

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



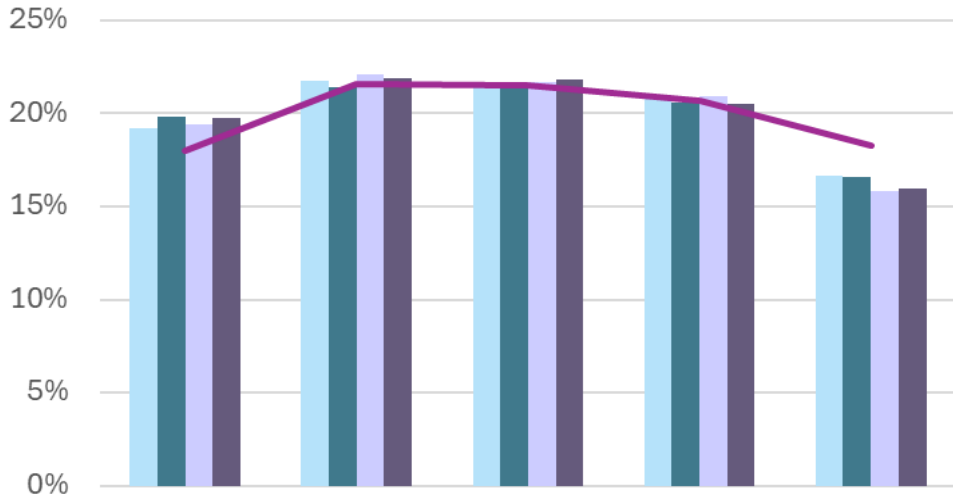
- ◆ Conducted from December 1st through December 29th
- ◆ Received about 27,000 surveys from customers
- ◆ Survey included standard Customer Satisfaction questions and other travel questions
- ◆ To encourage more participation -- offered 250 NJT Rewards Points to all customers that completed the survey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

COVID-Related Findings

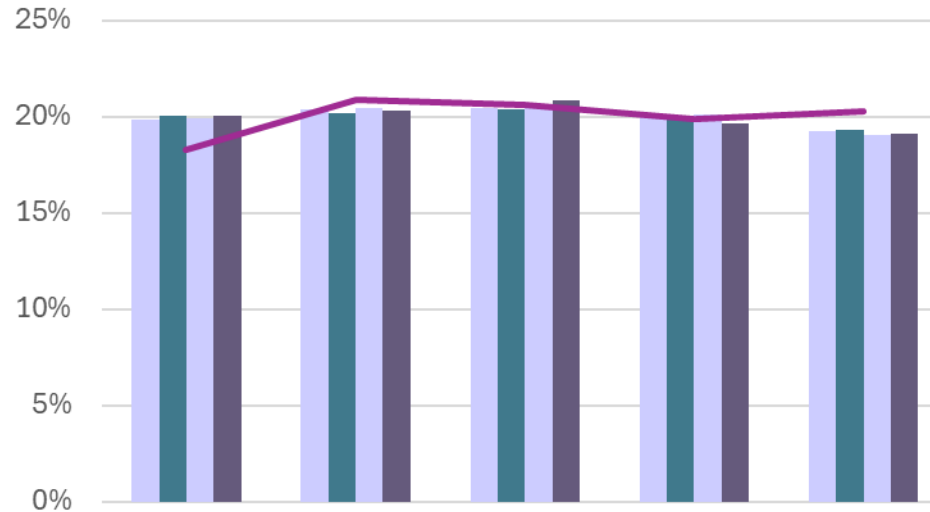
Distribution of Weekday WORK TRIPS on NJ TRANSIT by Day of the Week



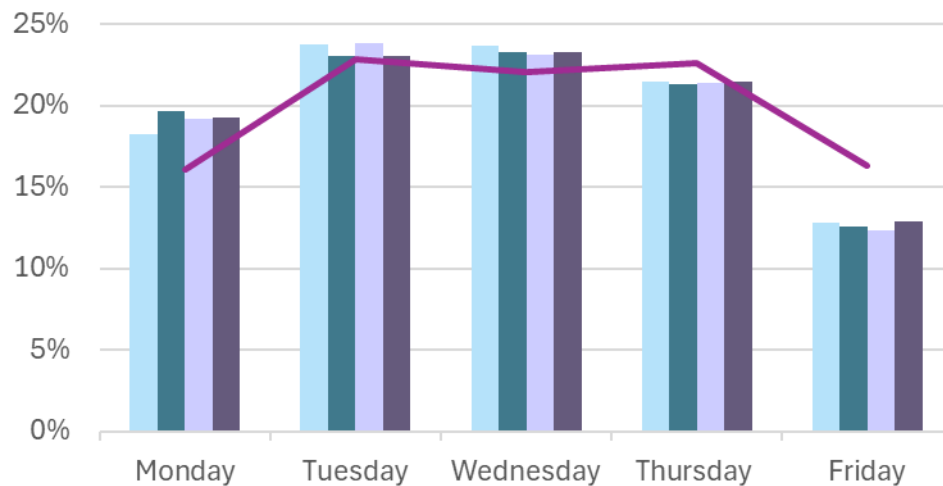
Bus – NY Interstate



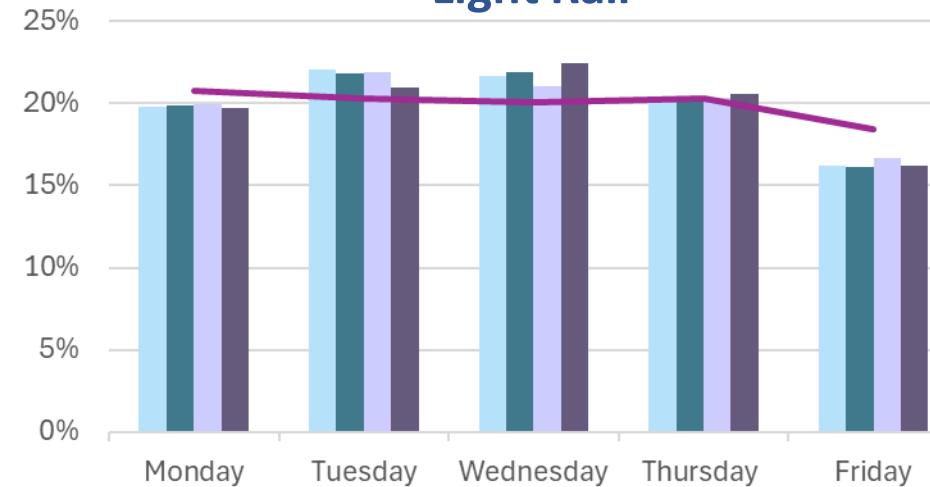
Bus – North Jersey Local, South Jersey & Contract



Rail

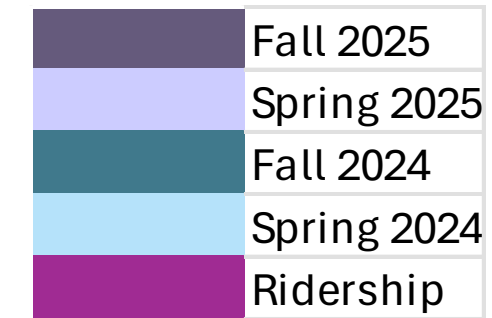


Light Rail



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

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

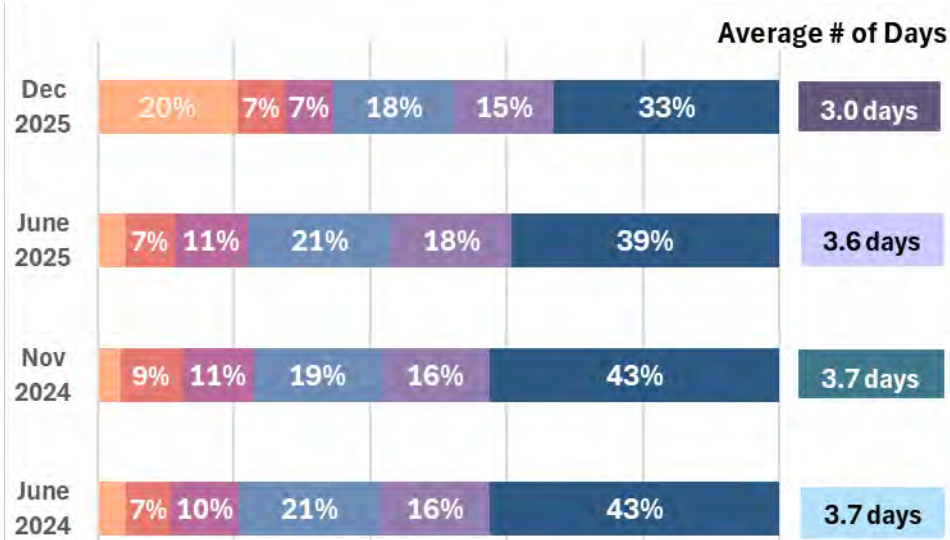


COVID-Related Findings

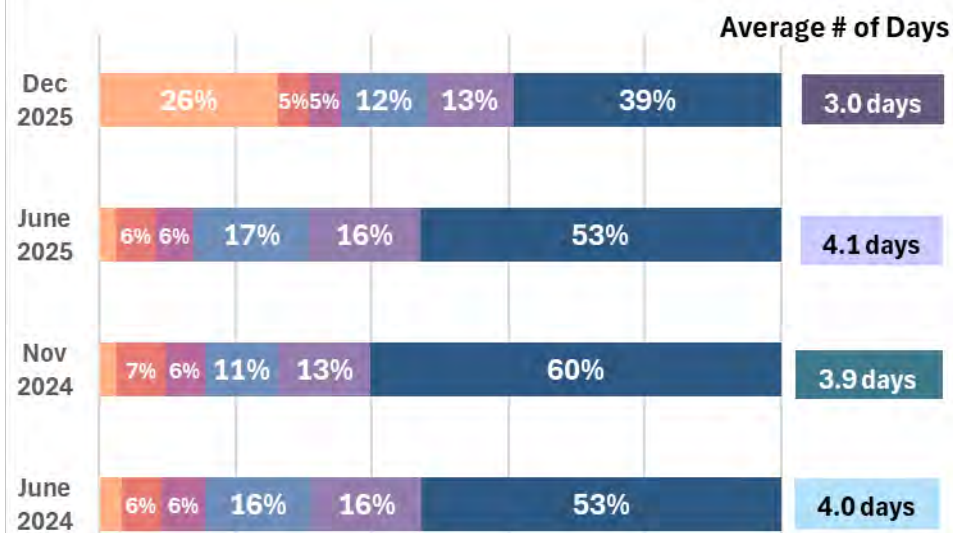
In the last 7 days, how many weekdays did you travel to your office/worksite?



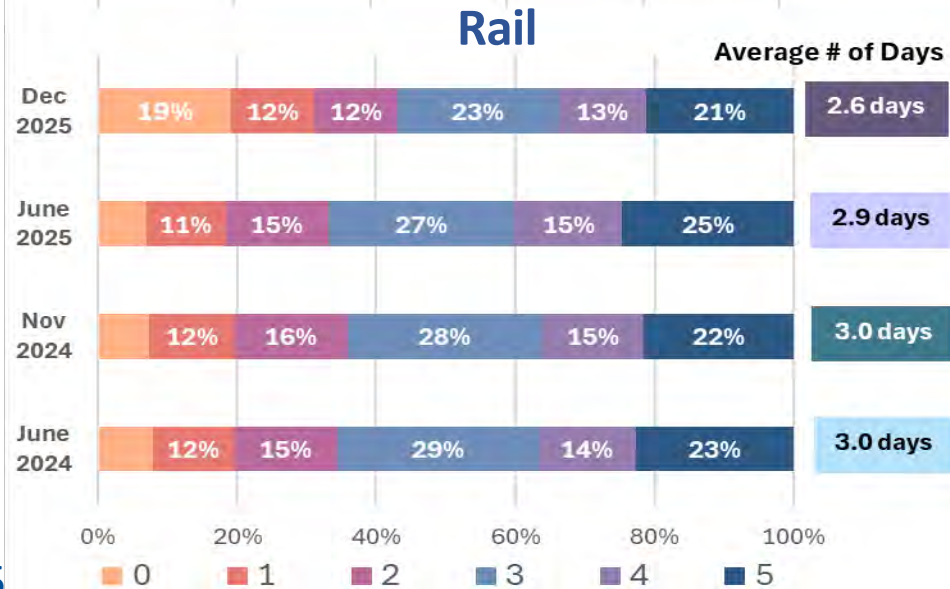
Bus – NY Interstate



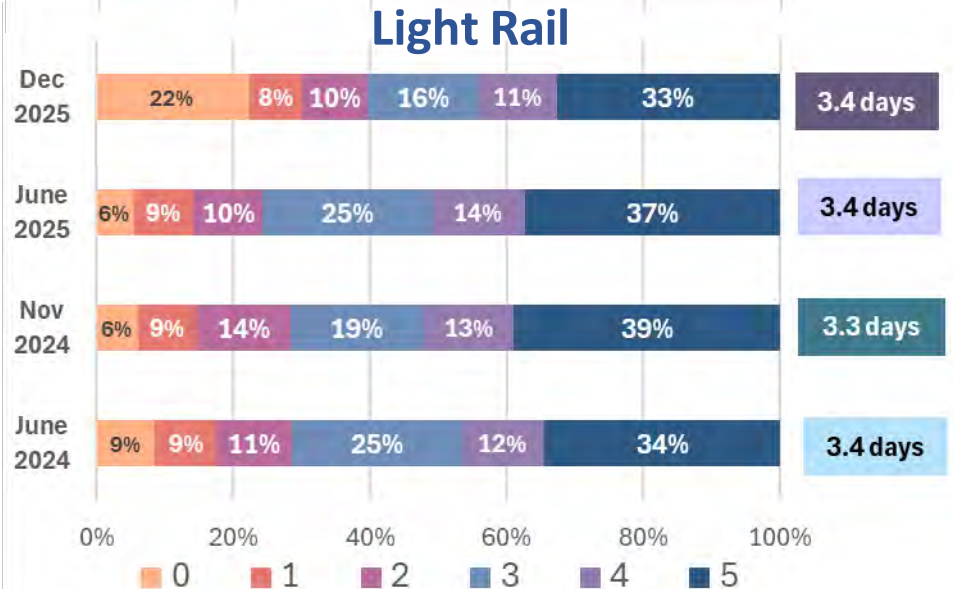
Bus – North Jersey Local, South Jersey & Contract



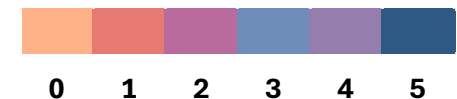
Rail



Light Rail



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

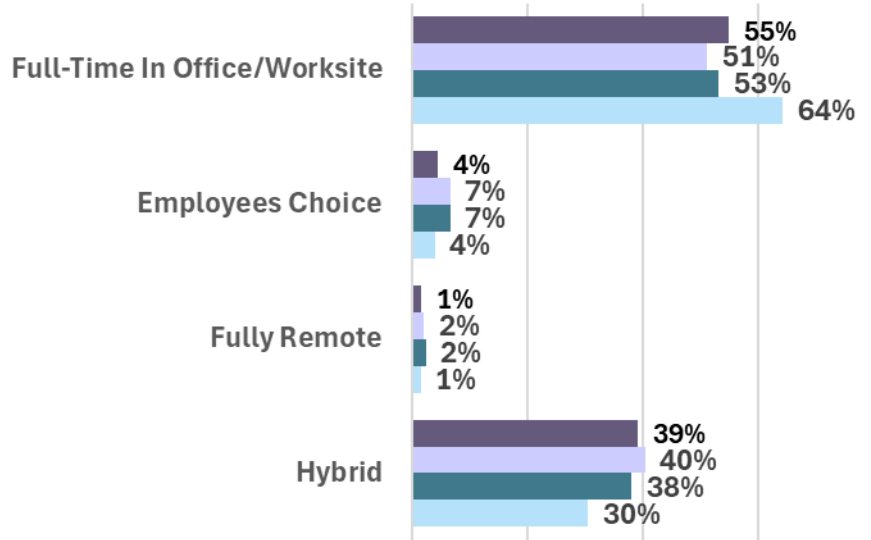


COVID-Related Findings

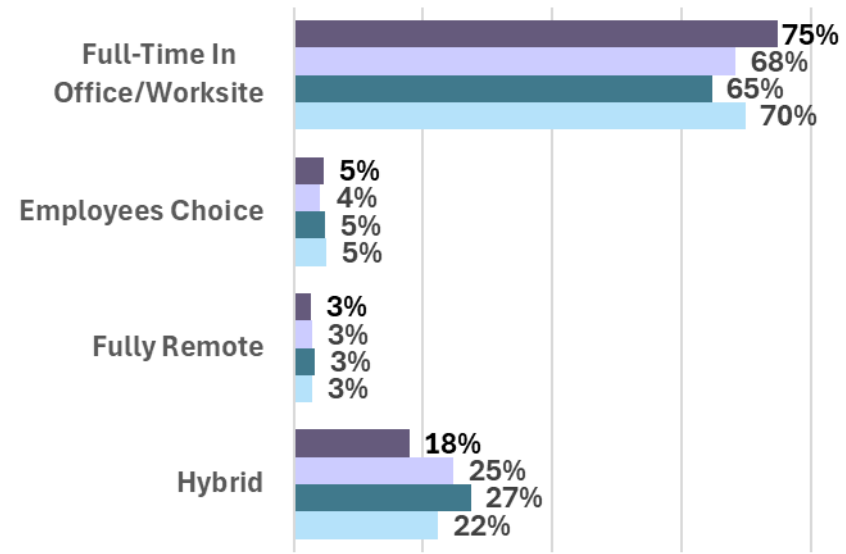
Your Company's Current Office/Worksite Attendance Policy



Bus – NY Interstate

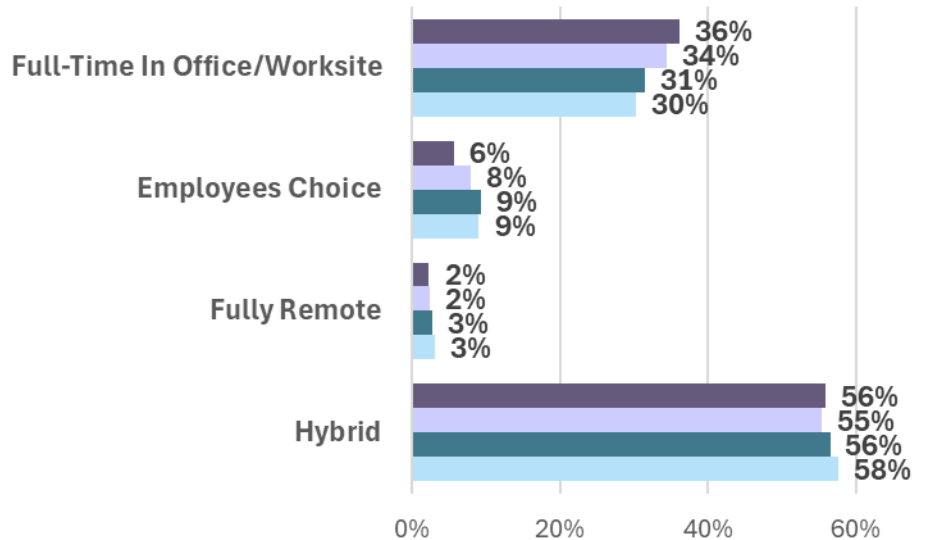


Bus – North Jersey Local, South Jersey & Contract

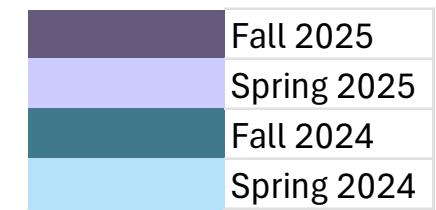
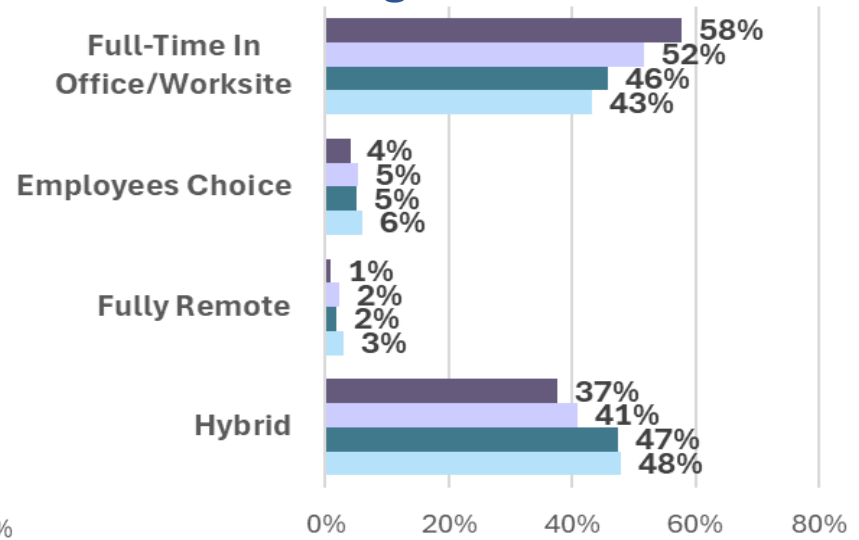


Full time in the office increased for all modes/markets since the Spring 2025 survey

Rail



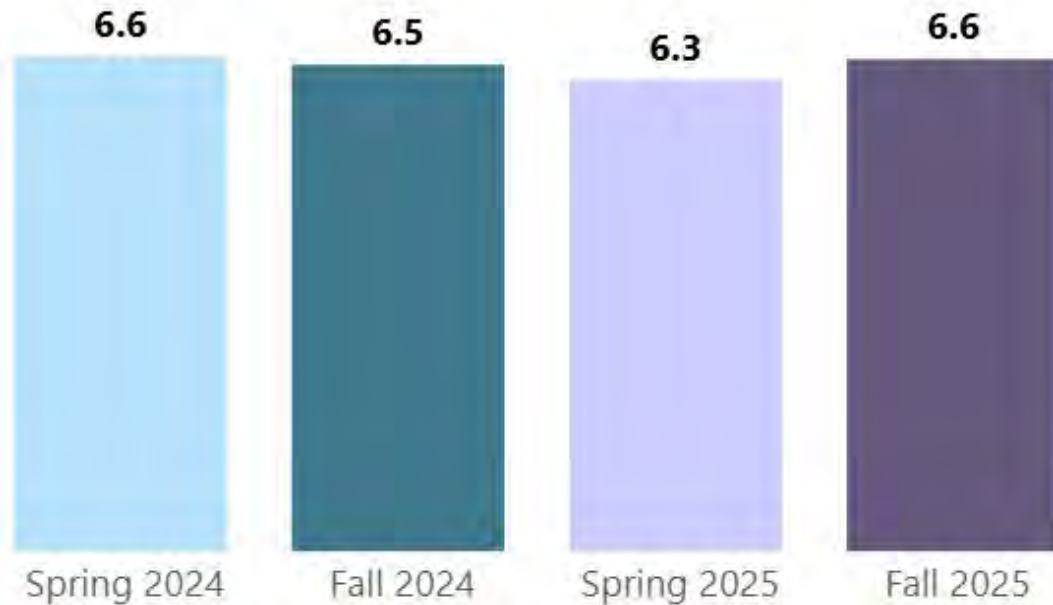
Light Rail



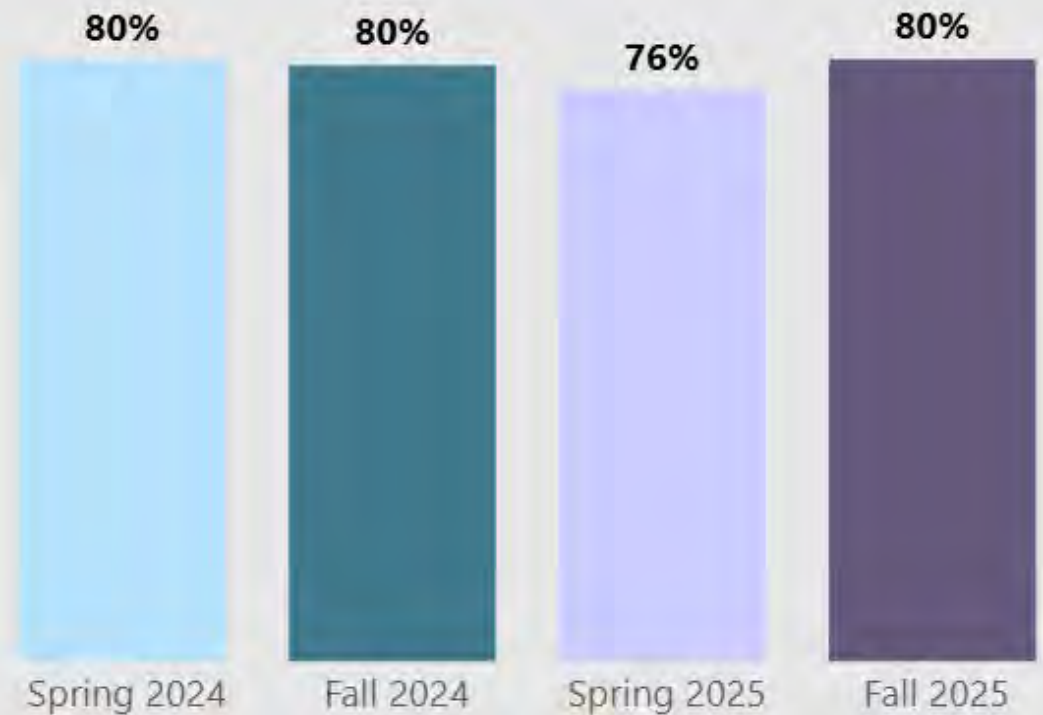
System-Wide Results



Overall Satisfaction Score



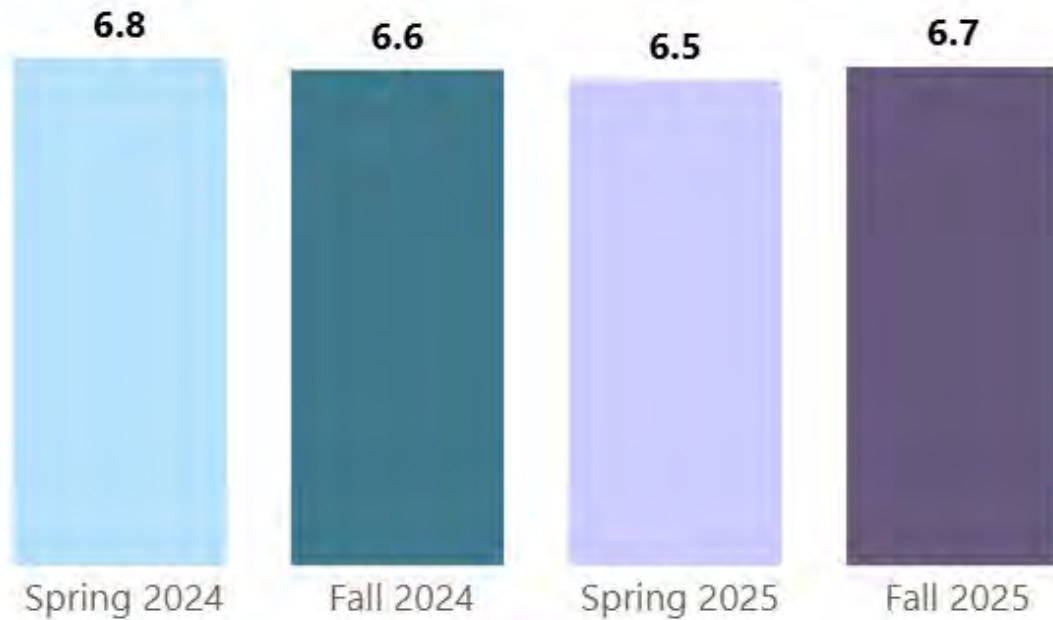
Likelihood to Recommend NJ TRANSIT



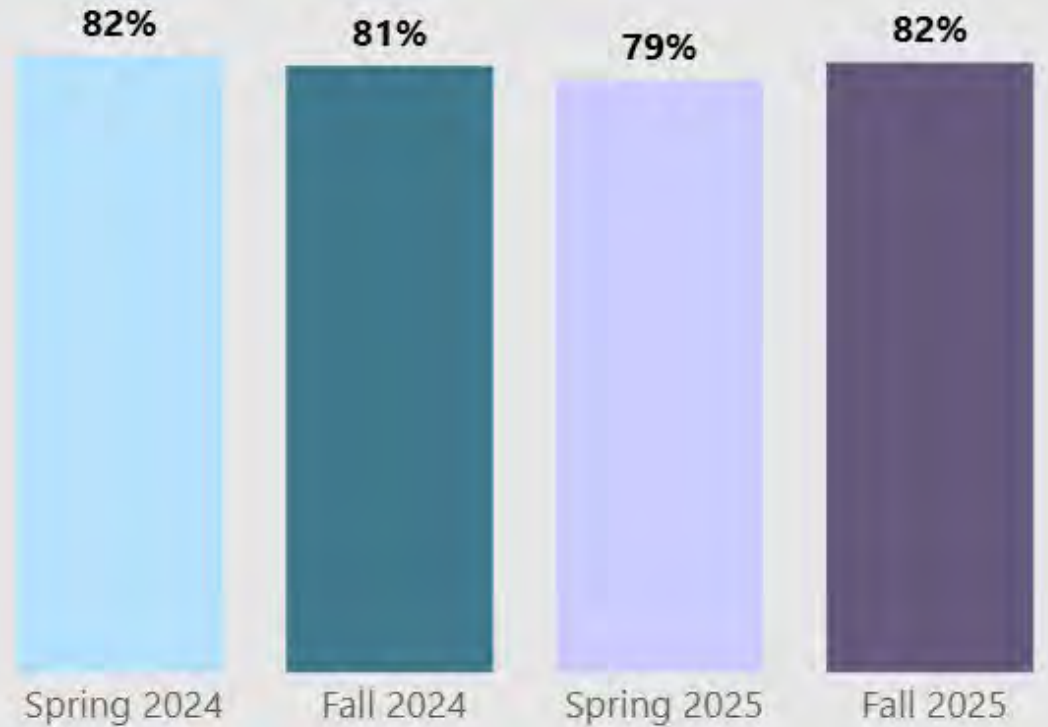
Bus System



Overall Satisfaction Score



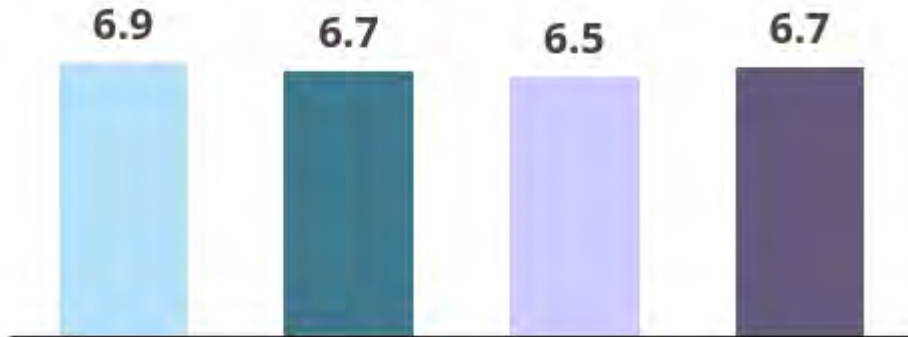
Likelihood to Recommend NJ TRANSIT



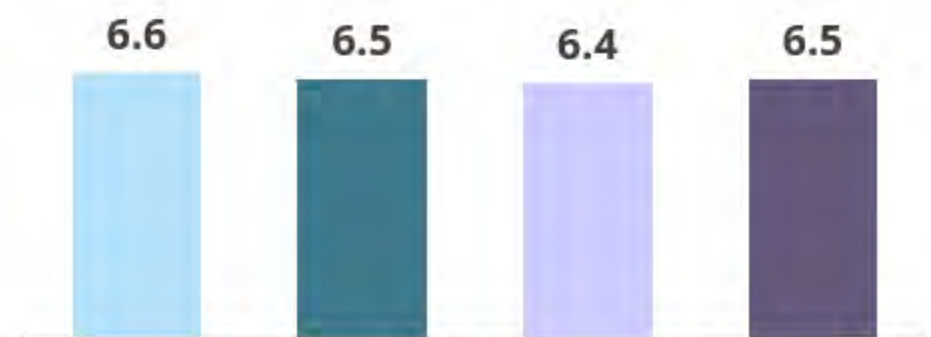
Overall Satisfaction Scores by Bus Market



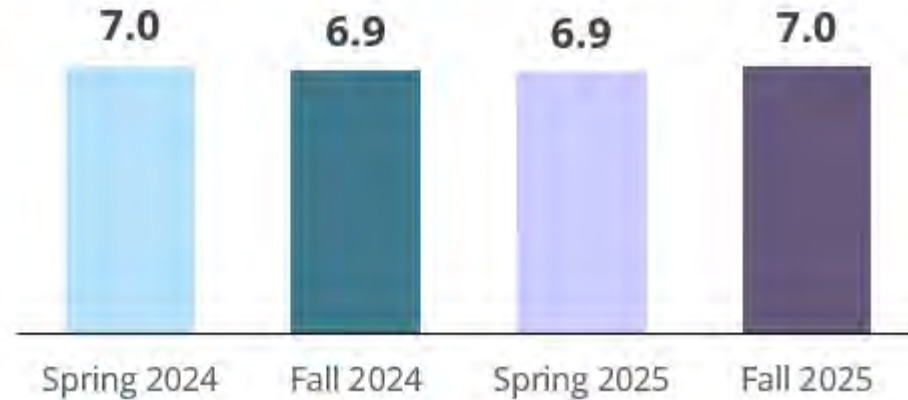
NY INTERSTATE



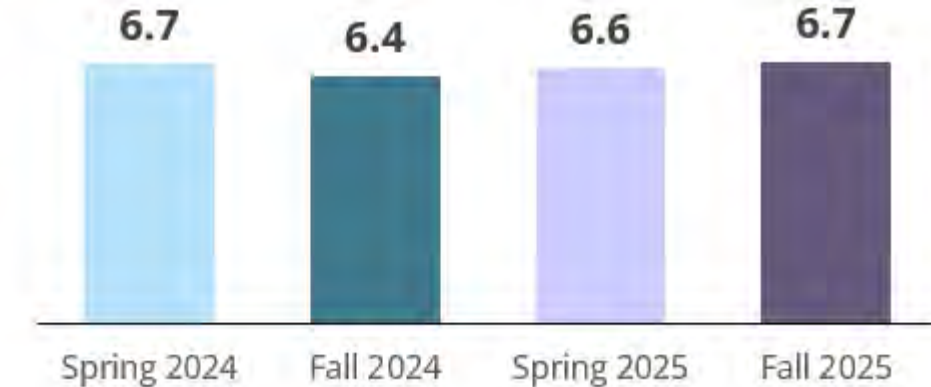
NORTH JERSEY LOCAL



SOUTH JERSEY



CONTRACT CARRIERS



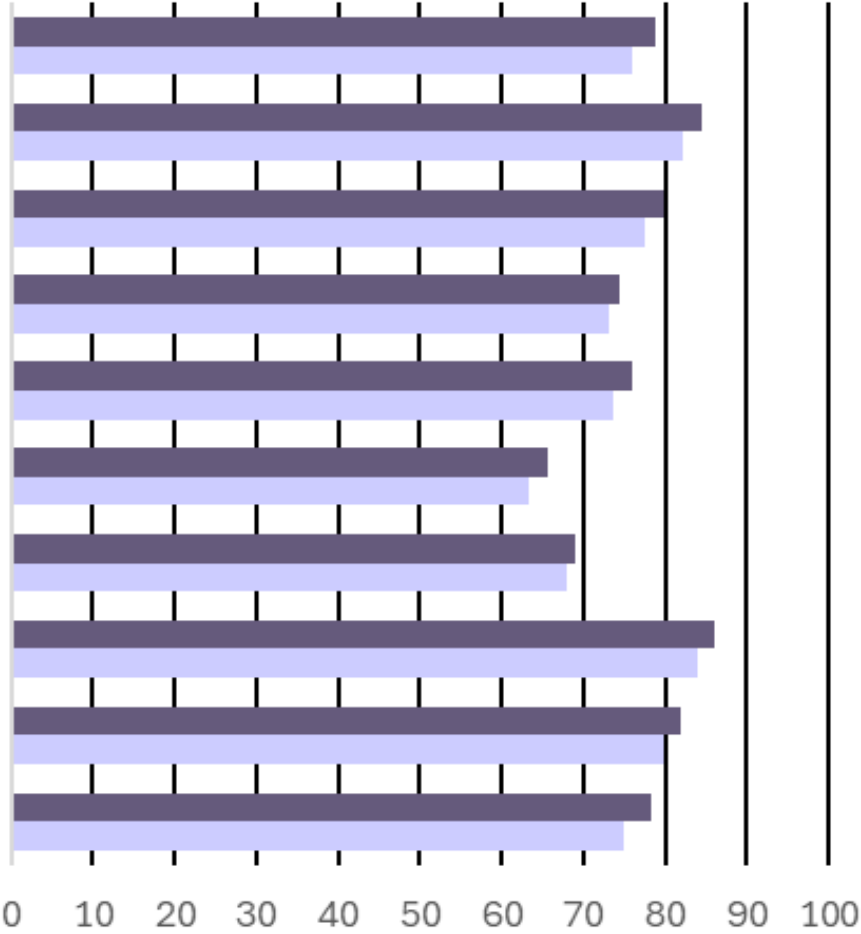
Top 10 Most Important Service Traits for Bus



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

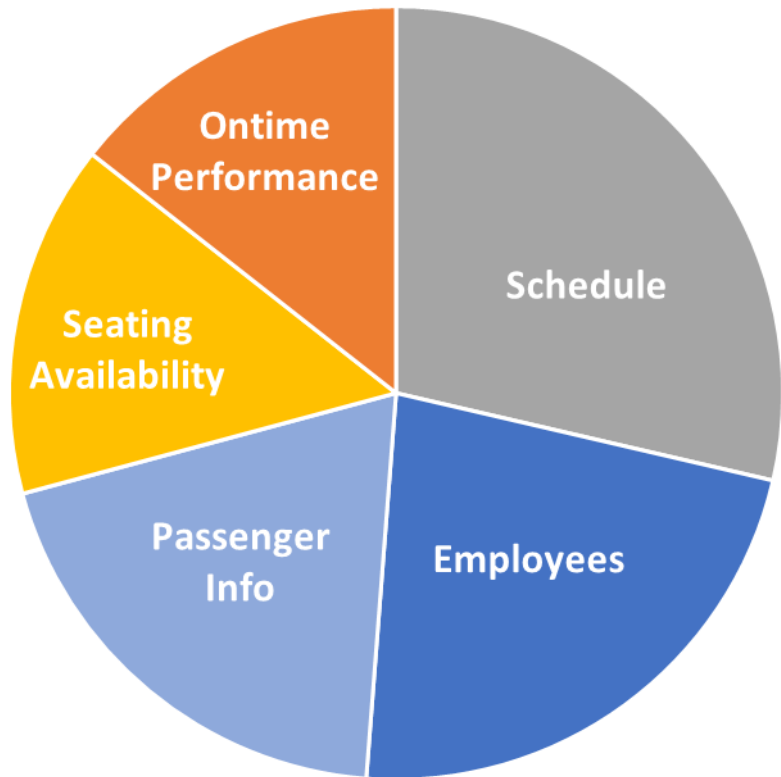


	Fall 2025
	Spring 2025

Top Topic Areas of BUS Comments



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



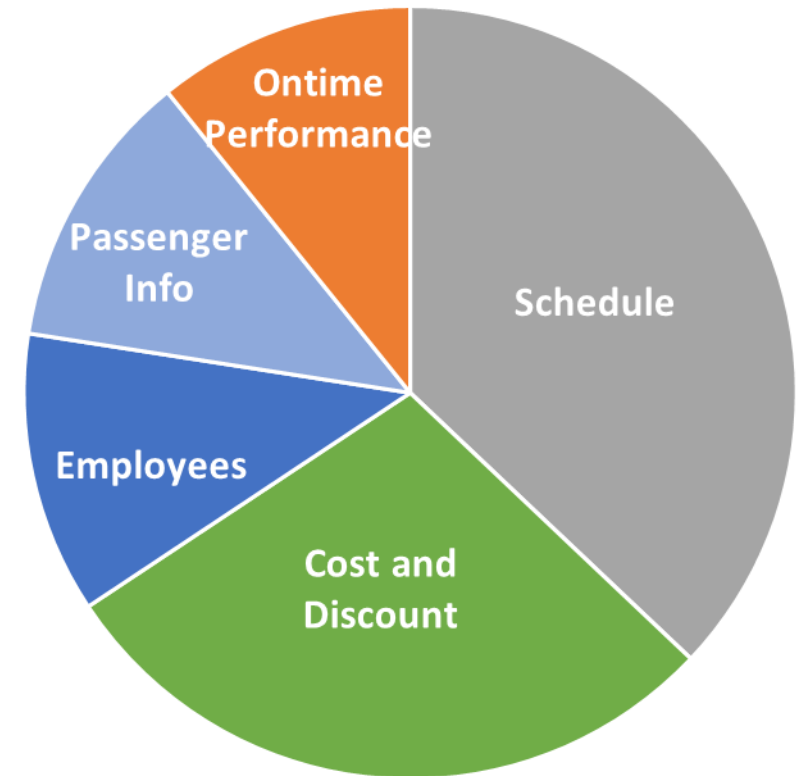
5,496 "Improve" Comments

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

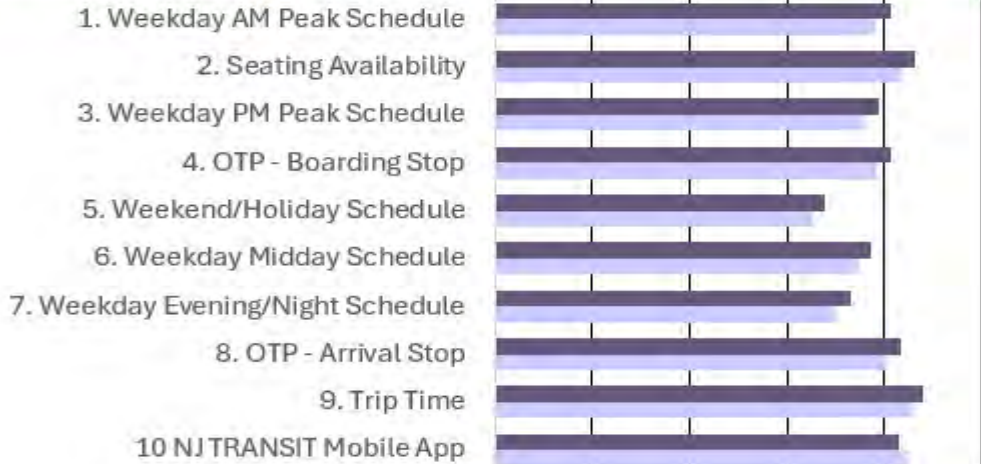
Top 10 Most Important Service Traits for BUS Customers by Bus Market and Score



NY INTERSTATE

Top 10 Most Important

% with Score of 5 or more



NORTH JERSEY LOCAL

Top 10 Most Important

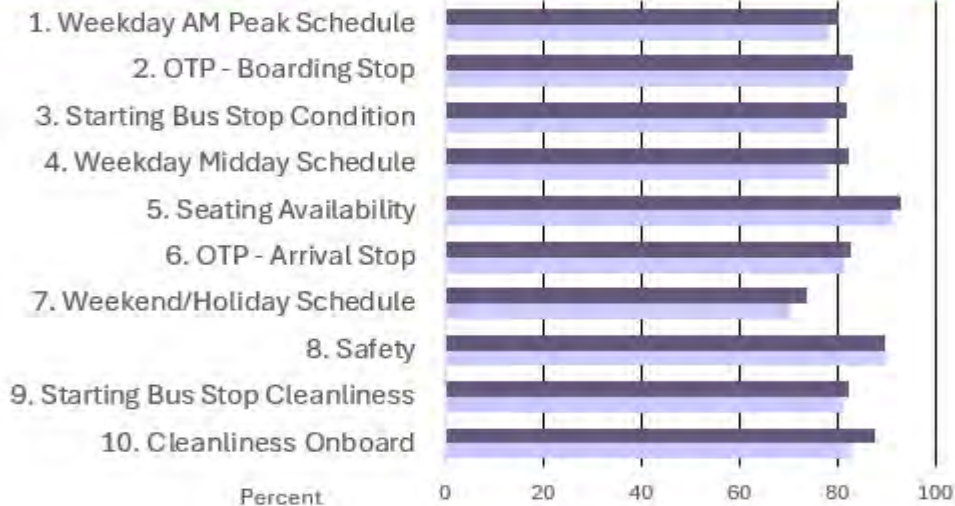
% with Score of 5 or more



SOUTH JERSEY

Top 10 Most Important

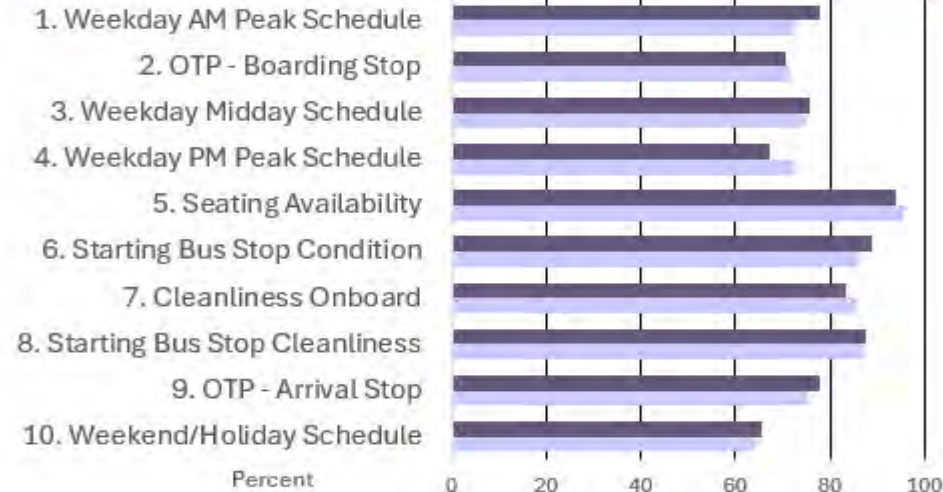
% with Score of 5 or more



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

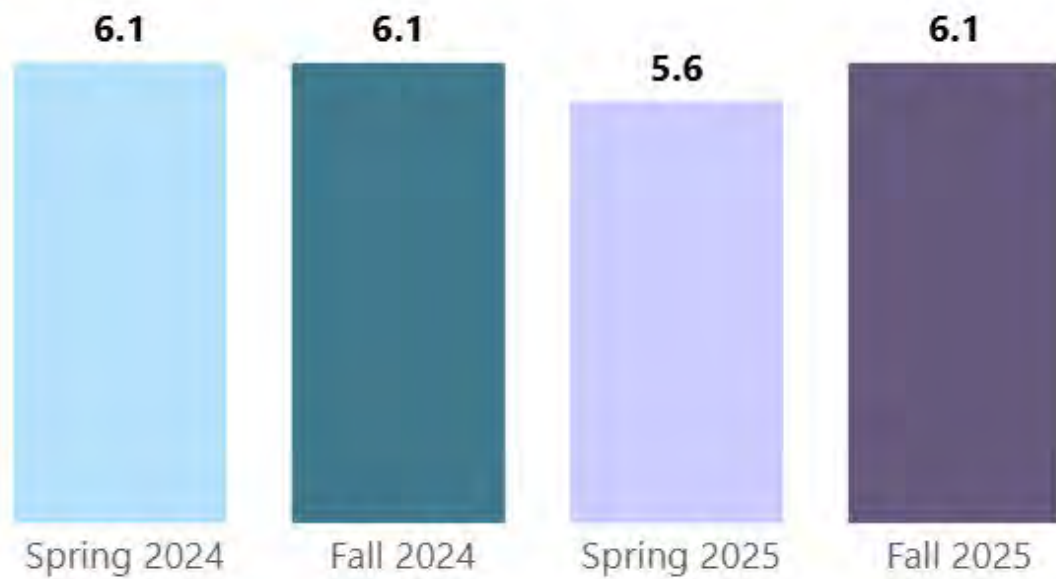
Seating Availability

- ◆ 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

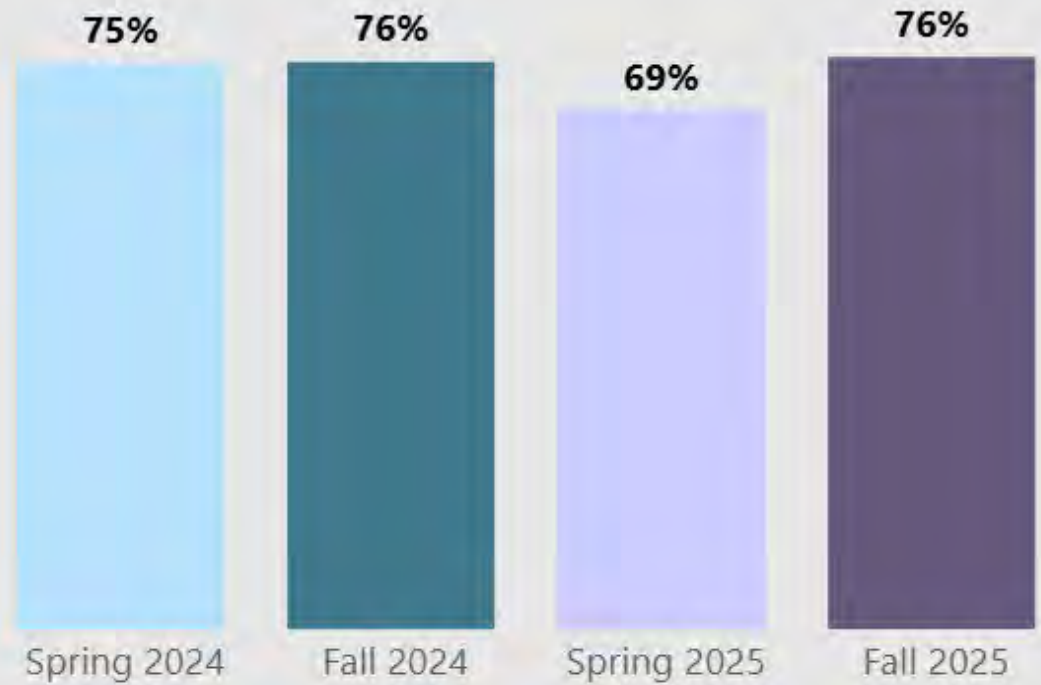
Rail System



Overall Satisfaction Score



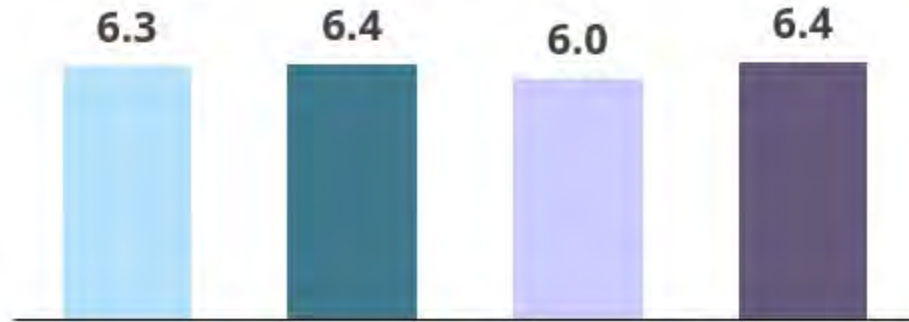
Likelihood to Recommend NJ TRANSIT



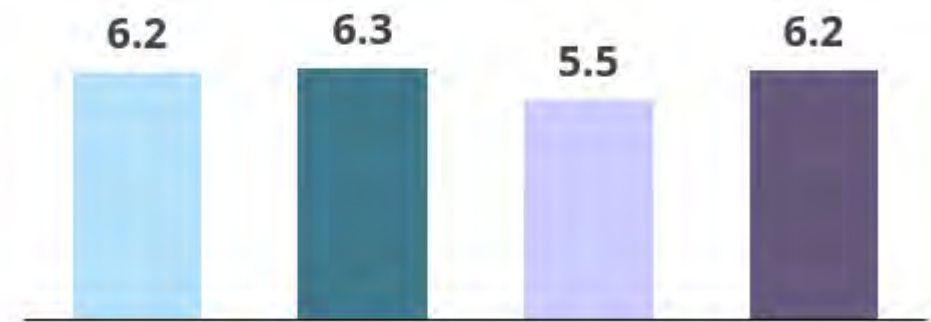
Overall Satisfaction Scores by Rail Line



**NORTHEAST
CORRIDOR**



**NORTH JERSEY
COAST**



RARITAN VALLEY



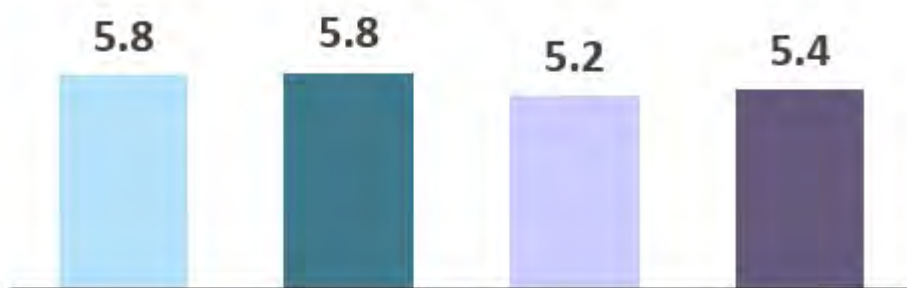
MORRIS & ESSEX



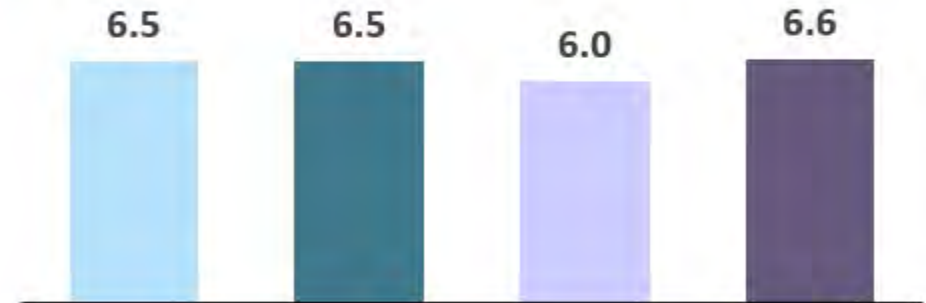
Overall Satisfaction Scores by Rail Line



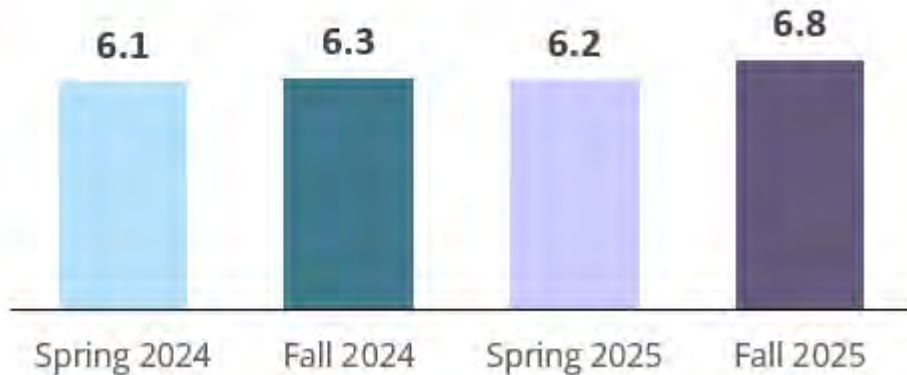
**MONTCLAIR-
BOONTON**



**MAIN-BERGEN
COUNTY/PORT JERVIS**



PASCACK VALLEY



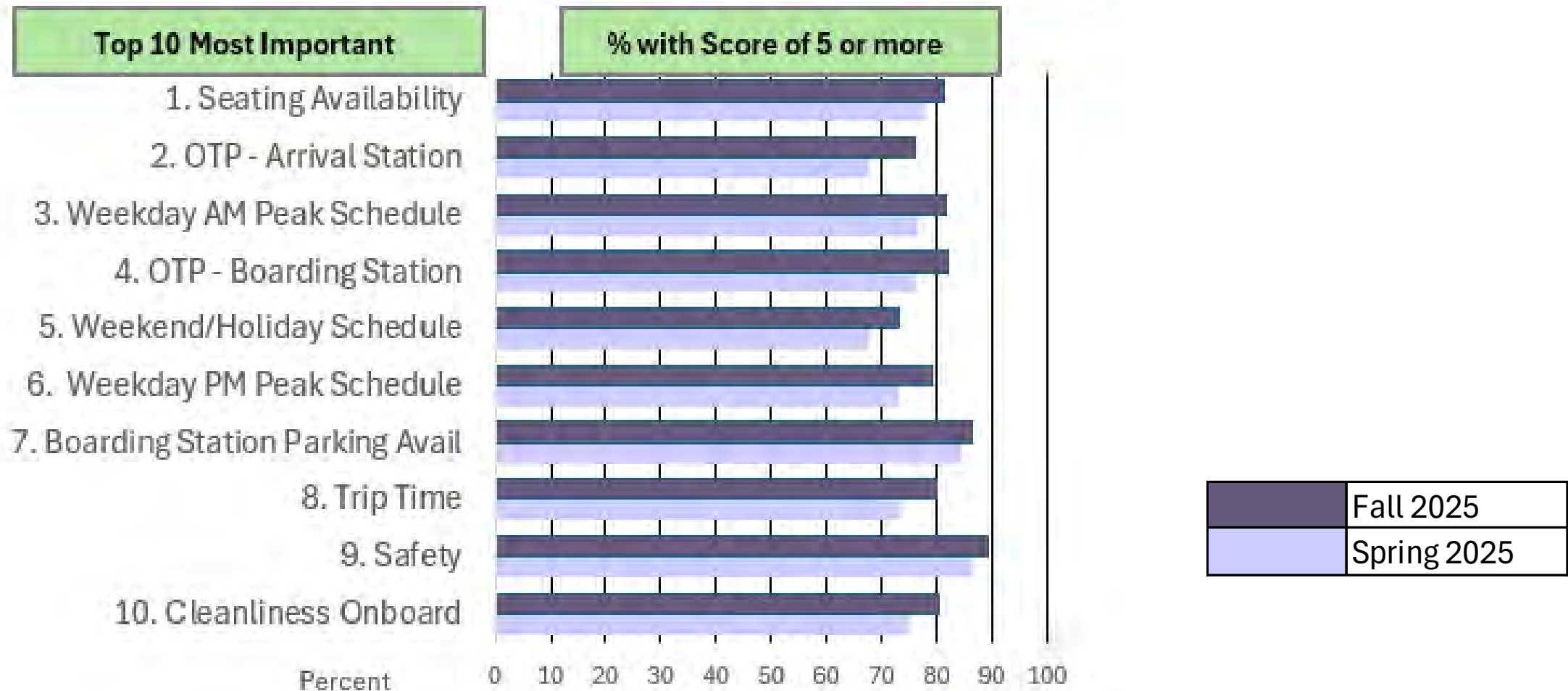
ATLANTIC CITY



Top 10 Most Important Service Traits for Rail



Top 10 Most Important Service Traits for RAIL



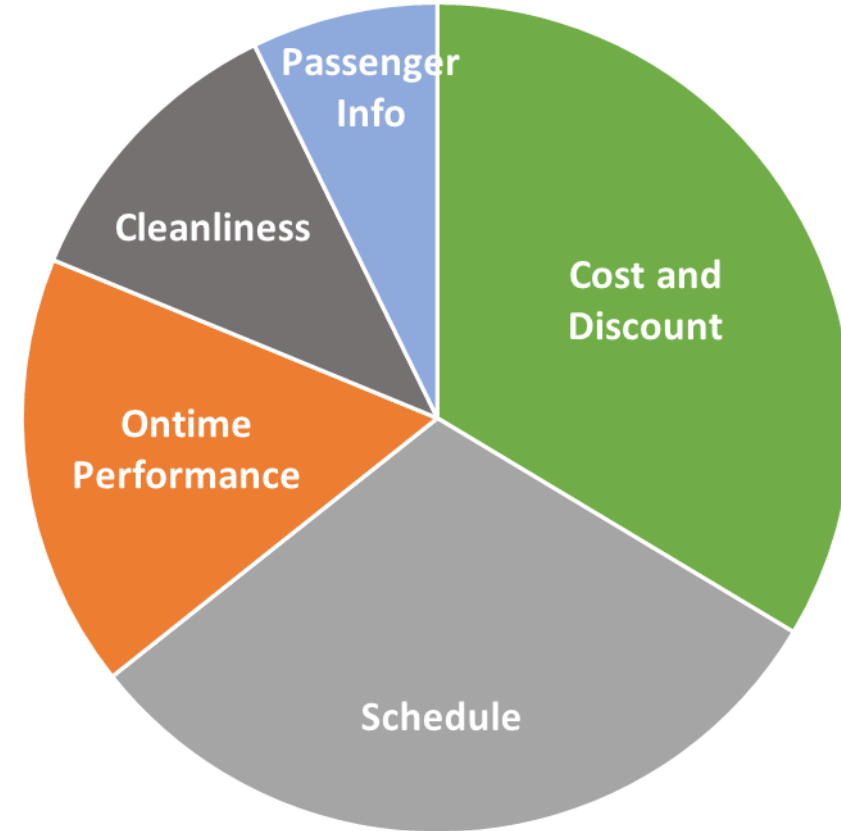
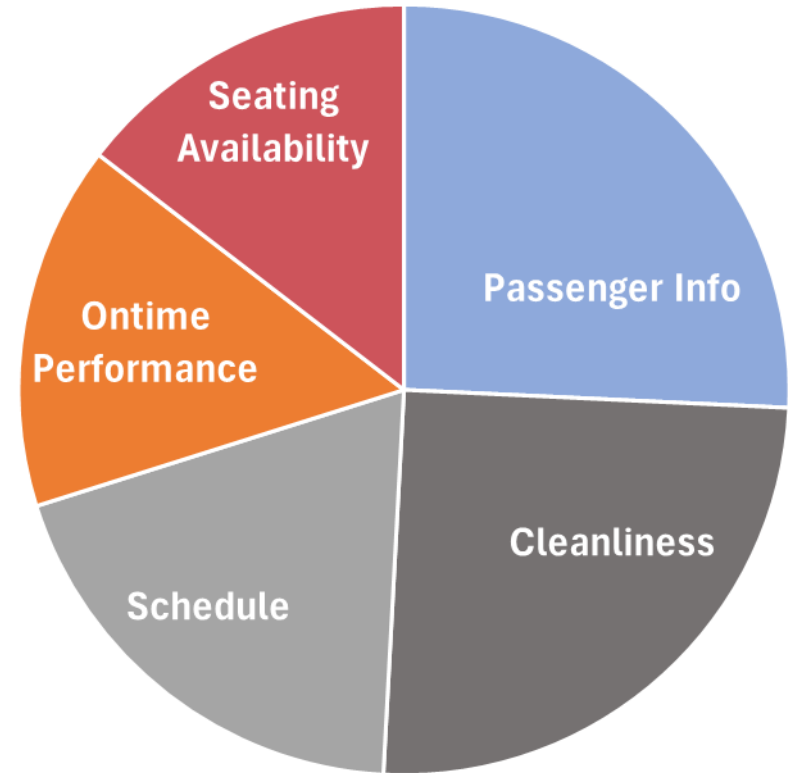
Top Topic Areas of RAIL Comments



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

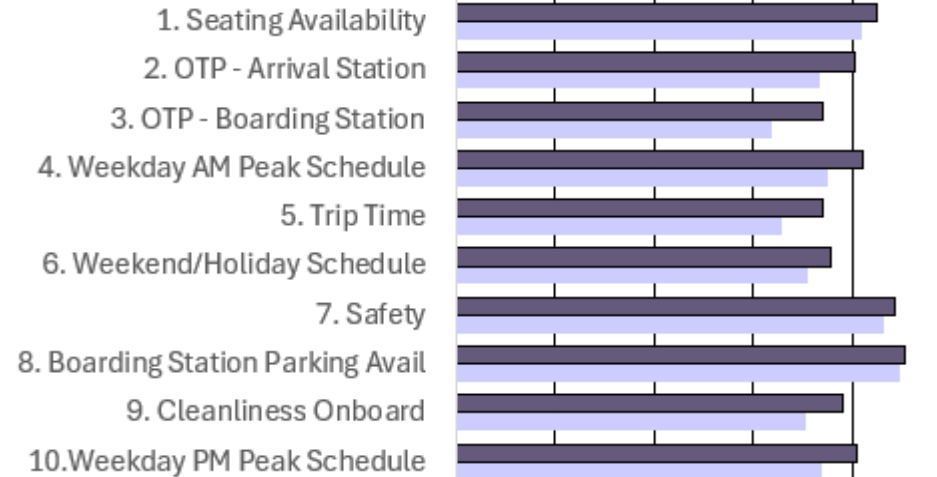
% with Score of 5 or more



NORTH JERSEY COAST

Top 10 Most Important

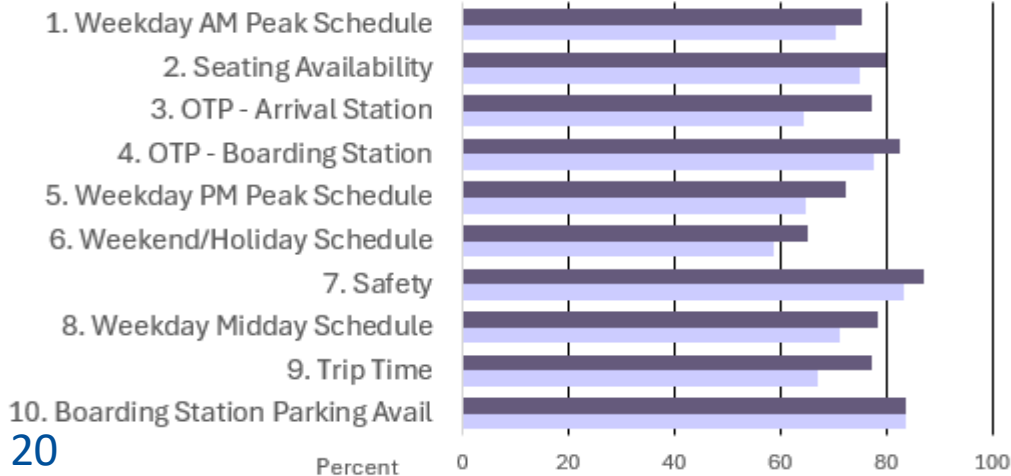
% with Score of 5 or more



RARITAN VALLEY

Top 10 Most Important

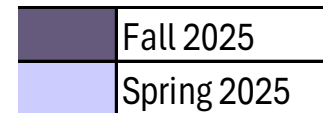
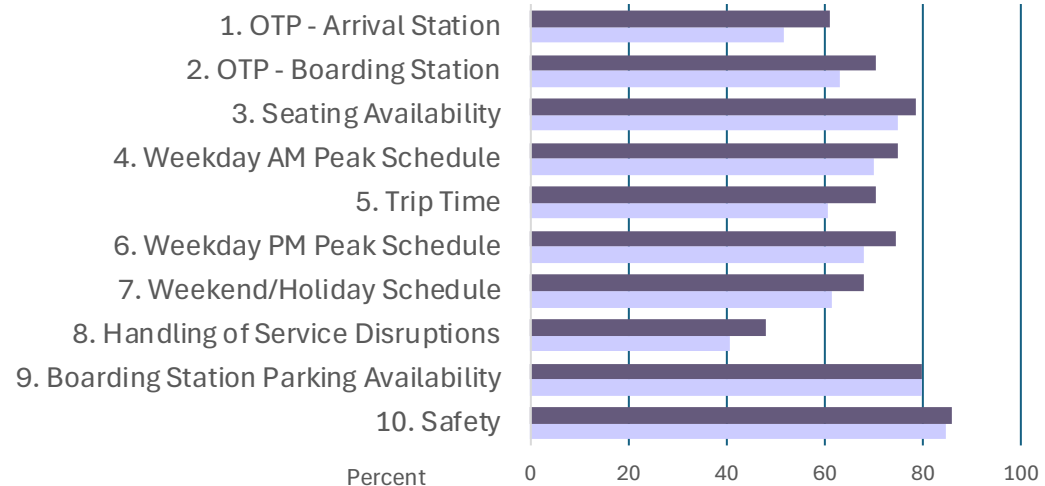
% with Score of 5 or more



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

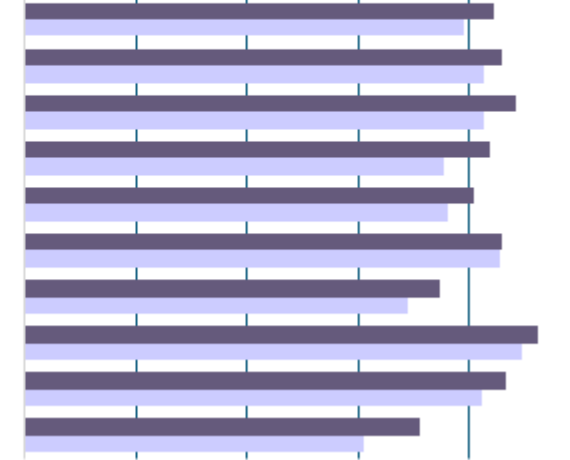


MAIN-BERGEN/PORT JERVIS

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

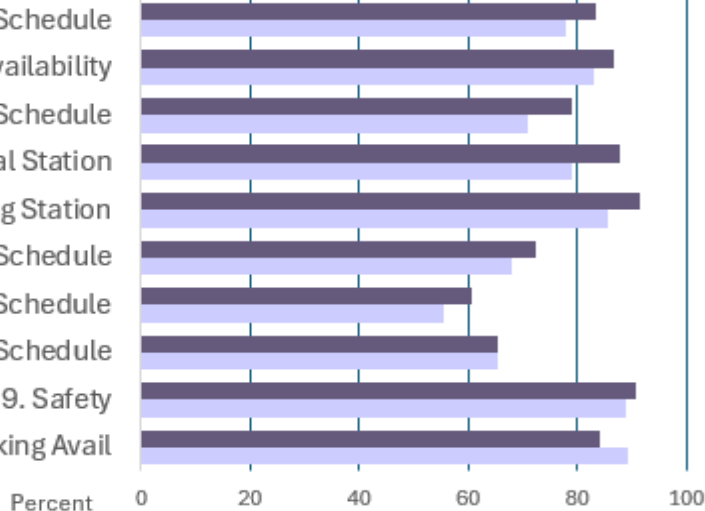


PASCACK VALLEY

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

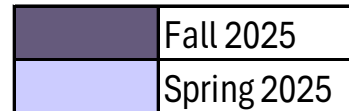
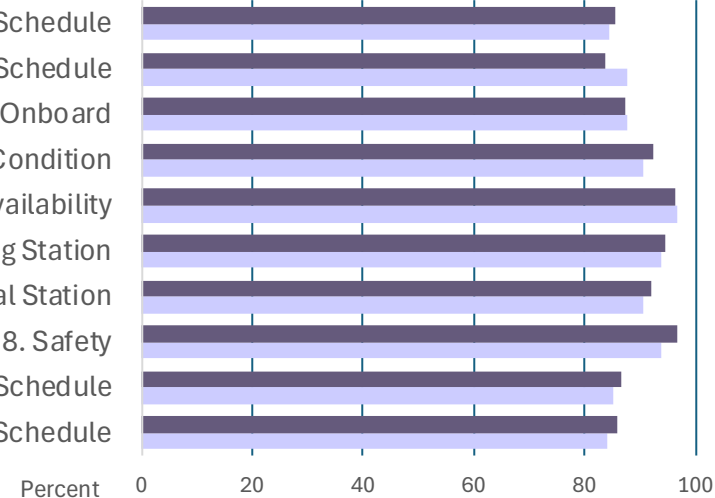


ATLANTIC CITY RAIL LINE

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.

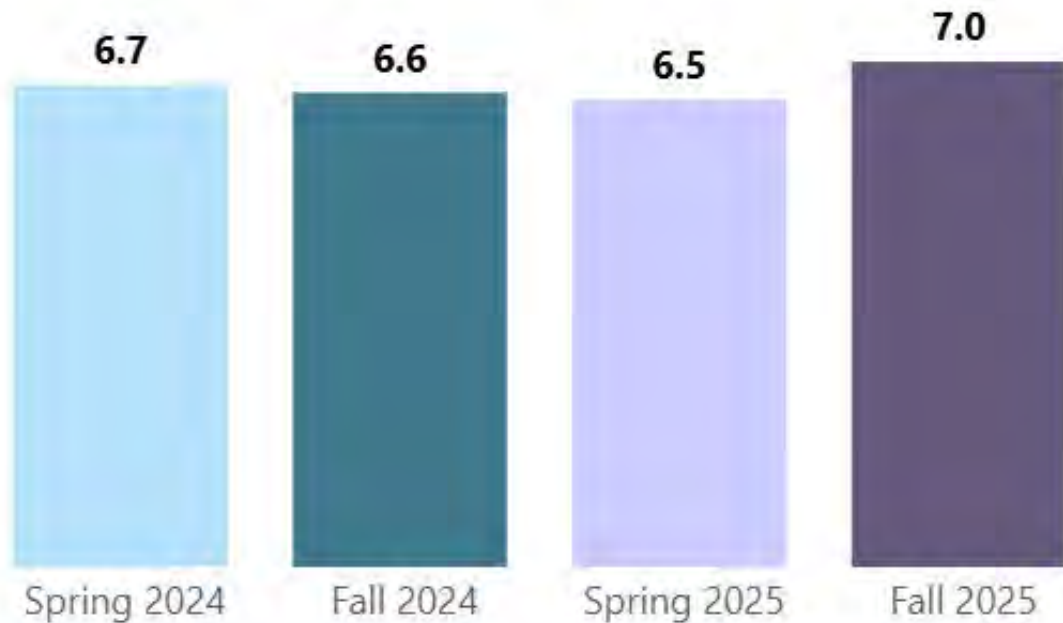
Support Projects

- ◆ 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.

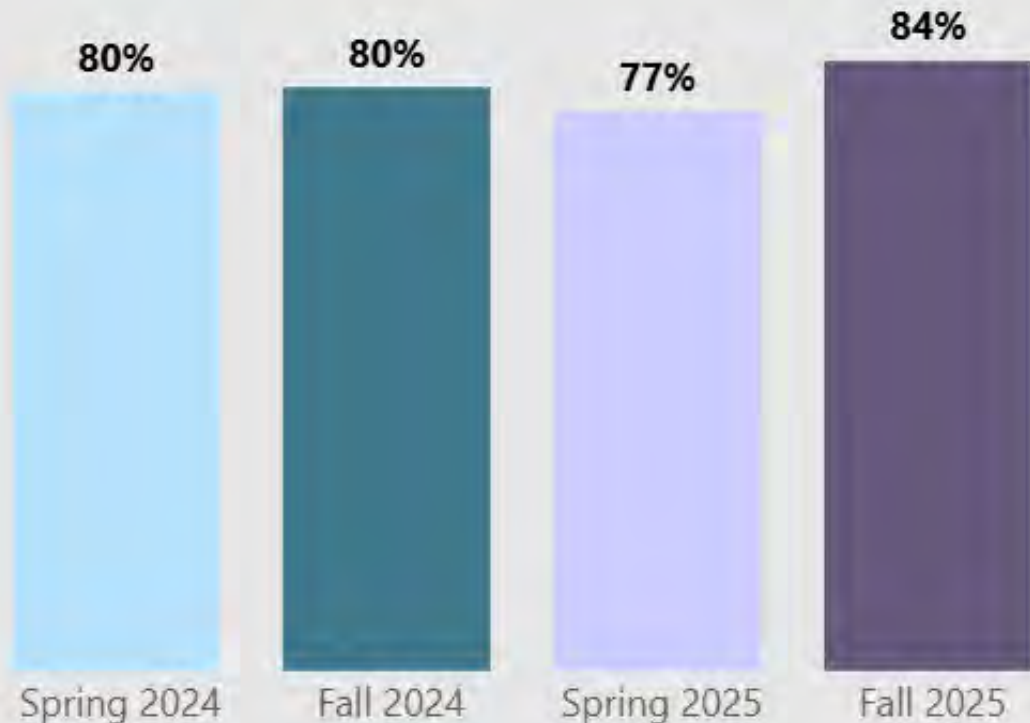
Light Rail System



Overall Satisfaction Score



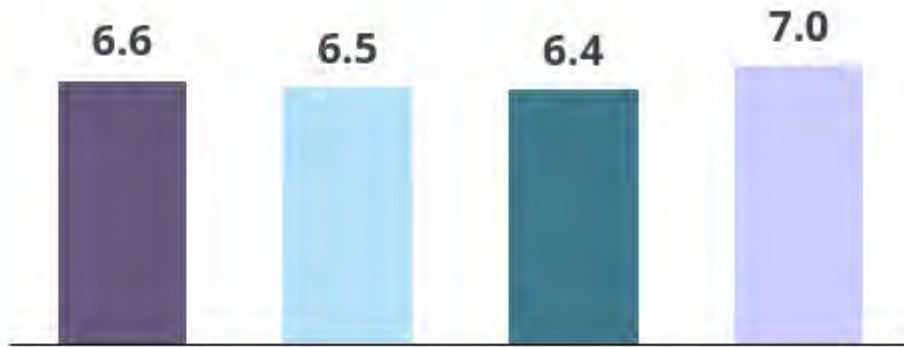
Likelihood to Recommend NJ TRANSIT



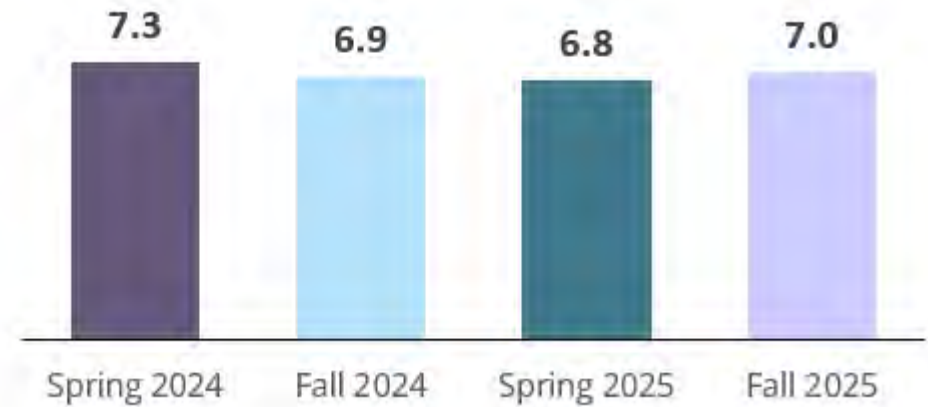
Light Rail Satisfaction Scores By Light Rail Line



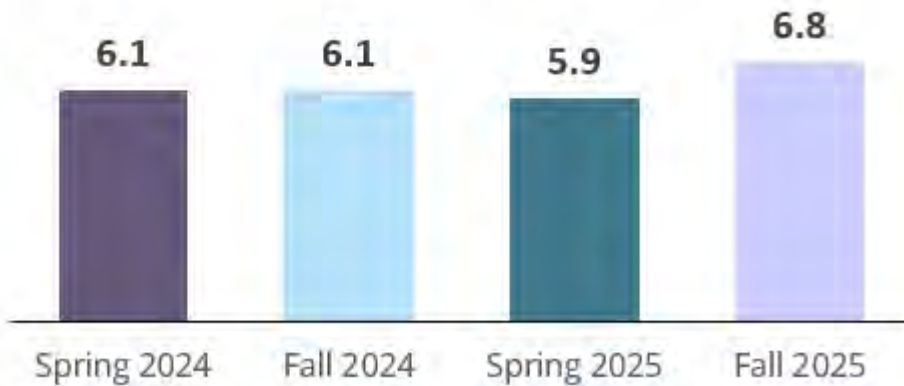
HUDSON-BERGEN



NEWARK LIGHT
RAIL



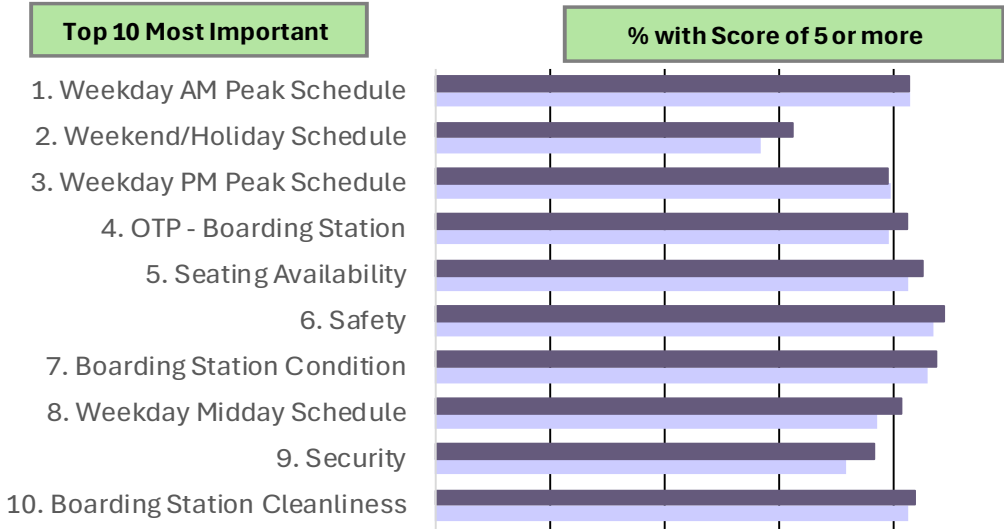
RIVERLINE



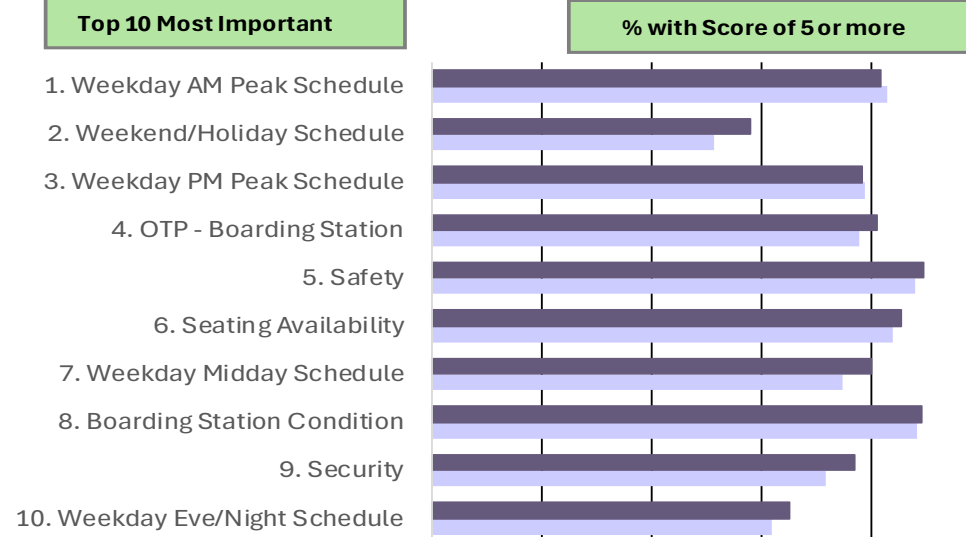
Top 10 Most Important Service Traits for LIGHT RAIL Customers by Light Rail Line and Score



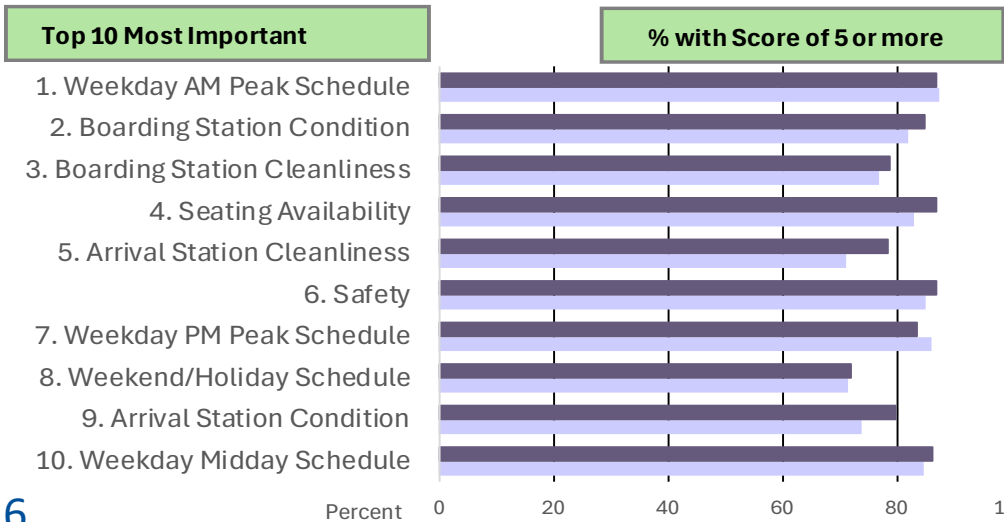
Light Rail System



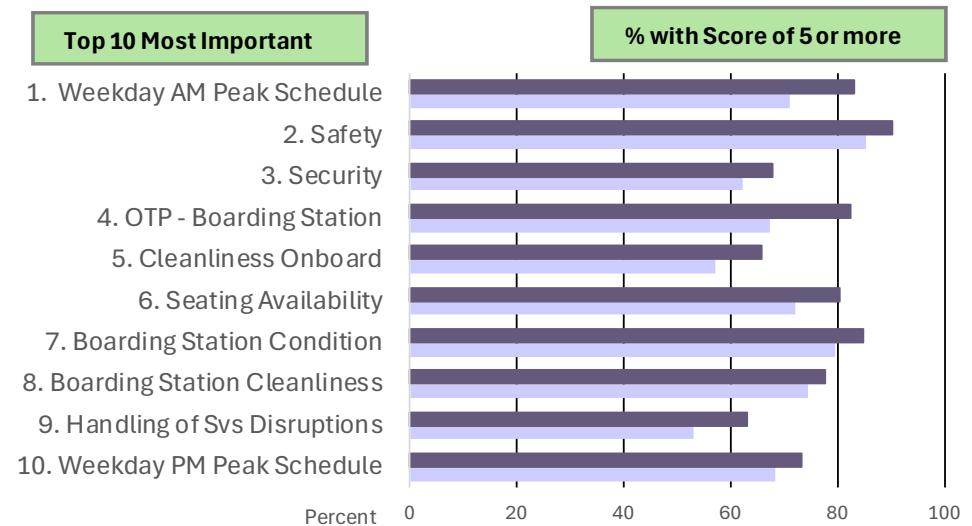
Hudson-Bergen Light Rail



Newark Light Rail



River LINE

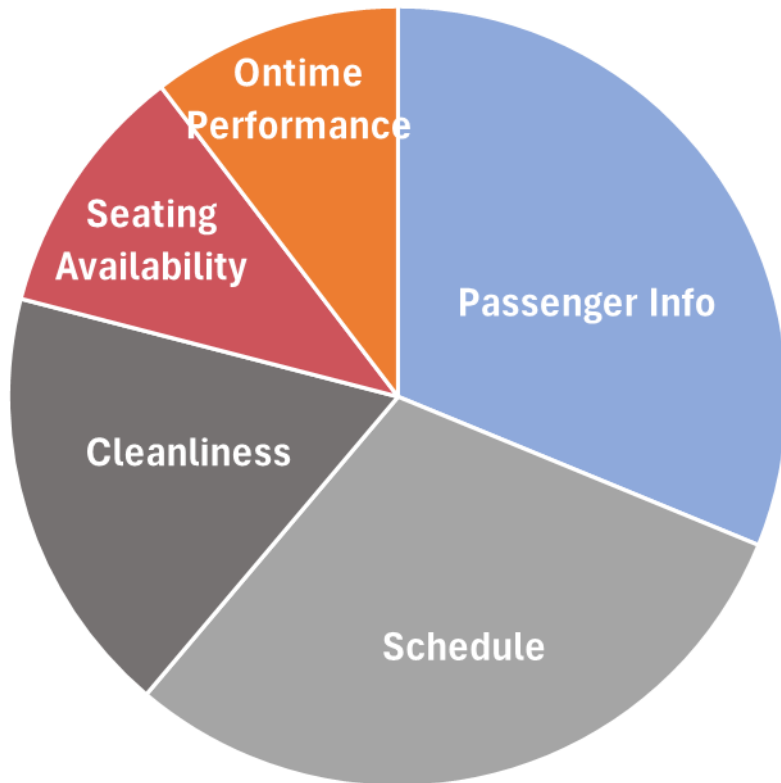


Fall 2025
Spring 2025

Top Topic Areas of LIGHT RAIL Comments

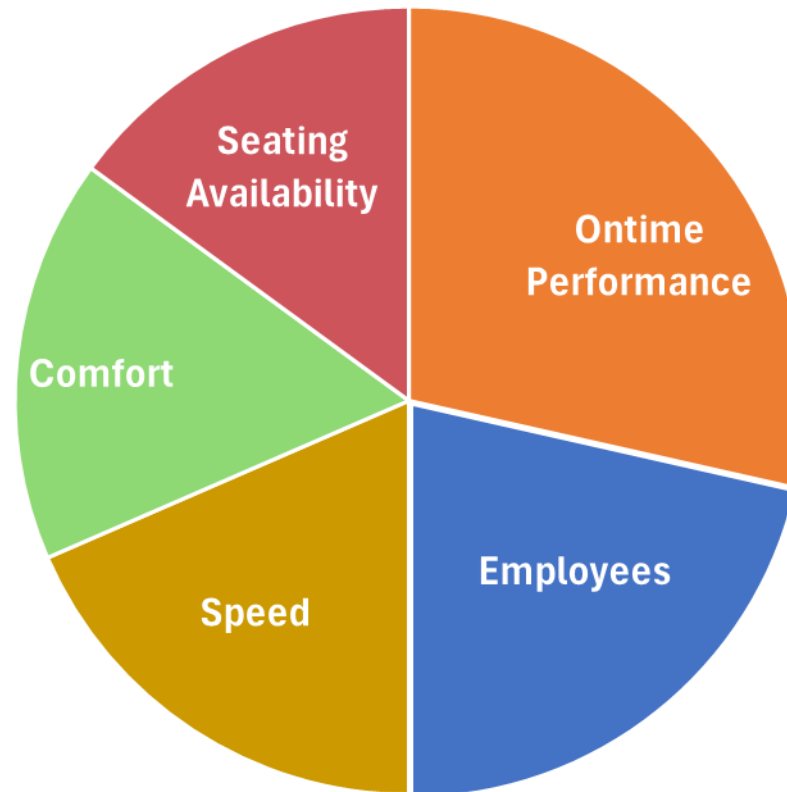


What is one thing we can do to **IMPROVE** your travel experience?



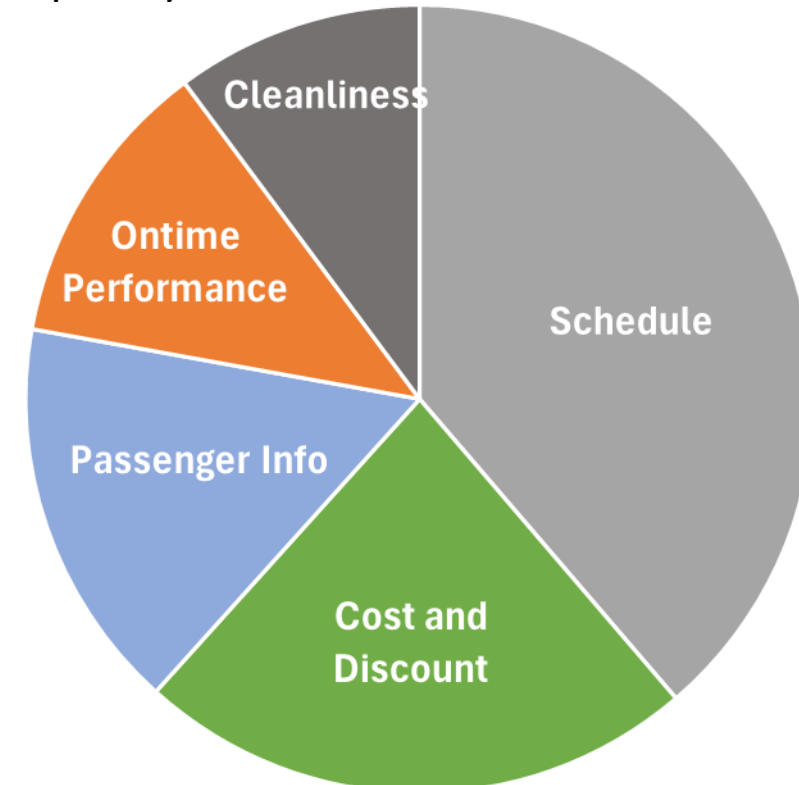
692 "Improve" Comments

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

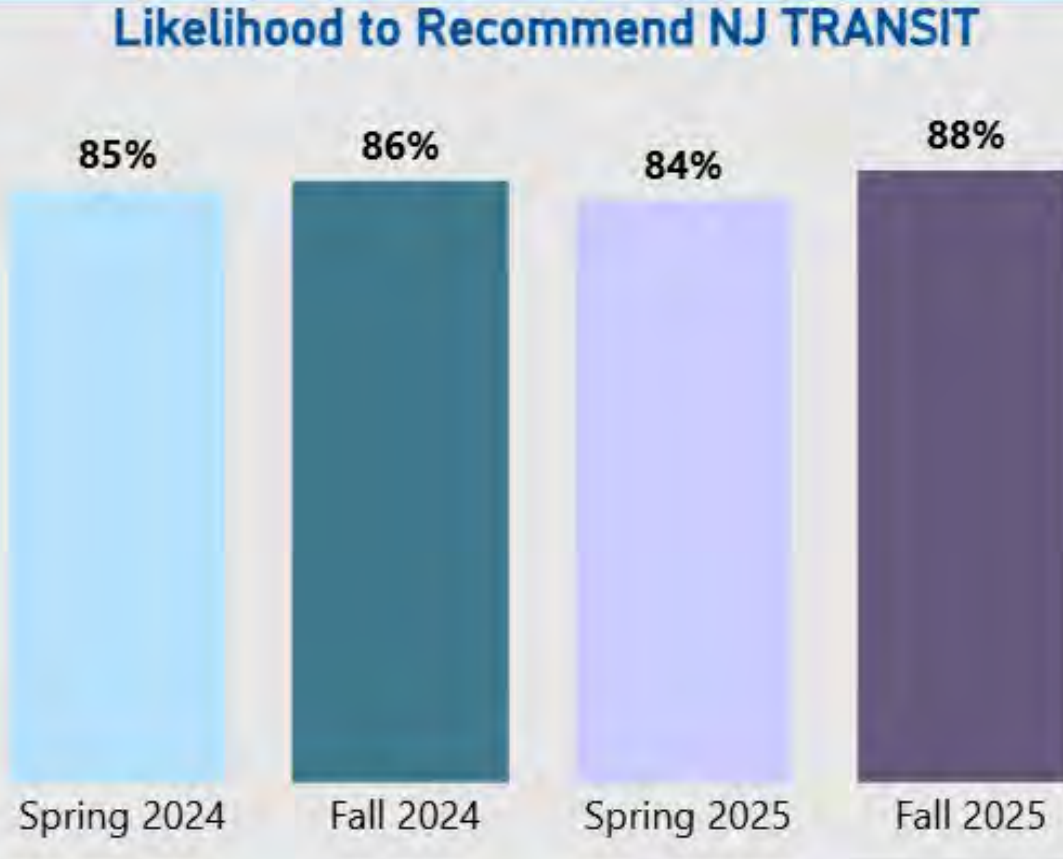
Access Link System



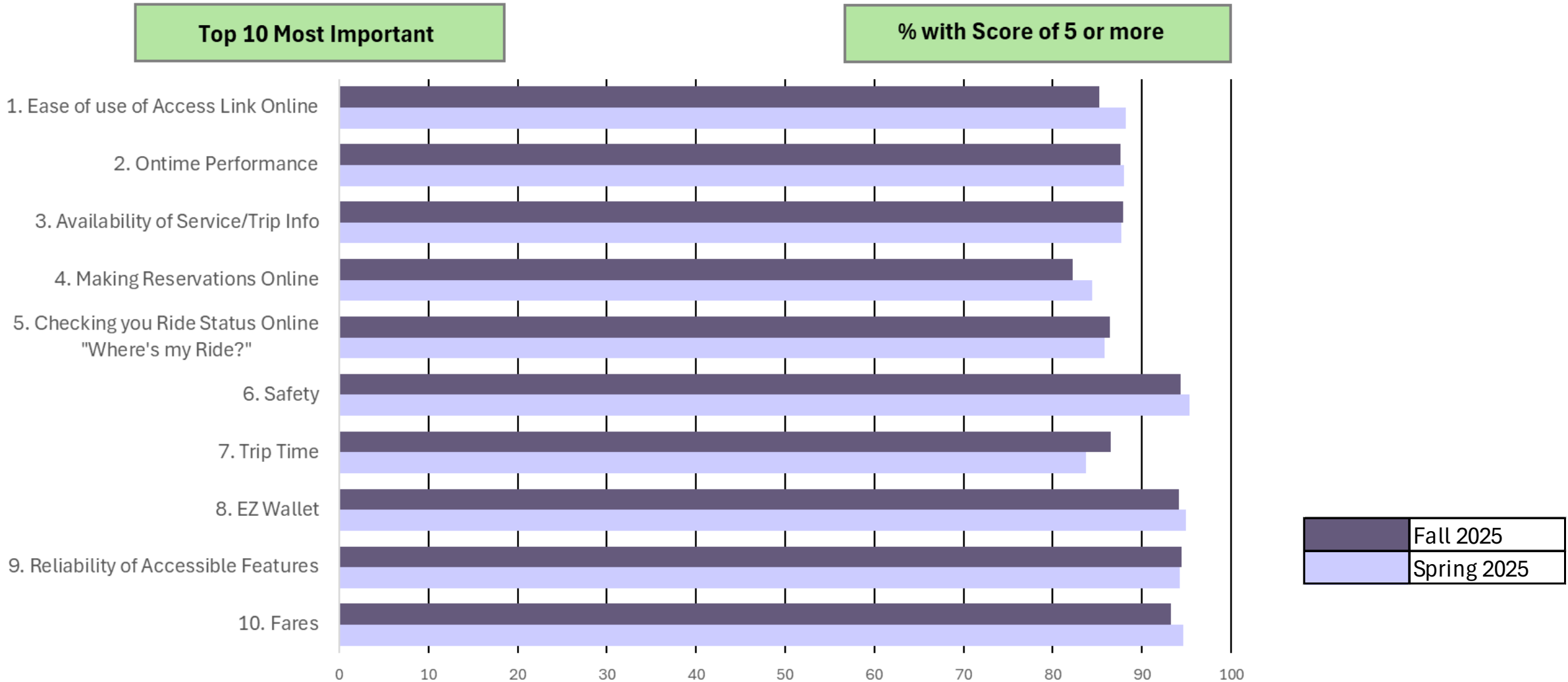
Overall Satisfaction Score



Likelihood to Recommend NJ TRANSIT



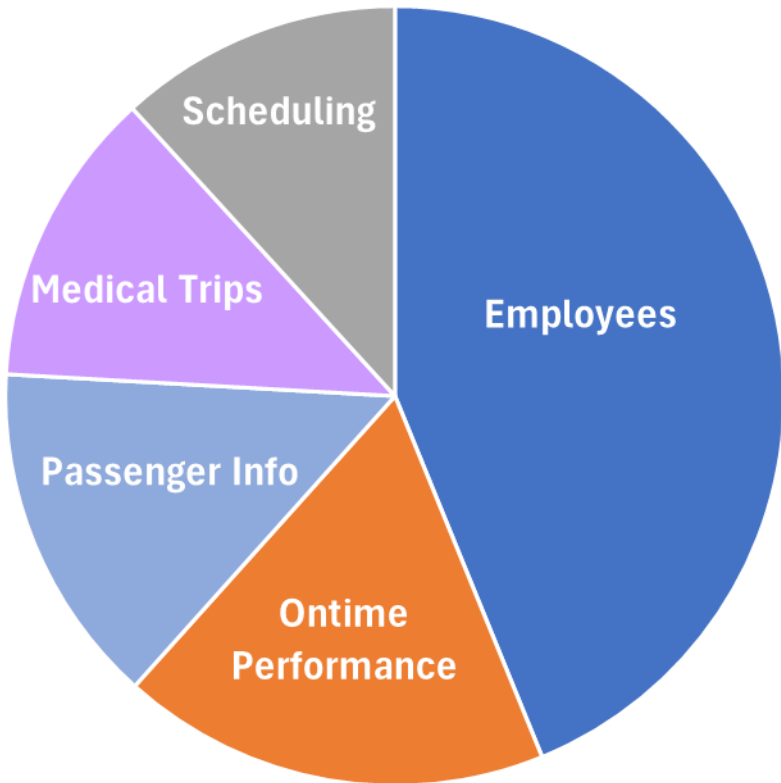
Top 10 Most Important Service Traits for Access Link



Top Topic Areas of Access Link Comments

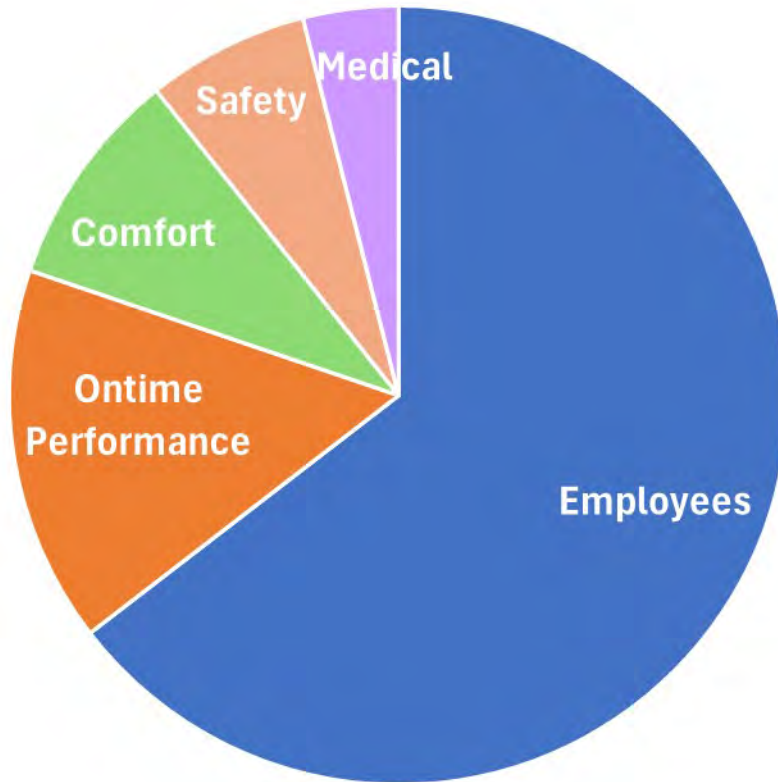


What is one thing we can do to **IMPROVE** your travel experience?



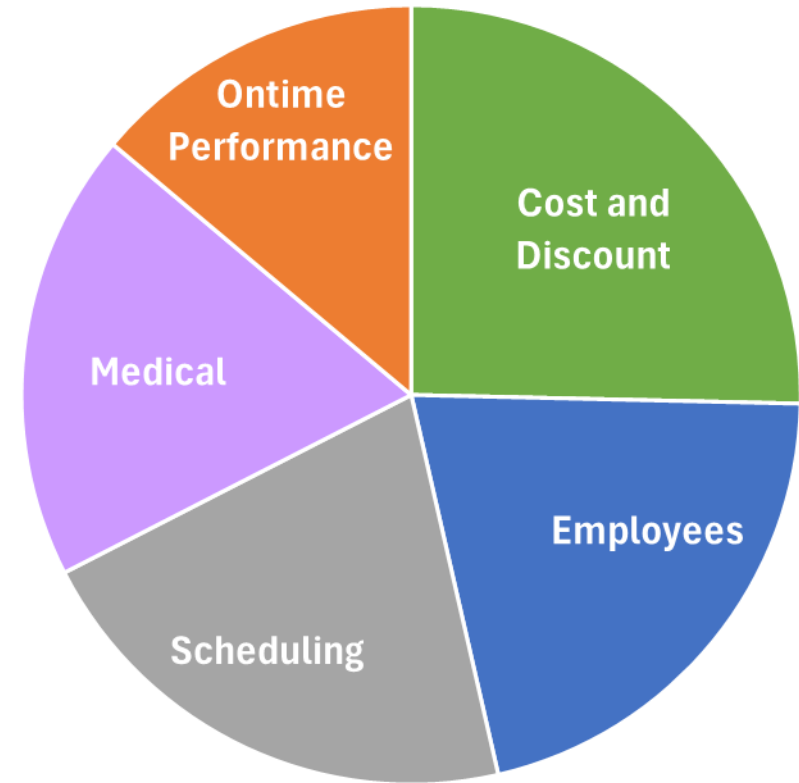
401 "Improve" Comments

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