

Analysis of Local Bus Markets

FINAL REPORT

VOLUME III – Travel Characteristics

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Submitted by

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16. Abstract Despite having an extensive network of public transit, traffic congestion and transportation-related greenhouse gas (GHG) emissions are significant concerns in New Jersey. This research hypothesizes that traffic congestion and air quality concerns in the state would be much greater in the absence of public transit. With this hypothesis, the study examines the congestion and GHG impacts of transit by exclusively focusing on local buses in selected parts of the state. While the primary objective of this research is to estimate the congestion and GHG impacts of local buses, its secondary objective is to examine the rider and travel characteristics of bus riders. To fulfill these objectives, a survey of bus riders was necessary. A list of 50 bus routes in four County Groups was prepared for the survey. Rider surveys were conducted on 23 of these routes as a part of this research. This research document pertains to the analysis of survey data from those 23 routes. The survey revealed that a large proportion of riders would drive their own cars, carpool with others, or use app-based services or taxis to travel to their destinations in the absence of buses. Such diversions to the automobile would generate a significant amount of vehicle miles traveled, which in turn would generate a significant amount of GHG. The traffic simulation model also indicated that diversion of riders from buses to automobile would increase traffic delay by a discernible level. Based on these results, the study concludes that local buses can potentially help to reduce congestion and GHG emissions. The analysis of rider and trip characteristics showed that the surveyed buses mostly serve riders from households without cars who have limited options to travel. Survey data analysis also showed that the buses serve a large number of low-income and minority populations, most of whom use buses to travel to work and school. Based on the results, a few recommendations have been made.					
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INTRODUCTION

This research report contains three volumes: Volume I – Methods and Findings, Volume II – Rider Characteristics, and Volume III – Travel Characteristics. The overall research objectives, the data collection methodology, the methods of analysis, and summary results are presented in Volume I. This volume, Volume III, contains detailed tables from the onboard survey of bus riders on 23 NJ TRANSIT routes. The tables included in this volume pertain to the bus riders' travel characteristics. Although some summary statistics on rider characteristics were included in Volume I, the tables in this volume are more detailed and they are organized by bus route.

This report contains only one other section which contains data tables only. The tables are organized by bus route number. For each of the 23 routes, 11 tables are presented. Thus total number of tables in this volume is $23 \times 11 = 253$.

DATA TABLES

ROUTE 6

Table 1 – Origin Place

	Riders	%
Home	1071	69.91
Work	170	11.10
Shopping	29	1.89
Personal business	68	4.44
Medical/dental	30	1.96
Social/recreational	13	0.85
School(K-12)	43	2.81
Technical, college or university	49	3.20
Other	59	3.85
Total	1532	100.00

Table 2 – Destination Place

	Riders	%
Home	310	22.56
Work	566	41.19
Shopping	36	2.62
Personal business	185	13.46
Medical/dental	89	6.48
Social/recreational	10	0.73
School(K-12)	27	1.97
Technical, college or university	65	4.73
Other	86	6.26
Total	1374	100.00

Table 3 – Access Mode

	Riders	%
Walked only	1424	83.42
Drove a Car and Parked	8	0.47
Carpooled/Dropped Off	4	0.23
Another bus	168	9.84
Light Rail	6	0.35
NJT Train	21	1.23
PATH	66	3.87
Bike	0	0.00
Taxi	4	0.23
Uber or other app-based service	0	0.00
Other	6	0.35
Total	1707	100.00

Table 4 – Egress Mode

	Riders	%
Walk only	1280	74.99
Drive Only	0	0.00
Carpool/Drop Off	0	0.00
Another bus	206	12.07
Light Rail	21	1.23
NJT Train	8	0.47
PATH	182	10.66
Bike	0	0.00
Taxi	0	0.00
Uber or other app-based service	0	0.00
Other	10	0.59
Total	1707	100.00

Table 5 – Frequency of Using the Bus Route

	Riders	%
7 days/week	357	25.19
6 days/week	126	8.89
5 days/week	528	37.26
3-4 days/week	192	13.55
1-2 days/week	81	5.72
1-3 days/month	72	5.08
Less than one day/month	48	3.39
Less than one day/year	4	0.28
First time customer	9	0.64
Total	1417	100.00

Table 6 – Return Trip Mode

	Same Bus	Another Bus	Train	Car	Others	Total
Riders	880	266	67	73	81	1367
%	64.37	19.46	4.90	5.34	5.93	100.00

Table 7 – Ticket Type

	Riders	%
One-way Ticket/Cash	585	41.61
Monthly Pass	626	44.52
Sr. Citizen/Customer with disability/Children	75	5.33
Round Trip(2 One-way)	29	2.06
10-Trip/Multi-trip	0	0.00
Weekly Pass	0	0.00
Student Monthly Pass	8	0.57
Student One-way	18	1.28
Student 10-Trip	0	0.00
Other	65	4.62
Total	1406	100.00

Table 8 – Satisfaction Score

Score	Riders	%
0 (Not acceptable)	37	2.72
1	29	2.13
2	24	1.76
3	28	2.06
4	55	4.04
5	272	19.97
6	113	8.30
7	193	14.17
8	240	17.62
9	96	7.05
10 (Excellent)	275	20.19
Total	1362	100.00

Mean Satisfaction Score= 6.83

Median Satisfaction Score= 7

Table 9 – Likelihood of Recommending the Service to Friend or Family

	Very Likely	Somewhat Likely	Do Not Know	Somewhat Unlikely	Very Unlikely	Total
Riders	583	508	100	115	100	1406
%	41.47	36.13	7.11	8.18	7.11	100.00

Table 10 – Reason for Using Bus

	No other option	Best choice	Occasional use	Total
Riders	815	446	128	1389
%	58.68	32.11	9.22	100.00

Table 11 – Trip Alternatives

	Riders	%
Would not make the trip	150	9.82
Drive a car	142	9.30
Carpool	65	4.26
Taxi	179	11.72
Uber or other app-based service	251	16.44
Jitney	32	2.10
Walk	393	25.74
Bike	32	2.10
Other	283	18.53
Total	1527	100.00

ROUTE 22

Table 12 – Origin Place

	Riders	%
Home	1354	60.58
Work	397	17.76
Shopping	32	1.43
Personal business	30	1.34
Medical/dental	168	7.52
Social/recreational	42	1.88
School(K-12)	0	0.00
Technical, college or university	40	1.79
Other	172	7.70
Total	2235	100.00

Table 13 – Destination Place

	Riders	%
Home	501	24.55
Work	890	43.61
Shopping	91	4.46
Personal business	80	3.92
Medical/dental	125	6.12
Social/recreational	64	3.14
School(K-12)	62	3.04
Technical, college or university	114	5.59
Other	114	5.59
Total	2041	100.00

Table 14 – Access Mode

	Riders	%
Walked only	2037	85.48
Drove a Car and Parked	0	0.00
Carpooled/Dropped Off	11	0.46
Another bus	179	7.51
Light Rail	21	0.88
NJT Train	50	2.10
PATH	42	1.76
Bike	11	0.46
Taxi	11	0.46
Uber or other app-based service	21	0.88
Other	0	0.00
Total	2383	100.00

Table 15 – Egress Mode

	Riders	%
Walk only	1671	70.15
Drive Only	0	0.00
Carpool/Drop Off	0	0.00
Another bus	363	15.24
Light Rail	98	4.11
NJT Train	49	2.06
PATH	115	4.83
Bike	17	0.71
Taxi	21	0.88
Uber or other app-based service	11	0.46
Other	37	1.55
Total	2382	100.00

Table 16 – Frequency of Using the Bus Route

	Riders	%
7 days/week	441	20.95
6 days/week	214	10.17
5 days/week	660	31.35
3-4 days/week	258	12.26
1-2 days/week	318	15.11
1-3 days/month	100	4.75
Less than one day/month	95	4.51
Less than one day/year	0	0.00
First time customer	19	0.90
Total	2105	100.00

Table 17 – Return Trip Mode

	Same Bus	Another Bus	Train	Car	Others	Total
Riders	1205	559	57	70	186	2077
%	58.02	26.91	2.74	3.37	8.96	100.00

Table 18 – Ticket Type

	Riders	%
One-way Ticket/Cash	676	32.55
Monthly Pass	1050	50.55
Sr. Citizen/Customer with disability/Children	151	7.27
Round Trip(2 One-way)	72	3.47
10-Trip/Multi-trip	8	0.39
Weekly Pass	0	0.00
Student Monthly Pass	57	2.74
Student One-way	10	0.48
Student 10-Trip	0	0.00
Other	53	2.55
Total	2077	100.00

Table 19 – Satisfaction Score

Score	Riders	%
0 (Not acceptable)	19	0.89
1	32	1.51
2	40	1.88
3	66	3.10
4	38	1.79
5	351	16.51
6	135	6.35
7	209	9.83
8	354	16.65
9	264	12.42
10 (Excellent)	618	29.07
Total	2126	100.00

Mean Satisfaction Score= 7.47
Median Satisfaction Score= 8

Table 20 – Likelihood of Recommending the Service to Friend or Family

	Very Likely	Somewhat Likely	Do Not Know	Somewhat Unlikely	Very Unlikely	Total
Riders	978	650	186	109	213	2136
%	45.79	30.43	8.71	5.10	9.97	100.00

Table 21 – Reason for Using Bus

	No other option	Best choice	Occasional use	Total
Riders	1071	842	128	2041
%	52.47	41.25	6.27	100.00

Table 22 – Trip Alternatives

	Riders	%
Would not make the trip	181	7.85
Drive a car	190	8.24
Carpool	46	2.00
Taxi	264	11.45
Uber or other app-based service	516	22.39
Jitney	299	12.97
Walk	340	14.75
Bike	87	3.77
Other	382	16.57
Total	2305	100.00

ROUTE 30

Table 23 – Origin Place

	Riders	%
Home	1513	65.13
Work	500	21.52
Shopping	38	1.64
Personal business	72	3.10
Medical/dental	27	1.16
Social/recreational	0	0.00
School(K-12)	26	1.12
Technical, college or university	61	2.63
Other	86	3.70
Total	2323	100.00

Table 24 – Destination Place

	Riders	%
Home	565	26.84
Work	875	41.57
Shopping	44	2.09
Personal business	121	5.75
Medical/dental	69	3.28
Social/recreational	8	0.38
School(K-12)	55	2.61
Technical, college or university	251	11.92
Other	117	5.56
Total	2105	100.00

Table 25 – Access Mode

	Riders	%
Walked only	2022	81.50
Drove a Car and Parked	6	0.24
Carpooled/Dropped Off	4	0.16
Another bus	316	12.74
Light Rail	28	1.13
NJT Train	55	2.22
PATH	50	2.02
Bike	0	0.00
Taxi	0	0.00
Uber or other app-based service	0	0.00
Other	0	0.00
Total	2481	100.00

Table 26 – Egress Mode

	Riders	%
Walk only	1787	72.03
Drive Only	4	0.16
Carpool/Drop Off	6	0.24
Another bus	479	19.31
Light Rail	12	0.48
NJT Train	94	3.79
PATH	66	2.66
Bike	0	0.00
Taxi	0	0.00
Uber or other app-based service	0	0.00
Other	33	1.33
Total	2481	100.00

Table 27 – Frequency of Using the Bus Route

	Riders	%
7 days/week	433	20.52
6 days/week	260	12.32
5 days/week	762	36.11
3-4 days/week	395	18.72
1-2 days/week	143	6.78
1-3 days/month	59	2.80
Less than one day/month	44	2.09
Less than one day/year	0	0.00
First time customer	14	0.66
Total	2110	100.00

Table 28 – Return Trip Mode

	Same Bus	Another Bus	Train	Car	Others	Total
Riders	1217	504	87	80	137	2025
%	60.10	24.89	4.30	3.95	6.77	100.00

Table 29 – Ticket Type

	Riders	%
One-way Ticket/Cash	1019	48.32
Monthly Pass	805	38.17
Sr. Citizen/Customer with disability/Children	79	3.75
Round Trip(2 One-way)	71	3.37
10-Trip/Multi-trip	0	0.00
Weekly Pass	27	1.28
Student Monthly Pass	21	1.00
Student One-way	20	0.95
Student 10-Trip	0	0.00
Other	67	3.18
Total	2109	100.00

Table 30 – Satisfaction Score

Score	Riders	%
0 (Not acceptable)	22	1.06
1	16	0.77
2	0	0.00
3	18	0.87
4	29	1.40
5	354	17.08
6	188	9.07
7	227	10.95
8	448	21.61
9	253	12.20
10 (Excellent)	518	24.99
Total	2073	100.00

Mean Satisfaction Score= 7.58
Median Satisfaction Score= 8

Table 31 – Likelihood of Recommending the Service to Friend or Family

	Very Likely	Somewhat Likely	Do Not Know	Somewhat Unlikely	Very Unlikely	Total
Riders	1123	601	94	83	153	2054
%	54.67	29.26	4.58	4.04	7.45	100.00

Table 32 – Reason for Using Bus

	No other option	Best choice	Occasional use	Total
Riders	1359	617	137	2113
%	64.32	29.20	6.48	100.00

Table 33 – Trip Alternatives

	Riders	%
Would not make the trip	345	15.61
Drive a car	258	11.67
Carpool	36	1.63
Taxi	423	19.14
Uber or other app-based service	311	14.07
Jitney	23	1.04
Walk	485	21.95
Bike	102	4.62
Other	227	10.27
Total	2210	100.00

ROUTE 80

Table 34 – Origin Place

	Riders	%
Home	4468	62.61
Work	1011	14.17
Shopping	101	1.42
Personal business	116	1.63
Medical/dental	99	1.39
Social/recreational	30	0.42
School(K-12)	848	11.88
Technical, college or university	203	2.84
Other	260	3.64
Total	7136	100.00

Table 35 – Destination Place

	Riders	%
Home	1664	24.82
Work	2768	41.29
Shopping	121	1.81
Personal business	296	4.42
Medical/dental	170	2.54
Social/recreational	113	1.69
School(K-12)	741	11.05
Technical, college or university	488	7.28
Other	342	5.10
Total	6703	100.00

Table 36 – Access Mode

	Riders	%
Walked only	6497	87.69
Drove a Car and Parked	23	0.31
Carpooled/Dropped Off	37	0.50
Another bus	476	6.42
Light Rail	138	1.86
NJT Train	25	0.34
PATH	151	2.04
Bike	5	0.07
Taxi	7	0.09
Uber or other app-based service	13	0.18
Other	37	0.50
Total	7409	100.00

Table 37 – Egress Mode

	Riders	%
Walk only	5365	72.41
Drive Only	45	0.61
Carpool/Drop Off	15	0.20
Another bus	555	7.49
Light Rail	157	2.12
NJT Train	24	0.32
PATH	1170	15.79
Bike	5	0.07
Taxi	7	0.09
Uber or other app-based service	0	0.00
Other	66	0.89
Total	7409	100.00

Table 38 – Frequency of Using the Bus Route

	Riders	%
7 days/week	1440	21.3
6 days/week	687	10.2
5 days/week	2851	42.2
3-4 days/week	986	14.6
1-2 days/week	443	6.6
1-3 days/month	222	3.3
Less than one day/month	73	1.1
Less than one day/year	12	0.2
First time customer	47	0.7
Total	6761	100.0

Table 39 – Return Trip Mode

	Same Bus	Another Bus	Train	Car	Others	Total
Riders	4250	1049	380	450	407	6536
%	65.02	16.05	5.81	6.88	6.23	100.00

Table 40 – Ticket Type

	Riders	%
One-way Ticket/Cash	2415	36.08
Monthly Pass	2806	41.92
Sr. Citizen/Customer with disability/Children	274	4.09
Round Trip(2 One-way)	83	1.24
10-Trip/Multi-trip	21	0.31
Weekly Pass	20	0.30
Student Monthly Pass	174	2.60
Student One-way	654	9.77
Student 10-Trip	25	0.37
Other	222	3.32
Total	6694	100.00

Table 41 – Satisfaction Score

Score	Riders	%
0 (Not acceptable)	51	0.78
1	21	0.32
2	141	2.16
3	203	3.11
4	377	5.78
5	1329	20.39
6	565	8.67
7	948	14.54
8	1282	19.67
9	571	8.76
10 (Excellent)	1030	15.80
Total	6518	100.00

Mean Satisfaction Score= 6.87
Median Satisfaction Score= 7

Table 42 – Likelihood of Recommending the Service to Friend or Family

	Very Likely	Somewhat Likely	Do Not Know	Somewhat Unlikely	Very Unlikely	Total
Riders	2631	2575	677	475	342	6700
%	39.27	38.43	10.10	7.09	5.10	100.00

Table 43 – Reason for Using Bus

	No other option	Best choice	Occasional use	Total
Riders	3208	2860	680	6748
%	47.54	42.38	10.08	100.00

Table 44 – Trip Alternatives

	Riders	%
Would not make the trip	672	8.79
Drive a car	1256	16.43
Carpool	273	3.57
Taxi	685	8.96
Uber or other app-based service	1397	18.28
Jitney	269	3.52
Walk	1445	18.91
Bike	281	3.68
Other	1365	17.86
Total	7643	100.00

ROUTE 81

Table 45 – Origin Place

	Riders	%
Home	1917	64.44
Work	419	14.08
Shopping	67	2.25
Personal business	80	2.69
Medical/dental	87	2.92
Social/recreational	25	0.84
School(K-12)	282	9.48
Technical, college or university	25	0.84
Other	73	2.45
Total	2975	100.00

Table 46 – Destination Place

	Riders	%
Home	730	26.78
Work	1289	47.29
Shopping	55	2.02
Personal business	127	4.66
Medical/dental	106	3.89
Social/recreational	33	1.21
School(K-12)	263	9.65
Technical, college or university	26	0.95
Other	97	3.56
Total	2726	100.00

Table 47 – Access Mode

	Riders	%
Walked only	2735	88.31
Drove a Car and Parked	22	0.71
Carpooled/Dropped Off	9	0.29
Another bus	79	2.55
Light Rail	57	1.84
NJT Train	15	0.48
PATH	175	5.65
Bike	0	0.00
Taxi	0	0.00
Uber or other app-based service	5	0.16
Other	0	0.00
Total	3097	100.00

Table 48 – Egress Mode

	Riders	%
Walk only	2295	74.15
Drive Only	10	0.32
Carpool/Drop Off	13	0.42
Another bus	97	3.13
Light Rail	74	2.39
NJT Train	23	0.74
PATH	566	18.29
Bike	0	0.00
Taxi	4	0.13
Uber or other app-based service	5	0.16
Other	8	0.26
Total	3095	100.00

Table 49 – Frequency of Using the Bus Route

	Riders	%
7 days/week	493	18.10
6 days/week	238	8.74
5 days/week	1080	39.65
3-4 days/week	439	16.12
1-2 days/week	164	6.02
1-3 days/month	135	4.96
Less than one day/month	102	3.74
Less than one day/year	22	0.81
First time customer	51	1.87
Total	2724	100.00

Table 50 – Return Trip Mode

	Same Bus	Another Bus	Train	Car	Others	Total
Riders	1739	224	280	108	188	2539
%	68.49	8.82	11.03	4.25	7.40	100.00

Table 51 – Ticket Type

	Riders	%
One-way Ticket/Cash	975	36.41
Monthly Pass	1151	42.98
Sr. Citizen/Customer with disability/Children	131	4.89
Round Trip(2 One-way)	95	3.55
10-Trip/Multi-trip	18	0.67
Weekly Pass	10	0.37
Student Monthly Pass	17	0.63
Student One-way	162	6.05
Student 10-Trip	17	0.63
Other	102	3.81
Total	2678	100.00

Table 52 – Satisfaction Score

Score	Riders	%
0 (Not acceptable)	19	0.72
1	9	0.34
2	28	1.06
3	73	2.77
4	100	3.79
5	492	18.64
6	147	5.57
7	417	15.80
8	554	20.98
9	288	10.91
10 (Excellent)	513	19.43
Total	2640	100.00

Mean Satisfaction Score= 7.23
Median Satisfaction Score= 8

Table 53 – Likelihood of Recommending the Service to Friend or Family

	Very Likely	Somewhat Likely	Do Not Know	Somewhat Unlikely	Very Unlikely	Total
Riders	1170	895	300	149	196	2710
%	43.17	33.03	11.07	5.50	7.23	100.00

Table 54 – Reason for Using Bus

	No other option	Best choice	Occasional use	Total
Riders	995	1273	445	2713
%	36.68	46.92	16.40	100.00

Table 55 – Trip Alternatives

	Riders	%
Would not make the trip	245	8.53
Drive a car	318	11.08
Carpool	73	2.54
Taxi	240	8.36
Uber or other app-based service	365	12.71
Jitney	52	1.81
Walk	408	14.21
Bike	30	1.04
Other	1140	39.71
Total	2871	100.00

ROUTE 82

Table 56 – Origin Place

	Riders	%
Home	222	67.07
Work	54	16.31
Shopping	10	3.02
Personal business	0	0.00
Medical/dental	10	3.02
Social/recreational	0	0.00
School(K-12)	30	9.06
Technical, college or university	0	0.00
Other	5	1.51
Total	331	100.00

Table 57 – Destination Place

	Riders	%
Home	59	18.44
Work	182	56.88
Shopping	0	0.00
Personal business	15	4.69
Medical/dental	0	0.00
Social/recreational	0	0.00
School(K-12)	54	16.88
Technical, college or university	0	0.00
Other	10	3.13
Total	320	100.00

Table 58 – Access Mode

	Riders	%
Walked only	325	98.48
Drove a Car and Parked	0	0.00
Carpooled/Dropped Off	0	0.00
Another bus	0	0.00
Light Rail	0	0.00
NJT Train	5	1.52
PATH	0	0.00
Bike	0	0.00
Taxi	0	0.00
Uber or other app-based service	0	0.00
Other	0	0.00
Total	330	100.00

Table 59 – Egress Mode

	Riders	%
Walk only	310	93.94
Drive Only	0	0.00
Carpool/Drop Off	0	0.00
Another bus	0	0.00
Light Rail	0	0.00
NJT Train	5	1.52
PATH	15	4.55
Bike	0	0.00
Taxi	0	0.00
Uber or other app-based service	0	0.00
Other	0	0.00
Total	330	100.00

Table 60 – Frequency of Using the Bus Route

	Riders	%
7 days/week	25	7.79
6 days/week	10	3.12
5 days/week	242	75.39
3-4 days/week	34	10.59
1-2 days/week	10	3.12
1-3 days/month	0	0.00
Less than one day/month	0	0.00
Less than one day/year	0	0.00
First time customer	0	0.00
Total	321	100.00

Table 61 – Return Trip Mode

	Same Bus	Another Bus	Train	Car	Others	Total
Riders	187	113	5	5	10	320
%	58.44	35.31	1.56	1.56	3.13	100.00

Table 62 – Ticket Type

	Riders	%
One-way Ticket/Cash	64	19.94
Monthly Pass	217	67.60
Sr. Citizen/Customer with disability/Children	0	0.00
Round Trip(2 One-way)	0	0.00
10-Trip/Multi-trip	0	0.00
Weekly Pass	0	0.00
Student Monthly Pass	5	1.56
Student One-way	30	9.35
Student 10-Trip	5	1.56
Other	0	0.00
Total	321	100.00

Table 63 – Satisfaction Score

Score	Riders	%
0 (Not acceptable)	5	1.58
1	10	3.16
2	10	3.16
3	0	0.00
4	15	4.75
5	59	18.67
6	39	12.34
7	64	20.25
8	59	18.67
9	25	7.91
10 (Excellent)	30	9.49
Total	316	100.00

Mean Satisfaction Score= 6.53
Median Satisfaction Score= 7

Table 64 – Likelihood of Recommending the Service to Friend or Family

	Very Likely	Somewhat Likely	Do Not Know	Somewhat Unlikely	Very Unlikely	Total
Riders	123	148	15	20	15	321
%	38.32	46.11	4.67	6.23	4.67	100.00

Table 65 – Reason for Using Bus

	No other option	Best choice	Occasional use	Total
Riders	133	187	0	320
%	41.56	58.44	0.00	100.00

Table 66 – Trip Alternatives

	Riders	%
Would not make the trip	5	1.32
Drive a car	30	7.89
Carpool	25	6.58
Taxi	34	8.95
Uber or other app-based service	74	19.47
Jitney	10	2.63
Walk	59	15.53
Bike	15	3.95
Other	128	33.68
Total	380	100.00

ROUTE 83

Table 67 – Origin Place

	Riders	%
Home	2283	62.79
Work	637	17.52
Shopping	108	2.97
Personal business	92	2.53
Medical/dental	42	1.16
Social/recreational	30	0.83
School(K-12)	146	4.02
Technical, college or university	210	5.78
Other	88	2.42
Total	3636	100.00

Table 68 – Destination Place

	Riders	%
Home	808	24.15
Work	1373	41.03
Shopping	110	3.29
Personal business	132	3.95
Medical/dental	73	2.18
Social/recreational	56	1.67
School(K-12)	127	3.80
Technical, college or university	474	14.17
Other	193	5.77
Total	3346	100.00

Table 69 – Access Mode

	Riders	%
Walked only	2993	77.26
Drove a Car and Parked	46	1.19
Carpooled/Dropped Off	50	1.29
Another bus	571	14.74
Light Rail	79	2.04
NJT Train	58	1.50
PATH	52	1.34
Bike	5	0.13
Taxi	5	0.13
Uber or other app-based service	5	0.13
Other	10	0.26
Total	3874	100.00

Table 70 – Egress Mode

	Riders	%
Walk only	3031	78.26
Drive Only	22	0.57
Carpool/Drop Off	33	0.85
Another bus	498	12.86
Light Rail	114	2.94
NJT Train	36	0.93
PATH	113	2.92
Bike	7	0.18
Taxi	7	0.18
Uber or other app-based service	6	0.15
Other	6	0.15
Total	3873	100.00

Table 71 – Frequency of Using the Bus Route

	Riders	%
7 days/week	547	15.89
6 days/week	392	11.39
5 days/week	1236	35.90
3-4 days/week	670	19.46
1-2 days/week	349	10.14
1-3 days/month	114	3.31
Less than one day/month	62	1.80
Less than one day/year	17	0.49
First time customer	56	1.63
Total	3443	100.00

Table 72 – Return Trip Mode

	Same Bus	Another Bus	Train	Car	Others	Total
Riders	2412	542	55	164	118	3291
%	73.29	16.47	1.67	4.98	3.59	100.00

Table 73 – Ticket Type

	Riders	%
One-way Ticket/Cash	1151	33.73
Monthly Pass	1623	47.57
Sr. Citizen/Customer with disability/Children	184	5.39
Round Trip(2 One-way)	122	3.58
10-Trip/Multi-trip	39	1.14
Weekly Pass	16	0.47
Student Monthly Pass	133	3.90
Student One-way	34	1.00
Student 10-Trip	43	1.26
Other	67	1.96
Total	3412	100.00

Table 74 – Satisfaction Score

Score	Riders	%
0 (Not acceptable)	17	0.50
1	21	0.62
2	15	0.44
3	109	3.21
4	121	3.56
5	539	15.87
6	298	8.78
7	508	14.96
8	612	18.02
9	366	10.78
10 (Excellent)	790	23.26
Total	3396	100.00

Mean Satisfaction Score= 7.36

Median Satisfaction Score= 8

Table 75 – Likelihood of Recommending the Service to Friend or Family

	Very Likely	Somewhat Likely	Do Not Know	Somewhat Unlikely	Very Unlikely	Total
Riders	1757	1033	264	183	195	3432
%	51.19	30.10	7.69	5.33	5.68	100.00

Table 76 – Reason for Using Bus

	No other option	Best choice	Occasional use	Total
Riders	2032	1072	229	3333
%	60.97	32.16	6.87	100.00

Table 77 – Trip Alternatives

	Riders	%
Would not make the trip	701	19.67
Drive a car	493	13.83
Carpool	203	5.70
Taxi	365	10.24
Uber or other app-based service	862	24.19
Jitney	164	4.60
Walk	318	8.92
Bike	69	1.94
Other	389	10.91
Total	3564	100.00

ROUTE 84

Table 78 – Origin Place

	Riders	%
Home	2648	58.81
Work	761	16.90
Shopping	97	2.15
Personal business	272	6.04
Medical/dental	191	4.24
Social/recreational	32	0.71
School(K-12)	169	3.75
Technical, college or university	141	3.13
Other	192	4.26
Total	4503	100.00

Table 79 – Destination Place

	Riders	%
Home	1202	29.37
Work	1513	36.97
Shopping	140	3.42
Personal business	205	5.01
Medical/dental	268	6.55
Social/recreational	48	1.17
School(K-12)	125	3.05
Technical, college or university	298	7.28
Other	293	7.16
Total	4092	100.00

Table 80 – Access Mode

	Riders	%
Walked only	3731	78.76
Drove a Car and Parked	42	0.89
Carpooled/Dropped Off	69	1.46
Another bus	669	14.12
Light Rail	59	1.25
NJT Train	71	1.50
PATH	84	1.77
Bike	0	0.00
Taxi	0	0.00
Uber or other app-based service	6	0.13
Other	6	0.13
Total	4737	100.00

Table 81 – Egress Mode

	Riders	%
Walk only	3482	73.51
Drive Only	17	0.36
Carpool/Drop Off	65	1.37
Another bus	909	19.19
Light Rail	75	1.58
NJT Train	44	0.93
PATH	123	2.60
Bike	0	0.00
Taxi	0	0.00
Uber or other app-based service	6	0.13
Other	16	0.34
Total	4737	100.00

Table 82 – Frequency of Using the Bus Route

	Riders	%
7 days/week	1016	24.51
6 days/week	491	11.85
5 days/week	1236	29.82
3-4 days/week	580	13.99
1-2 days/week	324	7.82
1-3 days/month	215	5.19
Less than one day/month	183	4.41
Less than one day/year	46	1.11
First time customer	54	1.30
Total	4145	100.00

Table 83 – Return Trip Mode

	Same Bus	Another Bus	Train	Car	Others	Total
Riders	2420	1018	115	130	309	3992
%	60.62	25.50	2.88	3.26	7.74	100.00

Table 84 – Ticket Type

	Riders	%
One-way Ticket/Cash	1329	32.32
Monthly Pass	1973	47.98
Sr. Citizen/Customer with disability/Children	376	9.14
Round Trip(2 One-way)	98	2.38
10-Trip/Multi-trip	0	0.00
Weekly Pass	52	1.26
Student Monthly Pass	128	3.11
Student One-way	51	1.24
Student 10-Trip	0	0.00
Other	105	2.55
Total	4112	100.00

Table 85 – Satisfaction Score

Score	Riders	%
0 (Not acceptable)	27	0.67
1	27	0.67
2	28	0.70
3	96	2.40
4	167	4.17
5	657	16.40
6	209	5.22
7	409	10.21
8	707	17.65
9	504	12.58
10 (Excellent)	1175	29.33
Total	4006	100.00

Mean Satisfaction Score= 7.58
Median Satisfaction Score= 8

Table 86 – Likelihood of Recommending the Service to Friend or Family

	Very Likely	Somewhat Likely	Do Not Know	Somewhat Unlikely	Very Unlikely	Total
Riders	2282	1179	192	164	317	4134
%	55.20	28.52	4.64	3.97	7.67	100.00

Table 87 – Reason for Using Bus

	No other option	Best choice	Occasional use	Total
Riders	2396	1344	322	4062
%	58.99	33.09	7.93	100.00

Table 88 – Trip Alternatives

	Riders	%
Would not make the trip	571	12.50
Drive a car	393	8.60
Carpool	159	3.48
Taxi	444	9.72
Uber or other app-based service	899	19.68
Jitney	528	11.56
Walk	726	15.89
Bike	106	2.32
Other	742	16.24
Total	4568	100.00

ROUTE 85

Table 89 – Origin Place

	Riders	%
Home	1225	70.61
Work	312	17.98
Shopping	83	4.78
Personal business	0	0.00
Medical/dental	26	1.50
Social/recreational	25	1.44
School(K-12)	23	1.33
Technical, college or university	13	0.75
Other	28	1.61
Total	1735	100.00

Table 90 – Destination Place

	Riders	%
Home	284	17.76
Work	967	60.48
Shopping	121	7.57
Personal business	0	0.00
Medical/dental	65	4.07
Social/recreational	15	0.94
School(K-12)	19	1.19
Technical, college or university	72	4.50
Other	56	3.50
Total	1599	100.00

Table 91 – Access Mode

	Riders	%
Walked only	1418	80.66
Drove a Car and Parked	0	0.00
Carpooled/Dropped Off	0	0.00
Another bus	226	12.86
Light Rail	33	1.88
NJT Train	0	0.00
PATH	56	3.19
Bike	0	0.00
Taxi	13	0.74
Uber or other app-based service	12	0.68
Other	0	0.00
Total	1758	100.00

Table 92 – Egress Mode

	Riders	%
Walk only	1354	77.02
Drive Only	15	0.85
Carpool/Drop Off	0	0.00
Another bus	133	7.57
Light Rail	23	1.31
NJT Train	27	1.54
PATH	134	7.62
Bike	12	0.68
Taxi	0	0.00
Uber or other app-based service	12	0.68
Other	48	2.73
Total	1758	100.00

Table 93 – Frequency of Using the Bus Route

	Riders	%
7 days/week	344	21.05
6 days/week	149	9.12
5 days/week	764	46.76
3-4 days/week	169	10.34
1-2 days/week	98	6.00
1-3 days/month	45	2.75
Less than one day/month	39	2.39
Less than one day/year	0	0.00
First time customer	26	1.59
Total	1634	100.00

Table 94 – Return Trip Mode

	Same Bus	Another Bus	Train	Car	Others	Total
Riders	1213	190	57	38	142	1640
%	73.96	11.59	3.48	2.32	8.66	100.00

Table 95 – Ticket Type

	Riders	%
One-way Ticket/Cash	427	26.47
Monthly Pass	953	59.08
Sr. Citizen/Customer with disability/Children	118	7.32
Round Trip(2 One-way)	21	1.30
10-Trip/Multi-trip	0	0.00
Weekly Pass	13	0.81
Student Monthly Pass	40	2.48
Student One-way	0	0.00
Student 10-Trip	0	0.00
Other	41	2.54
Total	1613	100.00

Table 96 – Satisfaction Score

Score	Riders	%
0 (Not acceptable)	48	2.97
1	13	0.81
2	12	0.74
3	38	2.35
4	36	2.23
5	190	11.77
6	114	7.06
7	145	8.98
8	308	19.08
9	229	14.19
10 (Excellent)	481	29.80
Total	1614	100.00

Mean Satisfaction Score= 7.61

Median Satisfaction Score= 8

Table 97 – Likelihood of Recommending the Service to Friend or Family

	Very Likely	Somewhat Likely	Do Not Know	Somewhat Unlikely	Very Unlikely	Total
Riders	952	459	58	86	84	1639
%	58.08	28.00	3.54	5.25	5.13	100.00

Table 98 – Reason for Using Bus

	No other option	Best choice	Occasional use	Total
Riders	950	635	28	1613
%	58.90	39.37	1.74	100.00

Table 99 – Trip Alternatives

	Riders	%
Would not make the trip	328	18.37
Drive a car	94	5.26
Carpool	33	1.85
Taxi	246	13.77
Uber or other app-based service	486	27.21
Jitney	76	4.26
Walk	120	6.72
Bike	35	1.96
Other	368	20.60
Total	1786	100.00

ROUTE 86

Table 100 – Origin Place

	Riders	%
Home	428	56.24
Work	73	9.59
Shopping	35	4.60
Personal business	27	3.55
Medical/dental	18	2.37
Social/recreational	0	0.00
School(K-12)	165	21.68
Technical, college or university	0	0.00
Other	15	1.97
Total	761	100.00

Table 101 – Destination Place

	Riders	%
Home	256	37.43
Work	225	32.89
Shopping	45	6.58
Personal business	43	6.29
Medical/dental	9	1.32
Social/recreational	25	3.65
School(K-12)	39	5.70
Technical, college or university	27	3.95
Other	15	2.19
Total	684	100.00

Table 102 – Access Mode

	Riders	%
Walked only	733	94.09
Drove a Car and Parked	0	0.00
Carpooled/Dropped Off	6	0.77
Another bus	9	1.16
Light Rail	0	0.00
NJT Train	15	1.93
PATH	16	2.05
Bike	0	0.00
Taxi	0	0.00
Uber or other app-based service	0	0.00
Other	0	0.00
Total	779	100.00

Table 103 – Egress Mode

	Riders	%
Walk only	676	86.78
Drive Only	0	0.00
Carpool/Drop Off	9	1.16
Another bus	49	6.29
Light Rail	6	0.77
NJT Train	0	0.00
PATH	33	4.24
Bike	6	0.77
Taxi	0	0.00
Uber or other app-based service	0	0.00
Other	0	0.00
Total	779	100.00

Table 104 – Frequency of Using the Bus Route

	Riders	%
7 days/week	131	18.12
6 days/week	81	11.20
5 days/week	319	44.12
3-4 days/week	47	6.50
1-2 days/week	78	10.79
1-3 days/month	25	3.46
Less than one day/month	34	4.70
Less than one day/year	0	0.00
First time customer	8	1.11
Total	723	100.00

Table 105 – Return Trip Mode

	Same Bus	Another Bus	Train	Car	Others	Total
Riders	373	184	39	35	42	673
%	55.42	27.34	5.79	5.20	6.24	100.00

Table 106 – Ticket Type

	Riders	%
One-way Ticket/Cash	211	30.94
Monthly Pass	317	46.48
Sr. Citizen/Customer with disability/Children	55	8.06
Round Trip(2 One-way)	15	2.20
10-Trip/Multi-trip	0	0.00
Weekly Pass	0	0.00
Student Monthly Pass	0	0.00
Student One-way	67	9.82
Student 10-Trip	9	1.32
Other	8	1.17
Total	682	100.00

Table 107 – Satisfaction Score

Score	Riders	%
0 (Not acceptable)	0	0.00
1	0	0.00
2	0	0.00
3	25	3.58
4	16	2.29
5	92	13.18
6	66	9.46
7	108	15.47
8	138	19.77
9	48	6.88
10 (Excellent)	205	29.37
Total	698	100.00

Mean Satisfaction Score= 7.64

Median Satisfaction Score= 8

Table 108 – Likelihood of Recommending the Service to Friend or Family

	Very Likely	Somewhat Likely	Do Not Know	Somewhat Unlikely	Very Unlikely	Total
Riders	341	249	59	33	24	706
%	48.30	35.27	8.36	4.67	3.40	100.00

Table 109 – Reason for Using Bus

	No other option	Best choice	Occasional use	Total
Riders	349	283	56	688
%	50.73	41.13	8.14	100.00

Table 110 – Trip Alternatives

	Riders	%
Would not make the trip	51	6.48
Drive a car	47	5.97
Carpool	25	3.18
Taxi	51	6.48
Uber or other app-based service	141	17.92
Jitney	47	5.97
Walk	169	21.47
Bike	38	4.83
Other	218	27.70
Total	787	100.00

ROUTE 87

Table 111 – Origin Place

	Riders	%
Home	7563	66.58
Work	1455	12.81
Shopping	175	1.54
Personal business	426	3.75
Medical/dental	316	2.78
Social/recreational	69	0.61
School(K-12)	725	6.38
Technical, college or university	317	2.79
Other	313	2.76
Total	11359	100.00

Table 112 – Destination Place

	Riders	%
Home	2416	22.74
Work	4409	41.49
Shopping	226	2.13
Personal business	788	7.42
Medical/dental	480	4.52
Social/recreational	127	1.20
School(K-12)	785	7.39
Technical, college or university	761	7.16
Other	634	5.97
Total	10626	100.00

Table 113 – Access Mode

	Riders	%
Walked only	10006	86.89
Drove a Car and Parked	75	0.65
Carpooled/Dropped Off	67	0.58
Another bus	662	5.75
Light Rail	122	1.06
NJT Train	138	1.20
PATH	395	3.43
Bike	8	0.07
Taxi	9	0.08
Uber or other app-based service	0	0.00
Other	34	0.30
Total	11516	100.00

Table 114 – Egress Mode

	Riders	%
Walk only	7998	69.45
Drive Only	73	0.63
Carpool/Drop Off	33	0.29
Another bus	1001	8.69
Light Rail	251	2.18
NJT Train	120	1.04
PATH	1967	17.08
Bike	9	0.08
Taxi	8	0.07
Uber or other app-based service	12	0.10
Other	44	0.38
Total	11516	100.00

Table 115 – Frequency of Using the Bus Route

	Riders	%
7 days/week	2635	24.99
6 days/week	1098	10.41
5 days/week	4183	39.67
3-4 days/week	1432	13.58
1-2 days/week	476	4.51
1-3 days/month	372	3.53
Less than one day/month	188	1.78
Less than one day/year	46	0.44
First time customer	114	1.08
Total	10544	100.00

Table 116 – Return Trip Mode

	Same Bus	Another Bus	Train	Car	Others	Total
Riders	7453	1310	618	272	715	10368
%	71.88	12.64	5.96	2.62	6.90	100.00

Table 117 – Ticket Type

	Riders	%
One-way Ticket/Cash	4395	41.84
Monthly Pass	4306	40.99
Sr. Citizen/Customer with disability/Children	611	5.82
Round Trip(2 One-way)	266	2.53
10-Trip/Multi-trip	66	0.63
Weekly Pass	36	0.34
Student Monthly Pass	210	2.00
Student One-way	346	3.29
Student 10-Trip	20	0.19
Other	249	2.37
Total	10505	100.00

Table 118 – Satisfaction Score

Score	Riders	%
0 (Not acceptable)	144	1.39
1	111	1.07
2	196	1.89
3	267	2.57
4	567	5.46
5	2089	20.11
6	855	8.23
7	1627	15.66
8	1864	17.94
9	745	7.17
10 (Excellent)	1925	18.53
Total	10390	100.00

Mean Satisfaction Score= 6.87
Median Satisfaction Score= 7

Table 119 – Likelihood of Recommending the Service to Friend or Family

	Very Likely	Somewhat Likely	Do Not Know	Somewhat Unlikely	Very Unlikely	Total
Riders	4605	3517	986	674	771	10553
%	43.64	33.33	9.34	6.39	7.31	100.00

Table 120 – Reason for Using Bus

	No other option	Best choice	Occasional use	Total
Riders	5339	4490	801	10630
%	50.23	42.24	7.54	100.00

Table 121 – Trip Alternatives

	Riders	%
Would not make the trip	1231	10.14
Drive a car	1116	9.19
Carpool	423	3.48
Taxi	1057	8.70
Uber or other app-based service	2661	21.91
Jitney	573	4.72
Walk	2685	22.11
Bike	332	2.73
Other	2067	17.02
Total	12145	100.00

ROUTE 89

Table 122 – Origin Place

	Riders	%
Home	871	64.42
Work	316	23.37
Shopping	15	1.11
Personal business	26	1.92
Medical/dental	32	2.37
Social/recreational	0	0.00
School(K-12)	24	1.78
Technical, college or university	8	0.59
Other	60	4.44
Total	1352	100.00

Table 123 – Destination Place

	Riders	%
Home	291	22.73
Work	631	49.30
Shopping	27	2.11
Personal business	66	5.16
Medical/dental	48	3.75
Social/recreational	16	1.25
School(K-12)	34	2.66
Technical, college or university	42	3.28
Other	125	9.77
Total	1280	100.00

Table 124 – Access Mode

	Riders	%
Walked only	1218	87.19
Drove a Car and Parked	0	0.00
Carpooled/Dropped Off	0	0.00
Another bus	75	5.37
Light Rail	39	2.79
NJT Train	31	2.22
PATH	24	1.72
Bike	0	0.00
Taxi	0	0.00
Uber or other app-based service	10	0.72
Other	0	0.00
Total	1397	100.00

Table 125 – Egress Mode

	Riders	%
Walk only	1090	77.97
Drive Only	7	0.50
Carpool/Drop Off	0	0.00
Another bus	95	6.80
Light Rail	85	6.08
NJT Train	34	2.43
PATH	71	5.08
Bike	0	0.00
Taxi	0	0.00
Uber or other app-based service	0	0.00
Other	16	1.14
Total	1398	100.00

Table 126 – Frequency of Using the Bus Route

	Riders	%
7 days/week	248	19.20
6 days/week	146	11.30
5 days/week	503	38.93
3-4 days/week	205	15.87
1-2 days/week	60	4.64
1-3 days/month	58	4.49
Less than one day/month	37	2.86
Less than one day/year	16	1.24
First time customer	19	1.47
Total	1292	100.00

Table 127 – Return Trip Mode

	Same Bus	Another Bus	Train	Car	Others	Total
Riders	749	274	53	92	60	1228
%	60.99	22.31	4.32	7.49	4.89	100.00

Table 128 – Ticket Type

	Riders	%
One-way Ticket/Cash	456	35.96
Monthly Pass	595	46.92
Sr. Citizen/Customer with disability/Children	111	8.75
Round Trip(2 One-way)	32	2.52
10-Trip/Multi-trip	16	1.26
Weekly Pass	16	1.26
Student Monthly Pass	16	1.26
Student One-way	0	0.00
Student 10-Trip	0	0.00
Other	26	2.05
Total	1268	100.00

Table 129 – Satisfaction Score

Score	Riders	%
0 (Not acceptable)	10	0.79
1	8	0.63
2	26	2.05
3	50	3.94
4	55	4.33
5	208	16.39
6	138	10.87
7	203	16.00
8	254	20.02
9	83	6.54
10 (Excellent)	234	18.44
Total	1269	100.00

Mean Satisfaction Score= 6.96
Median Satisfaction Score= 7

Table 130 – Likelihood of Recommending the Service to Friend or Family

	Very Likely	Somewhat Likely	Do Not Know	Somewhat Unlikely	Very Unlikely	Total
Riders	604	455	99	47	73	1278
%	47.26	35.60	7.75	3.68	5.71	100.00

Table 131 – Reason for Using Bus

	No other option	Best choice	Occasional use	Total
Riders	628	533	71	1232
%	50.97	43.26	5.76	100.00

Table 132 – Trip Alternatives

	Riders	%
Would not make the trip	99	6.99
Drive a car	137	9.67
Carpool	34	2.40
Taxi	146	10.30
Uber or other app-based service	363	25.62
Jitney	88	6.21
Walk	299	21.10
Bike	47	3.32
Other	204	14.40
Total	1417	100.00

ROUTE 108

Table 133 – Origin Place

	Riders	%
Home	977	68.80
Work	181	12.75
Shopping	8	0.56
Personal business	82	5.77
Medical/dental	0	0.00
Social/recreational	0	0.00
School(K-12)	44	3.10
Technical, college or university	103	7.25
Other	25	1.76
Total	1420	100.00

Table 134 – Destination Place

	Riders	%
Home	299	22.84
Work	528	40.34
Shopping	7	0.53
Personal business	64	4.89
Medical/dental	23	1.76
Social/recreational	0	0.00
School(K-12)	32	2.44
Technical, college or university	273	20.86
Other	83	6.34
Total	1309	100.00

Table 135 – Access Mode

	Riders	%
Walked only	927	64.20
Drove a Car and Parked	46	3.19
Carpooled/Dropped Off	16	1.11
Another bus	330	22.85
Light Rail	87	6.02
NJT Train	30	2.08
PATH	0	0.00
Bike	0	0.00
Taxi	0	0.00
Uber or other app-based service	0	0.00
Other	8	0.55
Total	1444	100.00

Table 136 – Egress Mode

	Riders	%
Walk only	931	64.43
Drive Only	16	1.11
Carpool/Drop Off	23	1.59
Another bus	339	23.46
Light Rail	16	1.11
NJT Train	50	3.46
PATH	29	2.01
Bike	0	0.00
Taxi	0	0.00
Uber or other app-based service	0	0.00
Other	41	2.84
Total	1445	100.00

Table 137 – Frequency of Using the Bus Route

	Riders	%
7 days/week	163	12.14
6 days/week	117	8.71
5 days/week	553	41.18
3-4 days/week	294	21.89
1-2 days/week	72	5.36
1-3 days/month	55	4.10
Less than one day/month	40	2.98
Less than one day/year	10	0.74
First time customer	39	2.90
Total	1343	100.00

Table 138 – Return Trip Mode

	Same Bus	Another Bus	Train	Car	Others	Total
Riders	988	214	49	24	53	1328
%	74.40	16.11	3.69	1.81	3.99	100.00

Table 139 – Ticket Type

	Riders	%
One-way Ticket/Cash	339	25.41
Monthly Pass	678	50.82
Sr. Citizen/Customer with disability/Children	96	7.20
Round Trip(2 One-way)	47	3.52
10-Trip/Multi-trip	45	3.37
Weekly Pass	0	0.00
Student Monthly Pass	129	9.67
Student One-way	0	0.00
Student 10-Trip	0	0.00
Other	0	0.00
Total	1334	100.00

Table 140 – Satisfaction Score

Score	Riders	%
0 (Not acceptable)	63	4.90
1	18	1.40
2	70	5.44
3	74	5.75
4	92	7.15
5	255	19.83
6	110	8.55
7	146	11.35
8	151	11.74
9	156	12.13
10 (Excellent)	151	11.74
Total	1286	100.00

Mean Satisfaction Score= 6.08
Median Satisfaction Score= 6

Table 141 – Likelihood of Recommending the Service to Friend or Family

	Very Likely	Somewhat Likely	Do Not Know	Somewhat Unlikely	Very Unlikely	Total
Riders	537	481	111	131	73	1333
%	40.29	36.08	8.33	9.83	5.48	100.00

Table 142 – Reason for Using Bus

	No other option	Best choice	Occasional use	Total
Riders	646	582	79	1307
%	49.43	44.53	6.04	100.00

Table 143 – Trip Alternatives

	Riders	%
Would not make the trip	240	16.54
Drive a car	188	12.96
Carpool	71.00	4.89
Taxi	98	6.75
Uber or other app-based service	360	24.81
Jitney	44	3.03
Walk	63	4.34
Bike	17	1.17
Other	370	25.50
Total	1451	100.00

ROUTE 181

Table 144 – Origin Place

	Riders	%
Home	517	97.00
Work	16	3.00
Shopping	0	0.00
Personal business	0	0.00
Medical/dental	0	0.00
Social/recreational	0	0.00
School(K-12)	0	0.00
Technical, college or university	0	0.00
Other	0	0.00
Total	533	100.00

Table 145 – Destination Place

	Riders	%
Home	44	9.73
Work	340	75.22
Shopping	44	9.73
Personal business	0	0.00
Medical/dental	12	2.65
Social/recreational	0	0.00
School(K-12)	0	0.00
Technical, college or university	12	2.65
Other	0	0.00
Total	452	100.00

Table 146 – Access Mode

	Riders	%
Walked only	396	74.44
Drove a Car and Parked	12	2.26
Carpooled/Dropped Off	0	0.00
Another bus	84	15.79
Light Rail	12	2.26
NJT Train	28	5.26
PATH	0	0.00
Bike	0	0.00
Taxi	0	0.00
Uber or other app-based service	0	0.00
Other	0	0.00
Total	532	100.00

Table 147 – Egress Mode

	Riders	%
Walk only	295	55.35
Drive Only	0	0.00
Carpool/Drop Off	0	0.00
Another bus	69	12.95
Light Rail	76	14.26
NJT Train	32	6.00
PATH	0	0.00
Bike	0	0.00
Taxi	12	2.25
Uber or other app-based service	0	0.00
Other	49	9.19
Total	533	100.00

Table 148 – Frequency of Using the Bus Route

	Riders	%
7 days/week	81	17.46
6 days/week	28	6.03
5 days/week	251	54.09
3-4 days/week	24	5.17
1-2 days/week	80	17.24
1-3 days/month	0	0.00
Less than one day/month	0	0.00
Less than one day/year	0	0.00
First time customer	0	0.00
Total	464	100.00

Table 149 – Return Trip Mode

	Same Bus	Another Bus	Train	Car	Others	Total
Riders	234	109	28	24	28	423
%	55.32	25.77	6.62	5.67	6.62	100.00

Table 150 –Ticket Type

	Riders	%
One-way Ticket/Cash	81	17.49
Monthly Pass	202	43.63
Sr. Citizen/Customer with disability/Children	92	19.87
Round Trip(2 One-way)	28	6.05
10-Trip/Multi-trip	36	7.78
Weekly Pass	0	0.00
Student Monthly Pass	0	0.00
Student One-way	0	0.00
Student 10-Trip	0	0.00
Other	24	5.18
Total	463	100.00

Table 151 – Satisfaction Score

Score	Riders	%
0 (Not acceptable)	0	0.00
1	0	0.00
2	12	2.76
3	12	2.76
4	0	0.00
5	72	16.59
6	36	8.29
7	44	10.14
8	109	25.12
9	40	9.22
10 (Excellent)	109	25.12
Total	434	100.00

Mean Satisfaction Score= 7.52
Median Satisfaction Score= 8

Table 152 – Likelihood of Recommending the Service to Friend or Family

	Very Likely	Somewhat Likely	Do Not Know	Somewhat Unlikely	Very Unlikely	Total
Riders	182	170	12	68	16	448
%	40.63	37.95	2.68	15.18	3.57	100.00

Table 153 – Reason for Using Bus

	No other option	Best choice	Occasional use	Total
Riders	242	210	12	464
%	52.16	45.26	2.59	100.00

Table 154 – Trip Alternatives

	Riders	%
Would not make the trip	61	12.50
Drive a car	117	23.98
Carpool	28	5.74
Taxi	16	3.28
Uber or other app-based service	100	20.49
Jitney	28	5.74
Walk	53	10.86
Bike	0	0.00
Other	85	17.42
Total	488	100.00

ROUTE 329

Table 155 – Origin Place

	Riders	%
Home	238	95.58
Work	4	1.61
Shopping	0	0.00
Personal business	0	0.00
Medical/dental	0	0.00
Social/recreational	7	2.81
School(K-12)	0	0.00
Technical, college or university	0	0.00
Other	0	0.00
Total	249	100.00

Table 156 – Destination Place

	Riders	%
Home	7	2.81
Work	235	94.38
Shopping	0	0.00
Personal business	7	2.81
Medical/dental	0	0.00
Social/recreational	0	0.00
School(K-12)	0	0.00
Technical, college or university	0	0.00
Other	0	0.00
Total	249	100.00

Table 157 – Access Mode

	Riders	%
Walked only	152	59.14
Drove a Car and Parked	17	6.61
Carpooled/Dropped Off	0	0.00
Another bus	0	0.00
Light Rail	0	0.00
NJT Train	88	34.24
PATH	0	0.00
Bike	0	0.00
Taxi	0	0.00
Uber or other app-based service	0	0.00
Other	0	0.00
Total	257	100.00

Table 158 – Egress Mode

	Riders	%
Walk only	107	41.63
Drive Only	0	0.00
Carpool/Drop Off	0	0.00
Another bus	0	0.00
Light Rail	4	1.56
NJT Train	137	53.31
PATH	0	0.00
Bike	0	0.00
Taxi	0	0.00
Uber or other app-based service	0	0.00
Other	9	3.50
Total	257	100.00

Table 159 – Frequency of Using the Bus Route

	Riders	%
7 days/week	9	3.59
6 days/week	9	3.59
5 days/week	186	74.10
3-4 days/week	26	10.36
1-2 days/week	9	3.59
1-3 days/month	12	4.78
Less than one day/month	0	0.00
Less than one day/year	0	0.00
First time customer	0	0.00
Total	251	100.00

Table 160 – Return Trip Mode

	Same Bus	Another Bus	Train	Car	Others	Total
Riders	138	53	38	4	13	246
%	56.10	21.54	15.45	1.63	5.28	100.00

Table 161 – Ticket Type

	Riders	%
One-way Ticket/Cash	12	4.80
Monthly Pass	213	85.20
Sr. Citizen/Customer with disability/Children	4	1.60
Round Trip(2 One-way)	12	4.80
10-Trip/Multi-trip	0	0.00
Weekly Pass	9	3.60
Student Monthly Pass	0	0.00
Student One-way	0	0.00
Student 10-Trip	0	0.00
Other	0	0.00
Total	250	100.00

Table 162 – Satisfaction Score

Score	Riders	%
0 (Not acceptable)	0	0.00
1	0	0.00
2	0	0.00
3	4	1.60
4	0	0.00
5	61	24.40
6	13	5.20
7	48	19.20
8	57	22.80
9	29	11.60
10 (Excellent)	38	15.20
Total	250	100.00

Mean Satisfaction Score= 7.30

Median Satisfaction Score= 7

Table 163 – Likelihood of Recommending the Service to Friend or Family

	Very Likely	Somewhat Likely	Do Not Know	Somewhat Unlikely	Very Unlikely	Total
Riders	90	96	29	30	4	249
%	36.14	38.55	11.65	12.05	1.61	100.00

Table 164 – Reason for Using Bus

	No other option	Best choice	Occasional use	Total
Riders	129	116	4	249
%	51.81	46.59	1.61	100.00

Table 165 – Trip Alternatives

	Riders	%
Would not make the trip	35	11.44
Drive a car	90	29.41
Carpool	9	2.94
Taxi	51	16.67
Uber or other app-based service	52	16.99
Jitney	4	1.31
Walk	39	12.75
Bike	0	0.00
Other	26	8.50
Total	306	100.00

ROUTE 801

Table 166 –Origin Place

	Riders	%
Home	193	93.24
Work	14	6.76
Shopping	0	0.00
Personal business	0	0.00
Medical/dental	0	0.00
Social/recreational	0	0.00
School(K-12)	0	0.00
Technical, college or university	0	0.00
Other	0	0.00
Total	207	100.00

Table 167 – Destination Place

	Riders	%
Home	7	3.68
Work	175	92.11
Shopping	0	0.00
Personal business	0	0.00
Medical/dental	0	0.00
Social/recreational	0	0.00
School(K-12)	0	0.00
Technical, college or university	4	2.11
Other	4	2.11
Total	190	100.00

Table 168 – Access Mode

	Riders	%
Walked only	182	87.50
Drove a Car and Parked	0	0.00
Carpooled/Dropped Off	0	0.00
Another bus	4	1.92
Light Rail	0	0.00
NJT Train	11	5.29
PATH	0	0.00
Bike	0	0.00
Taxi	11	5.29
Uber or other app-based service	0	0.00
Other	0	0.00
Total	208	100.00

Table 169 – Egress Mode

	Riders	%
Walk only	70	33.65
Drive Only	0	0.00
Carpool/Drop Off	0	0.00
Another bus	0	0.00
Light Rail	0	0.00
NJT Train	138	66.35
PATH	0	0.00
Bike	0	0.00
Taxi	0	0.00
Uber or other app-based service	0	0.00
Other	0	0.00
Total	208	100.00

Table 170 – Frequency of Using the Bus Route

	Riders	%
7 days/week	4	2.06
6 days/week	0	0.00
5 days/week	145	74.74
3-4 days/week	45	23.20
1-2 days/week	0	0.00
1-3 days/month	0	0.00
Less than one day/month	0	0.00
Less than one day/year	0	0.00
First time customer	0	0.00
Total	194	100.00

Table 171 – Return Trip Mode

	Same Bus	Another Bus	Train	Car	Others	Total
Riders	108	4	59	11	4	186
%	58.06	2.15	31.72	5.91	2.15	100.00

Table 172 – Ticket Type

	Riders	%
One-way Ticket/Cash	7	3.61
Monthly Pass	175	90.21
Sr. Citizen/Customer with disability/Children	4	2.06
Round Trip(2 One-way)	0	0.00
10-Trip/Multi-trip	0	0.00
Weekly Pass	0	0.00
Student Monthly Pass	4	2.06
Student One-way	0	0.00
Student 10-Trip	0	0.00
Other	4	2.06
Total	194	100.00

Table 173 – Satisfaction Score

Score	Riders	%
0 (Not acceptable)	4	2.11
1	4	2.11
2	0	0.00
3	4	2.11
4	11	5.79
5	45	23.68
6	11	5.79
7	22	11.58
8	26	13.68
9	30	15.79
10 (Excellent)	33	17.37
Total	190	100.00

Mean Satisfaction Score= 6.94

Median Satisfaction Score= 7

Table 174 – Likelihood of Recommending the Service to Friend or Family

	Very Likely	Somewhat Likely	Do Not Know	Somewhat Unlikely	Very Unlikely	Total
Riders	104	56	4	7	22	193
%	53.89	29.02	2.07	3.63	11.40	100.00

Table 175 – Reason for Using Bus

	No other option	Best choice	Occasional use	Total
Riders	78	108	4	190
%	41.05	56.84	2.11	100.00

Table 176 – Trip Alternatives

	Riders	%
Would not make the trip	11	4.55
Drive a car	86	35.54
Carpool	11	4.55
Taxi	33	13.64
Uber or other app-based service	30	12.40
Jitney	0	0.00
Walk	67	27.69
Bike	0	0.00
Other	4	1.65
Total	242	100.00

ROUTE 802

Table 177 – Origin Place

	Riders	%
Home	296	90.80
Work	26	7.98
Shopping	0	0.00
Personal business	0	0.00
Medical/dental	0	0.00
Social/recreational	0	0.00
School(K-12)	0	0.00
Technical, college or university	0	0.00
Other	4	1.23
Total	326	100.00

Table 178 – Destination Place

	Riders	%
Home	0	0.00
Work	279	91.48
Shopping	0	0.00
Personal business	9	2.95
Medical/dental	0	0.00
Social/recreational	0	0.00
School(K-12)	0	0.00
Technical, college or university	17	5.57
Other	0	0.00
Total	305	100.00

Table 179 – Access Mode

	Riders	%
Walked only	313	94.85
Drove a Car and Parked	0	0.00
Carpooled/Dropped Off	0	0.00
Another bus	4	1.21
Light Rail	0	0.00
NJT Train	13	3.94
PATH	0	0.00
Bike	0	0.00
Taxi	0	0.00
Uber or other app-based service	0	0.00
Other	0	0.00
Total	330	100.00

Table 180 – Egress Mode

	Riders	%
Walk only	94	28.48
Drive Only	0	0.00
Carpool/Drop Off	0	0.00
Another bus	0	0.00
Light Rail	0	0.00
NJT Train	223	67.58
PATH	13	3.94
Bike	0	0.00
Taxi	0	0.00
Uber or other app-based service	0	0.00
Other	0	0.00
Total	330	100.00

Table 181 – Frequency of Using the Bus Route

	Riders	%
7 days/week	4	1.30
6 days/week	4	1.30
5 days/week	244	79.22
3-4 days/week	43	13.96
1-2 days/week	4	1.30
1-3 days/month	9	2.92
Less than one day/month	0	0.00
Less than one day/year	0	0.00
First time customer	0	0.00
Total	308	100.00

Table 182 –Return Trip Mode

	Same Bus	Another Bus	Train	Car	Others	Total
Riders	154	21	99	13	21	308
%	50.00	6.82	32.14	4.22	6.82	100.00

Table 183 –Ticket Type

	Riders	%
One-way Ticket/Cash	17	5.59
Monthly Pass	270	88.82
Sr. Citizen/Customer with disability/Children	0	0.00
Round Trip(2 One-way)	4	1.32
10-Trip/Multi-trip	0	0.00
Weekly Pass	4	1.32
Student Monthly Pass	9	2.96
Student One-way	0	0.00
Student 10-Trip	0	0.00
Other	0	0.00
Total	304	100.00

Table 184 – Satisfaction Score

Score	Riders	%
0 (Not acceptable)	0	0.00
1	13	4.39
2	9	3.04
3	0	0.00
4	4	1.35
5	43	14.53
6	21	7.09
7	39	13.18
8	94	31.76
9	30	10.14
10 (Excellent)	43	14.53
Total	296	100.00

Mean Satisfaction Score= 7.14
Median Satisfaction Score= 8

Table 185 – Likelihood of Recommending the Service to Friend or Family

	Very Likely	Somewhat Likely	Do Not Know	Somewhat Unlikely	Very Unlikely	Total
Riders	189	73	4	30	13	309
%	61.17	23.62	1.29	9.71	4.21	100.00

Table 186 – Reason for Using Bus

	No other option	Best choice	Occasional use	Total
Riders	99	193	13	305
%	32.46	63.28	4.26	100.00

Table 187 – Trip Alternatives

	Riders	%
Would not make the trip	21	6.21
Drive a car	167	49.41
Carpool	26	7.69
Taxi	34	10.06
Uber or other app-based service	51	15.09
Jitney	0	0.00
Walk	30	8.88
Bike	0	0.00
Other	9	2.66
Total	338	100.00

ROUTE 803

Table 188 – Origin Place

	Riders	%
Home	239	90.87
Work	24	9.13
Shopping	0	0.00
Personal business	0	0.00
Medical/dental	0	0.00
Social/recreational	0	0.00
School(K-12)	0	0.00
Technical, college or university	0	0.00
Other	0	0.00
Total	263	100.00

Table 189 – Destination Place

	Riders	%
Home	14	5.32
Work	249	94.68
Shopping	0	0.00
Personal business	0	0.00
Medical/dental	0	0.00
Social/recreational	0	0.00
School(K-12)	0	0.00
Technical, college or university	0	0.00
Other	0	0.00
Total	263	100.00

Table 190 – Access Mode

	Riders	%
Walked only	212	79.1
Drove a Car and Parked	0	0.0
Carpooled/Dropped Off	0	0.0
Another bus	10	3.7
Light Rail	0	0.0
NJT Train	46	17.2
PATH	0	0.0
Bike	0	0.0
Taxi	0	0.0
Uber or other app-based service	0	0.0
Other	0	0.0
Total	268	100.0

Table 191 – Egress Mode

	Riders	%
Walk only	122	45.52
Drive Only	0	0.00
Carpool/Drop Off	0	0.00
Another bus	10	3.73
Light Rail	0	0.00
NJT Train	136	50.75
PATH	0	0.00
Bike	0	0.00
Taxi	0	0.00
Uber or other app-based service	0	0.00
Other	0	0.00
Total	268	100.00

Table 192 – Frequency of Using the Bus Route

	Riders	%
7 days/week	5	1.90
6 days/week	0	0.00
5 days/week	227	86.31
3-4 days/week	31	11.79
1-2 days/week	0	0.00
1-3 days/month	0	0.00
Less than one day/month	0	0.00
Less than one day/year	0	0.00
First time customer	0	0.00
Total	263	100.00

Table 193 – Return Trip Mode

	Same Bus	Another Bus	Train	Car	Others	Total
Riders	196	22	28	17	0	263
%	74.52	8.37	10.65	6.46	0.00	100.00

Table 194 – Ticket Type

	Riders	%
One-way Ticket/Cash	12	4.69
Monthly Pass	224	87.50
Sr. Citizen/Customer with disability/Children	10	3.91
Round Trip(2 One-way)	0	0.00
10-Trip/Multi-trip	0	0.00
Weekly Pass	10	3.91
Student Monthly Pass	0	0.00
Student One-way	0	0.00
Student 10-Trip	0	0.00
Other	0	0.00
Total	256	100.00

Table 195 – Satisfaction Score

Score	Riders	%
0 (Not acceptable)	0	0.00
1	5	2.00
2	0	0.00
3	22	8.80
4	5	2.00
5	38	15.20
6	10	4.00
7	20	8.00
8	32	12.80
9	27	10.80
10 (Excellent)	91	36.40
Total	250	100.00

Mean Satisfaction Score= 7.56
Median Satisfaction Score= 8

Table 196 – Likelihood of Recommending the Service to Friend or Family

	Very Likely	Somewhat Likely	Do Not Know	Somewhat Unlikely	Very Unlikely	Total
Riders	136	53	5	24	23	241
%	56.43	21.99	2.07	9.96	9.54	100.00

Table 197 – Reason for Using Bus

	No other option	Best choice	Occasional use	Total
Riders	81	181	0	262
%	30.92	69.08	0.00	100.00

Table 198 – Trip Alternatives

	Riders	%
Would not make the trip	5	1.82
Drive a car	121	44.00
Carpool	0	0.00
Taxi	34	12.36
Uber or other app-based service	83	30.18
Jitney	0	0.00
Walk	22	8.00
Bike	0	0.00
Other	10	3.64
Total	275	100.00

ROUTE 804

Table 199 – Origin Place

	Riders	%
Home	256	89.51
Work	22	7.69
Shopping	0	0.00
Personal business	4	1.40
Medical/dental	0	0.00
Social/recreational	0	0.00
School(K-12)	0	0.00
Technical, college or university	4	1.40
Other	0	0.00
Total	286	100.00

Table 200 – Destination Place

	Riders	%
Home	4	1.52
Work	238	90.15
Shopping	0	0.00
Personal business	9	3.41
Medical/dental	0	0.00
Social/recreational	0	0.00
School(K-12)	0	0.00
Technical, college or university	13	4.92
Other	0	0.00
Total	264	100.00

Table 201 – Access Mode

	Riders	%
Walked only	260	89.66
Drove a Car and Parked	4	1.38
Carpooled/Dropped Off	13	4.48
Another bus	0	0.00
Light Rail	0	0.00
NJT Train	9	3.10
PATH	4	1.38
Bike	0	0.00
Taxi	0	0.00
Uber or other app-based service	0	0.00
Other	0	0.00
Total	290	100.00

Table 202 – Egress Mode

	Riders	%
Walk only	66	22.76
Drive Only	0	0.00
Carpool/Drop Off	0	0.00
Another bus	9	3.10
Light Rail	0	0.00
NJT Train	207	71.38
PATH	4	1.38
Bike	0	0.00
Taxi	0	0.00
Uber or other app-based service	0	0.00
Other	4	1.38
Total	290	100.00

Table 203 – Frequency of Using the Bus Route

	Riders	%
7 days/week	4	1.54
6 days/week	4	1.54
5 days/week	216	83.40
3-4 days/week	31	11.97
1-2 days/week	0	0.00
1-3 days/month	4	1.54
Less than one day/month	0	0.00
Less than one day/year	0	0.00
First time customer	0	0.00
Total	259	100.00

Table 204 – Return Trip Mode

	Same Bus	Another Bus	Train	Car	Others	Total
Riders	159	9	66	22	9	265
%	60.00	3.40	24.91	8.30	3.40	100.00

Table 205 – Ticket Type

	Riders	%
One-way Ticket/Cash	9	3.36
Monthly Pass	225	83.96
Sr. Citizen/Customer with disability/Children	13	4.85
Round Trip(2 One-way)	4	1.49
10-Trip/Multi-trip	0	0.00
Weekly Pass	4	1.49
Student Monthly Pass	9	3.36
Student One-way	0	0.00
Student 10-Trip	0	0.00
Other	4	1.49
Total	268	100.00

Table 206 – Satisfaction Score

Score	Riders	%
0 (Not acceptable)	0	0.00
1	4	1.49
2	0	0.00
3	0	0.00
4	9	3.35
5	40	14.87
6	0	0.00
7	26	9.67
8	40	14.87
9	40	14.87
10 (Excellent)	110	40.89
Total	269	100.00

Mean Satisfaction Score= 8.18
Median Satisfaction Score= 9

Table 207 – Likelihood of Recommending the Service to Friend or Family

	Very Likely	Somewhat Likely	Do Not Know	Somewhat Unlikely	Very Unlikely	Total
Riders	154	75	4	0	40	273
%	56.41	27.47	1.47	0.00	14.65	100.00

Table 208 – Reason for Using Bus

	No other option	Best choice	Occasional use	Total
Riders	79	181	9	269
%	29.37	67.29	3.35	100.00

Table 209 – Trip Alternatives

	Riders	%
Would not make the trip	18	6.27
Drive a car	146	50.87
Carpool	0	0.00
Taxi	40	13.94
Uber or other app-based service	44	15.33
Jitney	0	0.00
Walk	13	4.53
Bike	0	0.00
Other	26	9.06
Total	287	100.00

ROUTE 813

Table 210 – Origin Place

	Riders	%
Home	559	60.17
Work	187	20.13
Shopping	13	1.40
Personal business	23	2.48
Medical/dental	0	0.00
Social/recreational	0	0.00
School(K-12)	26	2.80
Technical, college or university	114	12.27
Other	7	0.75
Total	929	100.00

Table 211 – Destination Place

	Riders	%
Home	242	27.44
Work	344	39.00
Shopping	24	2.72
Personal business	23	2.61
Medical/dental	19	2.15
Social/recreational	7	0.79
School(K-12)	19	2.15
Technical, college or university	180	20.41
Other	24	2.72
Total	882	100.00

Table 212 – Access Mode

	Riders	%
Walked only	650	67.15
Drove a Car and Parked	23	2.38
Carpooled/Dropped Off	11	1.14
Another bus	91	9.40
Light Rail	7	0.72
NJT Train	168	17.36
PATH	11	1.14
Bike	7	0.72
Taxi	0	0.00
Uber or other app-based service	0	0.00
Other	0	0.00
Total	968	100.00

Table 213 – Egress Mode

	Riders	%
Walk only	739	76.34
Drive Only	0	0.00
Carpool/Drop Off	0	0.00
Another bus	66	6.82
Light Rail	0	0.00
NJT Train	111	11.47
PATH	11	1.14
Bike	0	0.00
Taxi	22	2.27
Uber or other app-based service	0	0.00
Other	19	1.96
Total	968	100.00

Table 214 – Frequency of Using the Bus Route

	Riders	%
7 days/week	47	5.32
6 days/week	73	8.26
5 days/week	446	50.45
3-4 days/week	215	24.32
1-2 days/week	89	10.07
1-3 days/month	7	0.79
Less than one day/month	7	0.79
Less than one day/year	0	0.00
First time customer	0	0.00
Total	884	100.00

Table 215 – Return Trip Mode

	Same Bus	Another Bus	Train	Car	Others	Total
Riders	541	105	68	131	47	892
%	60.65	11.77	7.62	14.69	5.27	100.00

Table 216 – Ticket Type

	Riders	%
One-way Ticket/Cash	401	45.11
Monthly Pass	302	33.97
Sr. Citizen/Customer with disability/Children	59	6.64
Round Trip(2 One-way)	18	2.02
10-Trip/Multi-trip	12	1.35
Weekly Pass	13	1.46
Student Monthly Pass	36	4.05
Student One-way	30	3.37
Student 10-Trip	0	0.00
Other	18	2.02
Total	889	100.00

Table 217 – Satisfaction Score

Score	Riders	%
0 (Not acceptable)	0	0.00
1	0	0.00
2	12	1.40
3	37	4.31
4	31	3.61
5	137	15.97
6	63	7.34
7	168	19.58
8	157	18.30
9	137	15.97
10 (Excellent)	116	13.52
Total	858	100.00

Mean Satisfaction Score= 7.16
Median Satisfaction Score= 7

Table 218 – Likelihood of Recommending the Service to Friend or Family

	Very Likely	Somewhat Likely	Do Not Know	Somewhat Unlikely	Very Unlikely	Total
Riders	329	288	140	48	67	872
%	37.73	33.03	16.06	5.50	7.68	100.00

Table 219 – Reason for Using Bus

	No other option	Best choice	Occasional use	Total
Riders	531	249	108	888
%	59.80	28.04	12.16	100.00

Table 220 – Trip Alternatives

	Riders	%
Would not make the trip	145	16.90
Drive a car	93	10.84
Carpool	0	0.00
Taxi	249	29.02
Uber or other app-based service	262	30.54
Jitney	0	0.00
Walk	68	7.93
Bike	0	0.00
Other	41	4.78
Total	858	100.00

ROUTE 817

Table 221 – Origin Place

	Riders	%
Home	192	54.39
Work	70	19.83
Shopping	39	11.05
Personal business	7	1.98
Medical/dental	5	1.42
Social/recreational	7	1.98
School(K-12)	7	1.98
Technical, college or university	7	1.98
Other	19	5.38
Total	353	100.00

Table 222 – Destination Place

	Riders	%
Home	98	32.24
Work	102	33.55
Shopping	34	11.18
Personal business	34	11.18
Medical/dental	17	5.59
Social/recreational	0	0.00
School(K-12)	7	2.30
Technical, college or university	7	2.30
Other	5	1.64
Total	304	100.00

Table 223 – Access Mode

	Riders	%
Walked only	284	79.11
Drove a Car and Parked	0	0.00
Carpooled/Dropped Off	0	0.00
Another bus	39	10.86
Light Rail	5	1.39
NJT Train	5	1.39
PATH	12	3.34
Bike	7	1.95
Taxi	0	0.00
Uber or other app-based service	0	0.00
Other	7	1.95
Total	359	100.00

Table 224 – Egress Mode

	Riders	%
Walk only	287	79.94
Drive Only	0	0.00
Carpool/Drop Off	0	0.00
Another bus	53	14.76
Light Rail	0	0.00
NJT Train	0	0.00
PATH	7	1.95
Bike	7	1.95
Taxi	0	0.00
Uber or other app-based service	0	0.00
Other	5	1.39
Total	359	100.00

Table 225 – Frequency of Using the Bus Route

	Riders	%
7 days/week	12	4.01
6 days/week	51	17.06
5 days/week	73	24.41
3-4 days/week	69	23.08
1-2 days/week	72	24.08
1-3 days/month	22	7.36
Less than one day/month	0	0.00
Less than one day/year	0	0.00
First time customer	0	0.00
Total	299	100.00

Table 226 – Return Trip Mode

	Same Bus	Another Bus	Train	Car	Others	Total
Riders	182	68	12	19	24	305
%	59.67	22.30	3.93	6.23	7.87	100.00

Table 227 – Ticket Type

	Riders	%
One-way Ticket/Cash	185	61.06
Monthly Pass	38	12.54
Sr. Citizen/Customer with disability/Children	56	18.48
Round Trip(2 One-way)	7	2.31
10-Trip/Multi-trip	0	0.00
Weekly Pass	0	0.00
Student Monthly Pass	0	0.00
Student One-way	7	2.31
Student 10-Trip	0	0.00
Other	10	3.30
Total	303	100.00

Table 228 – Satisfaction Score

Score	Riders	%
0 (Not acceptable)	0	0.00
1	0	0.00
2	0	0.00
3	0	0.00
4	5	1.67
5	60	20.07
6	43	14.38
7	29	9.70
8	24	8.03
9	50	16.72
10 (Excellent)	88	29.43
Total	299	100.00

Mean Satisfaction Score= 7.71

Median Satisfaction Score= 8

Table 229 – Likelihood of Recommending the Service to Friend or Family

	Very Likely	Somewhat Likely	Do Not Know	Somewhat Unlikely	Very Unlikely	Total
Riders	155	104	7	12	26	304
%	50.99	34.21	2.30	3.95	8.55	100.00

Table 230 – Reason for Using Bus

	No other option	Best choice	Occasional use	Total
Riders	226	53	26	305
%	74.10	17.38	8.52	100.00

Table 231 – Trip Alternatives

	Riders	%
Would not make the trip	111	33.64
Drive a car	14	4.24
Carpool	0	0.00
Taxi	110	33.33
Uber or other app-based service	22	6.67
Jitney	0	0.00
Walk	24	7.27
Bike	0	0.00
Other	49	14.85
Total	330	100.00

ROUTE 819

Table 232 – Origin Place

	Riders	%
Home	322	58.02
Work	136	24.50
Shopping	0	0.00
Personal business	35	6.31
Medical/dental	7	1.26
Social/recreational	7	1.26
School(K-12)	10	1.80
Technical, college or university	7	1.26
Other	31	5.59
Total	555	100.00

Table 233 – Destination Place

	Riders	%
Home	127	25.15
Work	232	45.94
Shopping	19	3.76
Personal business	35	6.93
Medical/dental	6	1.19
Social/recreational	0	0.00
School(K-12)	48	9.50
Technical, college or university	23	4.55
Other	15	2.97
Total	505	100.00

Table 234 – Access Mode

	Riders	%
Walked only	423	71.94
Drove a Car and Parked	0	0.00
Carpooled/Dropped Off	23	3.91
Another bus	65	11.05
Light Rail	6	1.02
NJT Train	49	8.33
PATH	0	0.00
Bike	15	2.55
Taxi	0	0.00
Uber or other app-based service	7	1.19
Other	0	0.00
Total	588	100.00

Table 235 – Egress Mode

	Riders	%
Walk only	441	75.00
Drive Only	0	0.00
Carpool/Drop Off	0	0.00
Another bus	77	13.10
Light Rail	0	0.00
NJT Train	59	10.03
PATH	0	0.00
Bike	11	1.87
Taxi	0	0.00
Uber or other app-based service	0	0.00
Other	0	0.00
Total	588	100.00

Table 236 – Frequency of Using the Bus Route

	Riders	%
7 days/week	49	9.57
6 days/week	53	10.35
5 days/week	218	42.58
3-4 days/week	130	25.39
1-2 days/week	16	3.13
1-3 days/month	30	5.86
Less than one day/month	8	1.56
Less than one day/year	4	0.78
First time customer	4	0.78
Total	512	100.00

Table 237 – Return Trip Mode

	Same Bus	Another Bus	Train	Car	Others	Total
Riders	275	98	4	82	53	512
%	53.71	19.14	0.78	16.02	10.35	100.00

Table 238 – Ticket Type

	Riders	%
One-way Ticket/Cash	322	64.40
Monthly Pass	114	22.80
Sr. Citizen/Customer with disability/Children	18	3.60
Round Trip(2 One-way)	31	6.20
10-Trip/Multi-trip	0	0.00
Weekly Pass	0	0.00
Student Monthly Pass	0	0.00
Student One-way	0	0.00
Student 10-Trip	0	0.00
Other	15	3.00
Total	500	100.00

Table 239 – Satisfaction Score

Score	Riders	%
0 (Not acceptable)	7	1.42
1	0	0.00
2	6	1.21
3	24	4.86
4	46	9.31
5	93	18.83
6	34	6.88
7	21	4.25
8	52	10.53
9	57	11.54
10 (Excellent)	154	31.17
Total	494	100.00

Mean Satisfaction Score= 7.19

Median Satisfaction Score= 8

Table 240 – Likelihood of Recommending the Service to Friend or Family

	Very Likely	Somewhat Likely	Do Not Know	Somewhat Unlikely	Very Unlikely	Total
Riders	263	138	64	10	40	515
%	51.07	26.80	12.43	1.94	7.77	100.00

Table 241 – Reason for Using Bus

	No other option	Best choice	Occasional use	Total
Riders	328	102	59	489
%	67.08	20.86	12.07	100.00

Table 242 – Trip Alternatives

	Riders	%
Would not make the trip	129	23.93
Drive a car	33	6.12
Carpool	0	0.00
Taxi	92	17.07
Uber or other app-based service	158	29.31
Jitney	0	0.00
Walk	68	12.62
Bike	0	0.00
Other	59	10.95
Total	539	100.00

ROUTE 822

Table 243 – Origin Place

	Riders	%
Home	47	62.67
Work	14	18.67
Shopping	0	0.00
Personal business	0	0.00
Medical/dental	0	0.00
Social/recreational	0	0.00
School(K-12)	14	18.67
Technical, college or university	0	0.00
Other	0	0.00
Total	75	100.00

Table 244 – Destination Place

	Riders	%
Home	28	36.84
Work	19	25.00
Shopping	10	13.16
Personal business	0	0.00
Medical/dental	14	18.42
Social/recreational	0	0.00
School(K-12)	5	6.58
Technical, college or university	0	0.00
Other	0	0.00
Total	76	100.00

Table 245 – Access Mode

	Riders	%
Walked only	75	100.00
Drove a Car and Parked	0	0.00
Carpooled/Dropped Off	0	0.00
Another bus	0	0.00
Light Rail	0	0.00
NJT Train	0	0.00
PATH	0	0.00
Bike	0	0.00
Taxi	0	0.00
Uber or other app-based service	0	0.00
Other	0	0.00
Total	75	100.00

Table 246 – Egress Mode

	Riders	%
Walk only	70	93.33
Drive Only	0	0.00
Carpool/Drop Off	0	0.00
Another bus	0	0.00
Light Rail	0	0.00
NJT Train	5	6.67
PATH	0	0.00
Bike	0	0.00
Taxi	0	0.00
Uber or other app-based service	0	0.00
Other	0	0.00
Total	75	100.00

Table 247 – Frequency of Using the Bus Route

	Riders	%
7 days/week	19	25.00
6 days/week	5	6.58
5 days/week	23	30.26
3-4 days/week	10	13.16
1-2 days/week	14	18.42
1-3 days/month	5	6.58
Less than one day/month	0	0.00
Less than one day/year	0	0.00
First time customer	0	0.00
Total	76	100.00

Table 248 – Return Trip Mode

	Same Bus	Another Bus	Train	Car	Others	Total
Riders	38	5	0	14	19	76
%	50.00	6.58	0.00	18.42	25.00	100.00

Table 249 – Ticket Type

	Riders	%
One-way Ticket/Cash	65	86.67
Monthly Pass	5	6.67
Sr. Citizen/Customer with disability/Children	0	0.00
Round Trip(2 One-way)	0	0.00
10-Trip/Multi-trip	0	0.00
Weekly Pass	0	0.00
Student Monthly Pass	5	6.67
Student One-way	0	0.00
Student 10-Trip	0	0.00
Other	0	0.00
Total	75	100.00

Table 250 – Satisfaction Score

Score	Riders	%
0 (Not acceptable)	0	0.00
1	0	0.00
2	0	0.00
3	5	6.58
4	0	0.00
5	0	0.00
6	0	0.00
7	10	13.16
8	19	25.00
9	14	18.42
10 (Excellent)	28	36.84
Total	76	100.00

Mean Satisfaction Score= 8.49
Median Satisfaction Score= 9

Table 251 – Likelihood of Recommending the Service to Friend or Family

	Very Likely	Somewhat Likely	Do Not Know	Somewhat Unlikely	Very Unlikely	Total
Riders	37	33	5	0	0	75
%	49.33	44.00	6.67	0.00	0.00	100.00

Table 252 – Reason for Using Bus

	No other option	Best choice	Occasional use	Total
Riders	42	28	5	75
%	56.00	37.33	6.67	100.00

Table 253 – Trip Alternatives

	Riders	%
Would not make the trip	0	0.00
Drive a car	5	7.14
Carpool	0	0.00
Taxi	28	40.00
Uber or other app-based service	5	7.14
Jitney	0	0.00
Walk	32	45.71
Bike	0	0.00
Other	0	0.00
Total	70	100.00