

NJ TRANSIT

BOARD OPERATIONS AND CUSTOMER SERVICE COMMITTEE MEETING AGENDA

OPEN TO MEMBERS OF THE PUBLIC

THURSDAY, APRIL 30, 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 WEDNESDAY, APRIL 29, 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 701939. 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**

**THURSDAY, APRIL 30, 2026 AT 9:00 A.M.
TWO GATEWAY – 2ND FLOOR BOARD ROOM – 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

OPERATIONS AND CUSTOMER SERVICE UPDATE

NJ TRANSIT Operations & Customer Service



March 2026

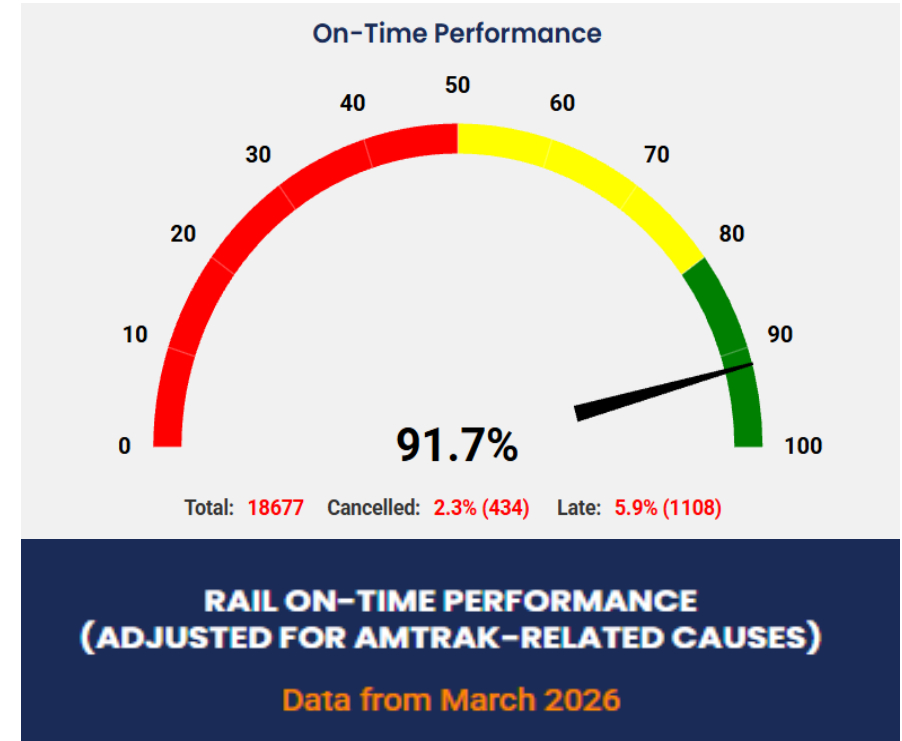
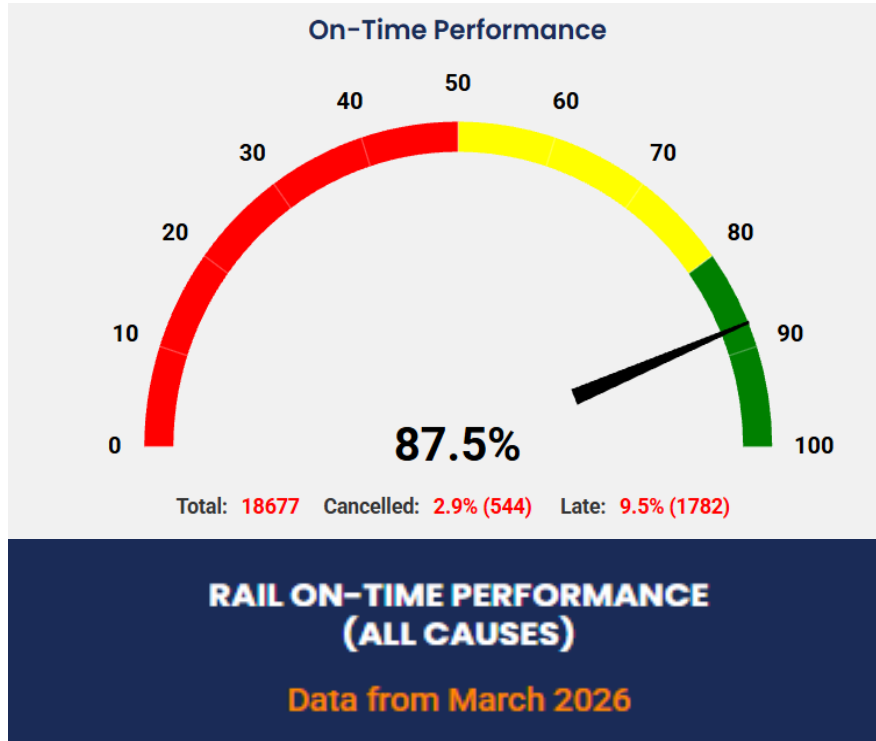
Trends, Analysis & Action



Rail Performance & Reliability March 2026



% Trains Reported Within 6 Minutes of Schedule



Atlantic City Rail Line 91.5%	Main-Bergen Rail Line 96.5%	Montclair Boonton Rail Line 93.3%	Morris & Essex Rail Line 90%
Northeast Corridor Rail Line 79.5%	North Jersey Coast Rail Line 76.8%	Pascack Valley Rail Line 92.5%	Raritan Valley Rail Line 90.5%

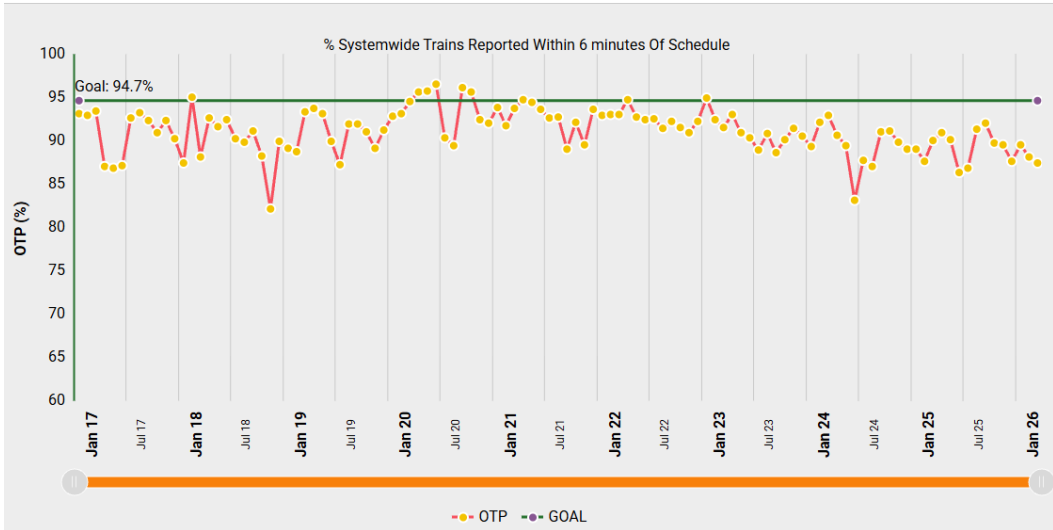
Atlantic City Rail Line 91.8%	Main-Bergen Rail Line 96.8%	Montclair Boonton Rail Line 95.5%	Morris & Essex Rail Line 92.4%
Northeast Corridor Rail Line 89.4%	North Jersey Coast Rail Line 84.9%	Pascack Valley Rail Line 93.1%	Raritan Valley Rail Line 92.6%

Rail Performance & Reliability March 2026

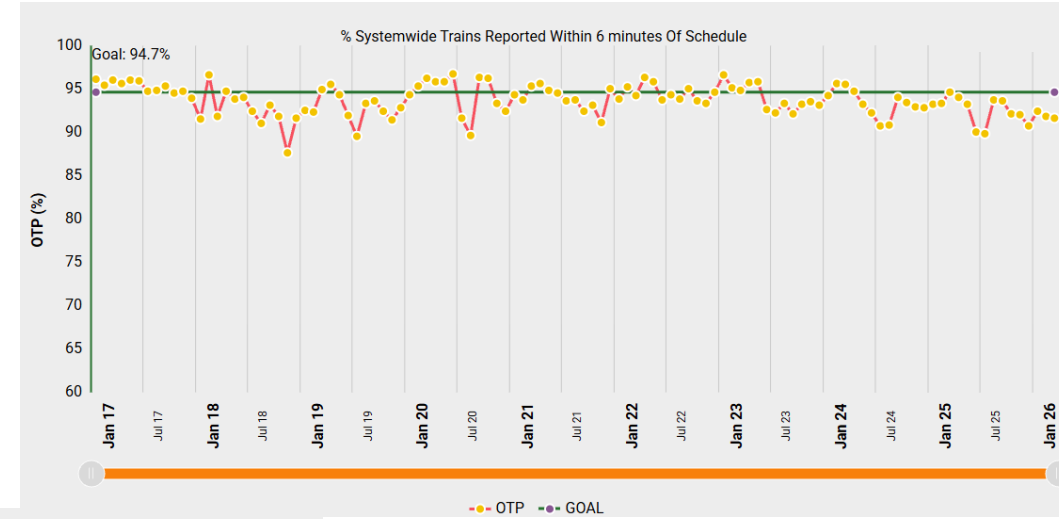


% Trains Reported Within 6 Minutes of Schedule

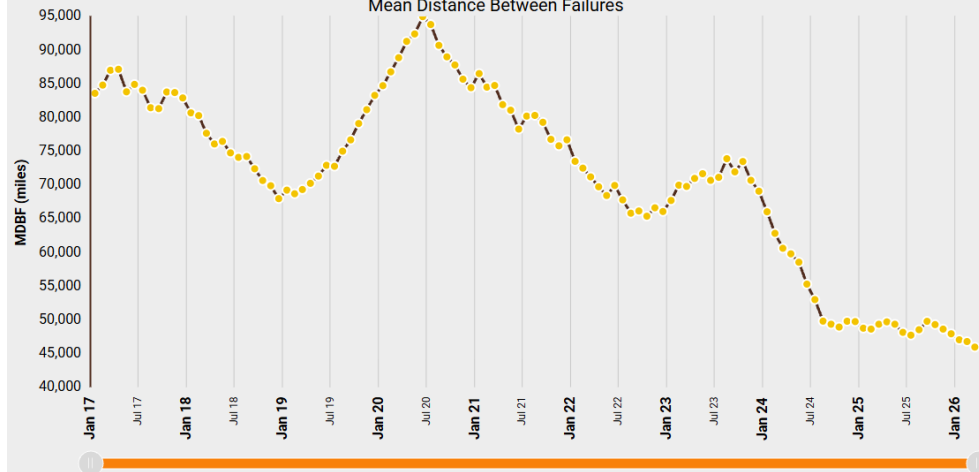
All Causes



Adjusted to Remove Amtrak-Related Causes



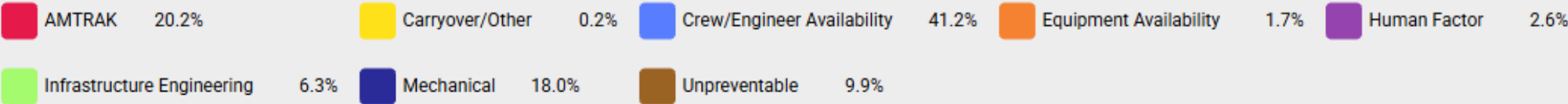
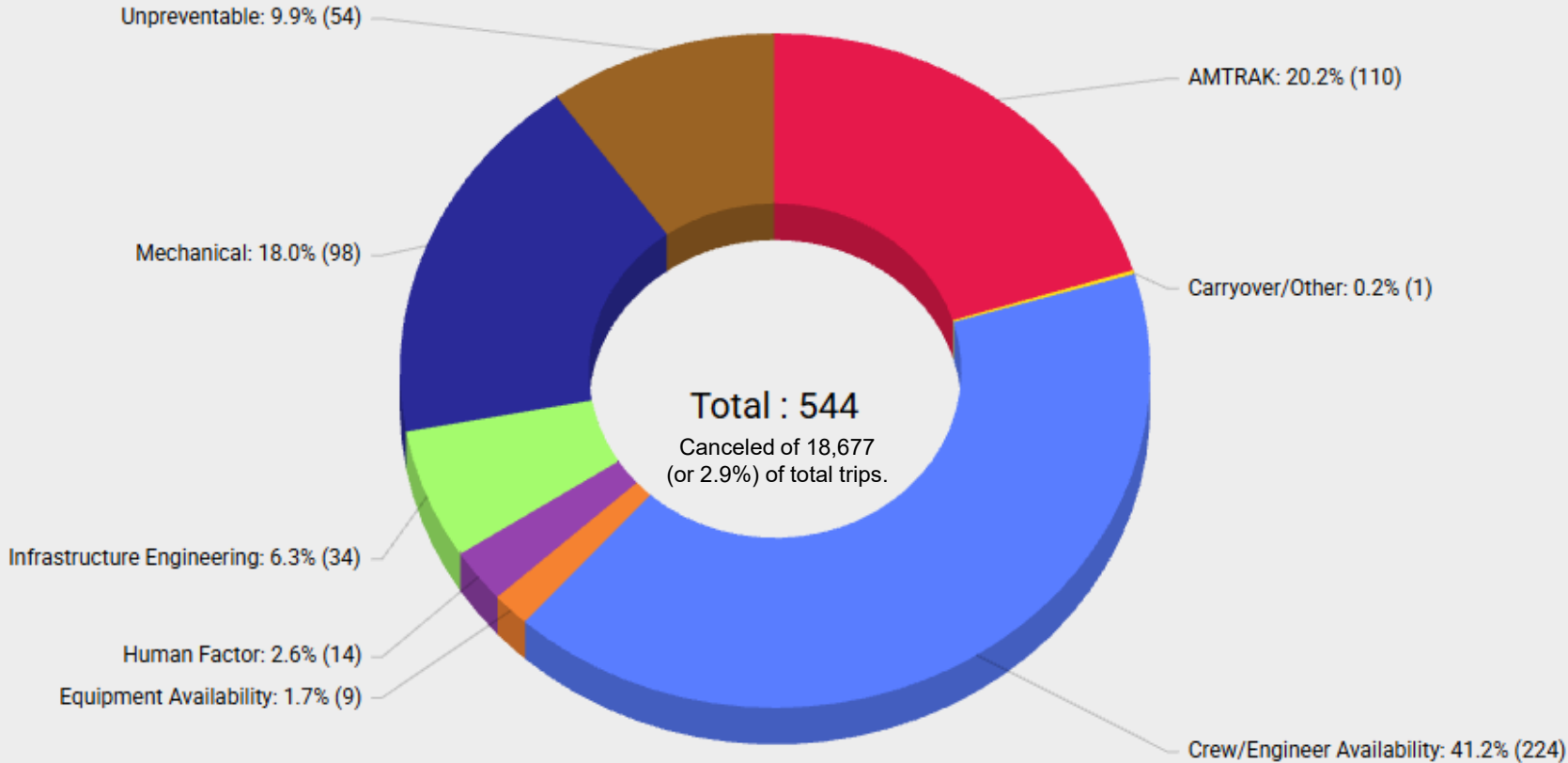
Mean Distance Between Failures



Rail Cancellations – All Causes



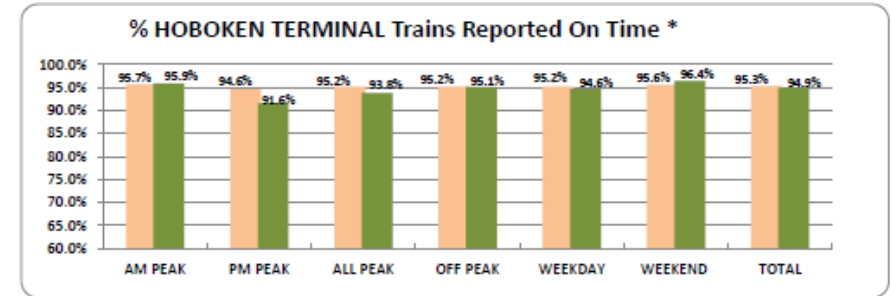
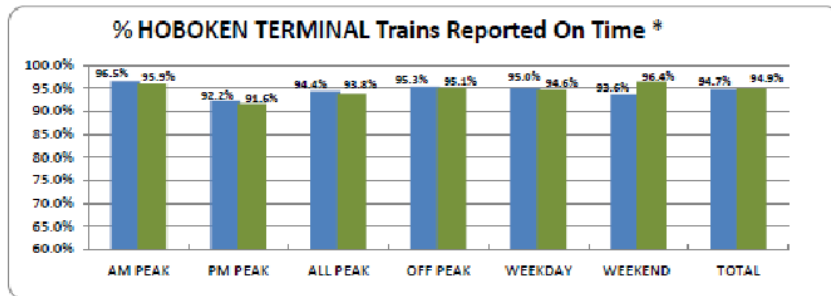
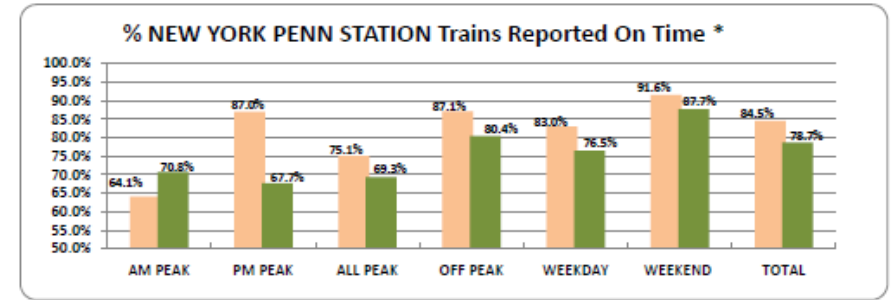
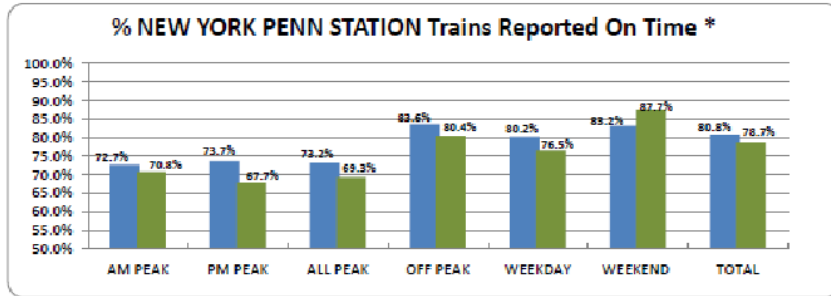
Cancellations by Cause for March 2026



Rail Performance by Terminal & Time March 2026

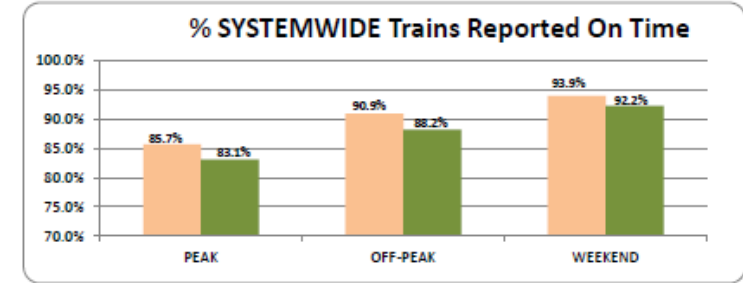
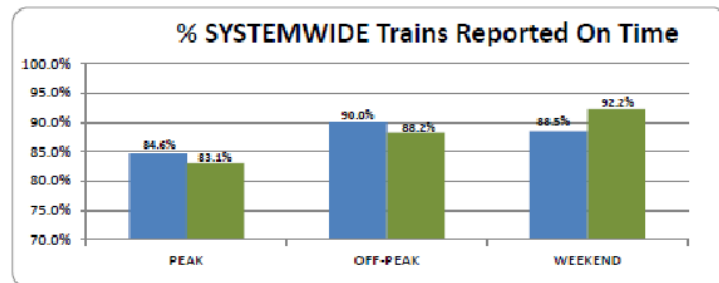


% Trains Reported Within 6 Minutes of Schedule



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

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February, 2026
March, 2026

March, 2025
March, 2026

Rail Trend Analysis March 2026



NJT Division	Issue	Customer Comments
Rail Hoboken Division		
	Trip - Annulled / Cancelled	106
	Trip - Delayed	124
Rail Newark Division		
	Trip - Annulled / Cancelled	257
	Trip - Delayed	320

Trip – Annulled / Cancelled

Feedback regarding trip cancellations and annulments was primarily related to service on the Newark Division. On March 12th, service was suspended on the North Jersey Coast Line in both directions between Long Branch and Hazlet Stations, due to downed wires near the Red Bank Station. On March 17th, Morris and Essex Line rail service was suspended between Dover and Summit Stations due to downed trees in the overhead wires. On March 18th, service was suspended on the Morris and Essex Line and Gladstone Branch service due to a trespasser strike west of the Millburn Station. On March 30th, service in and out of Penn Station New York was suspended due to Amtrak signal issues between Penn Station New York and Newark Penn Station.

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 March 9th, Raritan Valley Line service experienced delays in both directions due to Conrail switch issues near Roselle Park. On March 10th, service between Newark Penn Station and New York Penn Station was delayed as a result of Amtrak signal issues. On March 16th, a disabled NJ TRANSIT train east of Newark Penn Station caused delays to trains traveling in and out of New York Penn Station. On March 23rd, Morris & Essex Line service encountered delays in both directions between Summit and Morristown due to signal problems. On March 26th, delays in and out of New York Penn Station were caused by a disabled Amtrak train near Secaucus, as well as a brush fire near Trenton.

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/from Hoboken to provide travel options and reduce congestion in New York.

Your Ride to the World's Game!



***NJ TRANSIT IS
YOUR RIDE
TO THE
WORLD'S GAME***



Rail: Social Media Highlights



NJ TRANSIT

April 4 at 9:48 AM · 🌐



Happy Autism Acceptance Month!

To celebrate, NJ TRANSIT is featuring station announcements recorded by local neurodiverse children at NJ TRANSIT stations across the system starting today and throughout April.

Be sure to listen for them on your next commute!



NJ TRANSIT

April 8 at 11:35 AM · 🌐

Need some extra peace and quiet on your commute? Take advantage of our Quiet Commute Cars!

For specific information on your line's Quiet Commute cars, visit

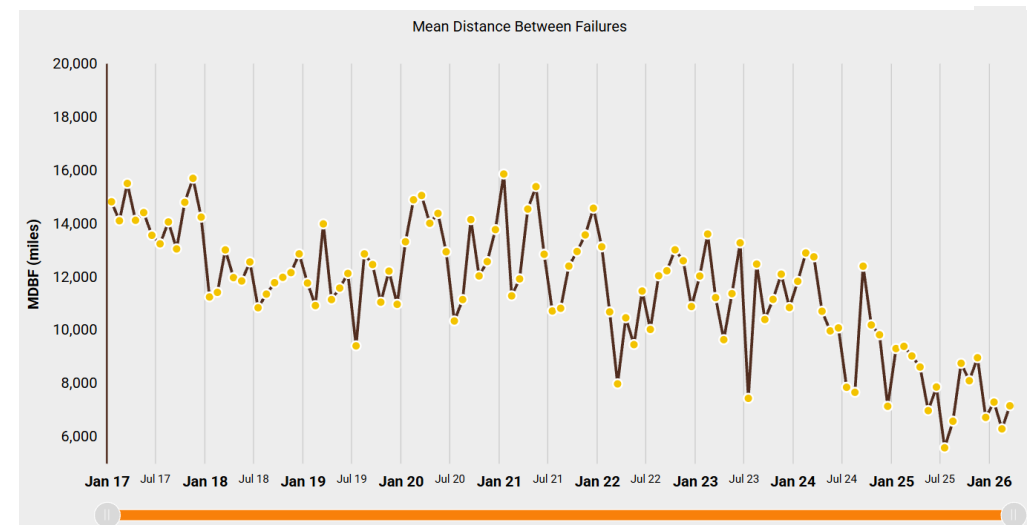
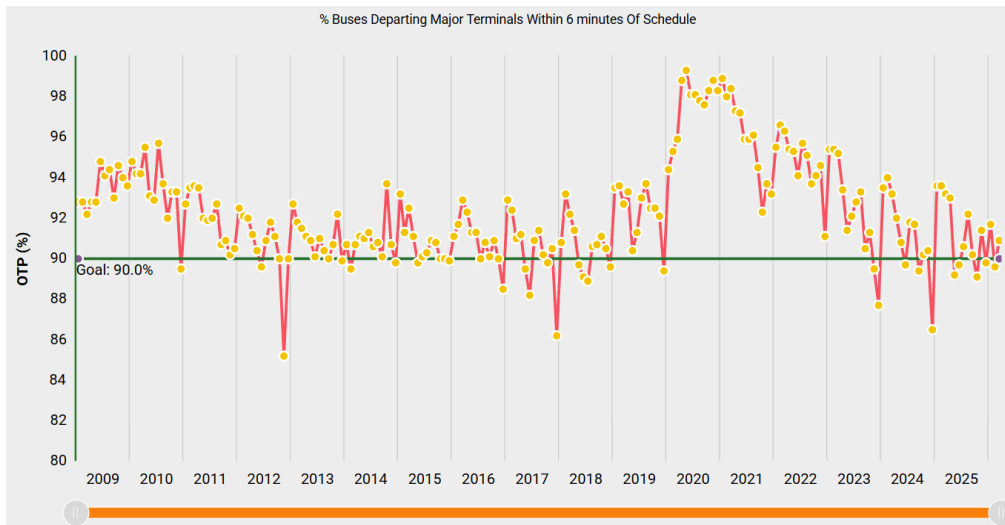
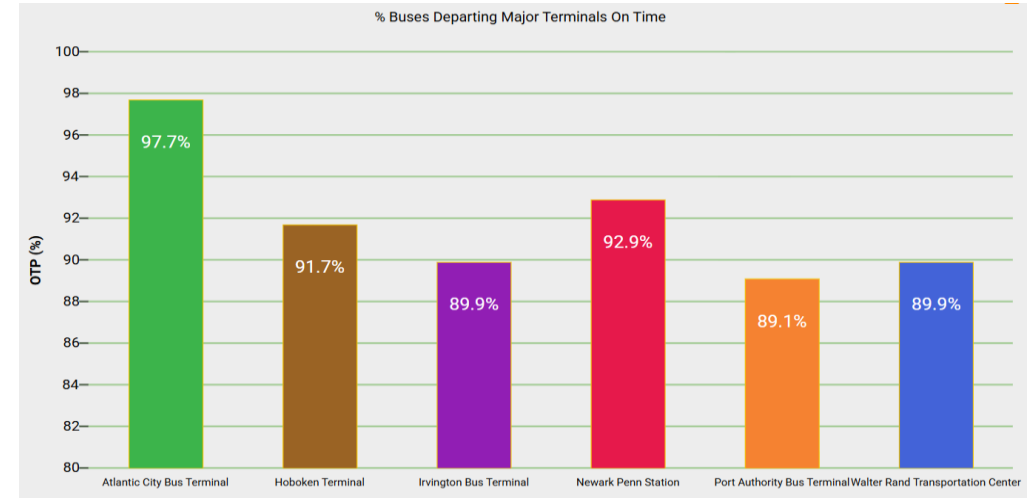
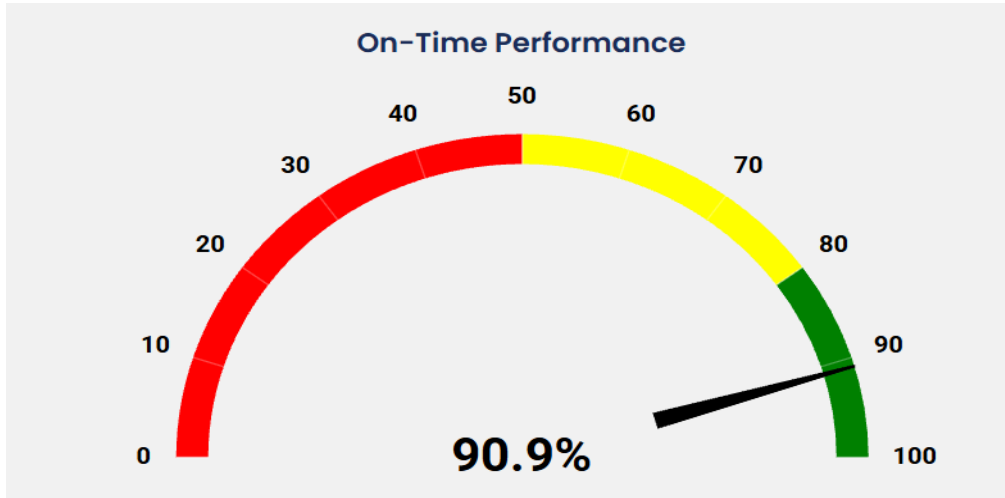
<http://njtransit.com/quietcommute>



Bus Performance & Reliability March 2026



% Buses Departing Major Terminals Within 6 Minutes of Schedule



Bus Trend Analysis March 2026



NJT Bus Division	Issue	Customer Comments
Bus - Northern Division	Trip – No Show	79
	Trip – Delayed	144
Bus - Central Division	Trip – No Show	75
	Trip – Delayed	111
Bus - Southern Division	Trip – No Show	27
	Trip – Delayed	34

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.

Trip - Delayed

Delayed feedback was highest for the Northern and Central divisions and related to heavy traffic, accidents, disabled vehicles, mechanical issues, motor vehicle fires, as well as road closures and construction that caused delays. Impacts to service in and out of the Port Authority Bus Terminal (PABT); on March 3rd, two disabled buses in the terminal caused delays. On March 10th, disabled buses and a disabled motor vehicle in the Lincoln Tunnel caused delays. On March 19th and 25th, car fires in the inbound Lincoln Tunnel caused up to two-hour delays. Service impacts in and out of Newark Penn Station were related to bus and automobile accidents, mechanical issues, and multiple road closures due to construction and utility repairs throughout the month.

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.

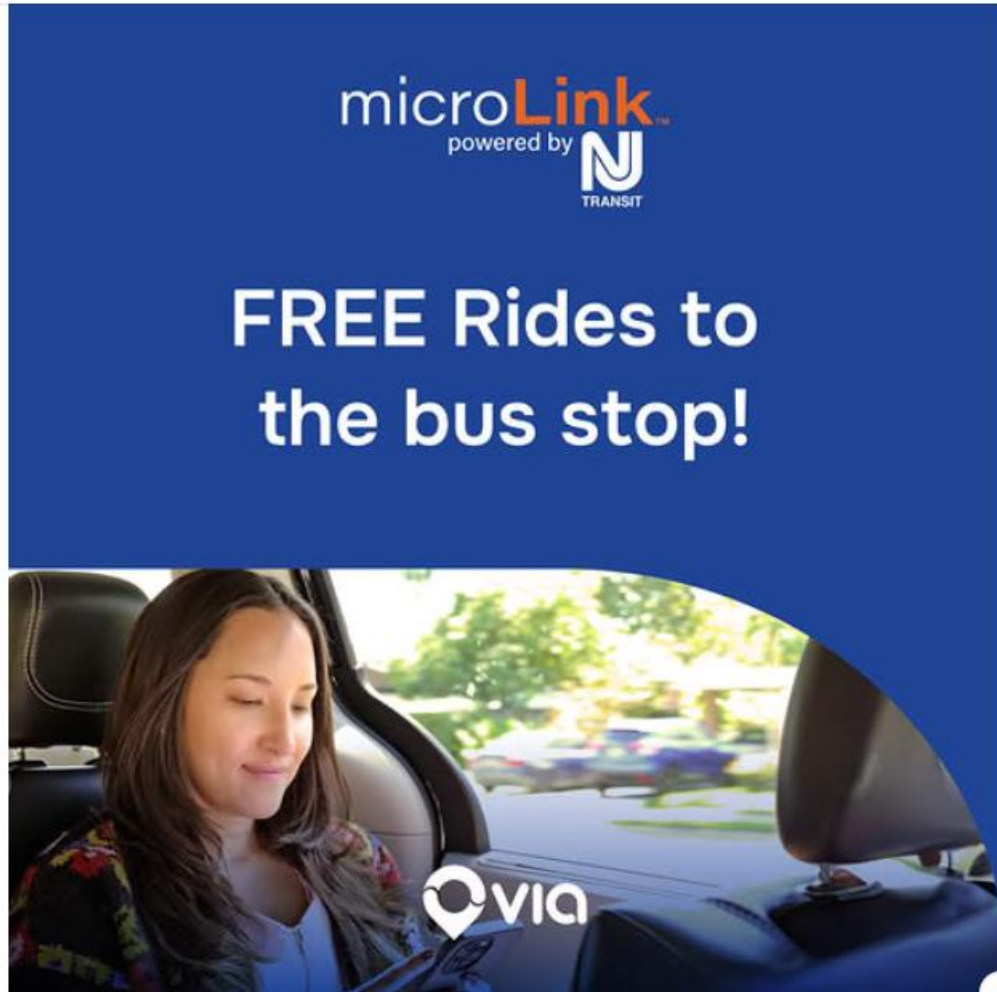
Bus: Social Media Highlights



 NJ TRANSIT
April 6 at 3:00 PM · 🌐

Meet MicroLink! NJ TRANSIT launched a new pilot program to help customers connect to nearby bus routes. It's free, flexible, and designed to make getting around NJ easier than ever.





For more information about this pilot program visit njtransit.com/microlink



South Jersey Buses @NJTRANSIT_SBUS · 6s



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

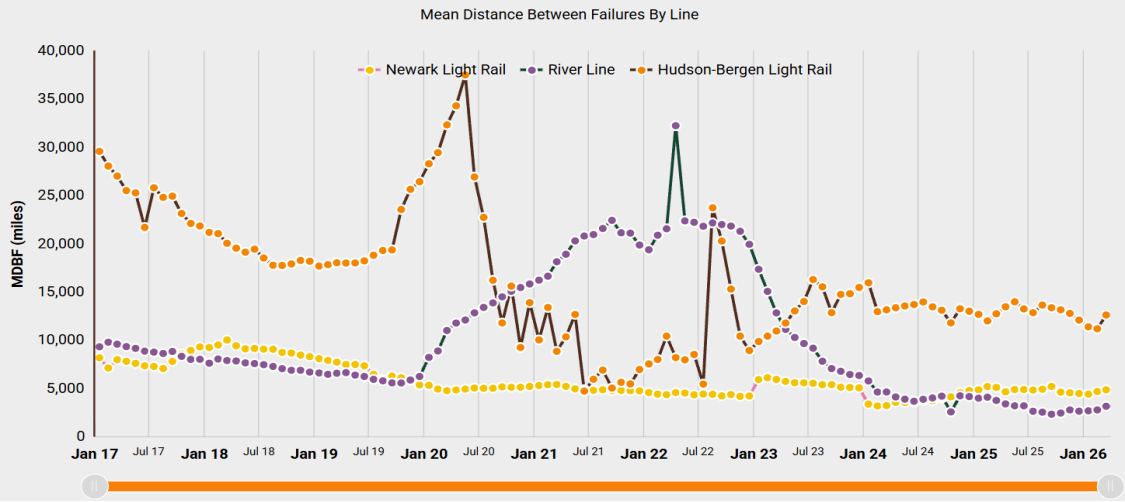
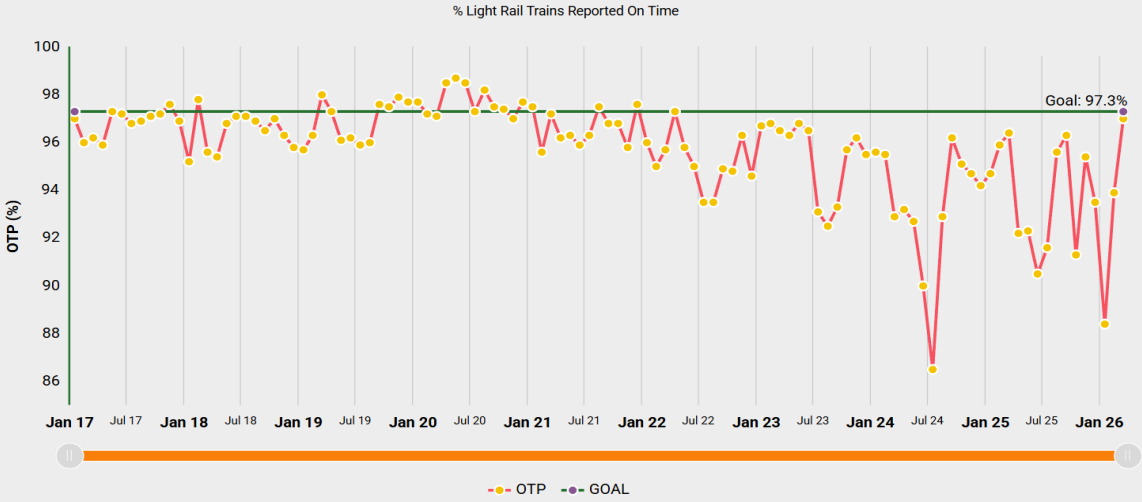
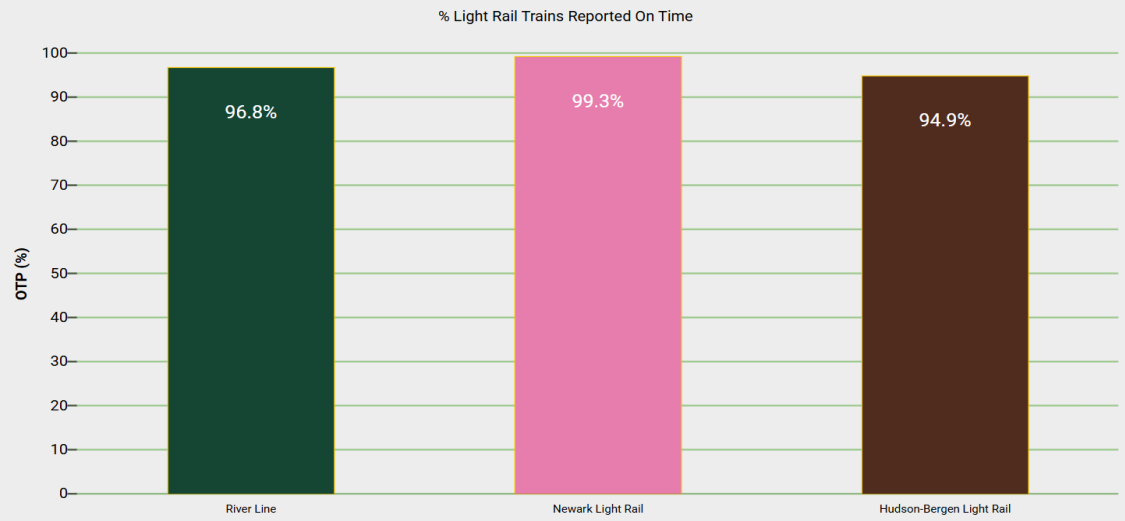
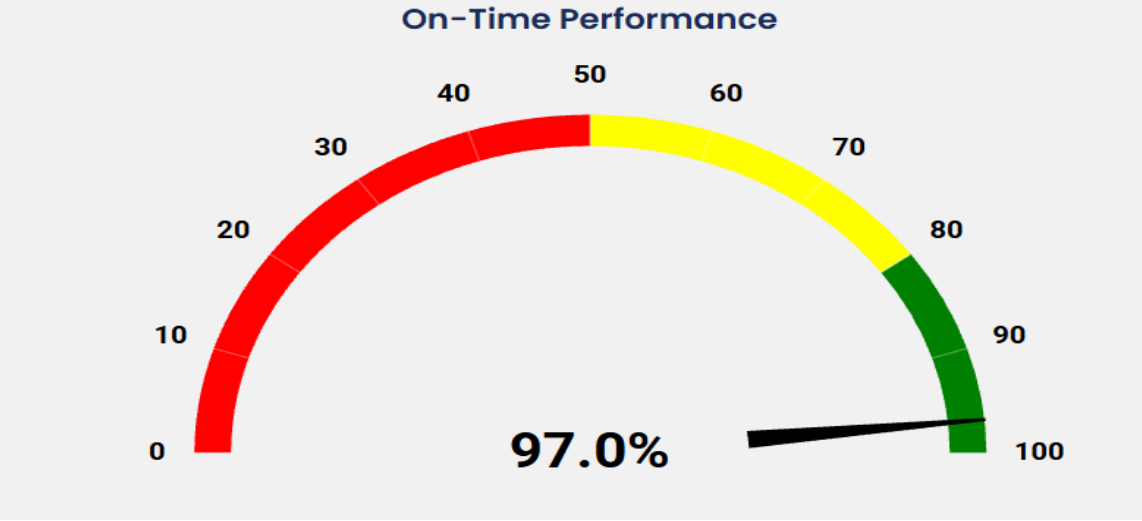
-  Full benefits including medical, prescription, dental & vision
 -  Pension plan + 457 tax-deferred savings plan
 -  Paid time off
-  bit.ly/3rt4hfw



Light Rail Performance & Reliability March 2026



% Trains Reported Within 6 Minutes of Schedule



Light Rail Trend Analysis March 2026



NJT Light Rail Line	Issue	Customer Comments
Hudson-Bergen Light Rail		
	Facility/Station Condition	21
	Trip – Delayed	22
RiverLINE Light Rail		
	Facility/Station Condition	7
	Trip – Delayed	2
Newark Light Rail		
	Facility/Station Condition	9
	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. In particular, the 9th St elevator on the HBLR, was out of service since the beginning of the month and came back online mid-March.

Actions Taken:

- We post signage to encourage customers to monitor njtransit.com for the most up to date schedule information
- We are currently reviewing internal processes associated with maintaining up to date info on the transit website and app to make improvements to ensure that discrepancies are kept to a minimum
- For NLR, parts and materials have been and continue to be sourced for the escalators; the estimated overhaul completion for the escalators is set for this summer
- Regarding HBLR, the new contract operator has hired a new elevator maintenance company. This company is now conducting a comprehensive condition assessment

Trip-Delayed

Feedback regarding trip delays was primarily on the Hudson-Bergen Light Rail, and was related to fire department activity, and signal and switch problems. On March 8th, fire department activity in Jersey City between Essex Street and Marin Boulevard caused delays. On March 20th, switch issues at an interlocking near Liberty State Park Station forced single tracking and delays while it was being repaired.

Actions Taken:

- We use every means available to widely communicate all service delays from the onset of an event until normal service has been restored
- We routinely assess contingencies in an effort to improve performance towards eliminating or reducing the impacts of delays on customers
- We also work with partner agencies to communicate and provide the best seamless travel options available for customers, while also ensuring service is resumed as soon as practicable while also minimizing customer impacts

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



Newark Light Rail
@NJTRANSIT_NLR

On Sunday, March 28, from 7 AM to 7 PM, all trains will arrive on the outbound platform at Park Avenue, Orange street, and Norfolk Street Stations. The inbound platform will be closed.

Learn more bit.ly/4lQqNNI



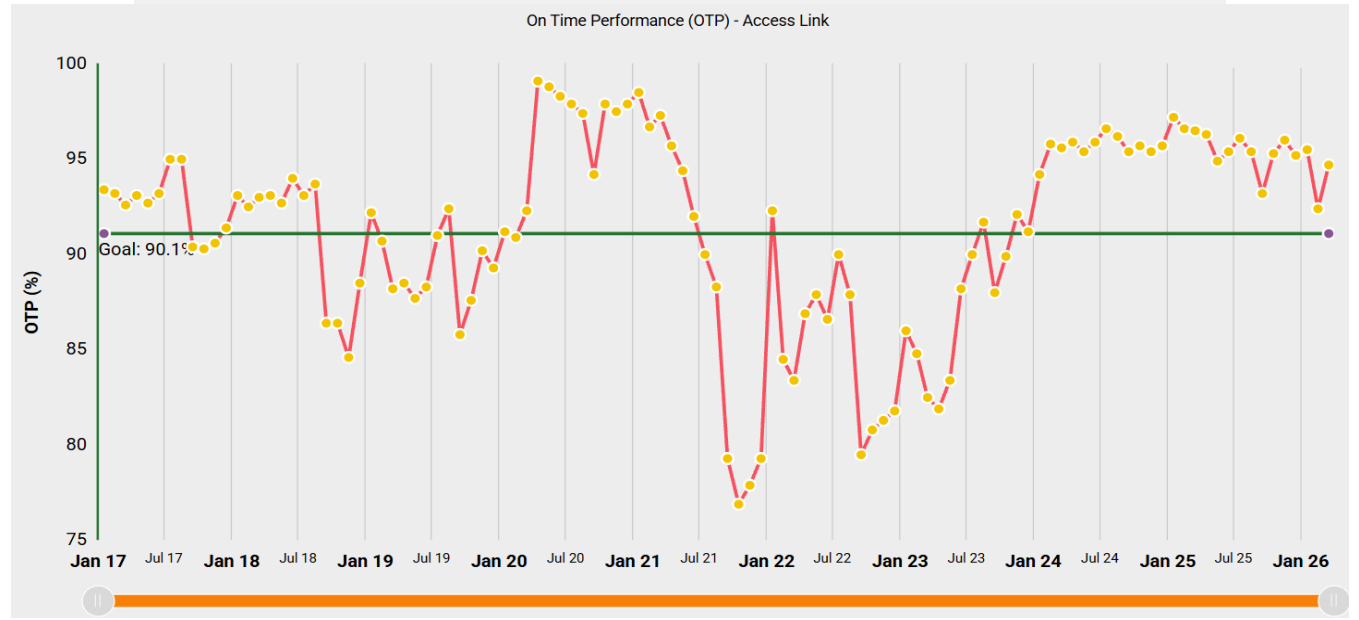
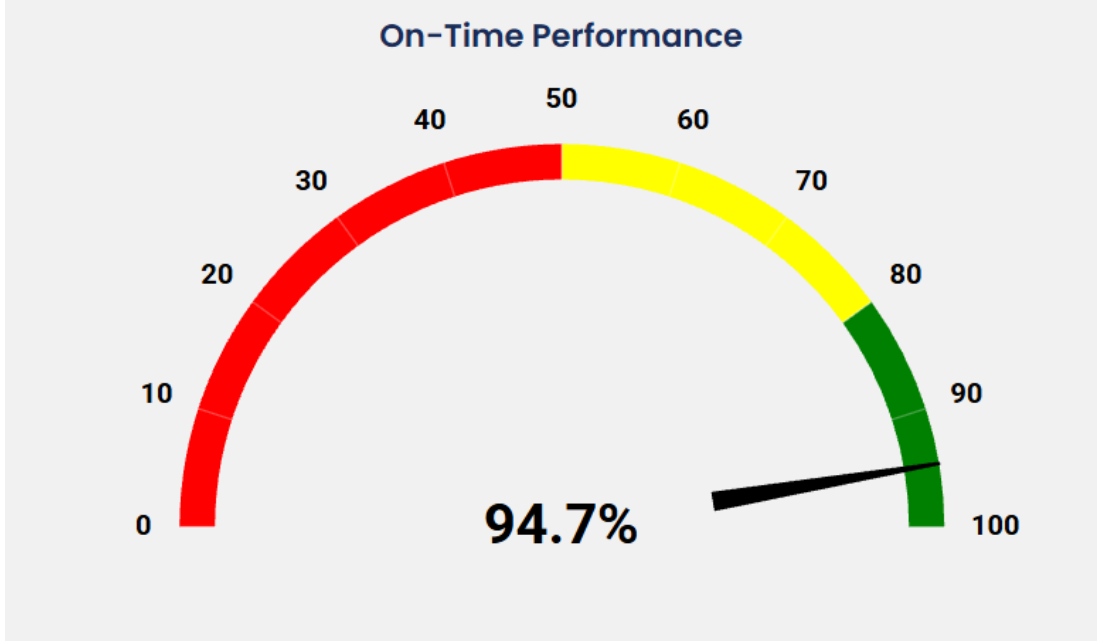
Hudson-Bergen Light Rail
@NJTRANSIT_HBLR

Beginning April 15th, NJ TRANSIT will offer limited overnight paid parking at West Side Avenue and Liberty State Park stations.

For details visit bit.ly/4sAWtTi



Access Link Performance & Reliability March 2026



Access Link Trend Analysis March 2026



Access Link	Issue	Customer Comments
	Service Delays	29
	Employee Performance	13

Service Delays

While concerns were equally spread in this trending area, the highest number of concerns were communications from customers who experienced late arriving vehicles, excessive ride times, and inefficiently scheduled tours. Most of the delays were attributed to operators encountering increased traffic and schedule errors.

Actions Taken:

- Full investigations were conducted for each of the comments.
- We will continue to monitor and work with our service providers to improve their real-time monitoring of the service to increase on-time arrival and tour efficiency.

Employee Performance

Most of the feedback related to negative interactions between operators and customers. All concerns were taken seriously, and proper investigations and a review of the camera footage allowed us the opportunity to identify operators who would benefit from retraining.

Actions Taken:

- Conducted proper investigations.
- Continued to monitor operators' performance.
- Took appropriate corrective actions, as warranted.

Access Link Social Media Highlights



 Access Link
@NJTRANSIT_AL



Safety is always the top priority! For your safety and the safety of others, please remain seated until the vehicle comes to a complete stop.



 Access Link
@NJTRANSIT_AL

Riding with a service animal? Keep them under control, well-behaved, and at your side. These small gestures will help ensure safe and smooth trips for everyone!

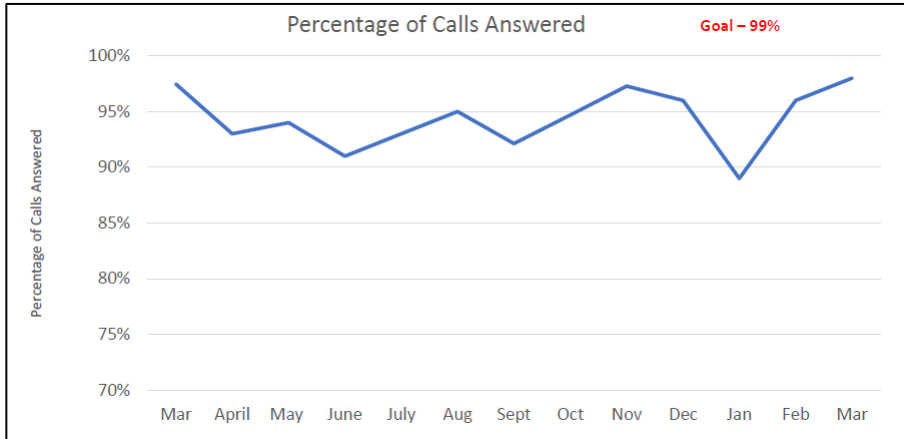


Customer Service

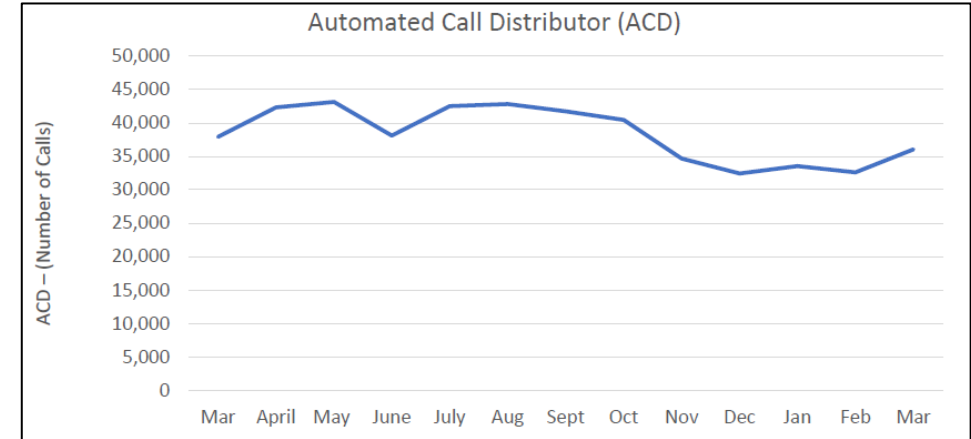


Average Speed of Answer & Percentage of Calls Answered

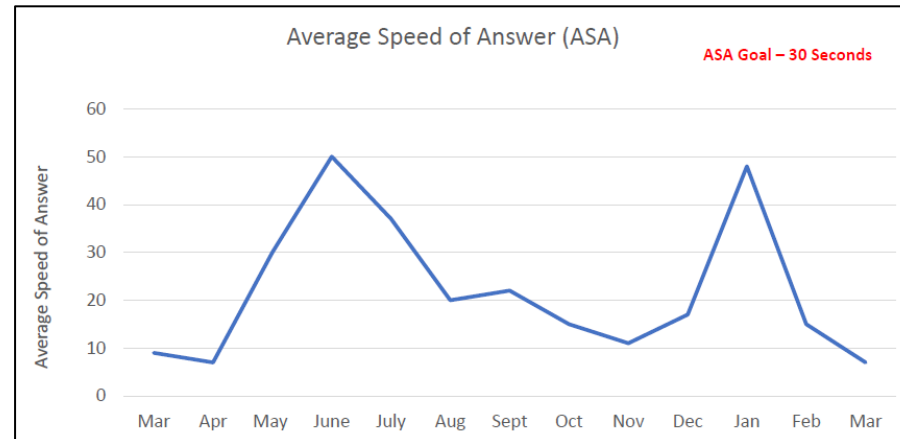
NJ TRANSIT
CUSTOMER SERVICE
March 2025 – March 2026



NJ TRANSIT
CUSTOMER SERVICE
March 2025 – March 2026



NJ TRANSIT
CUSTOMER SERVICE
March 2025 – March 2026



Commendations – March 2026



NJ TRANSIT received 158 commendations systemwide

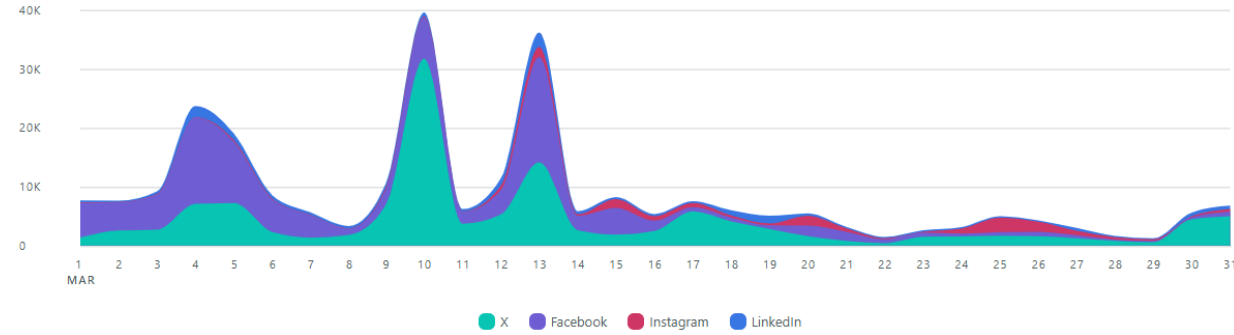
I am writing to formally recognize and commend one of your bus drivers for an extraordinary act of kindness and professionalism that I witnessed. I observed NJ TRANSIT bus #22098 stop at a crosswalk where a man in a wheelchair was attempting to cross the street. Multiple vehicles had passed through the crosswalk without stopping, despite the pedestrian clearly needing time and space to cross safely. Your driver not only stopped the bus to ensure the man's safety but also took the additional step of exiting the vehicle to personally assist him across the street. This act went far beyond routine duty—it demonstrated genuine compassion, respect for human dignity, and a deep sense of responsibility toward the community. In a moment where others chose not to act, this driver stood out as an example of humanity at its best. His actions reflect incredibly well on NJ TRANSIT and the values of public service. I strongly believe this individual deserves formal recognition for his conduct. Please extend my sincere appreciation and gratitude to him for making a difference in someone's life and for setting such a powerful example for others. Thank you for your time and for the work you do every day!

Social Media Reach & Engagement March 2026



Cross-Network Engagements

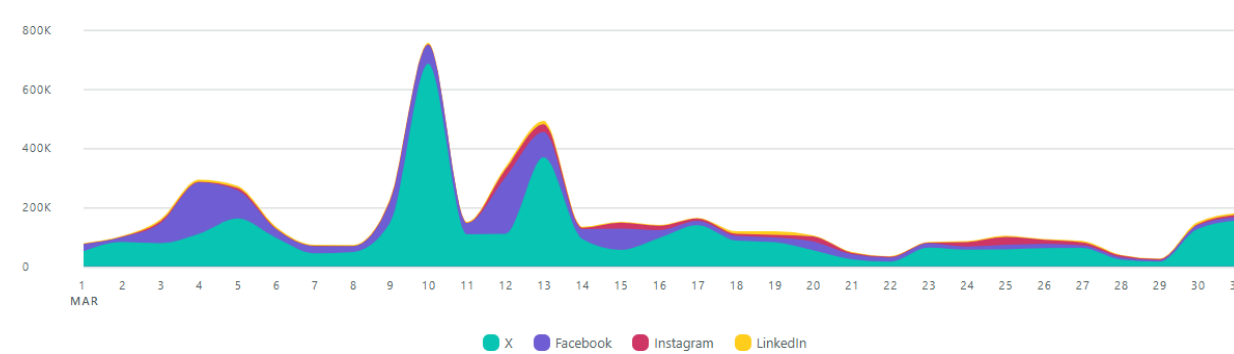
See how people are engaging with your posts during the selected time period.



Verified followers 2.7K / 255.8K	Impressions 1.9M ↓-12%	Engagement rate 4.7% ↓-30%	Engagements 90.1K ↓-39%	Profile visits 10.9K ↓-38%
Replies 1.1K ↓-18%	Likes 3.2K ↓-11%	Reposts 504 ↓-39%	Bookmarks 284 ↓-29%	Shares 733 ↓-44%

Cross-Network Impressions

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



NJ TRANSIT ✓ · Mar 31, 2026 · 3.1K · 2 · 0 · 1

NJ TRANSIT ✓ · Mar 30, 2026 · 6.9K · 5 · 13 · 18

NJ TRANSIT ✓ · Mar 30, 2026 · 3.1K · 6 · 3 · 4

NJ TRANSIT ✓ · Mar 29, 2026 · 2.5K · 2 · 0 · 1

NJ TRANSIT ✓ · Mar 28, 2026 · 2.8K · 2 · 4 · 1

NJ TRANSIT ✓ · Mar 27, 2026 · 2.6K · 3 · 2 · 1

NJ TRANSIT Continues Fleet Modernization



NJ TRANSIT Hosts Real Estate Development Day



NJTPD Social Media Highlights



NJ TRANSIT POLICE
@NJTransitPolice



Moments like these, shape tomorrow

Recently, New Jersey Transit Police Officer Liam McCarthy, read to children at the Joseph J. Catena Elementary School in Freehold. The excited kids asked LOTS of questions about police work and Officer McCarthy had all the answers!...



NJ TRANSIT POLICE @NJTransitPolice · Mar 21
Happy retirement!



[#NJTPD](#) K9 Rudy helped to protect the NJ TRANSIT system and the State of New Jersey for over 8 years. Partnered with K9 Officer Mike Brown, K9 Rudy excelled through his training and graduated from NJTPD Scent Class 1...



Press Releases March 2026



03-03-2026 – NJ TRANSIT LAUNCHES DIGITAL BUS STOP SIGN PILOT

03-04-2026 – NJ TRANSIT, THE WAY TO GO GREEN FOR ST. PATRICK'S CELEBRATIONS

03-12-2026 – NJ TRANSIT AND AMTRAK PREPARE TO OPEN FIRST TRACK ON NEW PORTAL NORTH BRIDGE

03-18-2026 – NJ TRANSIT TO HOLD OPEN HOUSE FOR REAL ESTATE OPPORTUNITIES

03-23-2026 – NJ TRANSIT TO OFFER LIMITED OVERNIGHT PARKING AT TWO HBLR STATIONS

03-25-2026 – NJ TRANSIT CUSTOMER ADVOCATE TO HOST VIRTUAL FORUMS SEEKING PUBLIC FEEDBACK

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 March, 56 comments were submitted before the beginning of the Virtual Forum communication campaign, with the following topics emerging:

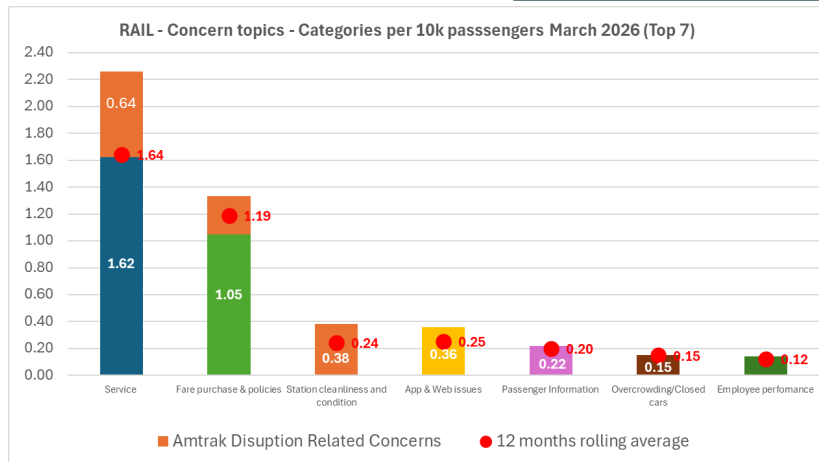
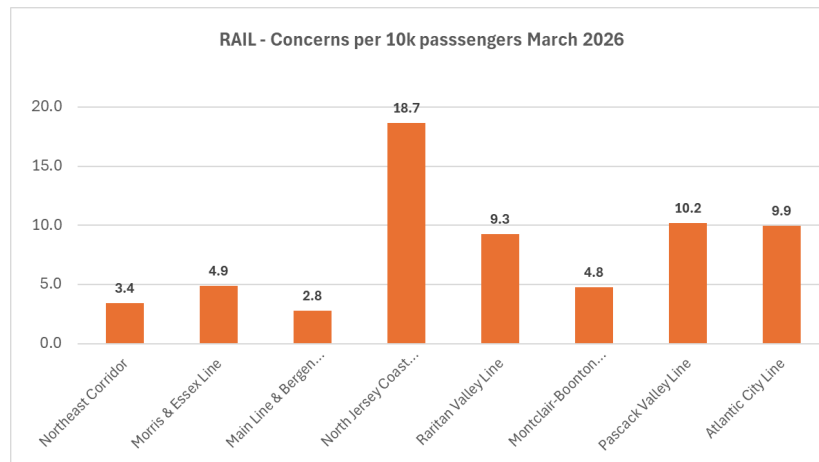
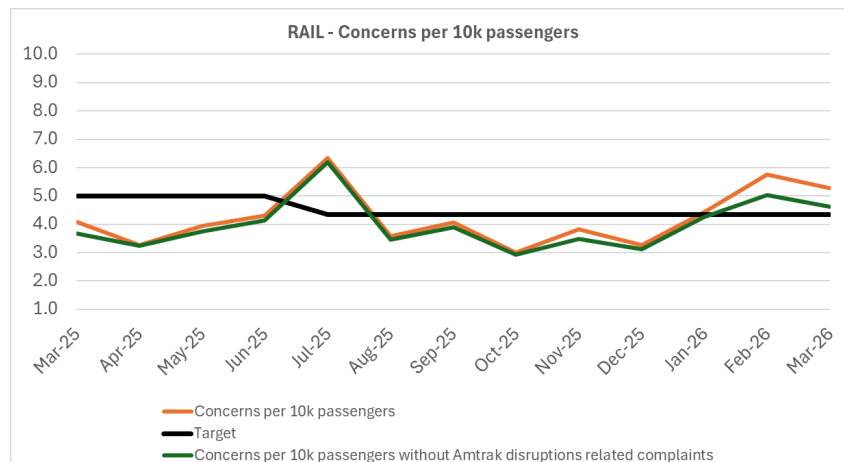
GENERAL	BUS	RAIL	LIGHT RAIL
<p>Concerns about NJ TRANSIT app outages preventing customers to purchase fares</p> <p>Reports of disruptive police presence at Metropark Station (traffic management)</p> <p>Suggestions to use the rewards program to obtain fare discounts</p> <p>Requests for additional signage addressing antisocial behavior in stations and on trains (smoking, loud music, etc.)</p>	<p>Recurring delays reported on Routes 59 and 116</p> <p>Requests to update online fare charts</p> <p>Concern from a citizen about potential vehicle damage caused by the speed-bump pattern in the Hudson Tunnel</p> <p>Suggestions to replace fabric seats with plastic seats</p> <p>Boarding confusion for Route 73 riders at Livingston Mall due to necessary itinerary adjustments caused by damaged roads</p> <p>Reports of insufficient wayfinding signage at the new Garden State Plaza bus facility</p>	<p>Reports of DepartureVision displaying incorrect information, causing confusion</p> <p>Requests for updates regarding the blocked staircase at New Brunswick Station</p> <p>Concerns about onboard announcements being difficult to understand due to poor speaker quality</p> <p>Complaints about recurring switch and signal issues between Newark Penn and New York Penn</p> <p>Suggestions for increased promotion of the Quiet Car</p> <p>Complaints about recurring boarding confusion for Raritan Valley Line passengers at Newark Penn, especially during the evening rush</p> <p>Requests for improved connections at Princeton Junction between the NEC and the Dinky</p>	<p>Complaints about the lack of real-time information for HBLR on both NJ TRANSIT and third-party apps, as well as in stations</p> <p>Reports of MyBus-by-text malfunctions on the HBLR network</p> <p>Suggestions for a better balance of Hoboken Terminal–Tonnelles Avenue train service (not enough service to Tonnelles Ave)</p> <p>Additional complaints about the Newark Light Rail escalators at Newark Penn, which remain out of service</p>



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

GENERAL	BUS	RAIL	LIGHT RAIL
<p>Reports of frozen Ticket Vending Machines at the Port Authority Bus Terminal</p> <p>Suggestions to allow customers to board vehicles as early as possible at facilities exposed to inclement weather</p>	<p>Suggestions to add clear gate directories at every bus terminal</p> <p>Reports of insufficient announcements during major disruptions at PABT</p> <p>Complaints about bus detour information being “buried” on the NJ TRANSIT website</p>	<p>Concerns about cancellations attributed to crew-availability issues</p> <p>Complaints about RVL trains not being held at Newark Penn Station to allow customers from New York to connect</p> <p>Requests for more signage promoting the Quiet Car courtesy</p> <p>Reports of multiple lights out onboard various fleet cars</p> <p>Requests for the information previously included in printed timetables to be available in stations</p> <p>Lack of “next stop” announcements onboard trains</p> <p>Requests for more frequent weekend service on the North Jersey Coast Line</p>	<p>Confusion caused by discrepancies between departure times shown in the MyLightRail feature on the app and those printed on the paper schedule</p> <p>Complaints about the trip planner not reflecting adjusted Newark Light Rail departure times on Saturdays during disruptions</p> <p>Complaints about the lack of published disruption schedules for HBLR during single-track service weekends</p>

Note, these topics impact or may affect more than one passenger but do not necessarily represent concerns trends.



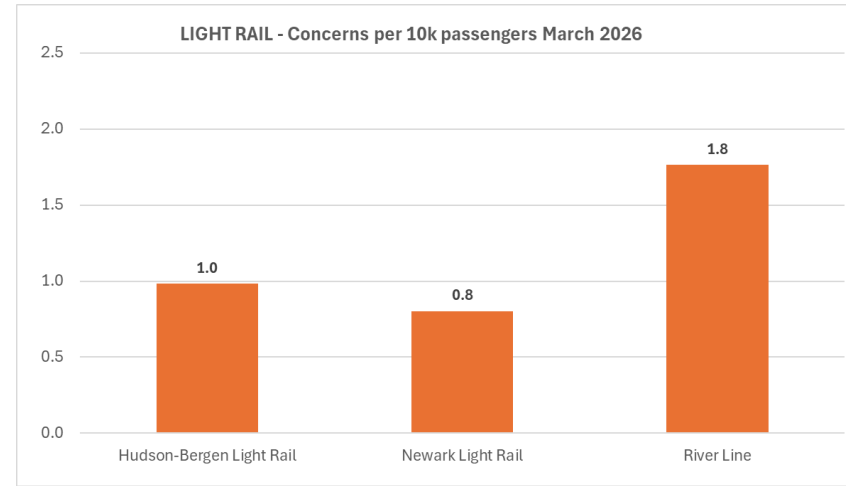
Despite the impact of the Portal Bridge Cutover on operations during the first half of the month, the number of concerns per 10,000 passengers declined by 8%.

The Morris & Essex, Raritan Valley, and Pascack Valley Lines saw increases in concerns per passenger, whereas all other lines recorded declines, including the Northeast Corridor and the North Jersey Coast Line.

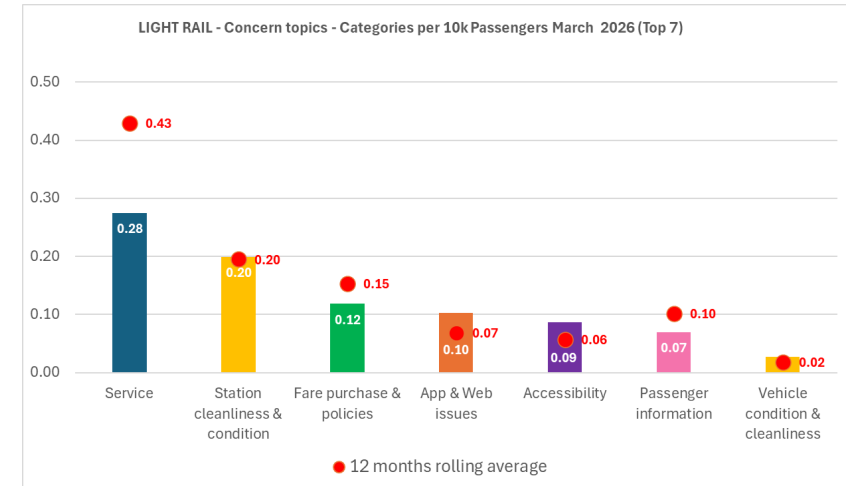
Service-related concerns per passenger declined but continued to exceed the 12-month average. The largest decrease came from fare purchase and policy complaints, including refund requests. In contrast, station cleanliness/condition, app & web issues, and passenger information concerns all saw slight increases.



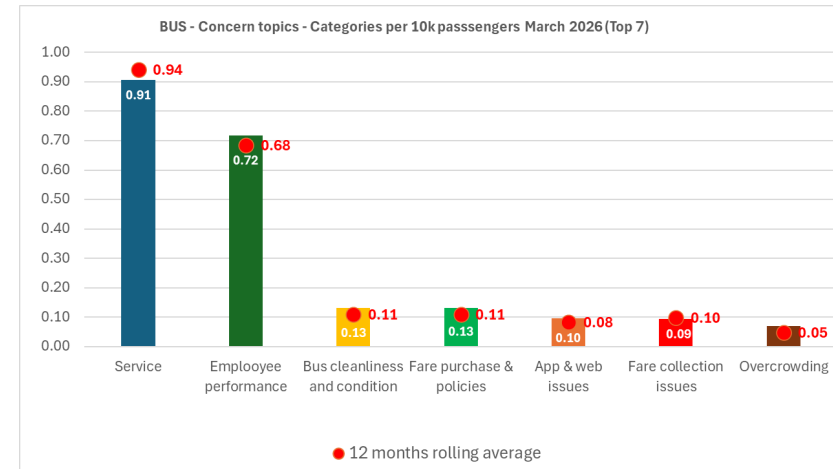
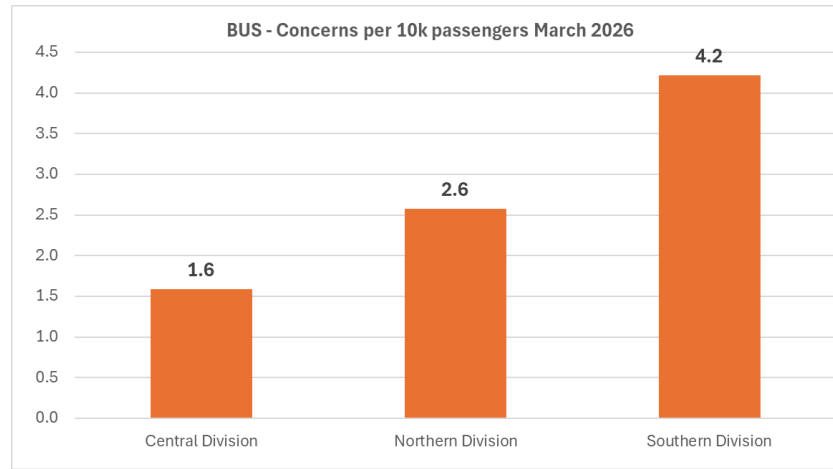
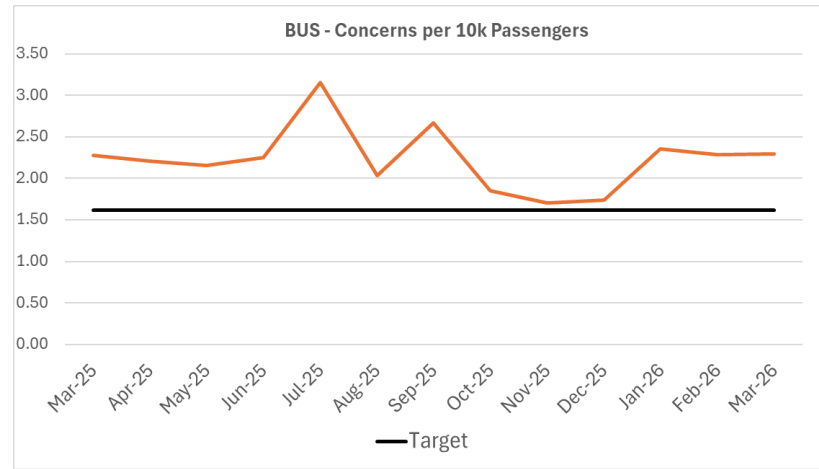
In March, the number of concerns per 10,000 light rail riders declined by 30% compared with February, dropping below the annual target line.



The overall decline in concerns per rider was driven by a strong decrease on HBLR and the Newark Light Rail, while the River Line recorded a slight increase.



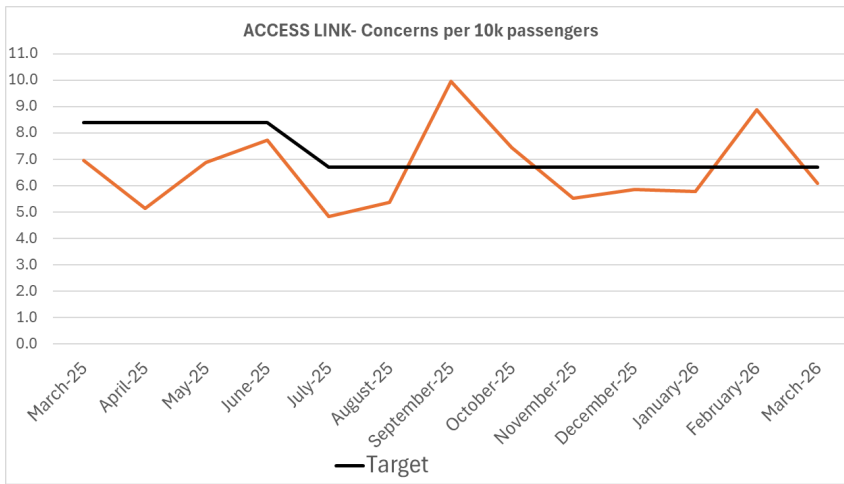
In March, service-related concerns declined significantly, as did complaints about passenger information. In contrast, station cleanliness and condition remained stable, while app and web issues, along with accessibility concerns, recorded increases.



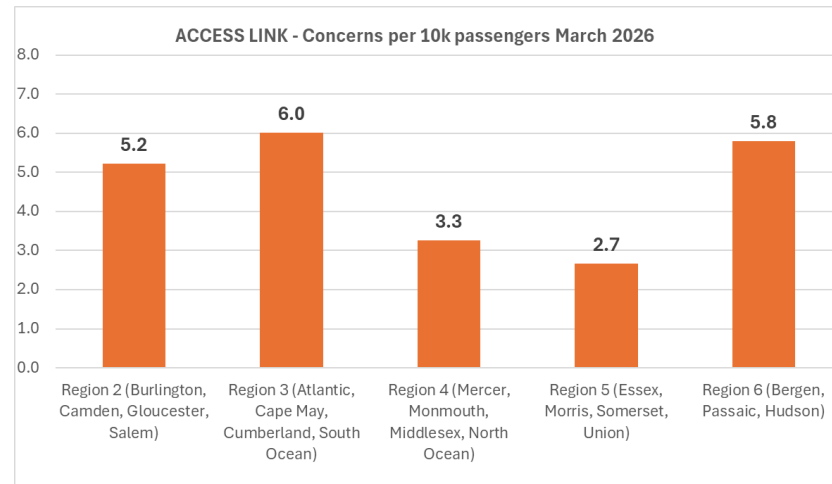
In March, concerns increased at the same pace as seasonal ridership, so the number of concerns per 10,000 passengers remained stable.

The Southern Division saw a substantial decline in its concern-per-passenger ratio, but this was offset by small increases in the Central and Northern Divisions.

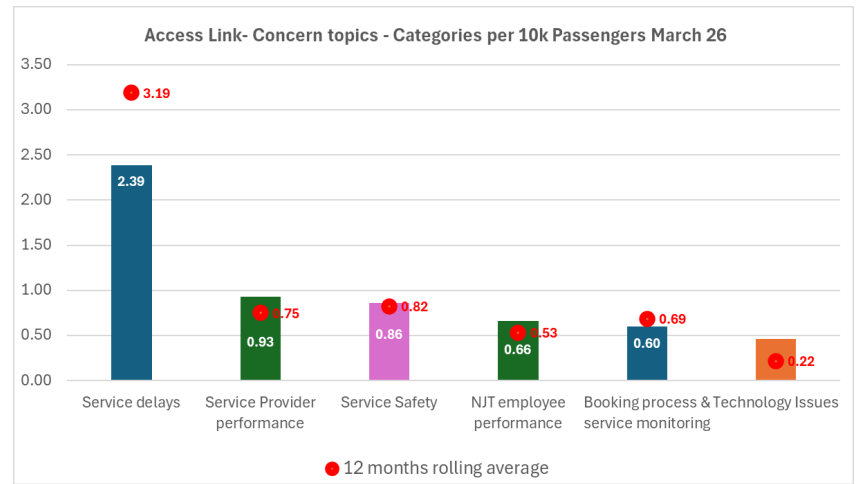
Like the other modes, service-related concerns showed improvement, decreasing by 8%. However, concerns related to bus cleanliness and condition rose above the 12-month average after several months of strong performance, as did concerns about the app.



In March, the number of concerns per 10,000 riders declined by more than 31%, bringing the metric back under the annual target.



The decline in concerns was observed across almost all regions. Region 6 was the only one to record an increase.



Access Link saw a significant drop in service-related concerns in March, falling well below the 12-month average. Concerns related to the booking process and service monitoring showed similar improvement. However, issues tied to Service Provider performance increased and exceeded the rolling average.

Numerous bus riders stopped by my table to share valuable feedback. Aside from service-reliability concerns, key themes included:

- Some buses in poor condition
- Lack of delay announcements both onboard and at PABT
- Increasing crowding on multiple routes
- Suggestions for an interactive bus-network map to show available service at any given time
- Lines at Gates 200 blocking access to certain gates (e.g., Routes 156 and 159)
- Complaints about the 30-day ticket-validity limit
- Ticket Vending Machines often not accepting cash at the terminal
- Concerns about the new Micro Transit program and late notifications





- 3 virtual meetings (3/31, 4/2 & 4/4): 367 attendees, 75 customers shared approximately 282 suggestions and concerns.
- 2,026 participants to the online survey
- 96 feedback collected via the Customer Advocate online form

COST OF SERVICE UPDATE

Fiscal Year 2026, Period 9 Cost of Service Key Performance Indicators

Open Operations & Customer Service Committee Meeting

Cost of Service KPIs, March 2026



28% Farebox Recovery Systemwide

