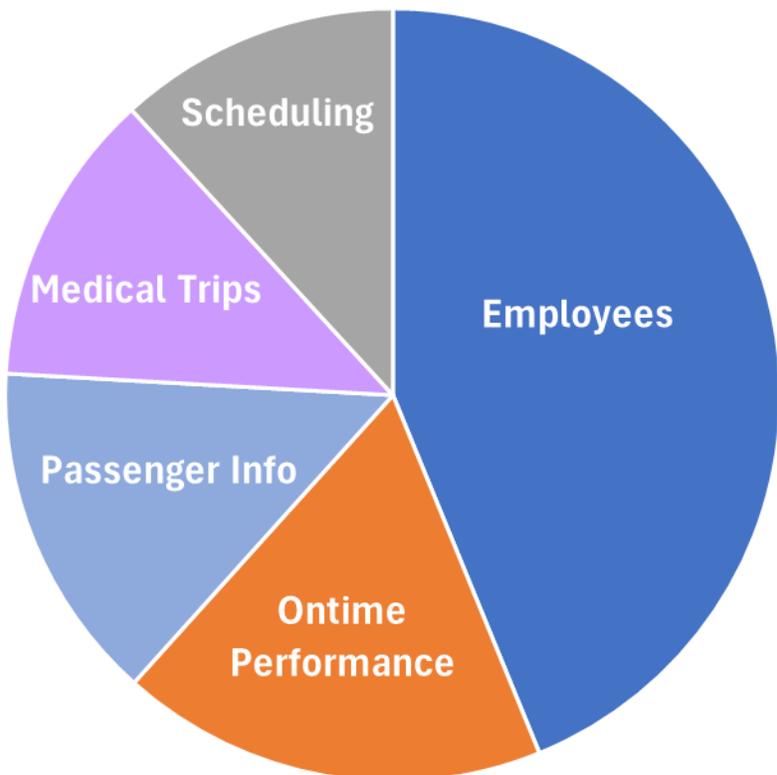
Likelihood to Recommend NJ TRANSIT



Top Topic Areas of Access Link Comments

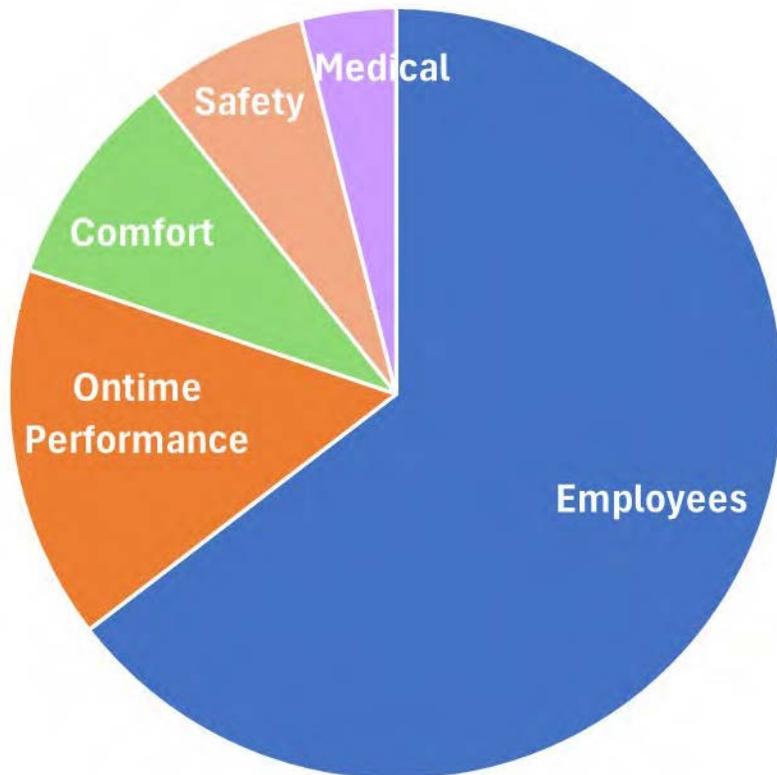


What is one thing we can do to **IMPROVE** your travel experience?



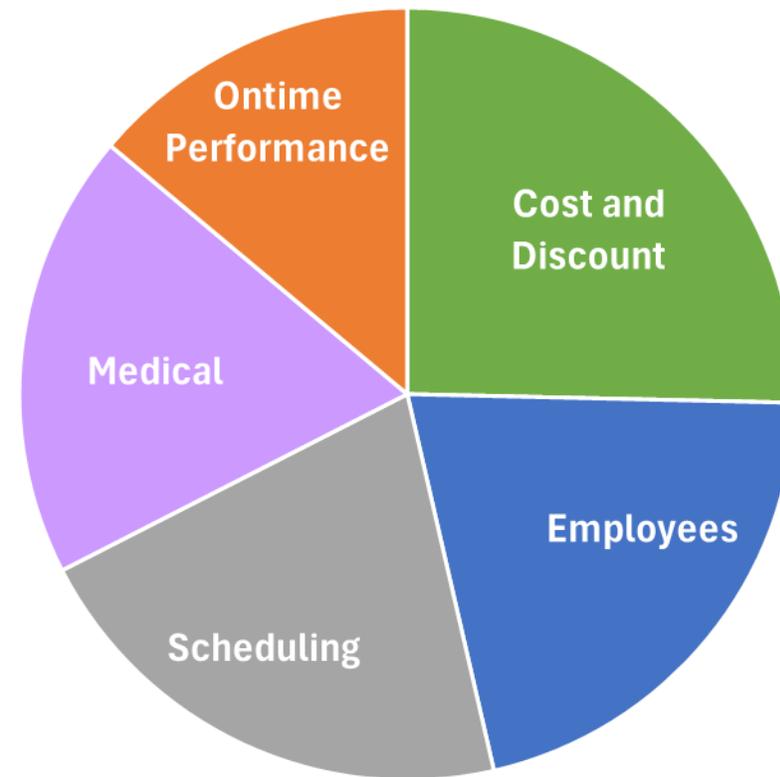
401 "Improve" Comments

What is one thing that you **LIKED** about your trip on NJ TRANSIT?



457 "Liked" Comments

What are the actions we could take to **ENCOURAGE** you to travel by NJ TRANSIT more frequently?



236 "Encourage" Comments

830 Access Link Surveys

Access Link Score Context



Riders' Choice Pilot

- ◆ The Riders' Choice program is available statewide and allows eligible customers to choose transportation through Uber, Lyft, Via, and Uzurv
- ◆ By offering these flexible options, Riders' Choice helps reduce wait times and long ride durations, while also freeing up the Access Link fleet to better serve customers who need accessible vehicles
- ◆ This expanded freedom of choice has become one of the most popular features among Access Link customers, improving convenience, reliability, and overall trip satisfaction

Access Link Score Context



Innovative Self-Help Tools and Operational Improvements

- ◆ Access Link has implemented innovative self-help tools and operational improvements to address customer concerns:
 - Virtual Assistant
 - Increased Access Link Fleet
 - Additional Call Center Staff
 - Enhanced Supervisory Coverage
 - More Vehicle Operators
 - Access Link Local Pilot

Outreach and Education

- ◆ Through consistent outreach and education, we create meaningful opportunities for customers to communicate with Access Link leadership and decision-makers, fostering transparency, trust, and collaboration.
- ◆ Our outreach and education efforts include:
 - Virtual and in-person engagement events
 - One-on-one customer support
 - Targeted education campaigns
- ◆ Virtual and in-person customer engagement is central to how Access Link ensures that customer voices directly inform decisions, policies, and service improvements.

Summary



- ◆ 2025 Fall Overall Satisfaction with NJ TRANSIT Score is 6.6
- ◆ 80 percent of customers would recommend NJ TRANSIT
- ◆ The scores and customer comments have been shared with the operating groups and executive management
- ◆ Scores will be posted on the NJ TRANSIT website