COVID TRAVEL Survey #4
Background Information

COVID Travel Survey #4 – June 8 – 25, 2021

- Nearly 46,000 usable surveys were received
- Survey included questions about:
  - Travel before COVID – NJT mode and trip purpose used most often
  - Current travel, cleanliness, personal space and face coverings
  - Reason for not traveling
  - Work from home and return to work questions
  - COVID concerns
  - Demographics

Prior surveys were conducted during the following time periods:
- COVID Travel Survey #1 – April 8 – 19, 2020
- COVID Travel Survey #2 – June 22 – July 3, 2020
- COVID Travel Survey #3 – December 5 – 23, 2020
The percent of customers making at least one work trip has grown in June 2021 with the greatest increases since December 2020 in Rail, Light Rail and Access Link.

The percent of customers making non-work trips has also grown with NY Interstate Bus, Rail and Light Rail having the largest increases. Some of this could be attributed to the warmer weather, opening of entertainment venues and other activities and easing of restrictions.

**Note:** the "mode" is the mode used by the customer before COVID
In June 2021, more than 77 percent of the surveyed customers traveling to work used the NJT SAME MODE they used before COVID.

The percent of customers traveling by the same mode to work increased since December 2020 for North & South Jersey Bus, NY Interstate Bus, and Rail.
Customer’s satisfaction with cleanliness at NJ TRANSIT stations and stops and onboard NJ TRANSIT vehicles has continued to increase.

Customer’s satisfaction with the PPE vending machines has also increased since the December 2020 survey.
On your last trip on NJ TRANSIT, about how many other customers were wearing face coverings?

- About 90 percent or more customers said most, almost all, or all customers were wearing face coverings.
- In some markets, the percentage has declined slightly since December possibly due to the relaxation of the rule for wearing masks outside at stations or stops.
Employer-Set Dates for Return to the Office/Worksite

- In the local bus markets, employer had set a June 2021 return to office/worksite date.
- In the NY markets, most employers have set a September 2021 return to office/worksite date.
- Data from the Light Rail market is similar to the NY markets.

**BUS – North Jersey Local**

- June 2021: 46%
- July/August 2021: 22%
- September 2021: 24%
- October to December 2021: 5%
- January to March 2022: 2%
- April to June 2022: 1%
- Later 2022 (July to December): 1%

**BUS – South Jersey**

- June 2021: 62%
- July/August 2021: 19%
- September 2021: 15%
- October to December 2021: 4%
- January to March 2022: 1%
- April to June 2022: 0%
- Later 2022 (July to December): 0%

**BUS – NY Interstate**

- June 2021: 23%
- July/August 2021: 22%
- September 2021: 49%
- October to December 2021: 5%
- January to March 2022: 2%
- April to June 2022: 0%
- Later 2022 (July to December): 0%

**RAIL**

- June 2021: 14%
- July/August 2021: 25%
- September 2021: 54%
- October to December 2021: 4%
- January to March 2022: 2%
- April to June 2022: 0%
- Later 2022 (July to December): 0%

*Base: customers that took NJT to Work before COVID and their employer set a return to work date*
Employer-stated work arrangements when the COVID crisis is over

LOCAL BUS

**BUS – North Jersey Local**

- **17% of Employers have no set plan**

- **# of days**
  - At the Office/Worksite BEFORE COVID – **5.2**
  - Expected At Office/Worksite AFTER COVID - **4.7**

**BUS – South Jersey**

- **15% of Employers have no set plan**

- **# of days**
  - At the Office/Worksite BEFORE COVID – **5.1**
  - Expected At Office/Worksite AFTER COVID – **5.0**

Definitions:
- Office/worksite = entirely at office/worksite
- Hybrid = some days at the office/worksite and some days from home/remotely
- Remote = entirely from home or remote

*Base: customers that traveled by NJT to work before COVID and are still working*
Employer-stated work arrangements when the COVID crisis is over

NY MARKETS

BUS – NY Interstate

14% of Employers have no set plan

<table>
<thead>
<tr>
<th></th>
<th>Office/worksite</th>
<th>Hybrid</th>
<th>Remote</th>
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</thead>
<tbody>
<tr>
<td># of days</td>
<td>51%</td>
<td>46%</td>
<td>3%</td>
</tr>
</tbody>
</table>

At the Office/Worksite BEFORE COVID – 4.8

Expected At Office/Worksite AFTER COVID – 3.8

Definitions:
- Office/worksite = entirely at office/worksite
- Hybrid = some days at the office/worksite and some days from home/remotely
- Remote = entirely from home or remote

Base: customers that traveled by NJT to work before COVID and are still working
How Safe Do You Consider Public Transportation?

**BUS – North Jersey Local**
- Dining OUTSIDE at a restaurant: 87%
- Working in an office: 76%
- Going to a museum or art gallery: 74%
- Shopping in a mall: 72%
- Taking public transportation: 71%
- Going to school: 71%
- Dining INSIDE at a restaurant: 68%
- Traveling on a plane: 62%
- Going to a Gym or Fitness Center: 56%
- Attending a professional sporting event: 55%
- Attending gatherings of 100 or more: 42%

**BUS – South Jersey**
- Dining OUTSIDE at a restaurant: 88%
- Working in an office: 81%
- Going to a museum or art gallery: 78%
- Taking public transportation: 77%
- Shopping in a mall: 77%
- Going to school: 75%
- Dining INSIDE at a restaurant: 74%
- Traveling on a plane: 63%
- Attending a professional sporting event: 62%
- Going to a Gym or Fitness Center: 61%
- Attending gatherings of 100 or more: 51%

**BUS – NY Interstate**
- Dining OUTSIDE at a restaurant: 92%
- Going to a museum or art gallery: 79%
- Working in an office: 78%
- Going to school: 76%
- Shopping in a mall: 75%
- Dining INSIDE at a restaurant: 70%
- Taking public transportation: 68%
- Traveling on a plane: 64%
- Going to a Gym or Fitness Center: 57%
- Attending a professional sporting event: 55%
- Attending gatherings of 100 or more: 48%

**RAIL**
- Dining OUTSIDE at a restaurant: 94%
- Going to a museum or art gallery: 81%
- Going to school: 78%
- Working in an office: 77%
- Shopping in a mall: 75%
- Dining INSIDE at a restaurant: 70%
- Taking public transportation: 68%
- Traveling on a plane: 64%
- Going to a Gym or Fitness Center: 56%
- Attending a professional sporting event: 56%
- Attending gatherings of 100 or more: 46%

**LIGHT RAIL**
- Dining OUTSIDE at a restaurant: 89%
- Going to a museum or art gallery: 89%
- Taking public transportation: 77%
- Shopping in a mall: 77%
- Going to school: 75%
- Shopping in a mall: 72%
- Dining INSIDE at a restaurant: 70%
- Taking public transportation: 68%
- Traveling on a plane: 60%
- Attending a professional sporting event: 55%
- Going to a Gym or Fitness Center: 53%
- Attending gatherings of 100 or more: 43%

**ACCESS LINK**
- Dining OUTSIDE at a restaurant: 87%
- Going to a museum or art gallery: 87%
- Taking public transportation: 73%
- Shopping in a mall: 74%
- Going to school: 72%
- Shopping in a mall: 72%
- Dining INSIDE at a restaurant: 72%
- Taking public transportation: 67%
- Traveling on a plane: 56%
- Going to a Gym or Fitness Center: 55%
- Attending a professional sporting event: 55%
- Attending gatherings of 100 or more: 50%
Overall Satisfaction with NJ TRANSIT

OVERALL SATISFACTION

<table>
<thead>
<tr>
<th>Service</th>
<th>November 2019</th>
<th>December 2020</th>
<th>June 2021</th>
</tr>
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<tbody>
<tr>
<td>BUS - NORTH JERSEY LOCAL</td>
<td>6.5</td>
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<td>BUS - SOUTH JERSEY</td>
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<td>BUS - NEW YORK INTERSTATE</td>
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<td>7.0</td>
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<td>ACCESS LINK</td>
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<td>8.3</td>
<td>7.9</td>
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Base: November 2019 Customer Satisfaction Survey all respondents
December 2020 and June 2021 COVID Travel Survey all respondents
• Share results with senior management, operating groups, pandemic planning groups, Board Chair and Customer Service Committee, etc.

• Next COVID Travel Survey, possibly in October/November 2021

• Next Customer Satisfaction Survey possibly Spring 2022