
BURLINGTON / GLOUCESTER CORRIDOR ASSESSMENT

NJ TRANSIT BUS SURVEY

APRIL 1991



Prepared By
Delaware Valley Regional Planning Commission

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Created in 1965, the Delaware Valley Regional Planning Commission (DVRPC) is an interstate, intercounty and intercity agency which provides continuing, comprehensive and coordinated planning for the orderly growth and development of the Delaware Valley region. The region includes Bucks, Chester, Delaware, and Montgomery counties as well as the City of Philadelphia in Pennsylvania; and Burlington, Camden, Gloucester, and Mercer counties in New Jersey. The Commission is an advisory agency which divides its planning and service functions among the Office of the Executive Director, the Office of Public Affairs, and four line Divisions: Transportation Planning, Regional Information Services Center, Strategic Planning, and Finance and Administration. DVRPC's mission for the 1990s is to emphasize technical assistance and services and to conduct high priority studies for member state and local governments, while determining and meeting the needs of the private sector.



The DVRPC logo is adapted from the official seal of the Commission and is designed as a stylized image of the Delaware Valley. The outer ring symbolizes the region as a whole while the diagonal bar signifies the Delaware River flowing through it. The two adjoining crescents represent the Commonwealth of Pennsylvania and the State of New Jersey. The logo combines these elements to depict the areas served by DVRPC.

DELAWARE VALLEY REGIONAL PLANNING COMMISSION

Publication Abstract

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The nine counties of the DVRPC region.

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Transit, planning, ridership, NJ TRANSIT, PATCO, survey, origin, destination, rider characteristics, travel patterns, transfer, park-and-ride

ABSTRACT

This report summarizes the results of a survey of NJ TRANSIT bus riders in Burlington, Camden, Gloucester, Mercer and Philadelphia counties, conducted by DVRPC for NJ TRANSIT. The survey was designed to collect data concerning travel patterns and rider characteristics and to aid in the evaluation of proposed new transit lines in Burlington, Camden, and Gloucester counties in southern New Jersey. Passengers boarding NJ TRANSIT buses between 5:00 am and 1:30 pm were handed a mailback form. Of the approximately 17,700 passengers boarding the system daily, over 8,000 forms were distributed, of which 1605 were returned. The report describes the sample design and major findings on a question-by-question basis, as well as detailed origin-destination summaries.

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EXECUTIVE SUMMARY

The Delaware Valley Regional Planning Commission was retained in the Spring of 1990 to conduct a series of surveys of trips crossing the Delaware River in the vicinity of Philadelphia. The surveys were conducted on PATCO and NJ TRANSIT lines and on four major bridge facilities. The purpose of the surveys was to collect data on "Trans-Delaware" travellers that would provide a better understanding of mode choice and behavior in that market. An outgrowth of the NJ Transit study, "Transit in South Jersey: The Mobility Challenge" (May 1989), the survey process was recommended as the first phase of a project to determine the feasibility of a fixed guideway transit facility linking Burlington or Gloucester counties to Philadelphia. This report summarizes the results of the surveys that were conducted on NJ TRANSIT buses. In addition to Trans-Delaware bus travellers, the NJ TRANSIT survey also examined intrastate routes.

The bus survey was designed to solicit information in four areas: trip data, usage of bus service, rider attitude toward bus service, and rider characteristics. Trip data included information on origin and destination, access and egress from the line, fare paid and travel time. Characteristics of usage were determined from questions about trip-purpose, frequency of use and duration of use. Attitudes about bus service were elicited by questions concentrating on rider reasons for using the bus, automobile availability, and service ratings of cost, frequency and comfort. Socio-economic characteristics such as age, education, and income of riders were the subject of the remaining questions.

Distribution of the survey questionnaires was entrusted to NJ TRANSIT drivers and regional supervisors. The survey was conducted in late May and early June of 1990 between the hours of 5:00 AM and 1:30 PM. By gathering information over this period, a representative sample was generated for both the peak-hour, work-commute dominated and the mid-day, multi-purpose travel markets. A total of 8,015 surveys were distributed with 1,605 completed and returned, for a response rate of 20%.

The most significant findings of the survey are highlighted below.

- The travel patterns of NJ TRANSIT bus riders are highly oriented to and from Camden County. Sixty-two percent (62%) of the riders surveyed start their trips in Camden County. Of these trips, more than one-half (57%) stay in Camden County. Almost one-half (43%) of all surveyed trips are destined to Camden County.
- Less than one-third (32%) of the trips beginning in Camden County are destined to Philadelphia. This proportion rises to one-half (54%) for those from Burlington County and to two-thirds (63%) for those from Gloucester County.
- NJ TRANSIT bus service is primarily utilized for work commutation. A significant percentage (78%) of respondents listed this reason for their trip. Fully 84 percent of riders were employed either full-time or part-time.

- NJ TRANSIT riders reported travelling an average of 1.2 miles in about nine and one-half minutes to reach the bus stop of their choice and about 44 minutes total to reach their final destination.
- Most (77%) passengers walk to their boarding location. This affects both access time (55% access their stop in 5 minutes or less) and access distance (63% travel 1/4 mile or less) to their stop.
- NJ TRANSIT bus patronage includes a significant transit dependent component. Over two-thirds (68%) of patrons stated that they did not have access to an automobile for this particular trip. Transit dependency was higher on intrastate trips and among lower income individuals.
- Uniformity of responses characterized the service ratings. The best ratings were given to schedules and driver attitude. Poorest ratings were given to the categories of cost and service frequency.
- The majority (66%) of the riders were female, the average was 44 years, and the average annual income was \$26,000.

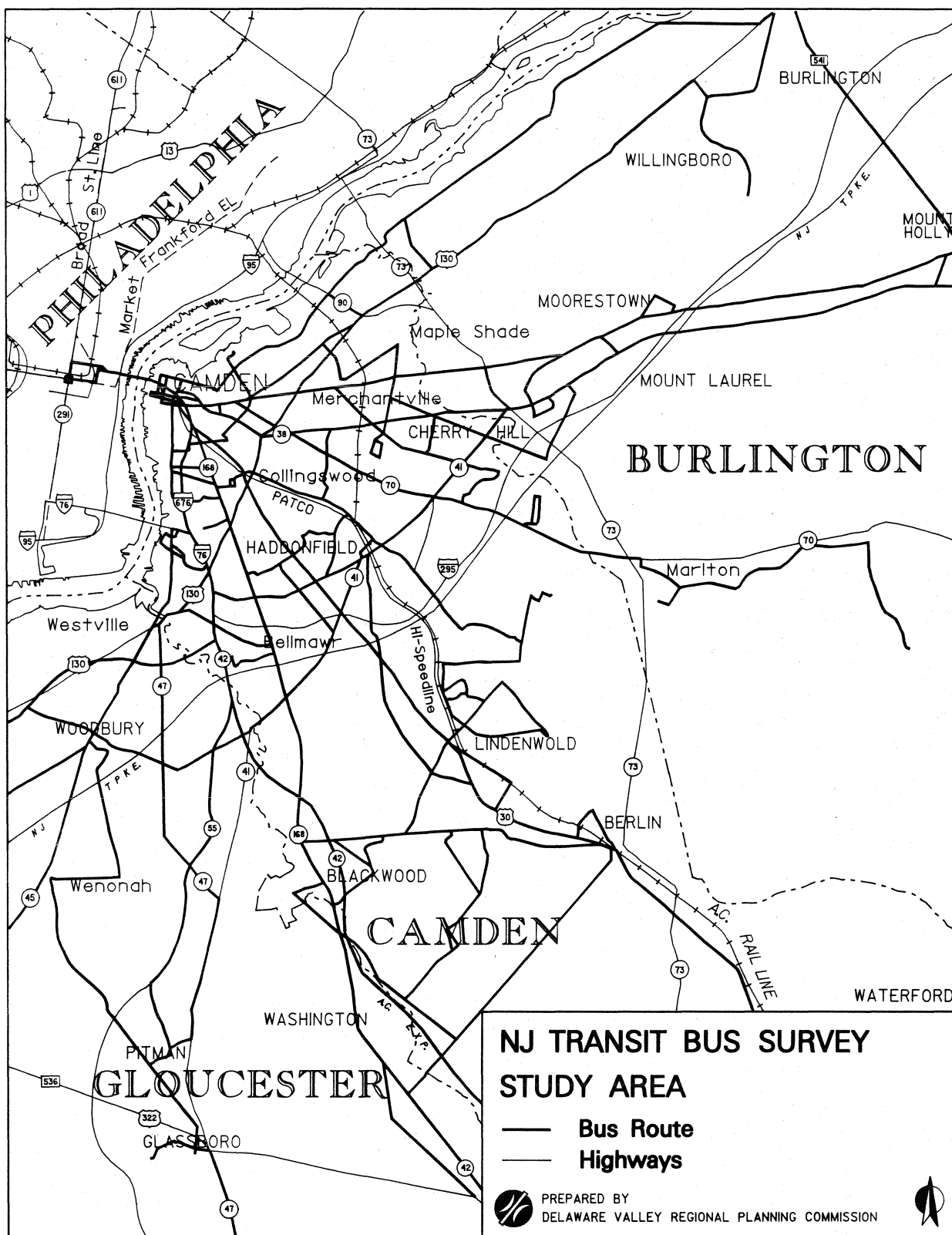
INTRODUCTION

This report summarizes the results of a survey of NJ TRANSIT bus riders conducted by the Delaware Valley Regional Planning Commission for NJ TRANSIT in the Spring of 1990. This was one of three surveys of travellers crossing the Delaware River between South Jersey and Philadelphia. These surveys were guided by a steering committee composed of representatives from NJ TRANSIT, the New Jersey Department of Transportation, the Delaware River Port Authority and its transit operating subsidiary PATCO, the Burlington County Bridge Commission and the counties of Burlington, Camden and Gloucester. The other two surveys were of PATCO Hi-Speedline users and auto drivers using either the Walt Whitman, Benjamin Franklin, Betsy Ross or Tacony-Palmyra bridges. These surveys are summarized in separate reports. The purpose of each of these surveys was to provide basic data on trip origin-destination, mode, purpose, frequency, and socio-economic background in order to better understand mode choice behavior in this travel market.

These surveys are an outgrowth of the NJ TRANSIT study "Transit in South Jersey: The Mobility Challenge" (May 1989). That study of public transit needs in the southern portion of the state concluded that a major capital investment in a new transit facility may be warranted in either the Gloucester or Burlington corridors. The study recommended that NJ TRANSIT conduct additional analyses to determine whether it would be feasible to pursue funding of an UMTA sponsored Alternatives Analysis / Environmental Impact Statement (AA/EIS) for a fixed guideway transit facility linking Burlington or Gloucester counties with Philadelphia. UMTA regulations require that the regional system planning process, which includes regional monitoring, problem identification and plan/program development, select the corridor to be advanced into an AA/EIS and identify a set of promising alternatives for addressing the problems identified.

The 1989 study also recommended that NJ TRANSIT arrange for origin-destination surveys for all automobile and transit users crossing the Delaware in the greater Philadelphia area to support ongoing project planning efforts, including the planning work associated with possible fixed guideway projects in the two corridors. These survey efforts are the first task in the recommended study commissioned by NJ TRANSIT to assess the feasibility of a fixed guideway transit facility in either the Burlington or Gloucester to Philadelphia corridors.

In the second task, DVRPC will use its travel simulation models to produce facility level ridership estimates for each corridor for a set of alternative technologies. Market specific data, gathered through the surveys, will be used to adjust the simulation models and to refine the alternatives to increase transit ridership. Preliminary operating and construction costs will be developed by an engineering consultant for each alternative in the third task, enabling the calculation of the UMTA index values for authorization of a AA/EIS study. NJ TRANSIT has contracted the firm of Gibbs & Hill to perform the engineering cost analysis. Finally, NJ TRANSIT will conduct an assessment of the financial capacity of the region and its transit operators to support the most promising alternative while continuing to support existing services.



SURVEY QUESTIONNAIRE DESIGN

After meeting with the Study Committee to refine the survey objectives, DVRPC developed a draft survey questionnaire containing 23 major questions. The design layout called for the survey instrument to be printed on an 8 1/2 x 11 inch card with the questions arrayed on three panels and the business reply mailer on the fourth. DVRPC incorporated the comments and suggestions of the committee members into a final camera-ready mechanical using WordPerfect and a HP Laserjet II printer. A copy of the final survey form is shown below.

The questionnaire surveyed NJ TRANSIT bus riders in four general areas: (1) trip origins and destinations, (2) usage of bus service, (3) attitude toward bus service, and (4) rider characteristics.

Trip Origins & Destinations

Questions 1 through 6 were designed to obtain information on trip origin and access to the surveyed bus route. Question 1 asked for the time when the rider received the survey, i.e., boarded the bus. This information was used to differentiate between peak and off-peak period riders. Question 2 asked for the rider's starting location and question 3 asked for the boarding location. Since survey data were summarized by ZIP code, question 3 provided an easy determination as to whether or not the passenger boarded the bus in the same ZIP code as where the trip began. In the event that the ZIP code was unknown, respondents were requested to indicate the nearest intersection. Questions 4, 5 and 6 related to access, travel time, and distance between the trip origin and boarding location.

Additional information on the passenger's trip was requested in questions 7 through 11. Question 7 provided information on the type of fare paid by the passenger. Questions 8, 9, and 10 determined the zip code where the person alighted, access from the bus line to the final destination, and the address where the destination is located. The final question in this category elicited the total travel time between trip origin and destination.

Usage of Bus Service

Questions 12, 13, and 15 were designed to obtain information concerning usage of NJ TRANSIT bus service by the riders. Question 12 asked the passenger for the main purpose of his/her trip. Choices given included work commutation, school, company business, shopping, medical/personal or social/recreational. Space was provided so that other purposes could be identified. Question 13 was designed along the lines of a travel-log, inquiring how many trips the respondent had made on a NJ TRANSIT bus in the previous week. Question 15 examined duration of usage, i.e., the number of years that the passenger has used the bus for this particular trip.

SURVEY QUESTIONNAIRE

NJ TRANSIT PASSENGER SURVEY

The Delaware Valley Regional Planning Commission, in cooperation with NJ TRANSIT and PATCO, is conducting this survey to assess your transportation needs and to help us improve service. Please fill out this survey and mail the completed form. **NO POSTAGE NECESSARY. Thank you for your cooperation.**

1. What time was it when you picked up this survey? ____ : ____ am / pm
2. Where did you START this trip? (where trip began, not the bus stop)

[Street address or nearest intersection]

[City or Town] [State] [Zip Code]
3. Where did you BOARD this bus? (location of bus stop)

[Street address or nearest intersection]

[City or Town] [State] [Zip Code]
4. How did you get to this bus stop? (Check one)
☐ Walked
☐ Was dropped off
☐ Drove auto & parked
☐ Took PATCO
☐ Transferred from NJ TRANSIT route # _____
☐ Transferred from SEPTA subway line _____
☐ Transferred from SEPTA bus route # _____
☐ Other _____
5. How long did it take you to get from your START location to this bus stop?
____ minutes.
6. How far is your START location from this bus stop? (Check one)
☐ 1/4 mile
☐ 1/2 mile
☐ 1 mile
☐ 1-2 miles
☐ 2-3 miles
☐ 3-5 miles
☐ 5-7 miles
☐ 7-10 miles
☐ 10 or more miles
7. What type of fare did you pay for this trip? (Check one)
☐ Cash
☐ Ten-trip Ticket
☐ Monthly Pass
☐ Transfer Ticket
☐ Student Ticket
☐ Senior Citizen Fare
☐ Handicapped Fare
☐ Family Fare
☐ Other _____
8. Where will you get off this bus? (location of bus stop)

[Street address or nearest intersection]

[City or Town] [State] [Zip Code]
9. After getting off this bus, how will you get to your final destination? (Check one)
☐ Walk only
☐ Will be picked up
☐ Drive auto I parked
☐ Take PATCO
☐ Transfer to NIT bus route # _____
☐ Transfer to SEPTA subway line _____
☐ Transfer to SEPTA bus route # _____
☐ Other _____
10. Where is your FINAL destination? (where trip ends, not the bus stop)

[Street address or nearest intersection]

[City or Town] [State] [Zip Code]
11. How long does it take you to travel from your START location to your FINAL destination? ____ minutes.
12. What is the main purpose of this trip? (Check one)
☐ Going to Work
☐ Returning from Work
☐ School
☐ Company business
☐ Shopping
☐ Medical/Personal
☐ Recreation/Social
☐ Going out to eat
☐ Other _____
13. Please enter the NUMBER of times you boarded an NJ TRANSIT bus on each of the last seven days? (ie, If you used one bus to get to work but had to transfer from one bus to another to get home, that counts as 3 buses on that day.)
 1 ____ Monday 2 ____ Tuesday 3 ____ Wednesday 4 ____ Thursday 5 ____ Friday 6 ____ Saturday 7 ____ Sunday
14. Why do you use this bus route? (Check the most important reasons)
☐ Saves time
☐ Frequent service
☐ Avoid driving
☐ Saves money
☐ Convenient schedule
☐ Comfortable ride
☐ Car not available
☐ PATCO not convenient
☐ Other (Specify) _____
15. How long have you been using NJ TRANSIT for this trip? ____ mos / yrs
16. Do you have a vehicle that could have been used for this trip? ☐ Yes ☐ No

SURVEY QUESTIONNAIRE - (Continued)



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BUS
SURVEY

17. Which of the following statements best applies to you? (Check only one)
- ☐ I use NJ TRANSIT buses because they are my only practical choice.
- ☐ Although there are other ways I could travel, I use the bus because it is the best choice for me.
- ☐ I occasionally take a bus, but usually I use another type of transportation.

18. How would you rate NJ TRANSIT bus service? (Circle the NUMBER for each of the following)

	Excellent	Average	Poor
On-time performance	1	2	3
Express service	1	2	3
Travel time	1	2	3
Easily understood schedules	1	2	3
Customer notices	1	2	3
Bus destination signs	1	2	3
Cost of travel	1	2	3
Cleanliness of bus	1	2	3
Heating & air conditioning	1	2	3
Driver attitude	1	2	3
Bus comfort	1	2	3
Frequency of service	1	2	3
Safety/security	1	2	3
Overall Performance	1	2	3

19. Are you: ☐ male ☐ female
20. What is your age? ____ years
21. What is your race? ☐ White ☐ Black ☐ Asian ☐ Other
22. What is your household income per year? (Check one)
- ☐ Under \$10,000 ☐ \$25,000 - \$35,000 ☐ \$75,000 - \$100,000
- ☐ \$10,000 - \$15,000 ☐ \$35,000 - \$50,000 ☐ \$100,000 or more
- ☐ \$15,000 - \$25,000 ☐ \$50,000 - \$75,000
23. Are you: (Check one)
- ☐ Employed Full-time ☐ Retired ☐ Homemaker
- ☐ Employed Part-time ☐ Currently Unemployed ☐ Student

Thank you. Now please fold, seal and drop in ANY MAILBOX.
NO POSTAGE NECESSARY

Attitudes Toward Bus Service

The purpose of Questions 14 and 16 through 18 was to elicit attitudes of users toward NJ TRANSIT bus service. Question 14 inquired as to the passenger's general reasons for using the bus. Choices included, for example, time or money savings, automobile availability and schedule convenience. Questions 16 and 17 concentrate on whether the passenger had an automobile available for this particular trip and why bus service was chosen for the trip. Finally, question 18 gives the passenger the chance to rate NJ TRANSIT bus service in areas such as reliability, cleanliness, cost, information and driver attitude. The scale ranged from 1 (excellent) to 5 (poor).

Rider Characteristics

Questions 19 through 23 were designed to obtain demographic and socio-economic characteristics of NJ TRANSIT bus riders. The first three queried the respondents' gender, age and race. Question 22 inquired about household income and Question 23 asked for the person's employment status, with categories such as employed full-time, employed part-time, retired, student, homemaker and unemployed.

SAMPLE DESIGN

The number of survey questionnaires distributed to NJ TRANSIT bus passengers was estimated on the basis of specific levels of tolerable sampling error and confidence in the survey results, and the expected response rate of correctly completed surveys. For the purposes of the survey, the sampling error was assumed to be ± 5 percent at a 95 percent confidence level. From previous experience with similar mailback surveys, it was deemed appropriate to assume that 30 percent of the survey forms distributed to bus passengers would be completed and returned to DVRPC by the Postal Service.

Based on these assumptions and statistical theory, the total number of survey questionnaires required for distribution to passengers during morning peak and off-peak hours (from about 5:00 am to 1:30 pm) was estimated to be 8,750, or about 70 percent of the number of passengers who took NJ TRANSIT buses during this time period (See table below).

To ensure adequate sample size at the route level, ridership on each bus route during the survey period was examined. This analysis indicated that the number of surveys for each route should be at least 60 percent of the boardings. The sample size for routes with small ridership was estimated at a much higher rate. For example, the table shows that survey questionnaires were to be given to 87 percent of the passengers who boarded Route 410.

Since it is difficult to determine in advance the exact sample size needed to attain a specific level of accuracy and confidence in the survey results, it was important to compute the sampling error based on the number of surveys actually used in the analysis. This error was computed for each survey questions, and is shown in the tabulations (see Appendix).

SAMPLE SIZE, DISTRIBUTION, AND RESPONSE RATE

<u>Route Number</u>	<u>Riders 5:00am-1:30pm</u>	<u>Forms To Distribute</u>	<u>Percent of Riders</u>	<u>Sample Needed</u>	<u>Forms Actually Distributed</u>	<u>Forms Actually Returned</u>	<u>Response Rate</u>
<u>Commuter Routes</u>							
400	1,880	1,260	67%	380	1,069	215	20%
401/402	680	460	68%	140	246	63	26%
403	1,100	740	67%	220	617	120	19%
404	1,050	680	65%	210	757	131	17%
406	920	640	69%	190	640	114	18%
407	820	520	63%	160	263	95	36%
408	530	370	70%	110	460	52	11%
409	1,430	920	64%	290	662	145	22%
410	240	210	87%	60	169	48	28%
412	390	270	69%	80	232	32	14%
413	390	280	72%	80	162	50	31%
419	670	400	60%	130	379	72	19%
Subtotal	10,100	6,750	67%	2,050	5,656	1,137	20%
<u>Local Routes</u>							
450	450	340	76%	100	443	81	18%
451	180	140	78%	40	140	34	24%
452	730	550	75%	160	640	99	15%
453	280	210	75%	60	210	39	19%
454	40	30	75%	10	40	13	33%
455	190	150	79%	40	111	34	31%
456	270	210	78%	60	301	45	15%
457	290	220	76%	70	248	68	27%
458	50	40	80%	10	106	23	22%
459	140	110	79%	30	120	32	27%
Subtotal	2,620	2,000	76%	580	2,359	468	20%
TOTAL	12,720	8,750	69%	2,630	8,015	1,605	20%

CONDUCT OF THE SURVEY

The distribution of survey questionnaires was carried out by selected NJ TRANSIT drivers. Prior to delivering the survey questionnaires to NJ TRANSIT, DVRPC staff prepared separate packages containing the appropriate number of surveys for each selected driver. Surveys were given to 79 drivers (23 at Maple Shade and 56 at Washington Township garages). Drivers were instructed to ask passengers to pick up a copy of the survey questionnaire when they boarded the bus. They were also instructed to return the undistributed questionnaires to the garage.

The survey was scheduled for two consecutive days, May 23 and 24, 1990. Only 6,000 surveys were distributed on these two days, while a large number of undistributed questionnaires was returned by some drivers. Therefore, DVRPC requested NJ TRANSIT to conduct a second survey two weeks later to distribute the remaining 2,000 forms.

Of the 8,015 surveys that were actually distributed, 1,605 or 20 percent were eventually returned. This response rate was much lower than that assumed in the sample design (20% versus 30%). However, the low response rate to the bus survey has not affected the accuracy of the results significantly.

DATA PREPARATION

DVRPC has developed microcomputer software to handle the data entry, coding and tabulation tasks of analyzing surveys such as the NJ TRANSIT Bus Survey. The program is fully interactive and menu driven, making it easy to use. The files are in standard dBASE format, so that NJ TRANSIT can perform any further analyses with most standard software.

The completed mailback surveys were sorted by route (based on serial numbers) to assist in computer entry and editing. Each form was inspected to determine if origin and destination ZIP codes had been given. If not, the additional location information requested from the respondent was used to determine the ZIP. The computer program used for data entry was able to automatically look up the ZIP for any town in the bi-state region. Responses to other questions were reviewed for internal consistency.

The mailback method used in this survey may result in an over-representation of regular commuters, who perceive that they have the most to gain by responding. The corollary may also be true, that infrequent riders may be under-represented in the returns if they felt unmotivated to respond. The extent of this potential bias is, however, unknown.

A second problem arises as a consequence of using the bus drivers as the point of distribution. Surveys were assigned a route identification at the time of data entry using the serial number on the form. This procedure was adequate in most cases. However, in those instances where a driver's run served more than 1 line, the return was assigned the route identification of his primary route. Therefore, caution should be exercised when using the data at the route level, particularly where driver inter-lining occurs.

SURVEY RESULTS

This section of the report provides summary discussions of the responses received from the mailback surveys. The discussions are based on tabulations of the data prepared by DVRPC which are included in the Appendices. The tabulations are presented in two formats. The Question-by-Question Tabulations show the number and percentage of responses to each question on the survey form. These tabulations are found in Appendix A. The Origin-Destination Trip Tables show the number of trips between counties in the region (as well as Center City, and Other) as identified from the responses to Questions 2 and 10. These tabulations are found in Appendix B.

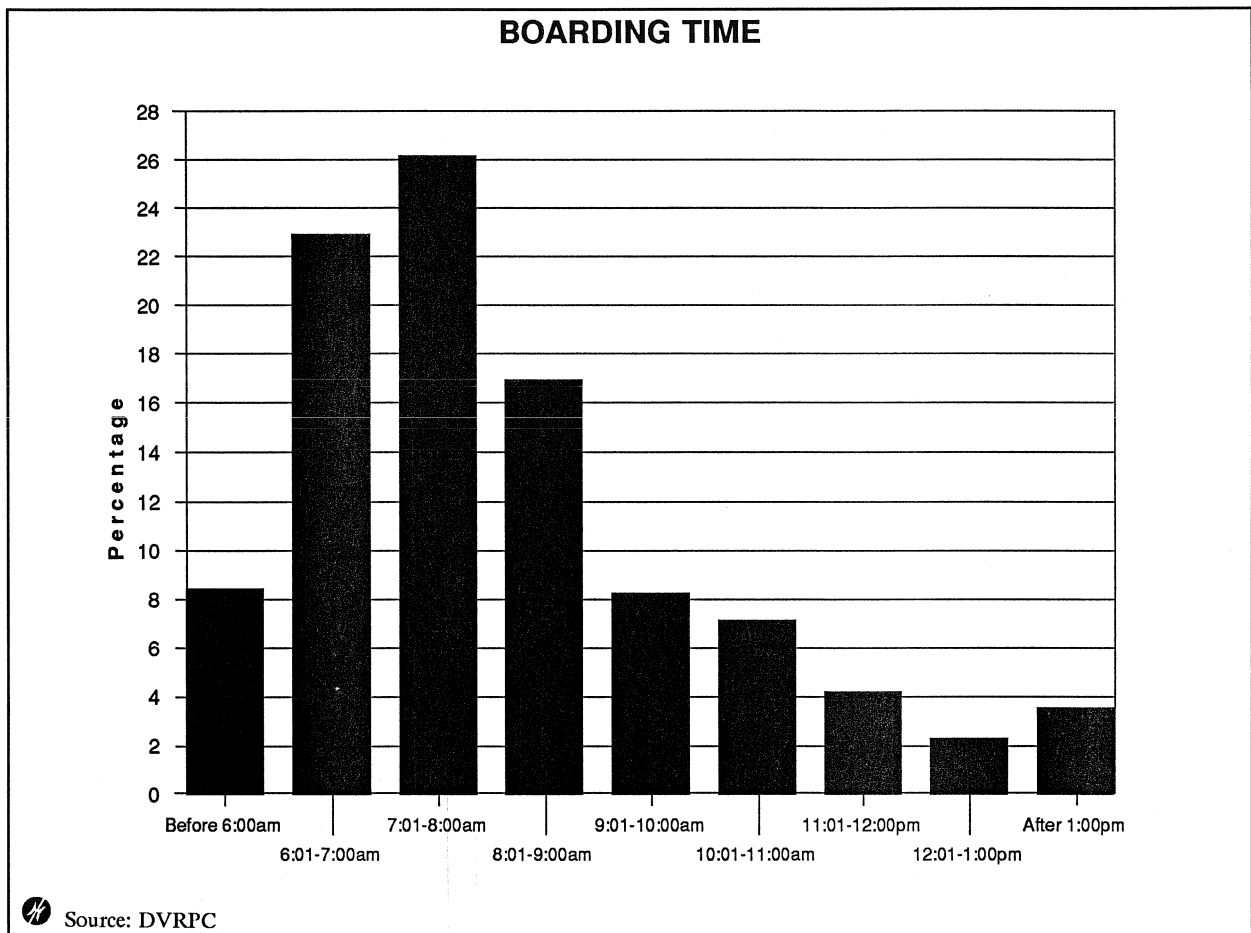
QUESTION-BY-QUESTION SUMMARY¹

The tabulations in Appendix A show the number of valid returns for each response and the number of returns with no response. Next to the number of returns is the percent these returns represent of the total valid responses and the error associated with that percent. The error figure (+/-) indicates the interval (at 95% confidence) on either side of the stated percentage that should be allowed, given the size of the sample and the number of responses. The results of the tabulations are based on the aggregate responses to the survey and have not been factored to reflect the sampling rates.

This discussion of the survey results is approached on a question by question basis. In each case a definition of limits or terms is presented, where necessary, and this is followed by a review of the results for all respondents. The analysis then presents results stratified by county of origin. Results from Burlington, Camden and Gloucester counties are presented and significant differences are noted where they exist. An examination was also conducted disaggregating the survey results by interstate and intrastate trips.

In addition to the trip type terminology discussed above, other terms used in the analysis are defined as follows. Survey responses were disaggregated into peak and off-peak periods. The interval between 6 a.m. and 9 a.m., inclusive, is designated as the peak period. Other times (before 6 a.m. and after 9 a.m.) are assigned to the off-peak period. Respondents were asked to provide their ages by question 20. For analysis purposes, the age responses were assigned to three groups, defined as: *Youth* (less than 20 years of age); *Adult* (20 to 61 years of age, inclusive); and, *Elderly* (62 years of age and older). Question 22 on the survey form listed eight categories of household income. This was necessary for accuracy in determining average income, etc, and to provide appropriate marketing data to NJ TRANSIT. For some of the analyses, however, a clearer picture was gained by combining the eight categories under three headings: *Low Income* (\$15,000 or less per year); *Middle Income* (\$15,000 - \$75,000 per year); and, *High Income* (\$75,000 or more per year). Finally, for this survey, Center City Philadelphia is defined by the zip codes located between the Delaware and Schuylkill rivers, and Callowhill and Pine streets (19101-10, excluding 19104).

¹Unless otherwise noted, the tables and graphs that appear within the question-by-question summary are of the overall results.

Question 1: Time of Boarding

Since survey forms were distributed to passengers as they boarded their bus, the responses to Question 1 reflect boarding times. The bar graph above compares the distribution of boarding times of riders. Since the analysis is limited to passengers boarding before 1:30 pm, the sample data typically relates to trips outbound from home.

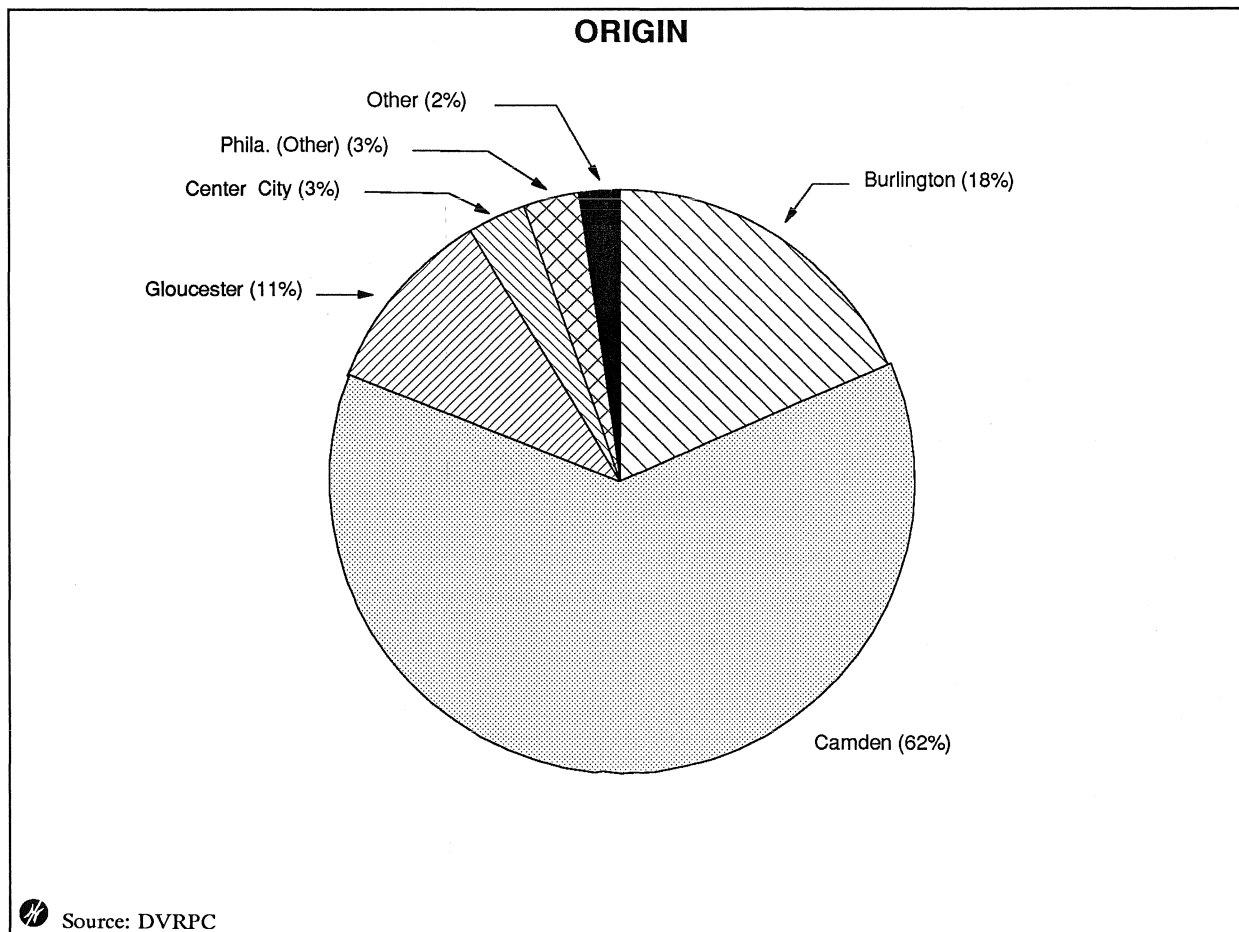
The survey results revealed no significant differences in boarding times between Burlington, Camden and Gloucester counties.

Interstate riders tended to board their buses earlier than those taking local intrastate trips; 38 percent of those crossing the river had boarded by 7:00 am, in contrast to 26 percent of the intrastate riders. This may partly reflect the fact that the Philadelphia routes originate from more distant points in South Jersey, and therefore commuters must start their trips earlier in order to arrive at their work places on time. However, the intrastate trips may include a larger share of non-work trips taken later in the day. Boardings in all categories declined after 8:00 am, with only about 10 percent of the boardings recorded after 11:00 am.

Men showed a tendency to ride earlier than women, with 38 percent of the surveyed men and 24 percent of the women boarding before 7:00 am. Elderly riders tended to ride later

with 63 percent boarding after 9:00 am. This is partly because fewer are commuting to work and partly because of reduced fares for senior citizens during off-peak hours. With respect to income, those in the middle range tended to ride the earliest. Lower income riders take more non-work trips, which are likely to occur later in the day, and higher paid individuals tend to hold positions which often start later in the morning.

Question 2: County of Origin



Approximately 91 percent of the survey respondents started their trips in the three New Jersey counties of Burlington, Camden and Gloucester. Camden County accounted for nearly two-thirds (62%) of the total boardings, while Burlington and Gloucester counties provided 18 percent and 11 percent, respectively. Only about 6 percent of the trips surveyed originated in Philadelphia, and less than 2 percent started from all other locations.

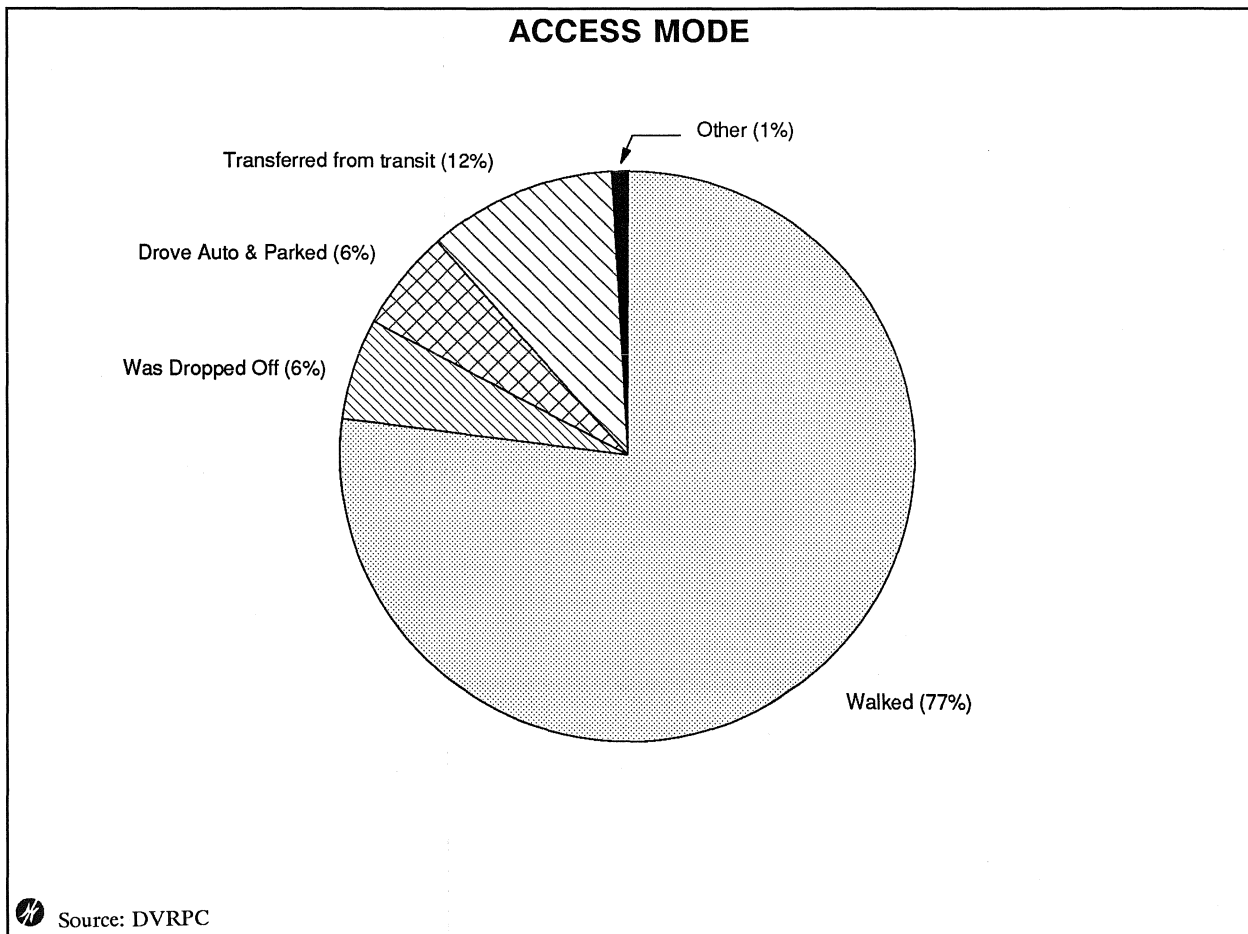
Camden County dominance was even stronger among intrastate trips, rising to a 76 percent share of that market. This reflects the fact that most local service in study area is concentrated in Camden County. Both Burlington and Gloucester counties share of trip origins fall a few percentage points (18% to 15% and 11% to 7%, respectively) as a result of the increased Camden County dominance.

During off-peak hours, the share of trips starting from Camden County was 69 percent of all trips with New Jersey origins versus 66 percent in the peak hour. In contrast, Gloucester County's share of the New Jersey market fell from 12 percent for peak period trips to 9 percent during off-peak hours, and Burlington County's share fell from 20 to 18 percent.

Question 3: Boarding Location

This question requested the ZIP code of the location at which the passenger boarded the bus. Because the predominant mode of travel to a bus stop is walking, it was assumed that the boarding location was in the same county as the trip origin. Consequently, Question 3 was analyzed to determine the percentage of ZIP codes provided in Question 3 that were the same as the ZIP codes provided in Question 2. Eight out of ten (81%) passengers surveyed boarded the bus in the same ZIP code area as they started their trip. The remaining 19 percent either drove to a park-and-ride lot, were driven to the bus stop, or transferred from another transit line.

Question 4: Access Mode to Bus Stop



Walking was clearly the most important mode used to access NJ TRANSIT buses, as more than three-fourths (77%) of the passengers used that mode to reach the boarding stop. The

remainder were almost evenly split between arriving by auto (12%) and transferring from another transit vehicle (12%). Of the 12 percent who arrived by auto, one-half drove their own car and parked, and one-half were dropped at the stop by someone else.

When the data was disaggregated by county of residence, Camden County showed access patterns distinctly different from those of its neighbors. In this county 88 percent of riders walked to their bus stop. Only 4 percent used an auto for access, and 7 percent transferred from another transit vehicle. Walking was still the preferred mode in Burlington and Gloucester counties, but its share was reduced to 69 and 67 percent, respectively. More than a quarter, 26 and 29 percent, of riders came by auto and only 5 and 2 percent were transit transfers.

Significant differences existed between those who traveled from New Jersey to Philadelphia, within New Jersey, and from Philadelphia to New Jersey. Almost a quarter (24%) of those traveling westward across the Delaware used an auto to access their bus. This fell to 4 percent for intrastate riders. Though a smaller share of the riders started their trip on the Pennsylvania side of the Delaware River, 64 percent of those that did transferred from another route. Most used a SEPTA route to reach a NJ TRANSIT bus. Only 1 percent used a car for access. This is primarily due to the concentrated nature of NJ TRANSIT service in Center City Philadelphia, an area which is primarily non-residential in character.

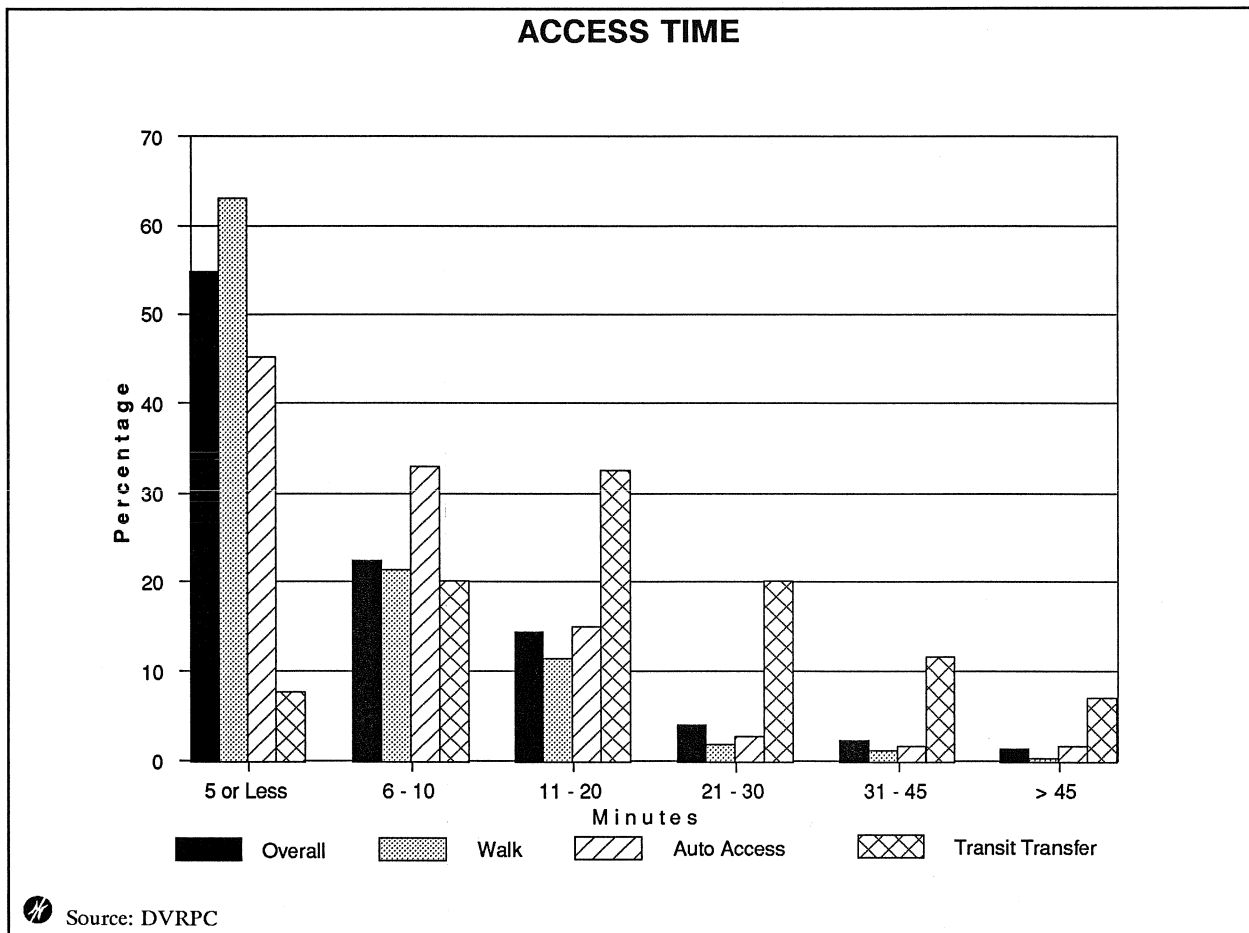
Question 5: Access Time to Bus Stop

Access time is the elapsed time from the start of the trip to boarding the bus on which the survey card was distributed. For all riders, the average access time to NJ TRANSIT buses was 9.6 minutes. More than one-half (55%) were able to reach their bus stop in less than 5 minutes, and only 3 percent required more than 30 minutes.

Camden County residents reported the shortest access times. Almost two-thirds (61%) of persons boarding in this county required 5 minutes or less to reach their stop. The low average of 7.8 minutes for Camden County is determined largely by the high fraction (88%) of residents who walk to their stop. Burlington and Gloucester county residents reported average access times of 10.0 and 8.3 minutes, respectively. In these counties auto access, with its higher access time, claims a higher proportion of access choice.

Stratifying the data by type of trip revealed only small differences in each time period. New Jersey to Pennsylvania riders appeared in the shorter time periods to a greater extent than did intrastate riders. The cumulative effect of these differences, however, presented an average access time which was almost 2 minutes shorter for New Jersey to Pennsylvania than intrastate patrons (7.4 versus 9.1 minutes, respectively).

The single most important factor in determining access time was the mode used to reach the bus stop, ranging from 6.7 minutes for walking to 23.5 minutes for those transferring from another transit vehicle. The majority of walk access trips were short, 87 percent were less than or equal to 10 minutes. The average time for auto access, which includes park-and-ride and being dropped (kiss-and-ride) was 10.3 minutes, with only 6 percent requiring

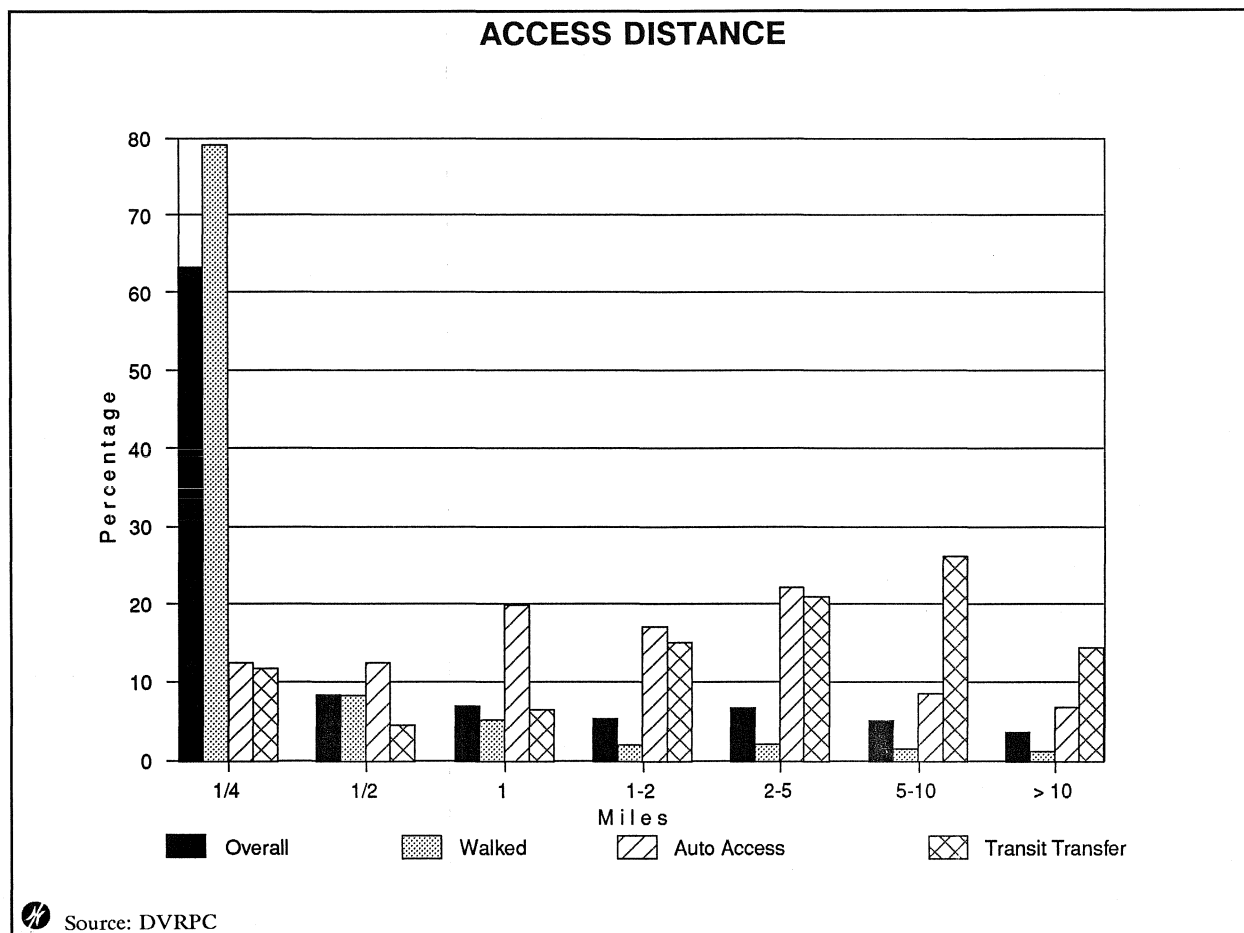


more than 15 minutes. For people accessing the bus from other transit vehicles, the distribution of times appeared to be almost flat between 5 and 30 minutes.

Question 6: Access Distance to Bus Stop

Though the majority (63%) of NJ TRANSIT riders traveled less than one-fourth of a mile to reach their bus, the remaining riders were widely distributed over greater distances. Only 4 percent traveled further than 10 miles. This reflected the fact that the overwhelming majority walk to the bus stop, and that relatively few of these will walk more than 1/4 mile. Riders who used an auto or another transit vehicle to reach the stop were less sensitive to distance, and their trips showed a more dispersed trip distribution. The average distance from the starting point to the bus stop for all riders was 1.4 miles.

Camden County riders had the shortest access distances. Almost three-quarters (74%) of patrons reported traveling less than 1/4 mile. For the county almost nine out of ten persons (87%) had an access distance of a mile or less. Burlington County residents reported the longest access distances in New Jersey. Only approximately one-half (53%) of responses were within 1/4 mile while the mid-range distances were more frequently marked. Gloucester County distances were between those of Camden and Burlington counties, but tended toward short or mid-range values.

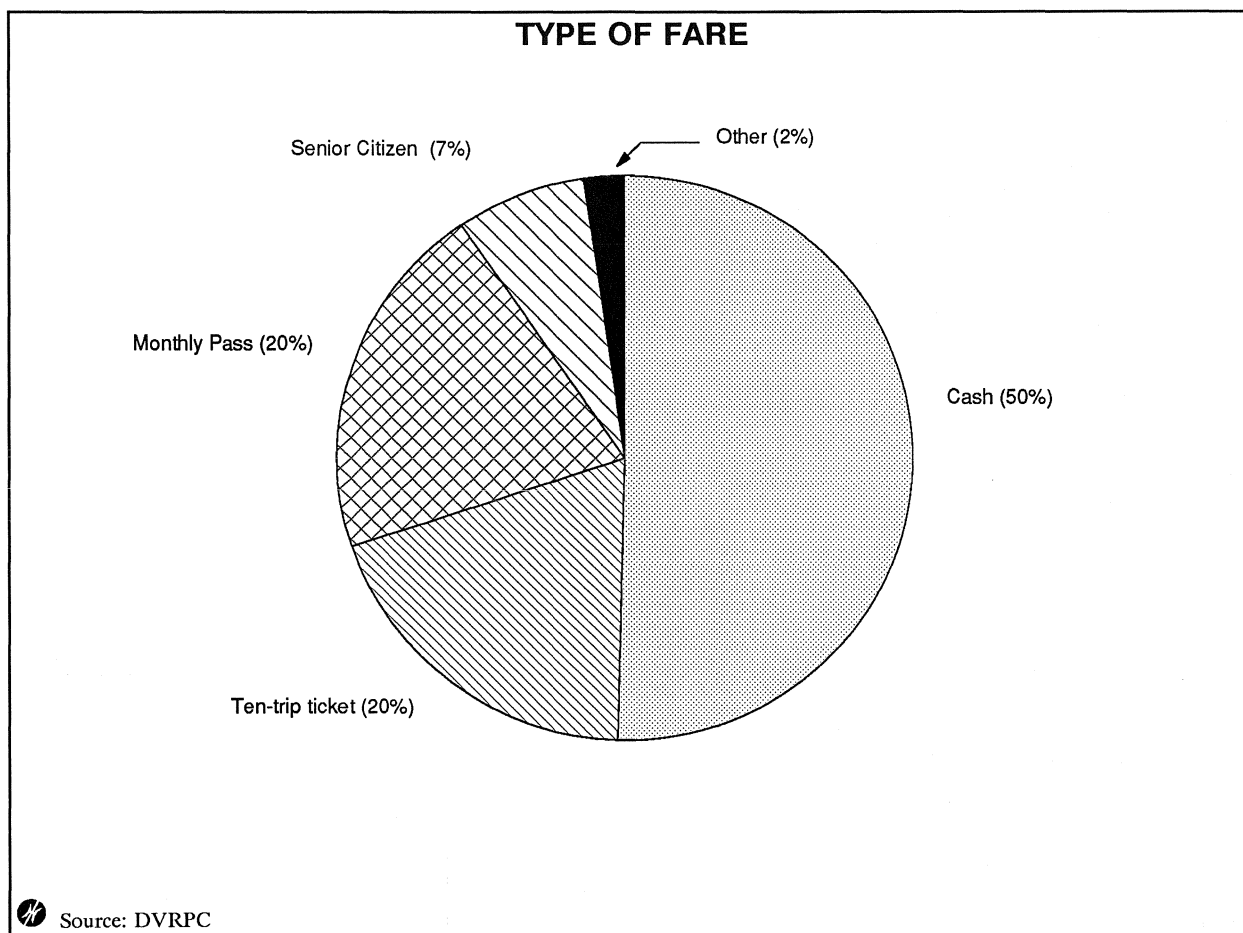


There was little difference in access distances between patrons boarding in New Jersey for interstate or intrastate trips (1.1 and 1.2 miles, respectively). For travel originating in Pennsylvania the average access distance is much greater, averaging 4.6 miles. However, most of these persons are transferring from a SEPTA route.

Question 7: Type of Fare Paid

Cash fares remain the most popular form of fare payment for NJ TRANSIT bus riders, being used for one-half (50%) of the trips. One-fifth (20%) of patrons utilized ten-trip tickets and an equal number (20%) reported having a monthly pass. Senior citizen fares accounted for 7 percent of fares overall. Other fare payment methods, such as student, handicapped, and family fares, accounted for only a small fraction of payments.

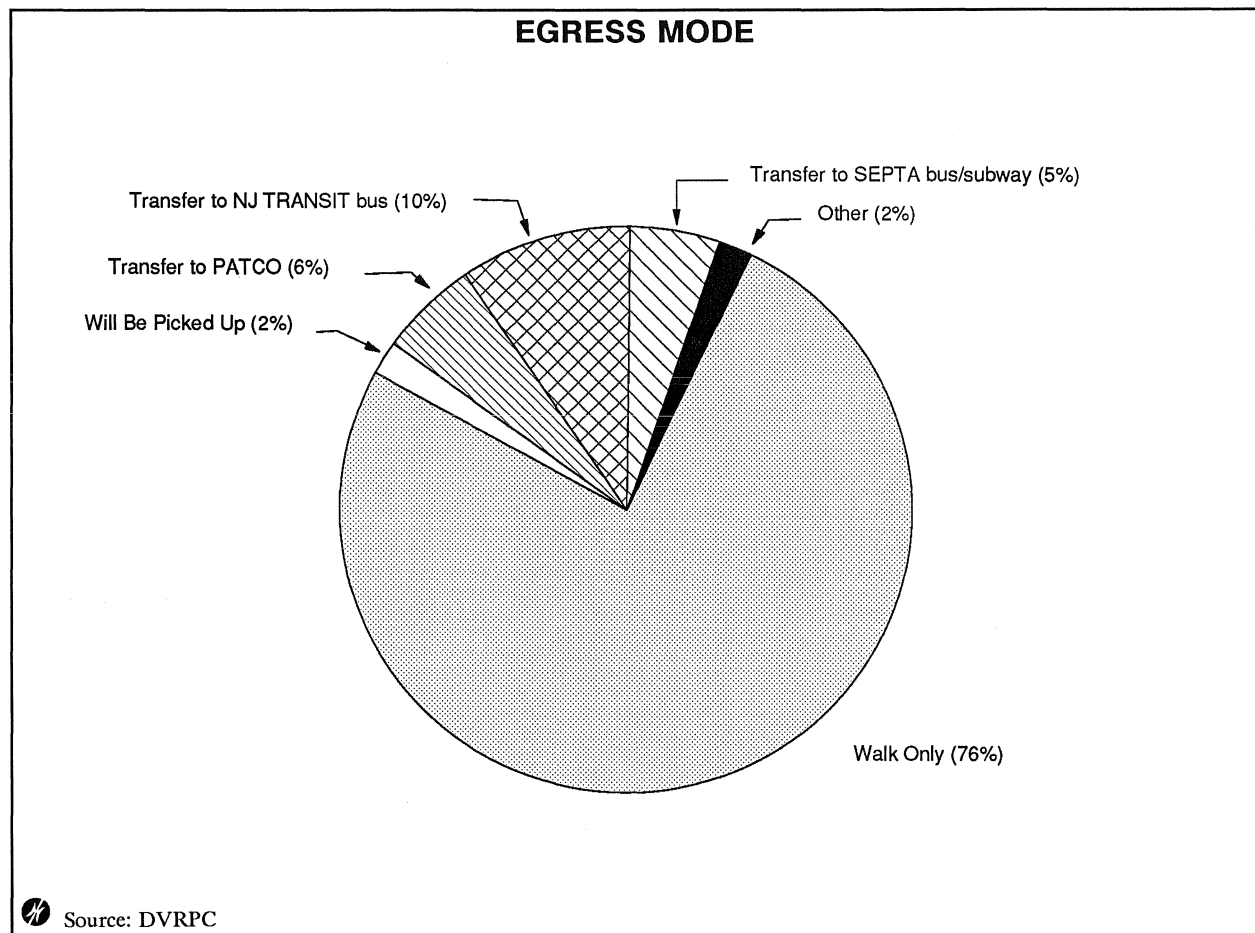
Persons boarding in Camden and Philadelphia counties were most likely to pay a cash fare (56% and 55%), while Burlington and Gloucester county residents had a much lower likelihood of paying cash (36% and 37%). The ten-trip ticket was popular for Gloucester County boardings (41%), but is relatively unutilized by Camden County residents (11%). Passes received good use in both Burlington and Camden counties (21% and 22%), but were little used by those commuting from Philadelphia (9%).



There existed a marked difference between the use of cash by interstate and intrastate riders. Cash fares were paid by over one-half (61%) of intrastate riders, while only one-third (34%) of interstate passengers paid cash. Monthly passes accounted for approximately one-fourth (24%) of payment choice among intrastate passengers and almost one-fifth (18%) of interstate riders. Ten-trip tickets figured prominently as a fare payment method for interstate commuters (42%), but were rarely used for local service (3%). Lower usage of ten-trip tickets for intrastate trips can be explained by a condition which restricts their use to trips in excess of two zones. Most intrastate trips are too short to qualify.

Question 8: Alighting Location

As with Question 3, the results of this question were not analyzed on a county basis because the percentages would be very similar to those reported in Question 10 (Trip Destination). In a comparison of the ZIP codes provided in Question 8 to those provided in Question 10, over one-half (59%) of the respondents exited the bus in the same ZIP code area as their final destination. The lower percentage in this question (as opposed to Question 3) can be attributed to the fact that most of the passengers were destined to Philadelphia or Camden where more ZIP code areas lie within walking distance of the bus stops.

Question 9: Egress from Bus Stop

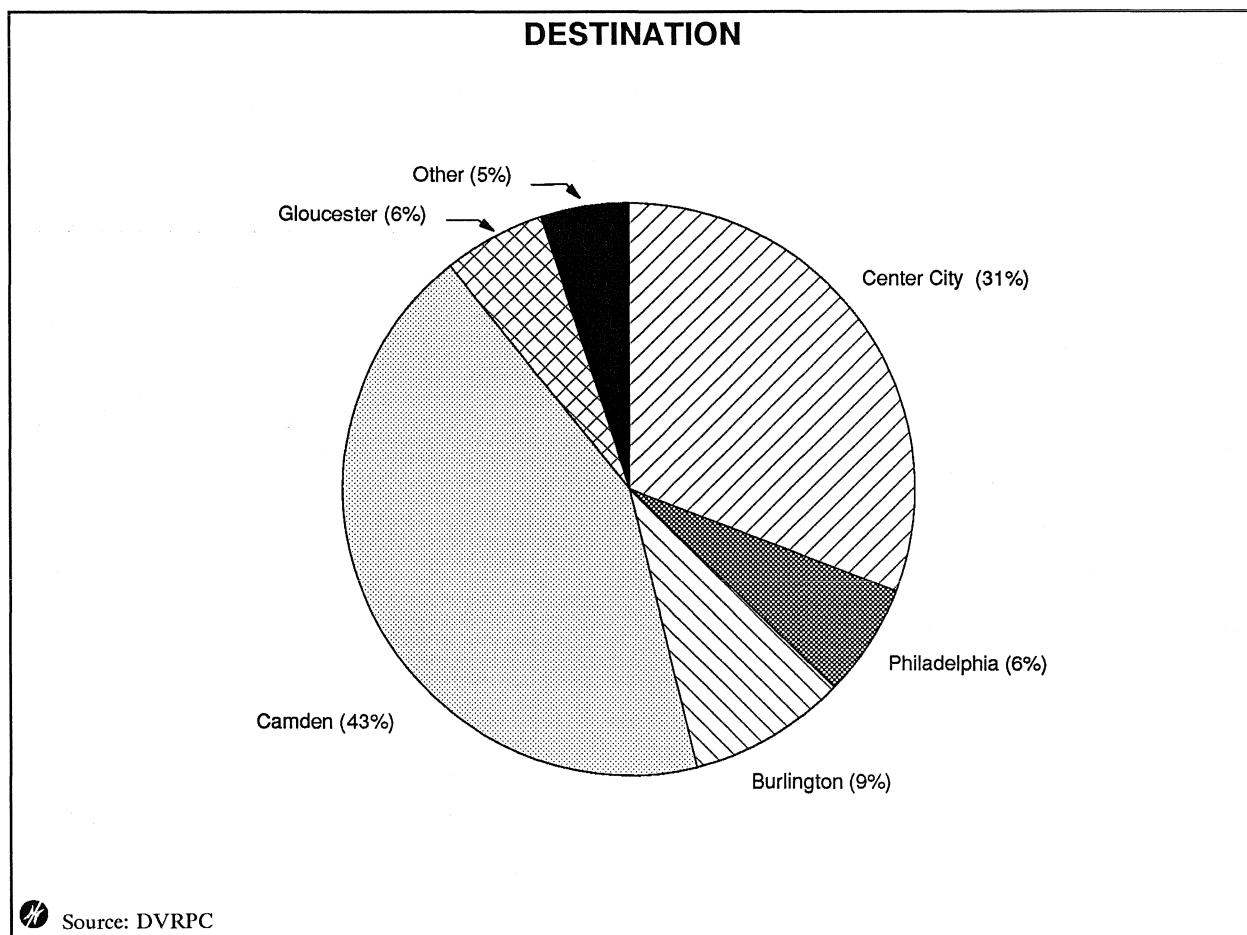
Several significant differences were observed between the egress and access modes used by NJ TRANSIT bus passengers. Though the share that walked was similar (77% for access and 76% for egress), 21 percent transferred to another transit vehicle and only 3 percent used an automobile after leaving the bus (as opposed to 12% in each category for access). Propensity to transfer was higher at the alighting stop, but since more riders were traveling toward areas with greater urbanization, the opportunity for transfer is greater at this end of the link.

Due to a larger number of transferring passengers, Camden County had the lowest percentage of walk egress patrons with slightly under three-quarters (73%) of passengers walking away from the alighting bus stop. The figures for Burlington and Gloucester counties were higher--78 and 84 percent, respectively. Transfers accounted for 26 percent of egress choice for trips originating in Camden County, with the majority to PATCO (8%) and NJ TRANSIT buses (12%). Although lower than in Camden County, transfers still represented 17 percent of egress for Burlington County originating trips and 14 percent of those from Gloucester County. Transfers to SEPTA service comprised 6 percent from each of the counties; however the subway played a higher role for Burlington and Gloucester

origins than those from Camden County, where SEPTA subways and buses each received 3 percent of alighting passengers.

Almost the same percentage (73% and 76%) of interstate and intrastate patrons walked away from the alighting stop. Fully 10 percent of passengers traveling west across the Delaware River used PATCO to reach their final destination. This figure may be high because it is less expensive to transfer to PATCO at the Camden Transportation Center than to remain on a bus for the remainder of the trip to Pennsylvania. For intrastate riders, transfers between bus routes comprised one-sixth (17%) of the egress mode choice.

Question 10: County of Destination

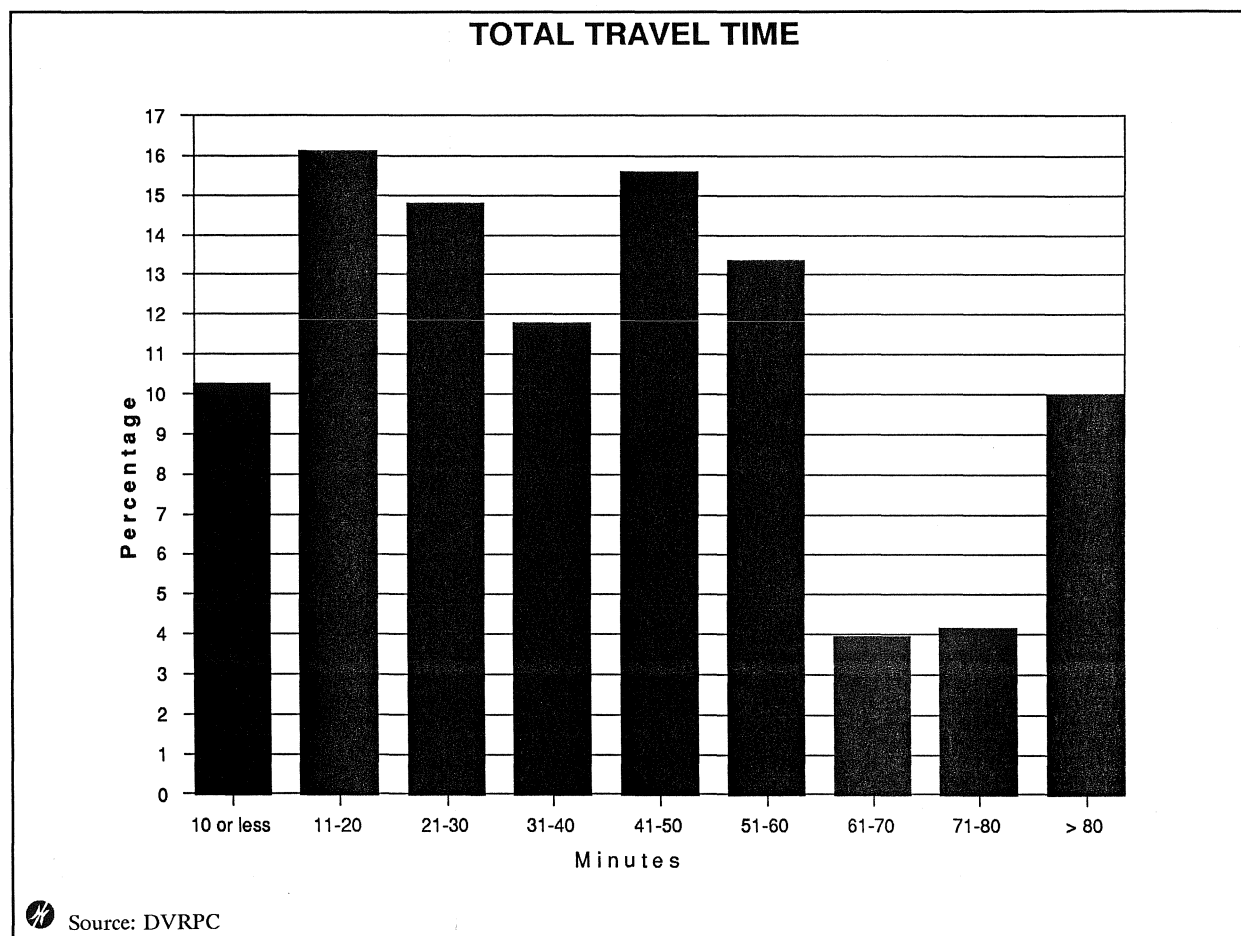


Destination refers to the end point of the trip, and is not necessarily where the respondent alighted from the bus. Overall, 43 percent of riders traveled to destinations in Camden County and 37 percent went to Philadelphia. Of those who crossed the Delaware River to Pennsylvania, a majority (80%) went to the Philadelphia CBD (Center City). Burlington County was the next largest county of destination with 9 percent of all trips, and Gloucester County received 6 percent of the trips.

A majority of riders from Burlington and Gloucester counties listed Philadelphia as the destination of their trips (55% and 63%, respectively). For Camden County, intracounty trips formed the largest share (57%) while trips to Philadelphia constituted approximately 3 of 10 trips (32%). Intracounty trips accounted for 1 of 5 (22%) and 1 of 6 (16%) trips in Burlington and Gloucester counties. Almost no intrastate trips extended beyond one county: Fewer than 1 percent traveled between Gloucester and Burlington counties, for instance. A reflection of the fact that there is no direct route between the two counties (a transfer must be made at either the Camden Transportation Center or at Cherry Hill Mall).

An overwhelming 97 percent of westbound interstate trips terminated in Philadelphia. The intrastate New Jersey trips were almost as heavily destined for one county. Significantly, 72 percent of respondents listed Camden County as their destination. However, as has been mentioned, Camden County contains most of the local service. Burlington and Gloucester counties were marked by 13 percent and 9 percent of intrastate riders, respectively. Mercer County accounted for 3 percent of intrastate destinations, all but one of these trips originating in Burlington County.

Question 11: Total Travel Time



Total travel time is the time required to travel from origin to destination, inclusive of access, in-vehicle, and egress times. Overall, NJ TRANSIT bus riders required an average of 43.5 minutes to complete their journey. Ten percent of all riders completed their trips in less than 10 minutes, and 18 percent required more than one hour. However, as can be seen from the above chart, the average masks a wide distribution in actual trip times, and the distribution varies significantly with the market.

When considered by county of origin, large differences in travel time appeared between Burlington, Camden and Gloucester counties. Whereas over one-half (51%) of Camden County patrons reported travel times of 30 minutes or less, close to one-fourth (23%) and slightly less than one-third (30%) of Gloucester and Burlington riders, respectively, were in this group. For the longer trips - those with travel times in excess of 60 minutes - Gloucester County had twice and Burlington County almost three times as many trips reported as Camden County (19% and 28% versus 10%)

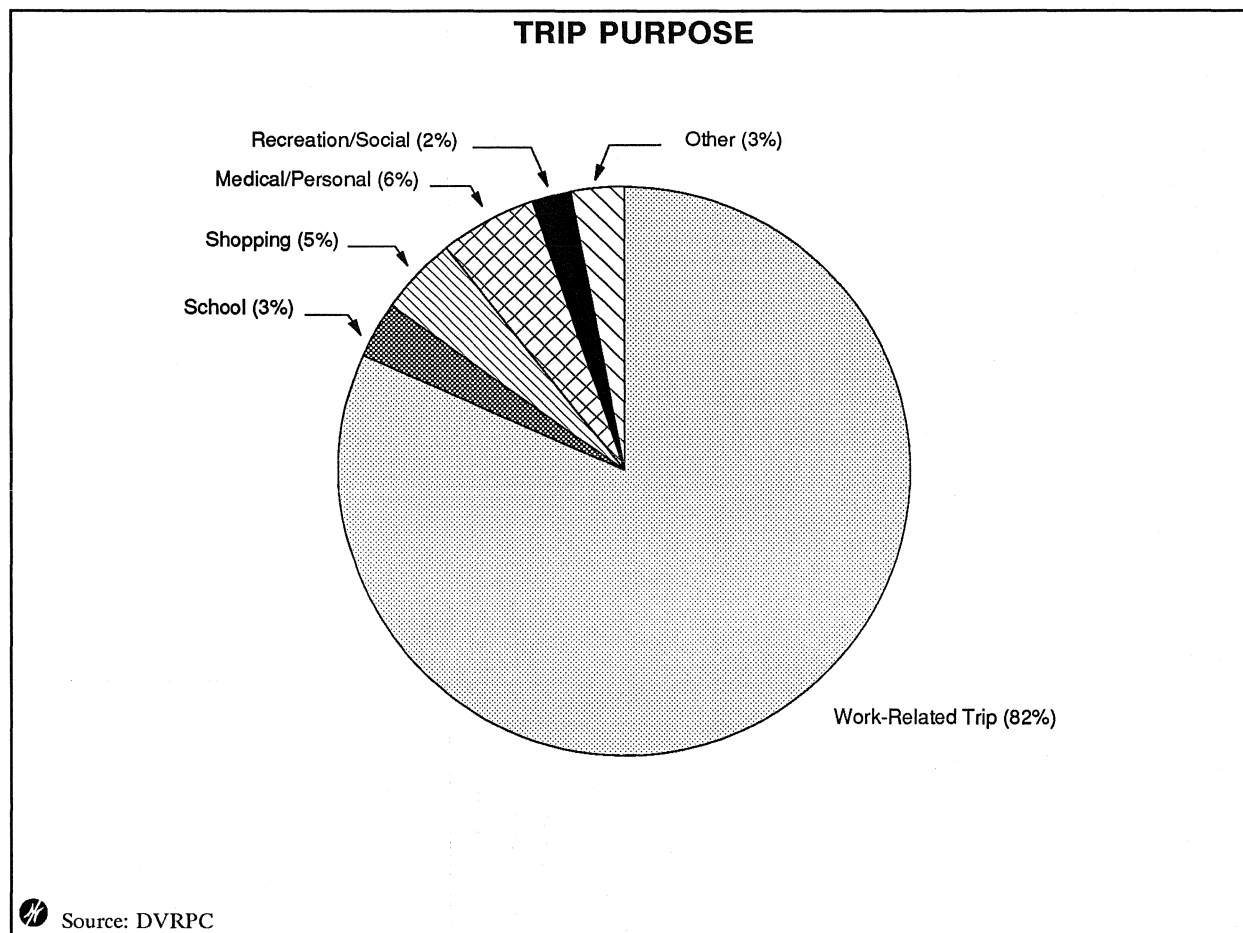
Intrastate trips taken between New Jersey points required significantly less time to complete than those crossing the Delaware River, an average of 36 minutes versus 52 minutes for interstate trips. The distribution for intrastate trips has a sharp peak and falls rapidly for longer trips. Less than 13 percent had trips lasting longer than one hour. In contrast, 22 percent of trips to Philadelphia required one hour or more. The reverse flow, i.e., those starting from Philadelphia, had even longer travel times. Their trips averaged 63 minutes, with 40 percent requiring more than one hour. This is a consequence of the large number of transfers from SEPTA made by many in this last group.

Question 12: Trip Purpose

For the purpose of analysis, work trips were defined as the combination of commutation between home and work as well as all other trips taken for work-related purposes. This was by far the largest category and encompassed 82 percent of all those responding to the survey on NJ TRANSIT buses. Almost 6 percent of the trips were taken for medical reasons or other personal business. Shopping accounted for 4 percent of the trips, and 3 percent were going to and from schools. Recreation/social, which includes going out to eat, accounted for 2 percent of all trips.

Burlington County generated the highest proportion of patrons marking either of the work related trip purposes. Almost 9 out of 10 (86%) identified these reasons. In Gloucester County, work trips accounted for 85 percent of NJ TRANSIT bus usage. Of New Jersey counties, Camden County tallied the lowest percentage of work trips; less than 4 of 5 trips (79%) were work related. This lower figure reflects the greater presence of other trip purposes listed by respondents from Camden County. For instance, shopping trips accounted for 6 percent of ridership versus one-half that percentage in Burlington County. The diversity of trip purposes is indicative of a greater concentration of both bus service and transit dependent persons.

Work trips dominated the cross-river trips to a greater extent than the local intrastate trips (87% versus 77%). A difference appeared when the direction of travel across the river was

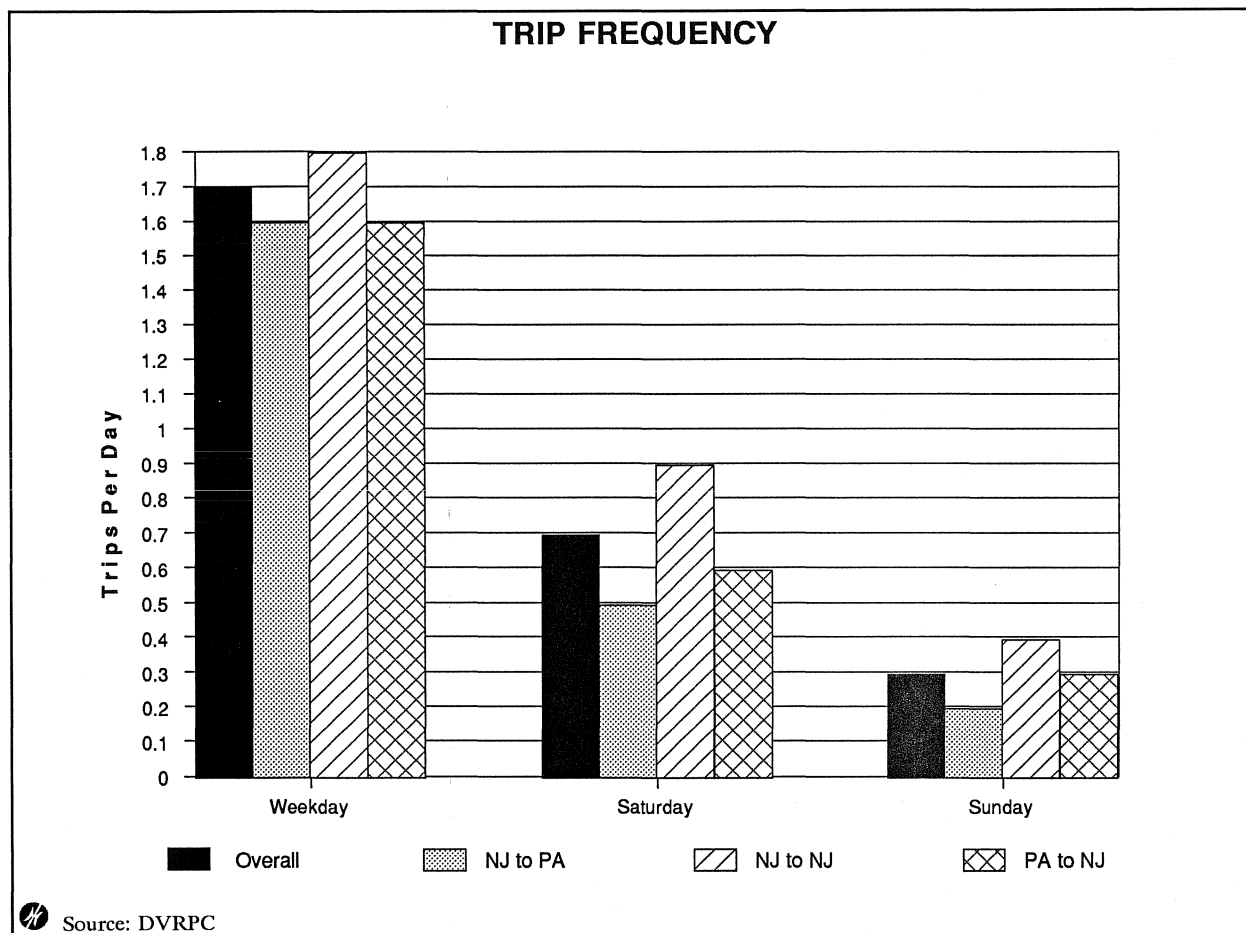


considered. Whereas virtually all of the westbound work trips comprised persons commuting to work, 17 percent of the morning eastbound ridership were patrons returning from night jobs in Pennsylvania. Shopping trips were almost evenly distributed between intrastate and interstate riders (5% versus 4%) while nonexistent in the Pennsylvania to New Jersey direction.

Question 13: Trip Frequency

Respondents were asked to state the number of trips they had taken on NJ TRANSIT buses on each of the last seven days. In aggregate, riders took an average of 1.7 trips per weekday, 0.7 trip on Saturdays, and 0.3 trip on Sunday. Intrastate riders tended to take somewhat more trips on both weekdays (1.8 versus 1.6) and weekends (0.65 versus 0.35) than those riding across the Delaware River.

Burlington County patrons reported the highest trip frequencies for weekday use (1.8), while reported weekend use dropped significantly (0.5 on Saturday and 0.2 on Sunday). A factor of this observation is the predominant use of buses for work commutation. Work trips are likely to create a regular use pattern, generating about 2 trips per day, five days a week. Although not as steep as in Burlington County, Gloucester County registered a substantial decline from weekday to weekend usage, dropping from 1.6 on weekdays to 0.4 on Saturday



and 0.3 on Sunday. Camden County reported the smallest decline from weekday to Saturday and weekday to Sunday trip frequency (from 1.6 to 0.8 and 0.4, respectively).

The household income of the rider affected trip frequency. Weekday riding increased with income, but bore an inverse relation on weekends. High-income riders took 1.8 trips on weekdays, 0.3 trip on Saturdays, and 0.1 trip on Sundays; whereas low-income riders took 1.6 trips on weekdays, 0.8 trip on Saturdays, and 0.5 trip on Sundays. This reinforces the point that higher income patrons are riders by choice, using the system for work trips to avoid peak hour congestion while for other trips transit is rarely utilized.

Question 14: Reasons for Using Bus


Passengers on NJ TRANSIT buses were asked for the reasons that they chose to use the bus for the particular trip they were making. By far the largest percentage of riders (54%) identified that they did not have access to a vehicle as one of the reasons they chose the bus. This transit dependent segment was complimented by almost one-fourth (22%) of respondents who possessed a vehicle but for one reason or another wished to avoid driving. An equal number of surveys (22%) identified convenient schedules as a factor in their mode choice. Time and money savings were each identified by only one-eighth of patrons while

frequency of service and ride comfort were marked by 14 and 10 percent, respectively. PATCO was inconvenient for the present trip according to 12 percent of respondents.

Transit dependency was highest in Camden County, where lack of a vehicle was identified by a majority (57%) of patrons. The corresponding figure was 45 percent for both Burlington and Gloucester counties. Conversely, avoidance of driving was marked by only 15 percent of these respondents. The corresponding figure for Burlington and Gloucester counties was 37 percent, in part reflecting greater bus ridership by choice in these counties. Camden County patrons appeared to be less cost sensitive than their counterparts in Burlington and Gloucester counties. Whereas 11 percent of Camden riders cited monetary savings as a reason for choosing the bus, the number was almost one in five (18%) in both Burlington and Gloucester counties.

Reasons for Using Bus	Number of Riders*	Percent of Total
Saves Time	192	12
Frequent Service	217	14
Avoid Driving	355	22
Saves Money	210	13
Convenient Schedule	349	22
Comfortable Ride	157	10
Car not Available	864	54
PATCO not Convenient	194	12
Other	106	7

*More than one response was allowed.

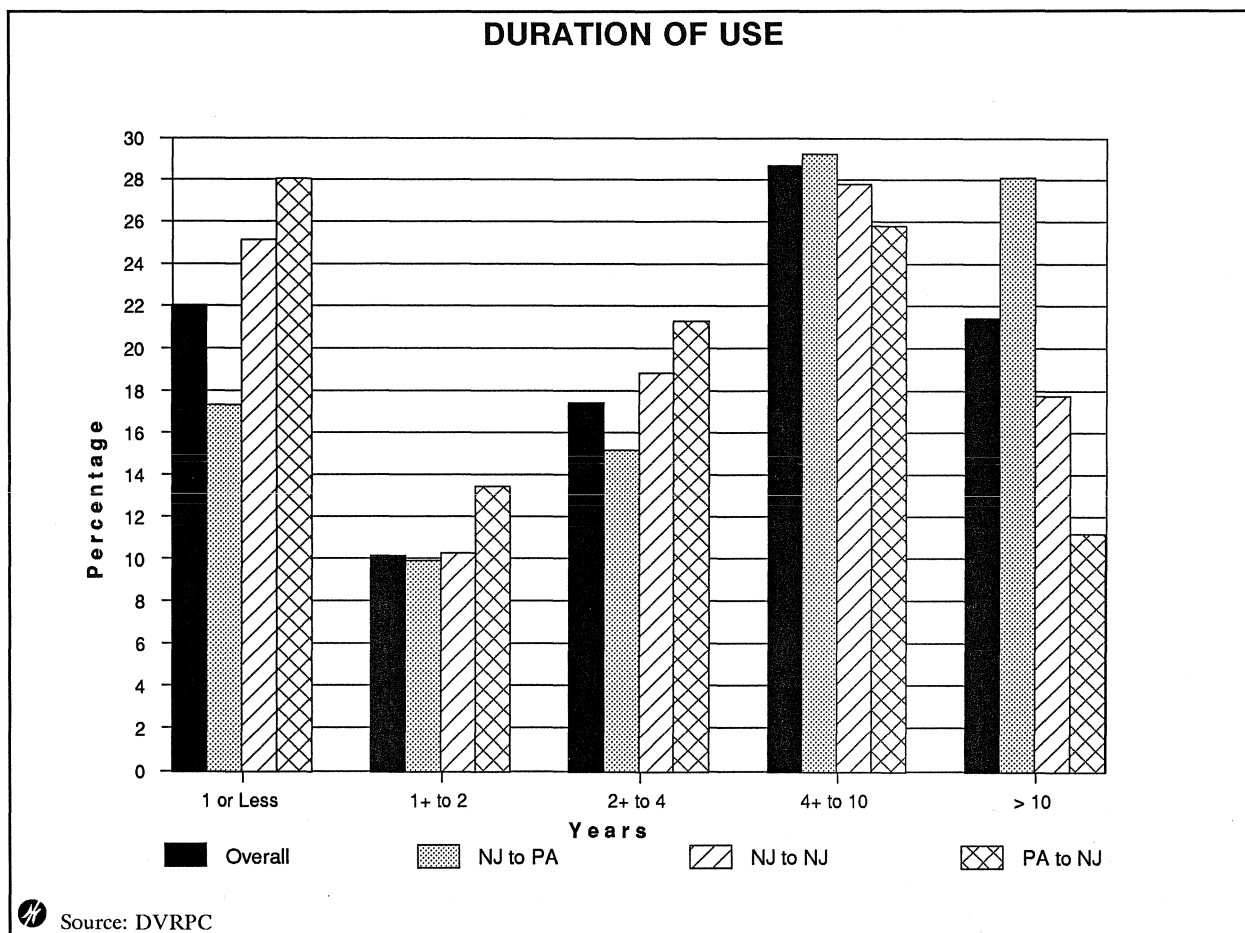
 Source: DVRPC

When "avoid driving" was checked as the reason for using the bus, a marked difference in statistics arose between interstate and intrastate riders. A significant 40 percent of those traveling west across the Delaware River selected this reason versus 11 percent of the New Jersey local patrons. High parking charges together with traffic congestion in Center City contribute to this difference.

Question 15: Duration of Use

Duration of use refers to the number of years the patron has used NJ TRANSIT buses for the type of trip now being taken. Among all respondents, the average length of use was approximately seven and one-half (7.4) years. Almost 1 of 4 riders (22%) were new to the system, having ridden the bus for one year or less. These may be persons who are trying out the service or people who are newly employed in the area.

Statistics for patrons from Camden County versus those from Burlington and Gloucester counties revealed little variation from the overall averages.



The average length of use for persons traveling west across the Delaware River was 8.9 years. This is almost twice the average length (4.6 years) of travellers in the opposite direction and one-third greater than the average for intrastate riders (6.6 years). Fully 28 percent of New Jersey to Pennsylvania riders had utilized the bus for 10 years or longer, while the figures for Pennsylvania to New Jersey and intrastate passengers were 11 percent and 18 percent, respectively. Conversely, use for less than 1 year reversed this ordering. This category included only 17 percent of New Jersey to Pennsylvania commuters; however, over one-fourth (29%) of riders in the opposite direction and one-fourth (25%) of intrastate users were in this group.

Question 16: Automobile Availability

This question inquired whether the passenger had access to a vehicle that could have been used for the current trip. The results were not a delineation by auto ownership, since a negative response could include anyone who owned an automobile, but for one reason or another it was not available for this trip. Overall, 32 percent of the respondents noted that a vehicle was available for the trip, implying that these riders chose to ride the bus rather than use their cars.

A marked difference appeared in the data for Camden County versus Burlington and Gloucester counties. In Camden County only one-fourth (25%) of all riders had a car

Automobile Availability	Percent of Total			
	Overall	NJ to PA	NJ to NJ	PA to NJ
Yes	32	51	20	28
No or No Response	68	49	80	72
Total	100	100	100	100



Source: DVRPC

available, whereas for Burlington and Gloucester counties, the combined figure was almost one-half (48% and 47%, respectively). When intrastate trips were removed from the totals (due to the concentration of local service in Camden County), the figures rose to 39 percent and 65 percent, respectively, for Camden and Burlington/Gloucester counties.

There was almost an even split (51% yes to 49% no) of vehicle availability for the New Jersey to Pennsylvania riders. For those traveling in the opposite direction, the yes figure declined to slightly over one-fourth (28%) while only one-fifth (20%) of intrastate patrons stated that a vehicle was available for the trip.

Stratifying the data by household income revealed interesting relationships between income, automobile availability and bus use. Whereas 4 of 5 (79%) of high-income persons (greater than \$75,000/year) had a car available, the rate for low-income persons (less than \$15,000/year) was 1 of 8 (12%). This implies ridership by choice in the former income group while in the latter group the rate of transit dependency approaches 4 of 5 persons.

Question 17: Degree of Choice

Degree of Choice	Percent of Total			
	Overall	NJ to PA	NJ to NJ	PA to NJ
Bus is my only practical choice	68	59	74	70
Bus is best choice for me	26	36	20	18
Usually take other mode	6	5	5	12
Total	100	100	100	100



Source: DVRPC

Complimenting question 16, this question was designed to identify reasons for choosing bus service. The choices given the respondent were that NJ TRANSIT buses were the "only practical choice", that they were the "best choice", or that the person usually used another type of transportation for the present trip. Among all respondents, two-thirds (68%) marked that the bus was their only practical choice. Another quarter (26%) had an option, but still

chose the bus. The remaining riders (6%) were occasional users, usually choosing another mode for the trip.

Camden County riders tended to mark the bus as their only choice at a greater rate than riders from Burlington and Gloucester counties. Almost three-quarters (72%) of Camden County patrons identified this reason versus less than two-thirds (61% combined) for those from Burlington/Gloucester counties. When evaluating the "best choice", the positions reversed. Almost a third of the latter counties' respondents (33% combined) identified NJ TRANSIT as the best choice versus less than one-fourth (23%) for Camden riders. These results suggest slightly more riding by choice, rather than need, in Burlington and Gloucester counties.

New Jersey to Pennsylvania passengers were less likely than intrastate New Jersey riders to have the bus as their only choice (59% to 74%). The ranking reversed in the category of best choice. Nearly twice as many interstate as intrastate passengers marked this answer (36% to 20%). The propensity to note another mode as the usual choice was approximately equal among these two groups of passengers (5%). Pennsylvania to New Jersey questionnaires nearly mirrored the percentages for intrastate riders except in the last category. Twice as many persons in this group (12%) usually took another mode when compared to either intrastate riders or those travelling across the Delaware River in the opposite direction.

Question 18: Service Ratings

Service Criteria	Average Rating (1 = Excellent, 3 = Average, 5 = Poor)
On-Time Performance	2.3
Express Service	2.4
Travel Time	2.3
Easily Understood Schedules	1.9
Customer Notices	2.2
Bus Destination Signs	2.3
Cost of Travel	2.9
Cleanliness of Bus	2.6
Heating & Air Conditioning	2.4
Driver Attitude	2.1
Bus Comfort	2.3
Frequency of Service	2.7
Safety/Security	2.2
Overall Performance Rating	2.3



The above table displays the results of bus passenger ratings according to thirteen criteria. For the purposes of evaluation, a (1) or (2) was considered an "above average" rating, while a (4) or (5) signified a "below average" response. A (3) was titled "average".


The overall rating for all passengers and items was 2.3, representing general satisfaction with the service. Of thirteen criteria, seven received a positive rating by a majority of patrons. The best ratings were received by the schedules and driver attitude (75% and 66% above average, respectively). The poorest ratings were received in the categories of cost and frequency of service (only 33% and 46% above average, respectively).

Stratifying the data by county revealed some subtle differences from the statistics for the total survey. Camden and Gloucester counties each maintained nine criteria with a majority of patrons grading the item above average, but in Burlington County the number rose to eleven. This was primarily due to a small shift of responses from average to above average, boosting several criteria over the 50 percent above average mark. The yield is an overall 60 percent above average rating for Burlington County versus 54 percent and 57 percent for Camden and Gloucester counties. The criteria rated best and worst vary only slightly between the overall results and those from Burlington and Camden counties. In Gloucester County, however, express service received a high rating (68% above average versus 56% and 49% in Burlington and Camden counties). Substantial below average ratings were received by cleanliness and heating/air conditioning (28% and 27%) in Gloucester County.

When trips westbound across the Delaware River were separated from intrastate trips some additional noteworthy ratings appeared. The New Jersey to Pennsylvania riders gave poorer ratings than intrastate passengers to frequency of service (40% to 49% above average) and cost (25% to 37% above average). Heating and air conditioning also received poorer grading: 47 percent above average from New Jersey to Pennsylvania riders versus 59 percent above average from those travelling within New Jersey. Pennsylvania to New Jersey riders scored criteria approximately equal to the ratings in the survey as a whole.

Question 19: Gender

Gender	Percent of Total			
	Overall	NJ to PA	NJ to NJ	PA to NJ
Male	34	37	31	58
Female	66	63	69	42
Total	100	100	100	100

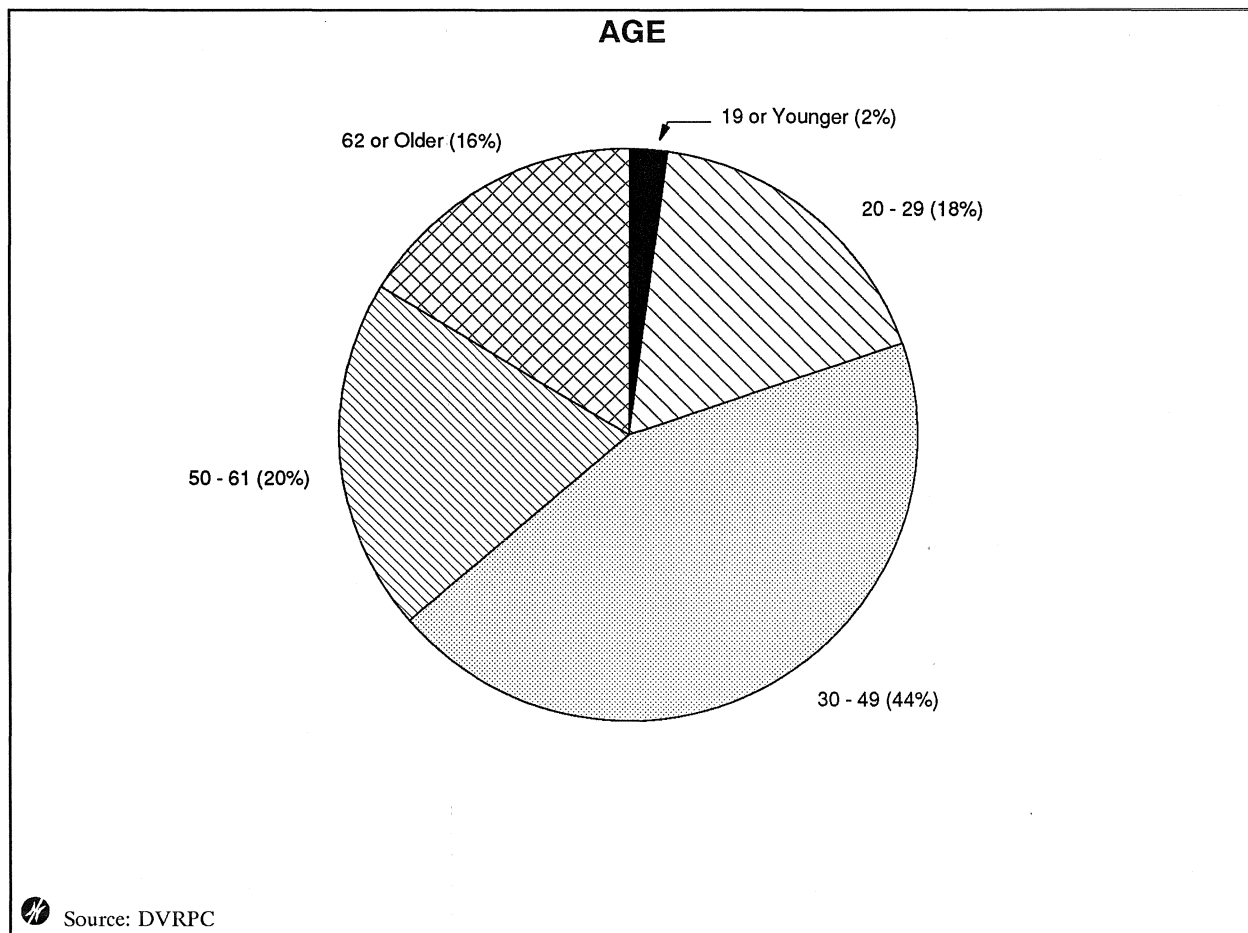
 Source: DVRPC

The survey results revealed a two-to-one ratio of female to male patrons on NJ TRANSIT buses (66% to 34%). Gender did not vary greatly by either county of origin or interstate versus intrastate trips, except in the Pennsylvania to New Jersey market, where males outnumbered females 58 percent to 42 percent.

The gender ratios tended to diverge as income decreased. High income households tended to yield an almost even split of 51 percent male to 49 percent female. The middle income category showed a split of 42 percent male to 58 percent female. Ridership in the lower income range was composed of only 24 percent males, while the female component was 76 percent.

When gender is reviewed according to age group, females tended to dominate the young and elderly categories to a greater extent than in the middle age brackets. Only one-quarter (30%) of the young were male versus over one-third (37%) of adults and slightly over one-quarter (28%) of the elderly.

Question 20: Age



The above chart depicts the distribution of NJ TRANSIT bus patrons by age group. For this analysis, three age categories are defined. The first category, titled "youth", includes persons under 20 years of age. "Senior" riders were defined as those age 62 and older. The remaining persons, ages 20 to 61, were termed "adult".

The average age for all survey respondents was 44 years. The overwhelming majority of riders (82%) fell into the adult category. Seniors comprised one-sixth (16%) of the overall ridership while youth formed a relatively insignificant portion (2%) of those surveyed.


The ridership for each of the counties was dominated by adults, ranging from a low of 79 percent in Camden County to a high of 87 percent for Gloucester County. Senior patrons comprised a significantly higher share of the ridership in Burlington and Camden counties (16% and 19%, respectively) than in Gloucester County (10%). Youth appeared to arise from Camden and Gloucester counties to a greater extent than Burlington County, although the margin of error makes any conclusions difficult.

There was no significant difference between the interstate and intrastate markets.

The average age of a peak period rider was significantly younger than that of those riding during off-peak hours (42 versus 48 years old). Reduced fares encourage senior citizens to ride in off-peak periods, and during these hours seniors constitute 29 percent of the ridership, as opposed to only 11 percent at peak.

Question 21: Race

Race	Percent of Total			
	Overall	NJ to PA	NJ to NJ	PA to NJ
White	56	71	48	43
Black	36	23	42	52
Asian	2	3	1	0
Other	7	3	1	4
Total	100	100	100	100

 Source: DVRPC

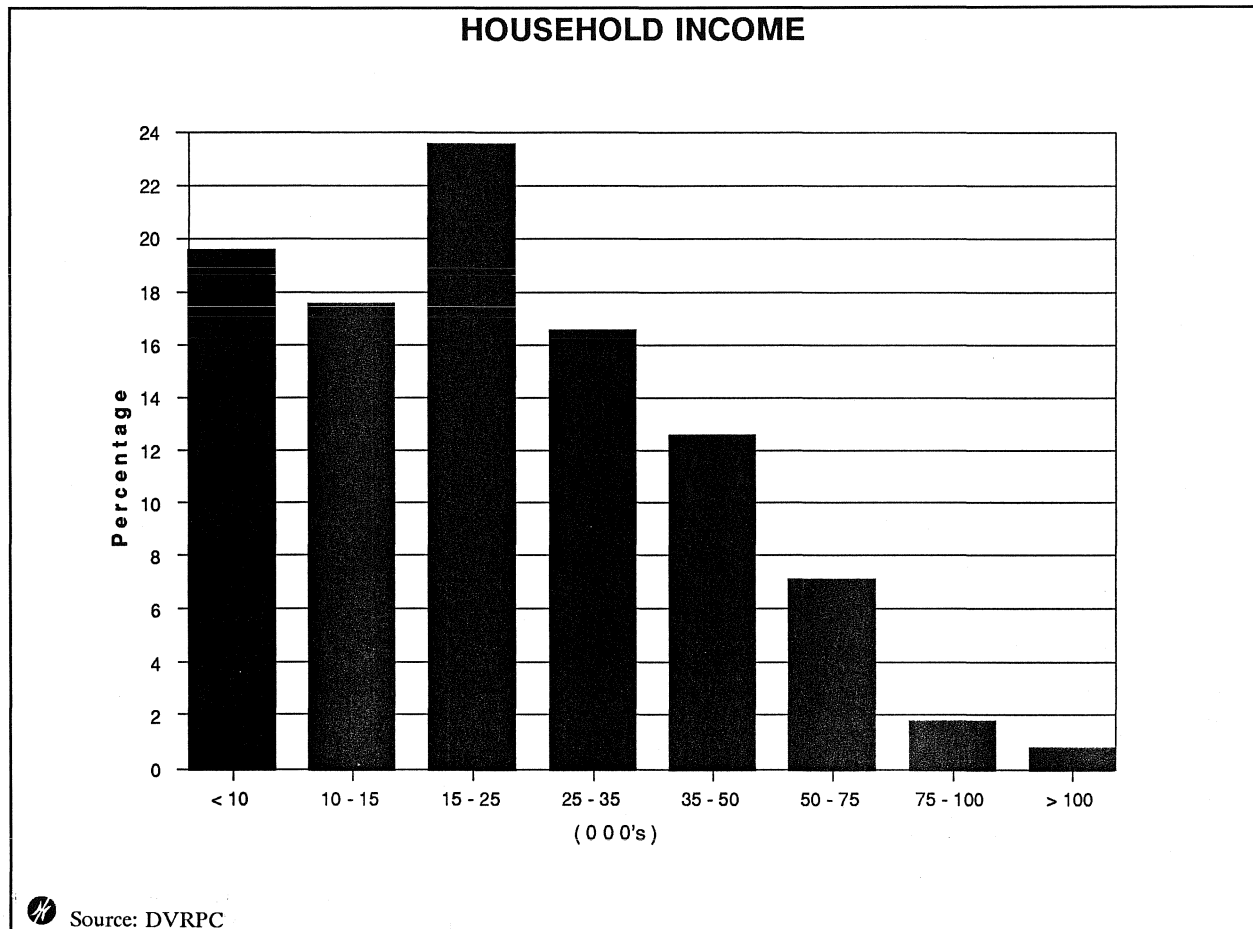
Analysis of the survey results was undertaken of NJ TRANSIT ridership by race. Categories offered on the questionnaire included white, black, Asian and other. For all service, the percentages in each racial category were: 56% white; 36% black; 2% Asian; 7% other.

Camden County presented the largest proportion of black patrons with 39 percent of the total ridership. Burlington and Gloucester counties, on the other hand, tallied only one-fourth (26% and 22%, respectively) of ridership as black. For all counties the Asian component remained constant at 1 to 2 percent. Those classified as "other", however, dropped from approximately 8 percent of ridership in Camden and Burlington counties to 2 percent in Gloucester County.

Intrastate service showed an almost even split between white and black patrons (48% to 42%). This was also true for travellers from Pennsylvania to New Jersey, where black patrons held the edge 52 percent to 43 percent. Philadelphia bound commuter patronage

revealed an opposite breakdown; over two-thirds (71%) of riders were white while less than one-quarter (23%) were black.

Question 22: Household Income



To assist the evaluation of survey results, respondents were asked to indicate their household income. Ranges were provided for the patron to mark and the resulting percentages in each category are graphically presented above. Based on the completed surveys, the average household income for NJ TRANSIT bus patrons was determined to be approximately \$26,000.


Almost one-half (44%) of the Camden County ridership fell into the category of low income (less than \$15,000/year). Only 1 percent qualified as high income (greater than \$75,000/year) and the remaining 55 percent are considered middle income (\$15,000 - \$75,000/year) yielding an average income of \$23,000/year. Burlington and Gloucester counties yielded figures which tended toward the middle income categories, averaging \$35,000/year and \$28,000/year, respectively. Approximately one-quarter of ridership from these counties was low-income, almost two-thirds was middle-income and only a few (6% and 3%, respectively) qualified as high income.

A spread of \$15,000 was observed between the averages for Philadelphia bound interstate riders (\$35,000) and intrastate riders (\$20,000), which is consistent with the generally accepted observation that local service carries a larger proportion of transit-dependent riders.

The pattern for peak versus off-peak period ridership portrayed fewer low-income individuals in the peak period (33%) than in the off-peak period (47%). More than half (64%) of the peak ridership is composed of middle income persons and 3 percent of high income persons. In the off-peak period these percentages decline to 51 and 2 percent, respectively.

Question 23: Employment Status

Employment Status	Percent of Total			
	Overall	NJ to PA	NJ to NJ	PA to NJ
Employed Full-Time	74	82	68	81
Employed Part-Time	10	6	13	8
Retired	10	8	11	7
Currently Unemployed	1	1	2	2
Homemaker	2	1	3	0
Student	3	1	4	1
Total	100	100	100	100

 Source: DVRPC

The final question in the survey dealt with the employment status of the rider. Fully three-fourths (74%) of the patrons indicated that they were employed full-time. Another tenth (10%) marked part-time employment, while an additional one-tenth (10%) were retired. The remaining 6 percent of ridership was split between the categories of unemployed (1%), homemaker (2%), and student (3%).

Full-time employment was listed as the occupation of Burlington and Gloucester county patrons to a greater extent than passengers from Camden County (76% and 80% versus 71%). When all forms of employment are considered, the figures rise to approximately 9 out of 10 patrons (87% and 88%) from Burlington and Gloucester counties as opposed to 8 of 10 (81%) for Camden. Camden and Burlington counties registered over twice the percentage (12% and 10% versus 5%) of retired riders as Gloucester County. Fewer than 5 percent of the ridership from any of the counties noted any other category.

Interstate passengers, both New Jersey to Pennsylvania riders and those in the opposite direction, tended to be similar in their employment status. The responses of intrastate riders, however, show more dispersion among all choices: whereas non-employment categories are listed by 1 out of 10 interstate riders, the figure for intrastate riders is twice that number.

The intuitive assumption that persons commuting to work would dominate the peak hour service proved correct. Almost all (92%) of the respondents during that period identified themselves as full-time (83%) or part-time (9%) employed. Even in the off-peak period, work commutation accounted for almost two-thirds (64%) of ridership.

TRIP ORIGIN-DESTINATION SUMMARY

From the data gathered through the bus survey, it was possible to develop trip tables which show the origins and destinations of the passengers who responded to the survey. The data in the tables was limited to those who provided sufficient information to allow the identification of a ZIP code for both the beginning and the end of the trip. Except for Philadelphia, the ZIP code data has been aggregated on the county level for report presentation purposes. Philadelphia has been subdivided into Center City and Philadelphia not including Center City. For this survey, Center City is defined by the zip codes located between the Delaware and Schuylkill rivers, and Callowhill and Pine streets (19101-10, excluding 19104). Three different trip tables were assembled representing all responses, peak period responses, and off-peak period responses.

This section of the report discussed the various trip tables, which can be found in Appendix B. Because this study is concerned mainly with travel between Philadelphia and Camden, Burlington, and Gloucester counties, the discussion focuses on those travel patterns.

All Responses

This trip table of the origins and destinations of all riders who responded to the survey showed that the travel patterns of NJ Transit are highly oriented to and from Camden County. Sixty-two percent of all riders began their trips in Camden County. All other significant origins supplied fewer than one-quarter of the riders (Burlington 18%, Gloucester 11%).

Camden County was also a predominant destination. Over one-half (57%) of the passengers that began their trips in Camden County stayed there. Almost one-half (43%) of all trips surveyed were destined to Camden County. Less than one-third (31%) of the trips beginning in Camden County were destined to Philadelphia. This proportion rises to one-half (54%) for those from Burlington County and two-thirds (63%) for those from Gloucester County.

Peak Period Responses

During the peak period, the percentage of riders beginning in Camden, Burlington, and Gloucester counties remained relatively the same. The percentage of passengers destined to Camden County (40%) decreased only slightly while the percentage destined to Center City increased to just over one-third (34%).

Off-Peak Period

During the off-peak period, the percentage of respondents originating in Camden increased slightly (64%) while those originating in Burlington (16%) and Gloucester (9%) counties decreased slightly. The percentage of riders destined to Center City decreased to less than one-quarter (23%). The percentage of passengers destined to Camden County increased to almost one-half (49%) of all riders. Less than one-fourth (24%) of Camden County off-peak riders were destined to Philadelphia while slightly less than one-half of those from Burlington County (47%) and Gloucester (44%) were destined to Philadelphia.

APPENDIX A

QUESTION-BY-QUESTION TABULATIONS

All Responses	A-1
Burlington County Origins	A-11
Camden County Origins	A-21
Gloucester County Origins	A-31
New Jersey to Pennsylvania Inter-State Trips	A-51
New Jersey Intra-State Trips	A-41
Pennsylvania to New Jersey Inter-State Trips	A-61

All Responses

The following data are based on 1605 survey returns from the NJT2 database.

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 1: What time did you receive this survey?</u>									
6:00am or earlier	39	4%	1%	90	19%	4%	129	8%	1%
6:01 - 7:00am	350	33%	3%	0	0%	0%	350	23%	2%
7:01 - 8:00am	400	38%	3%	0	0%	0%	400	26%	2%
8:01 - 9:00am	259	25%	3%	0	0%	0%	259	17%	2%
9:01 - 10:00am	0	0%	0%	126	26%	4%	126	8%	1%
10:01 - 11:00am	0	0%	0%	109	23%	4%	109	7%	1%
11:01 - 12:00pm	0	0%	0%	64	13%	3%	64	4%	1%
12:01 - 1:00pm	0	0%	0%	35	7%	2%	35	2%	1%
After 1:00pm	0	0%	0%	54	11%	3%	54	4%	1%
Total	1048	100%		478	100%		1526	100%	
No Response	58	6%		21	4%		79	5%	
<u>Question 2: Where did you START this trip?</u>									
BUCKS	1	0%	0%	0	0%	0%	1	0%	0%
CHESTER	0	0%	0%	0	0%	0%	0	0%	0%
DELAWARE	4	0%	0%	1	0%	0%	5	0%	0%
MONTGOMERY	2	0%	0%	0	0%	0%	2	0%	0%
PHILA **	37	3%	1%	11	2%	1%	48	3%	1%
CENTER CITY	25	2%	1%	25	5%	2%	50	3%	1%
BURLINGTON	206	19%	2%	82	17%	3%	288	18%	2%
CAMDEN	665	62%	3%	313	64%	4%	978	62%	2%
GLOUCESTER	122	11%	2%	43	9%	3%	165	11%	2%
MERCER	1	0%	0%	3	1%	1%	4	0%	0%
OTHER	12	1%	1%	12	2%	1%	24	2%	1%
Total	1075	100%		490	100%		1565	100%	
No Response	31	3%		9	2%		40	3%	
<u>Question 3: Where did you BOARD this bus?</u>									
Within the same ZIP as START	864	81%	2%	393	82%	3%	1257	81%	2%
Different ZIP	207	19%	2%	85	18%	3%	292	19%	2%
Total	1071	100%		478	100%		1549	100%	
No Response	35	3%		21	4%		56	4%	
<u>Question 4: How did you get to this bus stop?</u>									
Walked	825	76%	3%	392	80%	4%	1217	77%	2%
Was dropped off	74	7%	1%	18	4%	2%	92	6%	1%
Drove auto & parked	72	7%	1%	18	4%	2%	90	6%	1%
Took PATCO	19	2%	1%	7	1%	1%	26	2%	1%
Transferred from NJ TRANSIT bus	47	4%	1%	27	6%	2%	74	5%	1%
Transferred from SEPTA subway	33	3%	1%	9	2%	1%	42	3%	1%
Transferred from SEPTA bus	15	1%	1%	10	2%	1%	25	2%	1%
Other	7	1%	0%	8	2%	1%	15	1%	0%
Total	1092	100%		489	100%		1581	100%	
No Response	14	1%		10	2%		24	2%	

All Responses

The following data are based on 1605 survey returns from the NJT2 database.

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR			PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 5: How long did it take you to get from your START location to this bus stop?</u>												
5 minutes or less	594	56%	3%	243	52%	5%	837	55%	2%			
6 - 10	253	24%	3%	91	20%	4%	344	23%	2%			
11 - 15	88	8%	2%	57	12%	3%	145	10%	1%			
16 - 20	45	4%	1%	31	7%	2%	76	5%	1%			
21 - 30	35	3%	1%	28	6%	2%	63	4%	1%			
31 - 45	29	3%	1%	9	2%	1%	38	2%	1%			
46 - 60	9	1%	1%	7	2%	1%	16	1%	1%			
More than 60 minutes	6	1%	0%	0	0%	0%	6	0%	0%			
Total	1059	100%		466	100%		1525	100%				
No Response	47	4%		33	7%		80	5%				
Avg Access Time =	9.3			10.2			9.6					

Question 6: How far is your START location from this bus stop?

1/4 mile	651	64%	3%	293	63%	4%	944	63%	2%			
1/2 mile	90	9%	2%	35	8%	2%	125	8%	1%			
1 mile	67	7%	2%	38	8%	2%	105	7%	1%			
1-2 miles	55	5%	1%	26	6%	2%	81	5%	1%			
2-3 miles	33	3%	1%	14	3%	2%	47	3%	1%			
3-5 miles	37	4%	1%	17	4%	2%	54	4%	1%			
5-7 miles	30	3%	1%	12	3%	1%	42	3%	1%			
7-10 miles	26	3%	1%	9	2%	1%	35	2%	1%			
More than 10 miles	34	3%	1%	21	5%	2%	55	4%	1%			
Total	1023	100%		465	100%		1488	100%				
No Response	83	8%		34	7%		117	8%				
Avg Access Distance =	1.4			1.5			1.4					

Question 7: What type of fare did you pay for this trip?

Cash	548	51%	3%	240	50%	4%	788	50%	2%			
Ten-trip Ticket	250	23%	3%	56	12%	3%	306	20%	2%			
Monthly Pass	256	24%	3%	63	13%	3%	319	20%	2%			
Transfer Ticket	8	1%	1%	3	1%	1%	11	1%	0%			
Student Ticket	4	0%	0%	3	1%	1%	7	0%	0%			
Senior Citizen Fare	12	1%	1%	103	21%	4%	115	7%	1%			
Handicapped Fare	3	0%	0%	8	2%	1%	11	1%	0%			
Family Fare	0	0%	0%	0	0%	0%	0	0%	0%			
Other	3	0%	0%	4	1%	1%	7	0%	0%			
Total	1084	100%		480	100%		1564	100%				
No Response	22	2%		19	4%		41	3%				

Question 8: Where did you get off this bus?

Within the same ZIP as final destin	614	57%	3%	301	62%	4%	915	59%	2%			
Different ZIP	456	43%	3%	183	38%	4%	639	41%	2%			
Total	1070	100%		484	100%		1554	100%				
No Response	36	3%		15	3%		51	3%				

All Responses

The following data are based on 1605 survey returns from the NJT2 database.

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR			PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 9: How will you get to your final destination?</u>												
Walk only	812	75%	3%	373	78%	4%	1185	76%	2%			
Will be picked up	20	2%	1%	10	2%	1%	30	2%	1%			
Drive auto I parked	3	0%	0%	8	2%	1%	11	1%	0%			
Take PATCO	66	6%	1%	21	4%	2%	87	6%	1%			
Transfer to NJ TRANSIT bus	113	10%	2%	38	8%	2%	151	10%	1%			
Transfer to SEPTA subway	39	4%	1%	11	2%	1%	50	3%	1%			
Transfer to SEPTA bus	18	2%	1%	12	3%	1%	30	2%	1%			
Other	12	1%	1%	7	1%	1%	19	1%	1%			
Total	1083	100%		480	100%		1563	100%				
No Response	23	2%		19	4%		42	3%				

Question 10: Where is your FINAL destination?

BUCKS	2	0%	0%	0	0%	0%	2	0%	0%
CHESTER	0	0%	0%	0	0%	0%	0	0%	0%
DELAWARE	7	1%	0%	3	1%	1%	10	1%	0%
MONTGOMERY	2	0%	0%	5	1%	1%	7	0%	0%
PHILA **	74	7%	2%	23	5%	2%	97	6%	1%
CENTER CITY	362	34%	3%	104	23%	4%	466	31%	2%
BURLINGTON	85	8%	2%	51	11%	3%	136	9%	1%
CAMDEN	424	40%	3%	226	49%	5%	650	43%	2%
GLOUCESTER	50	5%	1%	38	8%	3%	88	6%	1%
MERCER	26	2%	1%	1	0%	0%	27	2%	1%
OTHER	19	2%	1%	10	2%	1%	29	2%	1%
Total	1051	100%		461	100%		1512	100%	
No Response	55	5%		38	8%		93	6%	

Question 11: How long does it take you to travel from your START location to your FINAL destination?

10 minutes or less	106	10%	2%	50	11%	3%	156	10%	2%
11 - 20	156	15%	2%	89	19%	4%	245	16%	2%
21 - 30	161	15%	2%	64	14%	3%	225	15%	2%
31 - 40	137	13%	2%	42	9%	3%	179	12%	2%
41 - 50	175	17%	2%	62	13%	3%	237	16%	2%
51 - 60	146	14%	2%	57	12%	3%	203	13%	2%
61 - 70	40	4%	1%	20	4%	2%	60	4%	1%
71 - 80	52	5%	1%	11	2%	1%	63	4%	1%
More than 80 minutes	86	8%	2%	66	14%	3%	152	10%	2%
Total	1059	100%		461	100%		1520	100%	
No Response	47	4%		38	8%		85	6%	
Avg Travel Time =	43.1			44.6			43.5		

All Responses

The following data are based on 1605 survey returns from the NJT2 database.

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR			PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 12: What is the main purpose of this trip?</u>												
Go to work	925	90%	2%	213	49%	5%	1138	78%	2%			
Returning from work	17	2%	1%	27	6%	2%	44	3%	1%			
School	30	3%	1%	17	4%	2%	47	3%	1%			
Company business	7	1%	1%	9	2%	1%	16	1%	1%			
Shopping	5	0%	0%	61	14%	3%	66	4%	1%			
Medical/Personal	27	3%	1%	54	12%	3%	81	6%	1%			
Recreation/Social	3	0%	0%	25	6%	2%	28	2%	1%			
Going out to eat	1	0%	0%	4	1%	1%	5	0%	0%			
Other	14	1%	1%	29	7%	2%	43	3%	1%			
Total	1029	100%		439	100%		1468	100%				
No Response	77	7%		60	14%		137	9%				

Question 13: How many times did you board an NJ TRANSIT bus on each of the last seven days?

Monday												
None (or No Response)	217	20%	2%	221	44%	4%	438	27%	2%			
1-2 times	720	65%	3%	222	44%	4%	942	59%	2%			
3-4 times	156	14%	2%	50	10%	3%	206	13%	2%			
More than 5 times	9	1%	1%	5	1%	1%	14	1%	0%			
Avg Trips per Day =	1.8			1.2			1.6					
Tuesday												
None (or No Response)	206	19%	2%	209	42%	4%	415	26%	2%			
1-2 times	719	65%	3%	237	47%	4%	956	60%	2%			
3-4 times	168	15%	2%	48	10%	3%	216	13%	2%			
More than 5 times	6	1%	0%	4	1%	1%	10	1%	0%			
Avg Trips per Day =	1.8			1.3			1.7					
Wednesday												
None (or No Response)	179	16%	2%	191	38%	4%	370	23%	2%			
1-2 times	744	67%	3%	246	49%	4%	990	62%	2%			
3-4 times	169	15%	2%	55	11%	3%	224	14%	2%			
More than 5 times	7	1%	0%	6	1%	1%	13	1%	0%			
Avg Trips per Day =	1.9			1.4			1.7					
Thursday												
None (or No Response)	186	17%	2%	193	39%	4%	379	24%	2%			
1-2 times	741	67%	3%	243	49%	4%	984	61%	2%			
3-4 times	168	15%	2%	56	11%	3%	224	14%	2%			
More than 5 times	6	1%	0%	5	1%	1%	11	1%	0%			
Avg Trips per Day =	1.9			1.4			1.7					
Friday												
None (or No Response)	233	21%	2%	219	44%	4%	452	28%	2%			
1-2 times	706	64%	3%	209	42%	4%	915	57%	2%			
3-4 times	159	14%	2%	61	12%	3%	220	14%	2%			
More than 5 times	5	0%	0%	6	1%	1%	11	1%	0%			
Avg Trips per Day =	1.7			1.3			1.6					

All Responses

The following data are based on 1605 survey returns from the NJT2 database.

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR			PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 13: How many times did you board an NJ TRANSIT bus (continued) on each of the last seven days?</u>												
Saturday												
None (or No Response)	784	71%	3%	351	70%	4%	1135	71%	2%			
1-2 times	243	22%	2%	106	21%	4%	349	22%	2%			
3-4 times	73	7%	1%	38	8%	2%	111	7%	1%			
More than 5 times	5	0%	0%	4	1%	1%	9	1%	0%			
Avg Trips per Day =	0.7			0.7			0.7					
Sunday												
None (or No Response)	953	86%	2%	418	84%	3%	1371	85%	2%			
1-2 times	113	10%	2%	67	13%	3%	180	11%	2%			
3-4 times	35	3%	1%	11	2%	1%	46	3%	1%			
More than 5 times	4	0%	0%	3	1%	1%	7	0%	0%			
Avg Trips per Day =	0.3			0.4			0.3					
<u>Question 14: Why do you use this bus route?</u>												
Saves time	134	12%	2%	58	12%	3%	192	12%	2%			
Frequent service	133	12%	2%	84	17%	3%	217	14%	2%			
Avoid driving	274	25%	3%	81	16%	3%	355	22%	2%			
Saves money	151	14%	2%	59	12%	3%	210	13%	2%			
Convenient schedule	243	22%	2%	106	21%	4%	349	22%	2%			
Comfortable ride	99	9%	2%	58	12%	3%	157	10%	1%			
Car not available	583	53%	3%	281	56%	4%	864	54%	2%			
PATCO not convenient	147	13%	2%	47	9%	3%	194	12%	2%			
Other	65	6%	1%	41	8%	2%	106	7%	1%			
<u>Question 15: How long have you been using NJ TRANSIT for this trip?</u>												
1 year or less	219	22%	3%	90	21%	4%	309	22%	2%			
1-2 years	98	10%	2%	45	11%	3%	143	10%	2%			
2-4 years	176	18%	2%	69	16%	4%	245	18%	2%			
4-10 years	283	29%	3%	119	28%	4%	402	29%	2%			
10 or more years	204	21%	3%	97	23%	4%	301	22%	2%			
Total	980	100%		420	100%		1400	100%				
No Response	126	13%		79	19%		205	15%				
Avg Number of Years =	7.1			8.0			7.4					
<u>Question 16: Do you have a vehicle that could have been used for this trip?</u>												
Yes	385	35%	3%	126	25%	4%	511	32%	2%			
No or No Response	721	65%	3%	373	75%	4%	1094	68%	2%			
<u>Question 17: Which of the following best applies to you?</u>												
Bus is my only practical choice	696	66%	3%	343	73%	4%	1039	68%	2%			
Bus is best choice for me	296	28%	3%	102	22%	4%	398	26%	2%			
Usually take other mode	58	6%	1%	28	6%	2%	86	6%	1%			
Total	1050	100%		473	100%		1523	100%				
No Response	56	5%		26	5%		82	5%				

All Responses

The following data are based on 1605 survey returns from the NJT2 database.

Question 18: How would you rate NJ TRANSIT service?

			Excellent 1	2	Average 3	4	Poor 5	No Response
<u>On-time performance</u>								
PEAK		Responses	299	283	345	67	63	49
Rating: 2.3		Percent	28%	27%	33%	6%	6%	3%
		Error (+/-)	3%	3%	3%	1%	1%	
OFF-PEAK		Responses	163	101	147	26	26	36
Rating: 2.2		Percent	35%	22%	32%	6%	6%	2%
		Error (+/-)	4%	4%	4%	2%	2%	
TOTAL		Responses	462	384	492	93	89	85
Rating: 2.3		Percent	30%	25%	32%	6%	6%	5%
		Error (+/-)	2%	2%	2%	1%	1%	
<u>Express service</u>								
PEAK		Responses	171	191	202	46	71	425
Rating: 2.5		Percent	25%	28%	30%	7%	10%	26%
		Error (+/-)	3%	3%	3%	2%	2%	
OFF-PEAK		Responses	91	64	98	14	21	211
Rating: 2.3		Percent	32%	22%	34%	5%	7%	13%
		Error (+/-)	5%	5%	5%	2%	3%	
TOTAL		Responses	262	255	300	60	92	636
Rating: 2.4		Percent	27%	26%	31%	6%	9%	40%
		Error (+/-)	3%	3%	3%	2%	2%	
<u>Travel time</u>								
PEAK		Responses	257	287	358	61	43	100
Rating: 2.3		Percent	26%	29%	36%	6%	4%	6%
		Error (+/-)	3%	3%	3%	1%	1%	
OFF-PEAK		Responses	138	102	126	32	18	83
Rating: 2.3		Percent	33%	25%	30%	8%	4%	5%
		Error (+/-)	5%	4%	4%	3%	2%	
TOTAL		Responses	395	389	484	93	61	183
Rating: 2.3		Percent	28%	27%	34%	7%	4%	11%
		Error (+/-)	2%	2%	2%	1%	1%	
<u>Easily understood schedules</u>								
PEAK		Responses	446	310	187	41	32	90
Rating: 1.9		Percent	44%	31%	18%	4%	3%	6%
		Error (+/-)	3%	3%	2%	1%	1%	
OFF-PEAK		Responses	241	99	64	19	8	68
Rating: 1.7		Percent	56%	23%	15%	4%	2%	4%
		Error (+/-)	5%	4%	3%	2%	1%	
TOTAL		Responses	687	409	251	60	40	158
Rating: 1.9		Percent	47%	28%	17%	4%	3%	10%
		Error (+/-)	3%	2%	2%	1%	1%	

All Responses

The following data are based on 1605 survey returns from the NJT2 database.

Question 18: How would you rate NJ TRANSIT service? (continued)

			Excellent		Average		Poor	No
			1	2	3	4	5	Response
<u>Customer notices</u>								
PEAK		Responses	292	284	284	65	45	136
Rating: 2.3		Percent	30%	29%	29%	7%	5%	8%
		Error (+/-)	3%	3%	3%	2%	1%	
OFF-PEAK		Responses	143	115	94	28	17	102
Rating: 2.1		Percent	36%	29%	24%	7%	4%	6%
		Error (+/-)	5%	4%	4%	3%	2%	
TOTAL		Responses	435	399	378	93	62	238
Rating: 2.2		Percent	32%	29%	28%	7%	5%	15%
		Error (+/-)	2%	2%	2%	1%	1%	
<u>Bus destination signs</u>								
PEAK		Responses	285	258	282	79	75	127
Rating: 2.4		Percent	29%	26%	29%	8%	8%	8%
		Error (+/-)	3%	3%	3%	2%	2%	
OFF-PEAK		Responses	170	87	105	31	23	83
Rating: 2.2		Percent	41%	21%	25%	7%	6%	5%
		Error (+/-)	5%	4%	4%	3%	2%	
TOTAL		Responses	455	345	387	110	98	210
Rating: 2.3		Percent	33%	25%	28%	8%	7%	13%
		Error (+/-)	2%	2%	2%	1%	1%	
<u>Cost of travel</u>								
PEAK		Responses	135	156	413	151	152	99
Rating: 3.0		Percent	13%	15%	41%	15%	15%	6%
		Error (+/-)	2%	2%	3%	2%	2%	
OFF-PEAK		Responses	105	70	156	51	60	57
Rating: 2.8		Percent	24%	16%	35%	12%	14%	4%
		Error (+/-)	4%	3%	4%	3%	3%	
TOTAL		Responses	240	226	569	202	212	156
Rating: 2.9		Percent	17%	16%	39%	14%	15%	10%
		Error (+/-)	2%	2%	3%	2%	2%	
<u>Cleanliness of bus</u>								
PEAK		Responses	218	269	334	113	111	61
Rating: 2.6		Percent	21%	26%	32%	11%	11%	4%
		Error (+/-)	2%	3%	3%	2%	2%	
OFF-PEAK		Responses	146	114	119	34	40	46
Rating: 2.4		Percent	32%	25%	26%	8%	9%	3%
		Error (+/-)	4%	4%	4%	2%	3%	
TOTAL		Responses	364	383	453	147	151	107
Rating: 2.6		Percent	24%	26%	30%	10%	10%	7%
		Error (+/-)	2%	2%	2%	2%	2%	

All Responses

The following data are based on 1605 survey returns from the NJT2 database.

Question 18: How would you rate NJ TRANSIT service? (continued)

			Excellent 1	2	Average 3	4	Poor 5	No Response
<u>Heating & air conditioning</u>								
PEAK		Responses	252	292	296	119	77	70
Rating: 2.5		Percent	24%	28%	29%	11%	7%	4%
		Error (+/-)	3%	3%	3%	2%	2%	
OFF-PEAK		Responses	164	114	114	40	21	46
Rating: 2.2		Percent	36%	25%	25%	9%	5%	3%
		Error (+/-)	4%	4%	4%	3%	2%	
TOTAL		Responses	416	406	410	159	98	116
Rating: 2.4		Percent	28%	27%	28%	11%	7%	7%
		Error (+/-)	2%	2%	2%	2%	1%	
<u>Driver attitude</u>								
PEAK		Responses	388	278	261	62	41	76
Rating: 2.1		Percent	38%	27%	25%	6%	4%	5%
		Error (+/-)	3%	3%	3%	1%	1%	
OFF-PEAK		Responses	201	101	106	22	22	47
Rating: 2.0		Percent	44%	22%	23%	5%	5%	3%
		Error (+/-)	5%	4%	4%	2%	2%	
TOTAL		Responses	589	379	367	84	63	123
Rating: 2.1		Percent	40%	26%	25%	6%	4%	8%
		Error (+/-)	2%	2%	2%	1%	1%	
<u>Bus comfort</u>								
PEAK		Responses	248	315	344	68	49	82
Rating: 2.4		Percent	24%	31%	34%	7%	5%	5%
		Error (+/-)	3%	3%	3%	2%	1%	
OFF-PEAK		Responses	168	117	114	27	16	57
Rating: 2.1		Percent	38%	26%	26%	6%	4%	4%
		Error (+/-)	5%	4%	4%	2%	2%	
TOTAL		Responses	416	432	458	95	65	139
Rating: 2.3		Percent	28%	29%	31%	6%	4%	9%
		Error (+/-)	2%	2%	2%	1%	1%	
<u>Frequency of service</u>								
PEAK		Responses	190	252	326	101	136	101
Rating: 2.7		Percent	19%	25%	32%	10%	14%	6%
		Error (+/-)	2%	3%	3%	2%	2%	
OFF-PEAK		Responses	120	91	129	54	40	65
Rating: 2.5		Percent	28%	21%	30%	12%	9%	4%
		Error (+/-)	4%	4%	4%	3%	3%	
TOTAL		Responses	310	343	455	155	176	166
Rating: 2.7		Percent	22%	24%	32%	11%	12%	10%
		Error (+/-)	2%	2%	2%	2%	2%	

All Responses

The following data are based on 1605 survey returns from the NJT2 database.

Question 18: How would you rate NJ TRANSIT service? (continued)

			Excellent 1	2	Average 3	4	Poor 5	No Response
<u>Safety/security</u>								
PEAK		Responses	287	284	331	60	49	95
Rating: 2.3		Percent	28%	28%	33%	6%	5%	6%
		Error (+/-)	3%	3%	3%	1%	1%	
OFF-PEAK		Responses	167	112	125	22	13	60
Rating: 2.1		Percent	38%	26%	28%	5%	3%	4%
		Error (+/-)	5%	4%	4%	2%	2%	
TOTAL		Responses	454	396	456	82	62	155
Rating: 2.2		Percent	31%	27%	31%	6%	4%	10%
		Error (+/-)	2%	2%	2%	1%	1%	
<u>Overall Performance</u>								
PEAK		Responses	174	328	364	67	26	147
Rating: 2.4		Percent	18%	34%	38%	7%	3%	9%
		Error (+/-)	2%	3%	3%	2%	1%	
OFF-PEAK		Responses	121	135	135	21	6	81
Rating: 2.2		Percent	29%	32%	32%	5%	1%	5%
		Error (+/-)	4%	4%	4%	2%	1%	
TOTAL		Responses	295	463	499	88	32	228
Rating: 2.3		Percent	21%	34%	36%	6%	2%	14%
		Error (+/-)	2%	2%	3%	1%	1%	

NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR

PEAK			OFF-PEAK			TOTAL		
No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 19: Gender of Respondents:

Male	377	35%	3%	162	33%	4%	539	34%	2%
Female	702	65%	3%	324	67%	4%	1026	66%	2%
Total	1079	100%		486	100%		1565	100%	
No Response	27	3%		13	3%		40	3%	

Question 20: Age of Respondents:

19 or younger	19	2%	1%	13	3%	1%	32	2%	1%
20 - 29	186	18%	2%	80	17%	3%	266	18%	2%
30 - 49	499	48%	3%	163	35%	4%	662	44%	3%
50 - 61	227	22%	3%	74	16%	3%	301	20%	2%
62 or older	111	11%	2%	136	29%	4%	247	16%	2%
Total	1042	100%		466	100%		1508	100%	
No Response	64	6%		33	7%		97	6%	
Avg Age =	42.4			47.7			44.0		

All Responses

The following data are based on 1605 survey returns from the NJT2 database.

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 21: Race of Respondents:</u>									
White	569	56%	3%	264	57%	5%	833	56%	3%
Black	367	36%	3%	162	35%	4%	529	36%	2%
Asian	15	1%	1%	8	2%	1%	23	2%	1%
Other	73	7%	2%	30	6%	2%	103	7%	1%
Total	1024	100%		464	100%		1488	100%	
No Response	82	8%		35	8%		117	8%	
<u>Question 22: Household income:</u>									
Under \$10,000	156	16%	2%	120	28%	4%	276	20%	2%
\$10,000 - \$15,000	164	17%	2%	84	19%	4%	248	18%	2%
\$15,000 - \$25,000	235	24%	3%	97	23%	4%	332	24%	2%
\$25,000 - \$35,000	174	18%	2%	60	14%	3%	234	17%	2%
\$35,000 - \$50,000	139	14%	2%	39	9%	3%	178	13%	2%
\$50,000 - \$75,000	79	8%	2%	22	5%	2%	101	7%	1%
\$75,000 - \$100,000	22	2%	1%	4	1%	1%	26	2%	1%
\$100,000 or more	7	1%	1%	5	1%	1%	12	1%	0%
Total	976	100%		431	100%		1407	100%	
No Response	130	13%		68	16%		198	14%	
Avg Household Income =	\$28,000			\$23,000			\$26,000		
<u>Question 23: Employment Status of Respondents:</u>									
Employed Full-time	879	83%	2%	242	51%	5%	1121	74%	2%
Employed Part-time	93	9%	2%	63	13%	3%	156	10%	2%
Retired	37	4%	1%	117	25%	4%	154	10%	2%
Currently Unemployed	11	1%	1%	11	2%	1%	22	1%	1%
Homemaker	10	1%	1%	23	5%	2%	33	2%	1%
Student	23	2%	1%	16	3%	2%	39	3%	1%
Total	1053	100%		472	100%		1525	100%	
No Response	53	5%		27	6%		80	5%	
<u>Corridor served by surveyed route:</u>									
Commuter - Gloucester	141	13%	2%	54	11%	3%	195	12%	2%
Burlington	382	35%	3%	198	40%	4%	580	36%	2%
Camden	262	24%	3%	100	20%	4%	362	23%	2%
Local - Urban	239	22%	2%	127	25%	4%	366	23%	2%
Suburban	82	7%	2%	20	4%	2%	102	6%	1%

Burlington County Origins

The following data are based on 288 survey returns from the NJT2 database.
using the criteria: CTY('ORIG')=7

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR			PERCENT RESPONSE & MARGIN OF ERROR			MARGIN OF ERROR		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 1: What time did you receive this survey?</u>									
6:00am or earlier	7	4%	3%	16	21%	9%	23	8%	3%
6:01 - 7:00am	65	33%	6%	0	0%	0%	65	23%	5%
7:01 - 8:00am	92	46%	7%	0	0%	0%	92	33%	6%
8:01 - 9:00am	36	18%	5%	0	0%	0%	36	13%	4%
9:01 - 10:00am	0	0%	0%	24	31%	10%	24	9%	3%
10:01 - 11:00am	0	0%	0%	19	24%	10%	19	7%	3%
11:01 - 12:00pm	0	0%	0%	6	8%	6%	6	2%	2%
12:01 - 1:00pm	0	0%	0%	2	3%	4%	2	1%	1%
After 1:00pm	0	0%	0%	11	14%	8%	11	4%	2%
Total	200	100%		78	100%		278	100%	
No Response	6	3%		4	5%		10	4%	

Question 2: Where did you START this trip?

BUCKS	0	0%	0%	0	0%	0%	0	0%	0%
CHESTER	0	0%	0%	0	0%	0%	0	0%	0%
DELAWARE	0	0%	0%	0	0%	0%	0	0%	0%
MONTGOMERY	0	0%	0%	0	0%	0%	0	0%	0%
PHILA **	0	0%	0%	0	0%	0%	0	0%	0%
CENTER CITY	0	0%	0%	0	0%	0%	0	0%	0%
BURLINGTON	206	100%	0%	82	100%	0%	288	100%	0%
CAMDEN	0	0%	0%	0	0%	0%	0	0%	0%
GLOUCESTER	0	0%	0%	0	0%	0%	0	0%	0%
MERCER	0	0%	0%	0	0%	0%	0	0%	0%
OTHER	0	0%	0%	0	0%	0%	0	0%	0%
Total	206	100%		82	100%		288	100%	
No Response	0	0%		0	0%		0	0%	

Question 3: Where did you BOARD this bus?

Within the same ZIP as START	159	78%	6%	68	87%	7%	227	81%	5%
Different ZIP	44	22%	6%	10	13%	7%	54	19%	5%
Total	203	100%		78	100%		281	100%	
No Response	3	1%		4	5%		7	2%	

Question 4: How did you get to this bus stop?

Walked	135	66%	6%	59	76%	10%	194	69%	5%
Was dropped off	30	15%	5%	3	4%	4%	33	12%	4%
Drove auto & parked	31	15%	5%	10	13%	7%	41	14%	4%
Took PATCO	0	0%	0%	0	0%	0%	0	0%	0%
Transferred from NJ TRANSIT bus	9	4%	3%	5	6%	5%	14	5%	3%
Transferred from SEPTA subway	0	0%	0%	0	0%	0%	0	0%	0%
Transferred from SEPTA bus	0	0%	0%	0	0%	0%	0	0%	0%
Other	0	0%	0%	1	1%	2%	1	0%	1%
Total	205	100%		78	100%		283	100%	
No Response	1	0%		4	5%		5	2%	

Burlington County Origins

The following data are based on 288 survey returns from the NJT2 database.
using the criteria: CTY('ORIG')=7

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR			PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 5: How long did it take you to get from your START location to this bus stop?</u>												
5 minutes or less	103	52%	7%	44	59%	11%	147	53%	6%			
6 - 10	55	28%	6%	11	15%	8%	66	24%	5%			
11 - 15	18	9%	4%	8	11%	7%	26	9%	3%			
16 - 20	8	4%	3%	4	5%	5%	12	4%	2%			
21 - 30	5	3%	2%	3	4%	4%	8	3%	2%			
31 - 45	7	4%	3%	4	5%	5%	11	4%	2%			
46 - 60	3	2%	2%	1	1%	3%	4	1%	1%			
More than 60 minutes	1	1%	1%	0	0%	0%	1	0%	1%			
Total	200	100%		75	100%		275	100%				
No Response	6	3%		7	9%		13	5%				
Avg Access Time =	9.9			10.3			10.0					

Question 6: How far is your START location from this bus stop?

1/4 mile	103	52%	7%	44	56%	11%	147	53%	6%			
1/2 mile	21	11%	4%	4	5%	5%	25	9%	3%			
1 mile	21	11%	4%	11	14%	8%	32	12%	4%			
1-2 miles	11	6%	3%	6	8%	6%	17	6%	3%			
2-3 miles	7	4%	3%	1	1%	2%	8	3%	2%			
3-5 miles	12	6%	3%	2	3%	4%	14	5%	3%			
5-7 miles	8	4%	3%	3	4%	4%	11	4%	2%			
7-10 miles	6	3%	2%	5	6%	5%	11	4%	2%			
More than 10 miles	10	5%	3%	2	3%	4%	12	4%	2%			
Total	199	100%		78	100%		277	100%				
No Response	7	4%		4	5%		11	4%				
Avg Access Distance =	1.8			1.7			1.8					

Question 7: What type of fare did you pay for this trip?

Cash	68	33%	6%	34	44%	11%	102	36%	6%			
Ten-trip Ticket	77	38%	7%	15	19%	9%	92	33%	5%			
Monthly Pass	53	26%	6%	5	6%	6%	58	21%	5%			
Transfer Ticket	3	1%	2%	0	0%	0%	3	1%	1%			
Student Ticket	0	0%	0%	0	0%	0%	0	0%	0%			
Senior Citizen Fare	2	1%	1%	21	27%	10%	23	8%	3%			
Handicapped Fare	0	0%	0%	0	0%	0%	0	0%	0%			
Family Fare	0	0%	0%	0	0%	0%	0	0%	0%			
Other	1	0%	1%	2	3%	4%	3	1%	1%			
Total	204	100%		77	100%		281	100%				
No Response	2	1%		5	6%		7	2%				

Question 8: Where did you get off this bus?

Within the same ZIP as final destin	124	62%	7%	42	55%	11%	166	60%	6%			
Different ZIP	77	38%	7%	35	45%	11%	112	40%	6%			
Total	201	100%		77	100%		278	100%				
No Response	5	2%		5	6%		10	4%				

Burlington County Origins

The following data are based on 288 survey returns from the NJT2 database.
using the criteria: CTY('ORIG')=7

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR			PEAK			OFF-PEAK			MARGIN OF ERROR		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 9: How will you get to your final destination?</u>												
Walk only	160	80%	6%	55	72%	10%	215	78%	5%			
Will be picked up	2	1%	1%	5	7%	6%	7	3%	2%			
Drive auto I parked	0	0%	0%	1	1%	3%	1	0%	1%			
Take PATCO	4	2%	2%	2	3%	4%	6	2%	2%			
Transfer to NJ TRANSIT bus	21	10%	4%	5	7%	6%	26	9%	3%			
Transfer to SEPTA subway	9	4%	3%	4	5%	5%	13	5%	2%			
Transfer to SEPTA bus	1	0%	1%	1	1%	3%	2	1%	1%			
Other	4	2%	2%	3	4%	4%	7	3%	2%			
Total	201	100%		76	100%		277	100%				
No Response	5	2%		6	8%		11	4%				

Question 10: Where is your FINAL destination?

BUCKS	1	1%	1%	0	0%	0%	1	0%	1%
CHESTER	0	0%	0%	0	0%	0%	0	0%	0%
DELAWARE	0	0%	0%	1	1%	3%	1	0%	1%
MONTGOMERY	0	0%	0%	0	0%	0%	0	0%	0%
PHILA **	18	9%	4%	8	11%	7%	26	10%	4%
CENTER CITY	94	48%	7%	26	36%	11%	120	45%	6%
BURLINGTON	32	16%	5%	27	37%	11%	59	22%	5%
CAMDEN	22	11%	4%	10	14%	8%	32	12%	4%
GLOUCESTER	1	1%	1%	0	0%	0%	1	0%	1%
MERCER	25	13%	5%	1	1%	3%	26	10%	4%
OTHER	2	1%	1%	0	0%	0%	2	1%	1%
Total	195	100%		73	100%		268	100%	
No Response	11	6%		9	12%		20	7%	

Question 11: How long does it take you to travel from your START location to your FINAL destination?

10 minutes or less	19	9%	4%	9	11%	7%	28	10%	4%
11 - 20	15	7%	4%	12	15%	8%	27	10%	3%
21 - 30	21	10%	4%	6	8%	6%	27	10%	3%
31 - 40	22	11%	4%	3	4%	4%	25	9%	3%
41 - 50	36	18%	5%	11	14%	8%	47	17%	4%
51 - 60	35	17%	5%	11	14%	8%	46	16%	4%
61 - 70	15	7%	4%	8	10%	7%	23	8%	3%
71 - 80	12	6%	3%	3	4%	4%	15	5%	3%
More than 80 minutes	26	13%	5%	16	20%	9%	42	15%	4%
Total	201	100%		79	100%		280	100%	
No Response	5	2%		3	4%		8	3%	
Avg Travel Time =	50.2			52.8			50.9		

Burlington County Origins

The following data are based on 288 survey returns from the NJT2 database.
using the criteria: CTY('ORIG')=7

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR			PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 12: What is the main purpose of this trip?</u>												
Go to work	186	96%	3%	35	49%	12%	221	83%	4%			
Returning from work	2	1%	1%	4	6%	5%	6	2%	2%			
School	2	1%	1%	1	1%	3%	3	1%	1%			
Company business	0	0%	0%	3	4%	5%	3	1%	1%			
Shopping	0	0%	0%	8	11%	7%	8	3%	2%			
Medical/Personal	3	2%	2%	10	14%	8%	13	5%	3%			
Recreation/Social	0	0%	0%	6	8%	6%	6	2%	2%			
Going out to eat	0	0%	0%	0	0%	0%	0	0%	0%			
Other	1	1%	1%	4	6%	5%	5	2%	2%			
Total	194	100%		71	100%		265	100%				
No Response	12	6%		11	15%		23	9%				

Question 13: How many times did you board an NJ TRANSIT bus on each of the last seven days?

Monday												
None (or No Response)	22	11%	4%	34	41%	11%	56	19%	5%			
1-2 times	160	78%	6%	42	51%	11%	202	70%	5%			
3-4 times	22	11%	4%	5	6%	5%	27	9%	3%			
More than 5 times	1	0%	1%	1	1%	2%	2	1%	1%			
Avg Trips per Day =	2.0			1.3			1.8					
Tuesday												
None (or No Response)	22	11%	4%	36	44%	11%	58	20%	5%			
1-2 times	159	77%	6%	40	49%	11%	199	69%	5%			
3-4 times	23	11%	4%	6	7%	6%	29	10%	3%			
More than 5 times	1	0%	1%	0	0%	0%	1	0%	1%			
Avg Trips per Day =	2.0			1.2			1.8					
Wednesday												
None (or No Response)	19	9%	4%	31	38%	10%	50	17%	4%			
1-2 times	161	78%	6%	45	55%	11%	206	72%	5%			
3-4 times	24	12%	4%	6	7%	6%	30	10%	4%			
More than 5 times	1	0%	1%	0	0%	0%	1	0%	1%			
Avg Trips per Day =	2.0			1.3			1.8					
Thursday												
None (or No Response)	18	9%	4%	33	40%	11%	51	18%	4%			
1-2 times	162	79%	6%	42	51%	11%	204	71%	5%			
3-4 times	24	12%	4%	7	9%	6%	31	11%	4%			
More than 5 times	1	0%	1%	0	0%	0%	1	0%	1%			
Avg Trips per Day =	2.0			1.3			1.8					
Friday												
None (or No Response)	29	14%	5%	40	49%	11%	69	24%	5%			
1-2 times	153	74%	6%	33	40%	11%	186	65%	6%			
3-4 times	22	11%	4%	7	9%	6%	29	10%	3%			
More than 5 times	1	0%	1%	0	0%	0%	1	0%	1%			
Avg Trips per Day =	1.9			1.2			1.7					

Burlington County Origins

The following data are based on 288 survey returns from the NJT2 database.
using the criteria: CTY('ORIG')=7

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 13: How many times did you board an NJ TRANSIT bus (continued) on each of the last seven days?</u>									
Saturday									
None (or No Response)	161	78%	6%	62	76%	9%	223	77%	5%
1-2 times	42	20%	6%	13	16%	8%	55	19%	5%
3-4 times	2	1%	1%	7	9%	6%	9	3%	2%
More than 5 times	0	0%	0%	0	0%	0%	0	0%	0%
Avg Trips per Day =	0.5			0.6			0.5		
Sunday									
None (or No Response)	188	91%	4%	73	89%	7%	261	91%	3%
1-2 times	16	8%	4%	8	10%	6%	24	8%	3%
3-4 times	1	0%	1%	1	1%	2%	2	1%	1%
More than 5 times	0	0%	0%	0	0%	0%	0	0%	0%
Avg Trips per Day =	0.2			0.2			0.2		

Question 14: Why do you use this bus route?

Saves time	14	7%	3%	6	7%	6%	20	7%	3%
Frequent service	30	15%	5%	11	13%	7%	41	14%	4%
Avoid driving	85	41%	7%	21	26%	9%	106	37%	6%
Saves money	36	17%	5%	16	20%	9%	52	18%	4%
Convenient schedule	50	24%	6%	18	22%	9%	68	24%	5%
Comfortable ride	31	15%	5%	9	11%	7%	40	14%	4%
Car not available	88	43%	7%	43	52%	11%	131	45%	6%
PATCO not convenient	36	17%	5%	5	6%	5%	41	14%	4%
Other	12	6%	3%	6	7%	6%	18	6%	3%

Question 15: How long have you been using NJ TRANSIT for this trip?

1 year or less	35	19%	6%	12	18%	9%	47	19%	5%
1-2 years	25	14%	5%	4	6%	6%	29	12%	4%
2-4 years	35	19%	6%	13	19%	9%	48	19%	5%
4-10 years	56	30%	7%	18	26%	10%	74	29%	6%
10 or more years	33	18%	6%	21	31%	11%	54	21%	5%
Total	184	100%		68	100%		252	100%	
No Response	22	12%		14	21%		36	14%	
Avg Number of Years =	6.2			10.5			7.4		

Question 16: Do you have a vehicle that could have been used for this trip?

Yes	104	50%	7%	34	41%	11%	138	48%	6%
No or No Response	102	50%	7%	48	59%	11%	150	52%	6%

Question 17: Which of the following best applies to you?

Bus is my only practical choice	115	57%	7%	50	65%	11%	165	59%	6%
Bus is best choice for me	77	38%	7%	22	29%	10%	99	36%	6%
Usually take other mode	9	4%	3%	5	6%	6%	14	5%	3%
Total	201	100%		77	100%		278	100%	
No Response	5	2%		5	6%		10	4%	

Burlington County Origins

The following data are based on 288 survey returns from the NJT2 database.
using the criteria: CTY('ORIG')=7

Question 18: How would you rate NJ TRANSIT service?

			Excellent		Average		Poor	No
			1	2	3	4	5	Response
<u>On-time performance</u>								
PEAK		Responses	69	61	54	12	8	2
Rating: 2.2		Percent	34%	30%	26%	6%	4%	1%
		Error (+/-)	6%	6%	6%	3%	3%	
OFF-PEAK		Responses	29	20	21	3	1	8
Rating: 2.0		Percent	39%	27%	28%	4%	1%	3%
		Error (+/-)	11%	10%	10%	4%	3%	
TOTAL		Responses	98	81	75	15	9	10
Rating: 2.1		Percent	35%	29%	27%	5%	3%	3%
		Error (+/-)	6%	5%	5%	3%	2%	
<u>Express service</u>								
PEAK		Responses	36	32	32	14	15	77
Rating: 2.5		Percent	28%	25%	25%	11%	12%	27%
		Error (+/-)	8%	7%	7%	5%	6%	
OFF-PEAK		Responses	24	10	15	1	3	29
Rating: 2.0		Percent	45%	19%	28%	2%	6%	10%
		Error (+/-)	13%	11%	12%	4%	6%	
TOTAL		Responses	60	42	47	15	18	106
Rating: 2.4		Percent	33%	23%	26%	8%	10%	37%
		Error (+/-)	7%	6%	6%	4%	4%	
<u>Travel time</u>								
PEAK		Responses	50	59	65	15	11	6
Rating: 2.4		Percent	25%	30%	33%	8%	6%	2%
		Error (+/-)	6%	6%	6%	4%	3%	
OFF-PEAK		Responses	23	17	21	6	4	11
Rating: 2.3		Percent	32%	24%	30%	8%	6%	4%
		Error (+/-)	11%	10%	11%	6%	5%	
TOTAL		Responses	73	76	86	21	15	17
Rating: 2.4		Percent	27%	28%	32%	8%	6%	6%
		Error (+/-)	5%	5%	6%	3%	3%	
<u>Easily understood schedules</u>								
PEAK		Responses	87	61	37	7	8	6
Rating: 1.9		Percent	44%	31%	19%	4%	4%	2%
		Error (+/-)	7%	6%	5%	3%	3%	
OFF-PEAK		Responses	44	17	7	0	1	13
Rating: 1.5		Percent	64%	25%	10%	0%	1%	5%
		Error (+/-)	11%	10%	7%	0%	3%	
TOTAL		Responses	131	78	44	7	9	19
Rating: 1.8		Percent	49%	29%	16%	3%	3%	7%
		Error (+/-)	6%	5%	4%	2%	2%	

Burlington County Origins

The following data are based on 288 survey returns from the NJT2 database.
using the criteria: CTY('ORIG')=7

Question 18: How would you rate NJ TRANSIT service? (continued)

			Excellent 1	2	Average 3	4	Poor 5	No Response
<u>Customer notices</u>								
PEAK		Responses	61	59	51	12	7	16
Rating: 2.2		Percent	32%	31%	27%	6%	4%	6%
		Error (+/-)	7%	7%	6%	3%	3%	
OFF-PEAK		Responses	28	14	16	7	1	16
Rating: 2.1		Percent	42%	21%	24%	11%	2%	6%
		Error (+/-)	12%	10%	10%	7%	3%	
TOTAL		Responses	89	73	67	19	8	32
Rating: 2.2		Percent	35%	29%	26%	7%	3%	11%
		Error (+/-)	6%	6%	5%	3%	2%	
<u>Bus destination signs</u>								
PEAK		Responses	64	43	59	15	17	8
Rating: 2.4		Percent	32%	22%	30%	8%	9%	3%
		Error (+/-)	7%	6%	6%	4%	4%	
OFF-PEAK		Responses	30	17	16	5	2	12
Rating: 2.0		Percent	43%	24%	23%	7%	3%	4%
		Error (+/-)	12%	10%	10%	6%	4%	
TOTAL		Responses	94	60	75	20	19	20
Rating: 2.3		Percent	35%	22%	28%	7%	7%	7%
		Error (+/-)	6%	5%	5%	3%	3%	
<u>Cost of travel</u>								
PEAK		Responses	30	40	70	33	25	8
Rating: 2.9		Percent	15%	20%	35%	17%	13%	3%
		Error (+/-)	5%	6%	7%	5%	5%	
OFF-PEAK		Responses	16	10	22	13	12	9
Rating: 2.9		Percent	22%	14%	30%	18%	16%	3%
		Error (+/-)	9%	8%	11%	9%	9%	
TOTAL		Responses	46	50	92	46	37	17
Rating: 2.9		Percent	17%	18%	34%	17%	14%	6%
		Error (+/-)	4%	5%	6%	4%	4%	
<u>Cleanliness of bus</u>								
PEAK		Responses	41	59	69	22	12	3
Rating: 2.5		Percent	20%	29%	34%	11%	6%	1%
		Error (+/-)	6%	6%	7%	4%	3%	
OFF-PEAK		Responses	27	26	19	2	3	5
Rating: 2.1		Percent	35%	34%	25%	3%	4%	2%
		Error (+/-)	11%	11%	10%	4%	4%	
TOTAL		Responses	68	85	88	24	15	8
Rating: 2.4		Percent	24%	30%	31%	9%	5%	3%
		Error (+/-)	5%	5%	5%	3%	3%	

Burlington County Origins

The following data are based on 288 survey returns from the NJT2 database.
using the criteria: CTY('ORIG')=7

Question 18: How would you rate NJ TRANSIT service? (continued)

			Excellent		Average		Poor	No
			1	2	3	4	5	Response
<u>Heating & air conditioning</u>								
PEAK		Responses	46	64	55	21	11	9
Rating: 2.4		Percent	23%	32%	28%	11%	6%	3%
		Error (+/-)	6%	7%	6%	4%	3%	
OFF-PEAK		Responses	29	23	16	5	3	6
Rating: 2.1		Percent	38%	30%	21%	7%	4%	2%
		Error (+/-)	11%	10%	9%	6%	4%	
TOTAL		Responses	75	87	71	26	14	15
Rating: 2.3		Percent	27%	32%	26%	10%	5%	5%
		Error (+/-)	5%	6%	5%	3%	3%	
<u>Driver attitude</u>								
PEAK		Responses	78	62	38	12	8	8
Rating: 2.0		Percent	39%	31%	19%	6%	4%	3%
		Error (+/-)	7%	6%	5%	3%	3%	
OFF-PEAK		Responses	36	19	14	4	3	6
Rating: 1.9		Percent	47%	25%	18%	5%	4%	2%
		Error (+/-)	11%	10%	9%	5%	4%	
TOTAL		Responses	114	81	52	16	11	14
Rating: 2.0		Percent	42%	30%	19%	6%	4%	5%
		Error (+/-)	6%	5%	5%	3%	2%	
<u>Bus comfort</u>								
PEAK		Responses	46	64	61	16	10	9
Rating: 2.4		Percent	23%	32%	31%	8%	5%	3%
		Error (+/-)	6%	7%	6%	4%	3%	
OFF-PEAK		Responses	25	28	13	4	4	8
Rating: 2.1		Percent	34%	38%	18%	5%	5%	3%
		Error (+/-)	11%	11%	9%	5%	5%	
TOTAL		Responses	71	92	74	20	14	17
Rating: 2.3		Percent	26%	34%	27%	7%	5%	6%
		Error (+/-)	5%	6%	5%	3%	3%	
<u>Frequency of service</u>								
PEAK		Responses	32	57	67	20	21	9
Rating: 2.7		Percent	16%	29%	34%	10%	11%	3%
		Error (+/-)	5%	6%	7%	4%	4%	
OFF-PEAK		Responses	18	17	22	10	5	10
Rating: 2.5		Percent	25%	24%	31%	14%	7%	3%
		Error (+/-)	10%	10%	11%	8%	6%	
TOTAL		Responses	50	74	89	30	26	19
Rating: 2.7		Percent	19%	28%	33%	11%	10%	7%
		Error (+/-)	5%	5%	6%	4%	4%	

Burlington County Origins

The following data are based on 288 survey returns from the NJT2 database.
using the criteria: CTY('ORIG')=7

Question 18: How would you rate NJ TRANSIT service? (continued)

			Excellent		Average		Poor	No
			1	2	3	4	5	Response
<u>Safety/security</u>								
PEAK		Responses	57	66	60	9	7	7
Rating: 2.2		Percent	29%	33%	30%	5%	4%	2%
		Error (+/-)	6%	7%	6%	3%	3%	
OFF-PEAK		Responses	23	21	24	2	0	12
Rating: 2.1		Percent	33%	30%	34%	3%	0%	4%
		Error (+/-)	11%	11%	11%	4%	0%	
TOTAL		Responses	80	87	84	11	7	19
Rating: 2.2		Percent	30%	32%	31%	4%	3%	7%
		Error (+/-)	5%	6%	6%	2%	2%	
<u>Overall Performance</u>								
PEAK		Responses	34	71	66	8	5	22
Rating: 2.3		Percent	18%	39%	36%	4%	3%	8%
		Error (+/-)	6%	7%	7%	3%	2%	
OFF-PEAK		Responses	18	30	20	3	0	11
Rating: 2.1		Percent	25%	42%	28%	4%	0%	4%
		Error (+/-)	10%	11%	10%	5%	0%	
TOTAL		Responses	52	101	86	11	5	33
Rating: 2.3		Percent	20%	40%	34%	4%	2%	11%
		Error (+/-)	5%	6%	6%	2%	2%	

NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR

PEAK			OFF-PEAK			TOTAL		
No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 19: Gender of Respondents:

Male	84	41%	7%	31	39%	11%	115	41%	6%
Female	120	59%	7%	48	61%	11%	168	59%	6%
Total	204	100%		79	100%		283	100%	
No Response	2	1%		3	4%		5	2%	

Question 20: Age of Respondents:

19 or younger	2	1%	1%	0	0%	0%	2	1%	1%
20 - 29	34	17%	5%	15	20%	9%	49	18%	5%
30 - 49	98	49%	7%	23	31%	11%	121	44%	6%
50 - 61	48	24%	6%	10	14%	8%	58	21%	5%
62 or older	17	9%	4%	26	35%	11%	43	16%	4%
Total	199	100%		74	100%		273	100%	
No Response	7	4%		8	11%		15	5%	
Avg Age =	42.8			49.8			44.7		

Burlington County Origins

The following data are based on 288 survey returns from the NJT2 database.
using the criteria: CTY('ORIG')=7

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR			PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 21: Race of Respondents:</u>												
White	129	66%	7%	48	63%	11%	177	66%	6%			
Black	48	25%	6%	21	28%	10%	69	26%	5%			
Asian	6	3%	2%	0	0%	0%	6	2%	2%			
Other	11	6%	3%	7	9%	7%	18	7%	3%			
Total	194	100%		76	100%		270	100%				
No Response	12	6%		6	8%		18	7%				

Question 22: Household income:

Under \$10,000	16	9%	4%	13	19%	9%	29	11%	4%
\$10,000 - \$15,000	14	7%	4%	17	25%	10%	31	12%	4%
\$15,000 - \$25,000	42	22%	6%	11	16%	9%	53	21%	5%
\$25,000 - \$35,000	35	19%	6%	9	13%	8%	44	17%	5%
\$35,000 - \$50,000	39	21%	6%	7	10%	7%	46	18%	5%
\$50,000 - \$75,000	29	15%	5%	7	10%	7%	36	14%	4%
\$75,000 - \$100,000	10	5%	3%	1	1%	3%	11	4%	2%
\$100,000 or more	3	2%	2%	3	4%	5%	6	2%	2%
Total	188	100%		68	100%		256	100%	
No Response	18	10%		14	21%		32	13%	
Avg Household Income =	\$37,000			\$29,000			\$35,000		

Question 23: Employment Status of Respondents:

Employed Full-time	179	88%	4%	34	44%	11%	213	76%	5%
Employed Part-time	15	7%	4%	16	21%	9%	31	11%	4%
Retired	5	2%	2%	24	31%	10%	29	10%	4%
Currently Unemployed	0	0%	0%	0	0%	0%	0	0%	0%
Homemaker	2	1%	1%	2	3%	4%	4	1%	1%
Student	2	1%	1%	1	1%	3%	3	1%	1%
Total	203	100%		77	100%		280	100%	
No Response	3	1%		5	6%		8	3%	

Corridor served by surveyed route:

Commuter - Gloucester	0	0%	0%	0	0%	0%	0	0%	0%
Burlington	29	14%	5%	3	4%	4%	32	11%	4%
Camden	162	79%	6%	67	82%	8%	229	80%	5%
Local - Urban	5	2%	2%	3	4%	4%	8	3%	2%
Suburban	10	5%	3%	9	11%	7%	19	7%	3%

Camden County Origins

The following data are based on 978 survey returns from the NJT2 database.
using the criteria: CTY('ORIG')=8

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 1: What time did you receive this survey?</u>									
6:00am or earlier	24	4%	2%	51	17%	4%	75	8%	2%
6:01 - 7:00am	185	30%	4%	0	0%	0%	185	20%	3%
7:01 - 8:00am	253	40%	4%	0	0%	0%	253	27%	3%
8:01 - 9:00am	165	26%	3%	0	0%	0%	165	18%	2%
9:01 - 10:00am	0	0%	0%	81	27%	5%	81	9%	2%
10:01 - 11:00am	0	0%	0%	67	22%	5%	67	7%	2%
11:01 - 12:00pm	0	0%	0%	50	17%	4%	50	5%	1%
12:01 - 1:00pm	0	0%	0%	27	9%	3%	27	3%	1%
After 1:00pm	0	0%	0%	26	9%	3%	26	3%	1%
Total	627	100%		302	100%		929	100%	
No Response	38	6%		11	4%		49	5%	

Question 2: Where did you START this trip?

BUCKS	0	0%	0%	0	0%	0%	0	0%	0%
CHESTER	0	0%	0%	0	0%	0%	0	0%	0%
DELAWARE	0	0%	0%	0	0%	0%	0	0%	0%
MONTGOMERY	0	0%	0%	0	0%	0%	0	0%	0%
PHILA **	0	0%	0%	0	0%	0%	0	0%	0%
CENTER CITY	0	0%	0%	0	0%	0%	0	0%	0%
BURLINGTON	0	0%	0%	0	0%	0%	0	0%	0%
CAMDEN	665	100%	0%	313	100%	0%	978	100%	0%
GLOUCESTER	0	0%	0%	0	0%	0%	0	0%	0%
MERCER	0	0%	0%	0	0%	0%	0	0%	0%
OTHER	0	0%	0%	0	0%	0%	0	0%	0%
Total	665	100%		313	100%		978	100%	
No Response	0	0%		0	0%		0	0%	

Question 3: Where did you BOARD this bus?

Within the same ZIP as START	573	89%	2%	269	88%	4%	842	89%	2%
Different ZIP	73	11%	2%	36	12%	4%	109	11%	2%
Total	646	100%		305	100%		951	100%	
No Response	19	3%		8	3%		27	3%	

Question 4: How did you get to this bus stop?

Walked	577	88%	3%	271	87%	4%	848	88%	2%
Was dropped off	21	3%	1%	10	3%	2%	31	3%	1%
Drove auto & parked	9	1%	1%	3	1%	1%	12	1%	1%
Took PATCO	13	2%	1%	5	2%	1%	18	2%	1%
Transferred from NJ TRANSIT bus	34	5%	2%	17	5%	3%	51	5%	1%
Transferred from SEPTA subway	0	0%	0%	1	0%	1%	1	0%	0%
Transferred from SEPTA bus	0	0%	0%	1	0%	1%	1	0%	0%
Other	4	1%	1%	2	1%	1%	6	1%	0%
Total	658	100%		310	100%		968	100%	
No Response	7	1%		3	1%		10	1%	

Camden County Origins

The following data are based on 978 survey returns from the NJT2 database.
using the criteria: CTY('ORIG')=8

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR			PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 5: How long did it take you to get from your START location to this bus stop?</u>												
5 minutes or less	404	63%	4%	162	56%	6%	566	61%	3%			
6 - 10	145	23%	3%	57	20%	5%	202	22%	3%			
11 - 15	45	7%	2%	36	12%	4%	81	9%	2%			
16 - 20	23	4%	1%	17	6%	3%	40	4%	1%			
21 - 30	16	2%	1%	13	4%	2%	29	3%	1%			
31 - 45	4	1%	1%	2	1%	1%	6	1%	1%			
46 - 60	3	0%	1%	2	1%	1%	5	1%	0%			
More than 60 minutes	1	0%	0%	0	0%	0%	1	0%	0%			
Total	641	100%		289	100%		930	100%				
No Response	24	4%		24	8%		48	5%				
Avg Access Time =	7.3			8.9			7.8					

Question 6: How far is your START location from this bus stop?

1/4 mile	459	75%	3%	206	71%	5%	665	74%	3%			
1/2 mile	48	8%	2%	25	9%	3%	73	8%	2%			
1 mile	25	4%	2%	19	7%	3%	44	5%	1%			
1-2 miles	26	4%	2%	11	4%	2%	37	4%	1%			
2-3 miles	16	3%	1%	10	3%	2%	26	3%	1%			
3-5 miles	14	2%	1%	7	2%	2%	21	2%	1%			
5-7 miles	11	2%	1%	4	1%	1%	15	2%	1%			
7-10 miles	4	1%	1%	0	0%	0%	4	0%	0%			
More than 10 miles	8	1%	1%	7	2%	2%	15	2%	1%			
Total	611	100%		289	100%		900	100%				
No Response	54	9%		24	8%		78	9%				
Avg Access Distance =	0.8			0.9			0.8					

Question 7: What type of fare did you pay for this trip?

Cash	381	58%	4%	153	51%	6%	534	56%	3%			
Ten-trip Ticket	86	13%	3%	18	6%	3%	104	11%	2%			
Monthly Pass	167	26%	3%	45	15%	4%	212	22%	3%			
Transfer Ticket	5	1%	1%	2	1%	1%	7	1%	1%			
Student Ticket	4	1%	1%	3	1%	1%	7	1%	1%			
Senior Citizen Fare	6	1%	1%	73	24%	5%	79	8%	2%			
Handicapped Fare	3	0%	1%	5	2%	1%	8	1%	1%			
Family Fare	0	0%	0%	0	0%	0%	0	0%	0%			
Other	2	0%	0%	1	0%	1%	3	0%	0%			
Total	654	100%		300	100%		954	100%				
No Response	11	2%		13	4%		24	3%				

Question 8: Where did you get off this bus?

Within the same ZIP as final destin	344	53%	4%	186	61%	5%	530	56%	3%			
Different ZIP	303	47%	4%	121	39%	5%	424	44%	3%			
Total	647	100%		307	100%		954	100%				
No Response	18	3%		6	2%		24	3%				

Camden County Origins

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using the criteria: CTY('ORIG')=8

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR			PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 9: How will you get to your final destination?</u>												
Walk only	465	71%	3%	236	77%	5%	701	73%	3%			
Will be picked up	8	1%	1%	1	0%	1%	9	1%	1%			
Drive auto I parked	1	0%	0%	2	1%	1%	3	0%	0%			
Take PATCO	60	9%	2%	17	6%	3%	77	8%	2%			
Transfer to NJ TRANSIT bus	84	13%	3%	30	10%	3%	114	12%	2%			
Transfer to SEPTA subway	21	3%	1%	5	2%	1%	26	3%	1%			
Transfer to SEPTA bus	15	2%	1%	10	3%	2%	25	3%	1%			
Other	3	0%	1%	4	1%	1%	7	1%	1%			
Total	657	100%		305	100%		962	100%				
No Response	8	1%		8	3%		16	2%				

Question 10: Where is your FINAL destination?

BUCKS	1	0%	0%	0	0%	0%	1	0%	0%
CHESTER	0	0%	0%	0	0%	0%	0	0%	0%
DELAWARE	7	1%	1%	1	0%	1%	8	1%	1%
MONTGOMERY	2	0%	0%	3	1%	1%	5	1%	0%
PHILA **	42	7%	2%	12	4%	2%	54	6%	2%
CENTER CITY	182	29%	4%	57	20%	5%	239	26%	3%
BURLINGTON	27	4%	2%	13	4%	2%	40	4%	1%
CAMDEN	341	54%	4%	184	63%	6%	525	57%	3%
GLOUCESTER	22	3%	1%	16	5%	3%	38	4%	1%
MERCER	1	0%	0%	0	0%	0%	1	0%	0%
OTHER	12	2%	1%	5	2%	1%	17	2%	1%
Total	637	100%		291	100%		928	100%	
No Response	28	4%		22	8%		50	5%	

Question 11: How long does it take you to travel from your START location to your FINAL destination?

10 minutes or less	72	11%	2%	35	12%	4%	107	12%	2%
11 - 20	129	20%	3%	67	24%	5%	196	21%	3%
21 - 30	119	19%	3%	49	17%	4%	168	18%	2%
31 - 40	81	13%	3%	30	11%	4%	111	12%	2%
41 - 50	96	15%	3%	37	13%	4%	133	14%	2%
51 - 60	76	12%	3%	28	10%	3%	104	11%	2%
61 - 70	14	2%	1%	7	2%	2%	21	2%	1%
71 - 80	26	4%	2%	4	1%	1%	30	3%	1%
More than 80 minutes	25	4%	2%	25	9%	3%	50	5%	1%
Total	638	100%		282	100%		920	100%	
No Response	27	4%		31	11%		58	6%	
Avg Travel Time =	37.2			37.7			37.4		

Camden County Origins

The following data are based on 978 survey returns from the NJT2 database.
using the criteria: CTY('ORIG')=8

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR			PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 12: What is the main purpose of this trip?</u>												
Go to work	548	89%	2%	130	48%	6%	678	76%	3%			
Returning from work	8	1%	1%	7	3%	2%	15	2%	1%			
School	24	4%	2%	11	4%	2%	35	4%	1%			
Company business	6	1%	1%	5	2%	2%	11	1%	1%			
Shopping	4	1%	1%	45	16%	4%	49	6%	1%			
Medical/Personal	18	3%	1%	35	13%	4%	53	6%	2%			
Recreation/Social	1	0%	0%	15	5%	3%	16	2%	1%			
Going out to eat	0	0%	0%	2	1%	1%	2	0%	0%			
Other	8	1%	1%	23	8%	3%	31	3%	1%			
Total	617	100%		273	100%		890	100%				
No Response	48	8%		40	15%		88	10%				

Question 13: How many times did you board an NJ TRANSIT bus on each of the last seven days?

Monday												
None (or No Response)	140	21%	3%	150	48%	6%	290	30%	3%			
1-2 times	399	60%	4%	122	39%	5%	521	53%	3%			
3-4 times	119	18%	3%	37	12%	4%	156	16%	2%			
More than 5 times	5	1%	1%	3	1%	1%	8	1%	1%			
Avg Trips per Day =	1.8			1.2			1.6					
Tuesday												
None (or No Response)	135	20%	3%	137	44%	5%	272	28%	3%			
1-2 times	395	59%	4%	139	44%	6%	534	55%	3%			
3-4 times	127	19%	3%	33	11%	3%	160	16%	2%			
More than 5 times	3	0%	1%	3	1%	1%	6	1%	0%			
Avg Trips per Day =	1.8			1.3			1.6					
Wednesday												
None (or No Response)	121	18%	3%	126	40%	5%	247	25%	3%			
1-2 times	409	62%	4%	139	44%	6%	548	56%	3%			
3-4 times	127	19%	3%	43	14%	4%	170	17%	2%			
More than 5 times	5	1%	1%	4	1%	1%	9	1%	1%			
Avg Trips per Day =	1.9			1.4			1.7					
Thursday												
None (or No Response)	126	19%	3%	126	40%	5%	252	26%	3%			
1-2 times	407	61%	4%	137	44%	5%	544	56%	3%			
3-4 times	125	19%	3%	44	14%	4%	169	17%	2%			
More than 5 times	4	1%	1%	4	1%	1%	8	1%	1%			
Avg Trips per Day =	1.9			1.4			1.7					
Friday												
None (or No Response)	149	22%	3%	146	47%	6%	295	30%	3%			
1-2 times	393	59%	4%	115	37%	5%	508	52%	3%			
3-4 times	119	18%	3%	45	14%	4%	164	17%	2%			
More than 5 times	3	0%	1%	5	2%	1%	8	1%	1%			
Avg Trips per Day =	1.8			1.3			1.6					

Camden County Origins

The following data are based on 978 survey returns from the NJT2 database.
using the criteria: CTY('ORIG')=8

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR			PEAK			OFF-PEAK			MARGIN OF ERROR		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Question 13: How many times did you board an NJ TRANSIT bus (continued) on each of the last seven days?												
Saturday												
None (or No Response)	439	66%	4%	210	67%	5%	649	66%	3%			
1-2 times	162	24%	3%	75	24%	5%	237	24%	3%			
3-4 times	61	9%	2%	24	8%	3%	85	9%	2%			
More than 5 times	3	0%	1%	4	1%	1%	7	1%	1%			
Avg Trips per Day =	0.8			0.8			0.8					
Sunday												
None (or No Response)	557	84%	3%	259	83%	4%	816	83%	2%			
1-2 times	79	12%	2%	43	14%	4%	122	12%	2%			
3-4 times	27	4%	2%	8	3%	2%	35	4%	1%			
More than 5 times	2	0%	0%	3	1%	1%	5	1%	0%			
Avg Trips per Day =	0.4			0.4			0.4					

Question 14: Why do you use this bus route?

Saves time	96	14%	3%	44	14%	4%	140	14%	2%
Frequent service	79	12%	2%	54	17%	4%	133	14%	2%
Avoid driving	114	17%	3%	29	9%	3%	143	15%	2%
Saves money	76	11%	2%	27	9%	3%	103	11%	2%
Convenient schedule	152	23%	3%	70	22%	5%	222	23%	3%
Comfortable ride	50	8%	2%	38	12%	4%	88	9%	2%
Car not available	379	57%	4%	183	58%	5%	562	57%	3%
PATCO not convenient	76	11%	2%	32	10%	3%	108	11%	2%
Other	39	6%	2%	21	7%	3%	60	6%	2%

Question 15: How long have you been using NJ TRANSIT for this trip?

1 year or less	144	24%	3%	62	23%	5%	206	23%	3%
1-2 years	53	9%	2%	23	9%	3%	76	9%	2%
2-4 years	111	18%	3%	43	16%	4%	154	18%	3%
4-10 years	166	27%	4%	79	29%	5%	245	28%	3%
10 or more years	137	22%	3%	62	23%	5%	199	23%	3%
Total	611	100%		269	100%		880	100%	
No Response	54	9%		44	16%		98	11%	
Avg Number of Years =	7.5			7.8			7.6		

Question 16: Do you have a vehicle that could have been used for this trip?

Yes	187	28%	3%	53	17%	4%	240	25%	3%
No or No Response	478	72%	3%	260	83%	4%	738	75%	3%

Question 17: Which of the following best applies to you?

Bus is my only practical choice	440	70%	4%	227	76%	5%	667	72%	3%
Bus is best choice for me	157	25%	3%	58	19%	4%	215	23%	3%
Usually take other mode	30	5%	2%	14	5%	2%	44	5%	1%
Total	627	100%		299	100%		926	100%	
No Response	38	6%		14	5%		52	6%	

Camden County Origins

The following data are based on 978 survey returns from the NJT2 database.
using the criteria: CTY('ORIG')=8

Question 18: How would you rate NJ TRANSIT service?

			Excellent 1	2	Average 3	4	Poor 5	No Response
<u>On-time performance</u>								
PEAK		Responses	168	158	218	44	44	33
Rating: 2.4		Percent	27%	25%	34%	7%	7%	3%
		Error (+/-)	3%	3%	4%	2%	2%	
OFF-PEAK		Responses	101	60	98	13	20	21
Rating: 2.3		Percent	35%	21%	34%	4%	7%	2%
		Error (+/-)	5%	5%	5%	2%	3%	
TOTAL		Responses	269	218	316	57	64	54
Rating: 2.4		Percent	29%	24%	34%	6%	7%	6%
		Error (+/-)	3%	3%	3%	2%	2%	
<u>Express service</u>								
PEAK		Responses	84	106	129	22	48	276
Rating: 2.6		Percent	22%	27%	33%	6%	12%	28%
		Error (+/-)	4%	4%	5%	2%	3%	
OFF-PEAK		Responses	41	37	61	12	13	149
Rating: 2.5		Percent	25%	23%	37%	7%	8%	15%
		Error (+/-)	7%	6%	7%	4%	4%	
TOTAL		Responses	125	143	190	34	61	425
Rating: 2.6		Percent	23%	26%	34%	6%	11%	43%
		Error (+/-)	3%	4%	4%	2%	3%	
<u>Travel time</u>								
PEAK		Responses	153	168	212	33	26	73
Rating: 2.3		Percent	26%	28%	36%	6%	4%	7%
		Error (+/-)	4%	4%	4%	2%	2%	
OFF-PEAK		Responses	91	63	74	19	9	57
Rating: 2.2		Percent	36%	25%	29%	7%	4%	6%
		Error (+/-)	6%	5%	6%	3%	2%	
TOTAL		Responses	244	231	286	52	35	130
Rating: 2.3		Percent	29%	27%	34%	6%	4%	13%
		Error (+/-)	3%	3%	3%	2%	1%	
<u>Easily understood schedules</u>								
PEAK		Responses	269	185	104	25	17	65
Rating: 1.9		Percent	45%	31%	17%	4%	3%	7%
		Error (+/-)	4%	4%	3%	2%	1%	
OFF-PEAK		Responses	151	59	42	13	6	42
Rating: 1.8		Percent	56%	22%	15%	5%	2%	4%
		Error (+/-)	6%	5%	4%	3%	2%	
TOTAL		Responses	420	244	146	38	23	107
Rating: 1.9		Percent	48%	28%	17%	4%	3%	11%
		Error (+/-)	3%	3%	2%	1%	1%	

Camden County Origins

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using the criteria: CTY('ORIG')=8

Question 18: How would you rate NJ TRANSIT service? (continued)

			Excellent		Average		Poor	No
			1	2	3	4	5	Response
<u>Customer notices</u>								
PEAK		Responses	171	168	164	44	25	93
Rating: 2.3		Percent	30%	29%	29%	8%	4%	10%
		Error (+/-)	4%	4%	4%	2%	2%	
OFF-PEAK		Responses	89	71	52	17	15	69
Rating: 2.2		Percent	36%	29%	21%	7%	6%	7%
		Error (+/-)	6%	6%	5%	3%	3%	
TOTAL		Responses	260	239	216	61	40	162
Rating: 2.2		Percent	32%	29%	26%	7%	5%	17%
		Error (+/-)	3%	3%	3%	2%	1%	
<u>Bus destination signs</u>								
PEAK		Responses	164	160	168	47	39	87
Rating: 2.4		Percent	28%	28%	29%	8%	7%	9%
		Error (+/-)	4%	4%	4%	2%	2%	
OFF-PEAK		Responses	112	49	61	18	15	58
Rating: 2.1		Percent	44%	19%	24%	7%	6%	6%
		Error (+/-)	6%	5%	5%	3%	3%	
TOTAL		Responses	276	209	229	65	54	145
Rating: 2.3		Percent	33%	25%	27%	8%	6%	15%
		Error (+/-)	3%	3%	3%	2%	2%	
<u>Cost of travel</u>								
PEAK		Responses	79	87	260	80	86	73
Rating: 3.0		Percent	13%	15%	44%	14%	15%	7%
		Error (+/-)	3%	3%	4%	3%	3%	
OFF-PEAK		Responses	72	45	101	24	34	37
Rating: 2.6		Percent	26%	16%	37%	9%	12%	4%
		Error (+/-)	5%	4%	6%	3%	4%	
TOTAL		Responses	151	132	361	104	120	110
Rating: 2.9		Percent	17%	15%	42%	12%	14%	11%
		Error (+/-)	3%	2%	3%	2%	2%	
<u>Cleanliness of bus</u>								
PEAK		Responses	137	151	201	62	72	42
Rating: 2.6		Percent	22%	24%	32%	10%	12%	4%
		Error (+/-)	3%	3%	4%	2%	3%	
OFF-PEAK		Responses	93	64	73	23	29	31
Rating: 2.4		Percent	33%	23%	26%	8%	10%	3%
		Error (+/-)	5%	5%	5%	3%	4%	
TOTAL		Responses	230	215	274	85	101	73
Rating: 2.6		Percent	25%	24%	30%	9%	11%	7%
		Error (+/-)	3%	3%	3%	2%	2%	

Camden County Origins

The following data are based on 978 survey returns from the NJT2 database.
using the criteria: CTY('ORIG')=8

Question 18: How would you rate NJ TRANSIT service? (continued)

			Excellent		Average		Poor	No
			1	2	3	4	5	Response
<u>Heating & air conditioning</u>								
PEAK		Responses	154	171	180	71	41	48
Rating: 2.5		Percent	25%	28%	29%	12%	7%	5%
		Error (+/-)	3%	4%	4%	3%	2%	
OFF-PEAK		Responses	106	66	72	23	14	32
Rating: 2.2		Percent	38%	23%	26%	8%	5%	3%
		Error (+/-)	6%	5%	5%	3%	3%	
TOTAL		Responses	260	237	252	94	55	80
Rating: 2.4		Percent	29%	26%	28%	10%	6%	8%
		Error (+/-)	3%	3%	3%	2%	2%	
<u>Driver attitude</u>								
PEAK		Responses	220	163	168	40	24	50
Rating: 2.2		Percent	36%	27%	27%	7%	4%	5%
		Error (+/-)	4%	3%	4%	2%	2%	
OFF-PEAK		Responses	126	57	73	11	15	31
Rating: 2.0		Percent	45%	20%	26%	4%	5%	3%
		Error (+/-)	6%	5%	5%	2%	3%	
TOTAL		Responses	346	220	241	51	39	81
Rating: 2.1		Percent	39%	25%	27%	6%	4%	8%
		Error (+/-)	3%	3%	3%	2%	1%	
<u>Bus comfort</u>								
PEAK		Responses	154	184	209	42	27	49
Rating: 2.4		Percent	25%	30%	34%	7%	4%	5%
		Error (+/-)	3%	4%	4%	2%	2%	
OFF-PEAK		Responses	109	70	74	14	9	37
Rating: 2.1		Percent	39%	25%	27%	5%	3%	4%
		Error (+/-)	6%	5%	5%	3%	2%	
TOTAL		Responses	263	254	283	56	36	86
Rating: 2.3		Percent	29%	28%	32%	6%	4%	9%
		Error (+/-)	3%	3%	3%	2%	1%	
<u>Frequency of service</u>								
PEAK		Responses	122	140	190	64	79	70
Rating: 2.7		Percent	21%	24%	32%	11%	13%	7%
		Error (+/-)	3%	3%	4%	2%	3%	
OFF-PEAK		Responses	77	56	77	33	27	43
Rating: 2.5		Percent	29%	21%	29%	12%	10%	4%
		Error (+/-)	5%	5%	5%	4%	4%	
TOTAL		Responses	199	196	267	97	106	113
Rating: 2.7		Percent	23%	23%	31%	11%	12%	12%
		Error (+/-)	3%	3%	3%	2%	2%	

Camden County Origins

The following data are based on 978 survey returns from the NJT2 database.
using the criteria: CTY('ORIG')=8

Question 18: How would you rate NJ TRANSIT service? (continued)

			Excellent 1	2	Average 3	4	Poor 5	No Response
<u>Safety/security</u>								
PEAK		Responses	169	158	199	39	32	68
Rating: 2.3		Percent	28%	26%	33%	7%	5%	7%
		Error (+/-)	4%	4%	4%	2%	2%	
OFF-PEAK		Responses	110	66	79	12	11	35
Rating: 2.1		Percent	40%	24%	28%	4%	4%	4%
		Error (+/-)	6%	5%	5%	2%	2%	
TOTAL		Responses	279	224	278	51	43	103
Rating: 2.3		Percent	32%	26%	32%	6%	5%	11%
		Error (+/-)	3%	3%	3%	2%	1%	
<u>Overall Performance</u>								
PEAK		Responses	109	181	223	47	15	90
Rating: 2.4		Percent	19%	31%	39%	8%	3%	9%
		Error (+/-)	3%	4%	4%	2%	1%	
OFF-PEAK		Responses	81	75	85	12	6	54
Rating: 2.2		Percent	31%	29%	33%	5%	2%	6%
		Error (+/-)	6%	6%	6%	3%	2%	
TOTAL		Responses	190	256	308	59	21	144
Rating: 2.4		Percent	23%	31%	37%	7%	3%	15%
		Error (+/-)	3%	3%	3%	2%	1%	

NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
PEAK			OFF-PEAK			TOTAL		
No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 19: Gender of Respondents:

Male	198	30%	4%	90	29%	5%	288	30%	3%
Female	453	70%	4%	218	71%	5%	671	70%	3%
Total	651	100%		308	100%		959	100%	
No Response	14	2%		5	2%		19	2%	

Question 20: Age of Respondents:

19 or younger	11	2%	1%	8	3%	2%	19	2%	1%
20 - 29	116	18%	3%	49	17%	4%	165	18%	2%
30 - 49	289	46%	4%	101	34%	5%	390	42%	3%
50 - 61	138	22%	3%	40	14%	4%	178	19%	3%
62 or older	74	12%	3%	98	33%	5%	172	19%	3%
Total	628	100%		296	100%		924	100%	
No Response	37	6%		17	6%		54	6%	
Avg Age =	42.4			48.7			44.4		

Camden County Origins

The following data are based on 978 survey returns from the NJT2 database.
using the criteria: CTY('ORIG')=8

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 21: Race of Respondents:</u>									
White	306	50%	4%	162	55%	6%	468	51%	3%
Black	245	40%	4%	109	37%	6%	354	39%	3%
Asian	8	1%	1%	5	2%	1%	13	1%	1%
Other	56	9%	2%	19	6%	3%	75	8%	2%
Total	615	100%		295	100%		910	100%	
No Response	50	8%		18	6%		68	7%	

Question 22: Household income:

Under \$10,000	115	20%	3%	93	34%	6%	208	24%	3%
\$10,000 - \$15,000	115	20%	3%	57	21%	5%	172	20%	3%
\$15,000 - \$25,000	141	24%	3%	54	20%	5%	195	23%	3%
\$25,000 - \$35,000	99	17%	3%	37	14%	4%	136	16%	2%
\$35,000 - \$50,000	75	13%	3%	18	7%	3%	93	11%	2%
\$50,000 - \$75,000	37	6%	2%	10	4%	2%	47	5%	2%
\$75,000 - \$100,000	7	1%	1%	1	0%	1%	8	1%	1%
\$100,000 or more	0	0%	0%	2	1%	1%	2	0%	0%
Total	589	100%		272	100%		861	100%	
No Response	76	13%		41	15%		117	14%	
Avg Household Income =	\$24,000			\$20,000			\$23,000		

Question 23: Employment Status of Respondents:

Employed Full-time	512	81%	3%	141	48%	6%	653	71%	3%
Employed Part-time	61	10%	2%	36	12%	4%	97	10%	2%
Retired	25	4%	2%	82	28%	5%	107	12%	2%
Currently Unemployed	9	1%	1%	7	2%	2%	16	2%	1%
Homemaker	6	1%	1%	19	6%	3%	25	3%	1%
Student	17	3%	1%	10	3%	2%	27	3%	1%
Total	630	100%		295	100%		925	100%	
No Response	35	6%		18	6%		53	6%	

Corridor served by surveyed route:

Commuter - Gloucester	25	4%	1%	15	5%	2%	40	4%	1%
Burlington	284	43%	4%	154	49%	6%	438	45%	3%
Camden	68	10%	2%	16	5%	2%	84	9%	2%
Local - Urban	223	34%	4%	118	38%	5%	341	35%	3%
Suburban	65	10%	2%	10	3%	2%	75	8%	2%

Gloucester County Origins

The following data are based on 165 survey returns from the NJT2 database.
using the criteria: CTY('ORIG')=9

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 1: What time did you receive this survey?</u>									
6:00am or earlier	6	5%	4%	12	29%	14%	18	12%	5%
6:01 - 7:00am	57	50%	9%	0	0%	0%	57	37%	8%
7:01 - 8:00am	18	16%	7%	0	0%	0%	18	12%	5%
8:01 - 9:00am	32	28%	8%	0	0%	0%	32	21%	6%
9:01 - 10:00am	0	0%	0%	7	17%	11%	7	5%	3%
10:01 - 11:00am	0	0%	0%	14	33%	14%	14	9%	5%
11:01 - 12:00pm	0	0%	0%	5	12%	10%	5	3%	3%
12:01 - 1:00pm	0	0%	0%	2	5%	6%	2	1%	2%
After 1:00pm	0	0%	0%	2	5%	6%	2	1%	2%
Total	113	100%		42	100%		155	100%	
No Response	9	8%		1	2%		10	6%	

Question 2: Where did you START this trip?

BUCKS	0	0%	0%	0	0%	0%	0	0%	0%
CHESTER	0	0%	0%	0	0%	0%	0	0%	0%
DELAWARE	0	0%	0%	0	0%	0%	0	0%	0%
MONTGOMERY	0	0%	0%	0	0%	0%	0	0%	0%
PHILA **	0	0%	0%	0	0%	0%	0	0%	0%
CENTER CITY	0	0%	0%	0	0%	0%	0	0%	0%
BURLINGTON	0	0%	0%	0	0%	0%	0	0%	0%
CAMDEN	0	0%	0%	0	0%	0%	0	0%	0%
GLOUCESTER	122	100%	0%	43	100%	0%	165	100%	0%
MERCER	0	0%	0%	0	0%	0%	0	0%	0%
OTHER	0	0%	0%	0	0%	0%	0	0%	0%
Total	122	100%		43	100%		165	100%	
No Response	0	0%		0	0%		0	0%	

Question 3: Where did you BOARD this bus?

Within the same ZIP as START	106	89%	6%	32	76%	13%	138	86%	5%
Different ZIP	13	11%	6%	10	24%	13%	23	14%	5%
Total	119	100%		42	100%		161	100%	
No Response	3	3%		1	2%		4	2%	

Question 4: How did you get to this bus stop?

Walked	79	65%	8%	31	74%	13%	110	67%	7%
Was dropped off	14	12%	6%	4	10%	9%	18	11%	5%
Drove auto & parked	27	22%	7%	3	7%	8%	30	18%	6%
Took PATCO	0	0%	0%	0	0%	0%	0	0%	0%
Transferred from NJ TRANSIT bus	1	1%	2%	2	5%	6%	3	2%	2%
Transferred from SEPTA subway	0	0%	0%	0	0%	0%	0	0%	0%
Transferred from SEPTA bus	0	0%	0%	0	0%	0%	0	0%	0%
Other	0	0%	0%	2	5%	6%	2	1%	2%
Total	121	100%		42	100%		163	100%	
No Response	1	1%		1	2%		2	1%	

Gloucester County Origins

The following data are based on 165 survey returns from the NJT2 database.
using the criteria: CTY('ORIG')=9

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR			PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 5: How long did it take you to get from your START location to this bus stop?</u>												
5 minutes or less	64	55%	9%	21	49%	15%	85	53%	8%			
6 - 10	35	30%	8%	11	26%	13%	46	29%	7%			
11 - 15	9	8%	5%	6	14%	10%	15	9%	5%			
16 - 20	3	3%	3%	1	2%	5%	4	3%	2%			
21 - 30	2	2%	2%	3	7%	8%	5	3%	3%			
31 - 45	3	3%	3%	1	2%	5%	4	3%	2%			
46 - 60	0	0%	0%	0	0%	0%	0	0%	0%			
More than 60 minutes	0	0%	0%	0	0%	0%	0	0%	0%			
Total	116	100%		43	100%		159	100%				
No Response	6	5%		0	0%		6	4%				
Avg Access Time =	7.8			9.5			8.3					

Question 6: How far is your START location from this bus stop?

1/4 mile	67	57%	9%	23	56%	15%	90	57%	8%			
1/2 mile	11	9%	5%	1	2%	5%	12	8%	4%			
1 mile	15	13%	6%	3	7%	8%	18	11%	5%			
1-2 miles	11	9%	5%	6	15%	11%	17	11%	5%			
2-3 miles	4	3%	3%	2	5%	7%	6	4%	3%			
3-5 miles	4	3%	3%	1	2%	5%	5	3%	3%			
5-7 miles	0	0%	0%	1	2%	5%	1	1%	1%			
7-10 miles	2	2%	2%	0	0%	0%	2	1%	2%			
More than 10 miles	3	3%	3%	4	10%	9%	7	4%	3%			
Total	117	100%		41	100%		158	100%				
No Response	5	4%		2	5%		7	4%				
Avg Access Distance =	1.1			2.0			1.4					

Question 7: What type of fare did you pay for this trip?

Cash	41	34%	9%	19	44%	15%	60	37%	7%			
Ten-trip Ticket	55	46%	9%	11	26%	13%	66	41%	8%			
Monthly Pass	22	18%	7%	4	9%	9%	26	16%	6%			
Transfer Ticket	0	0%	0%	1	2%	5%	1	1%	1%			
Student Ticket	0	0%	0%	0	0%	0%	0	0%	0%			
Senior Citizen Fare	1	1%	2%	7	16%	11%	8	5%	3%			
Handicapped Fare	0	0%	0%	1	2%	5%	1	1%	1%			
Family Fare	0	0%	0%	0	0%	0%	0	0%	0%			
Other	0	0%	0%	0	0%	0%	0	0%	0%			
Total	119	100%		43	100%		162	100%				
No Response	3	3%		0	0%		3	2%				

Question 8: Where did you get off this bus?

Within the same ZIP as final destin	73	63%	9%	28	65%	14%	101	64%	7%			
Different ZIP	42	37%	9%	15	35%	14%	57	36%	7%			
Total	115	100%		43	100%		158	100%				
No Response	7	6%		0	0%		7	4%				

Gloucester County Origins

The following data are based on 165 survey returns from the NJT2 database.
using the criteria: CTY('ORIG')=9

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Question 9: How will you get to your final destination?									
Walk only	99	83%	7%	36	88%	10%	135	84%	6%
Will be picked up	3	3%	3%	0	0%	0%	3	2%	2%
Drive auto I parked	0	0%	0%	0	0%	0%	0	0%	0%
Take PATCO	2	2%	2%	2	5%	7%	4	3%	2%
Transfer to NJ TRANSIT bus	6	5%	4%	2	5%	7%	8	5%	3%
Transfer to SEPTA subway	6	5%	4%	0	0%	0%	6	4%	3%
Transfer to SEPTA bus	2	2%	2%	1	2%	5%	3	2%	2%
Other	1	1%	2%	0	0%	0%	1	1%	1%
Total	119	100%		41	100%		160	100%	
No Response	3	3%		2	5%		5	3%	

Question 10: Where is your FINAL destination?

BUCKS	0	0%	0%	0	0%	0%	0	0%	0%
CHESTER	0	0%	0%	0	0%	0%	0	0%	0%
DELAWARE	0	0%	0%	0	0%	0%	0	0%	0%
MONTGOMERY	0	0%	0%	2	5%	6%	2	1%	2%
PHILA **	12	10%	5%	3	7%	8%	15	9%	4%
CENTER CITY	73	60%	9%	16	37%	14%	89	54%	8%
BURLINGTON	2	2%	2%	0	0%	0%	2	1%	2%
CAMDEN	13	11%	6%	12	28%	13%	25	15%	6%
GLOUCESTER	17	14%	6%	9	21%	12%	26	16%	6%
MERCER	0	0%	0%	0	0%	0%	0	0%	0%
OTHER	4	3%	3%	1	2%	5%	5	3%	3%
Total	121	100%		43	100%		164	100%	
No Response	1	1%		0	0%		1	1%	

Question 11: How long does it take you to travel from your START location to your FINAL destination?

10 minutes or less	9	8%	5%	3	7%	8%	12	8%	4%
11 - 20	6	5%	4%	5	12%	10%	11	7%	4%
21 - 30	9	8%	5%	3	7%	8%	12	8%	4%
31 - 40	22	19%	7%	4	10%	9%	26	16%	6%
41 - 50	31	26%	8%	8	19%	12%	39	24%	7%
51 - 60	19	16%	7%	10	24%	13%	29	18%	6%
61 - 70	8	7%	5%	0	0%	0%	8	5%	3%
71 - 80	6	5%	4%	2	5%	6%	8	5%	3%
More than 80 minutes	8	7%	5%	7	17%	11%	15	9%	5%
Total	118	100%		42	100%		160	100%	
No Response	4	3%		1	2%		5	3%	
Avg Travel Time =	48.1			52.6			49.3		

Gloucester County Origins

The following data are based on 165 survey returns from the NJT2 database.
using the criteria: CTY('ORIG')=9

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR			PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Question 12: What is the main purpose of this trip?												
Go to work	106	91%	5%	19	53%	16%	125	82%	6%			
Returning from work	2	2%	2%	1	3%	5%	3	2%	2%			
School	1	1%	2%	4	11%	10%	5	3%	3%			
Company business	1	1%	2%	1	3%	5%	2	1%	2%			
Shopping	1	1%	2%	6	17%	12%	7	5%	3%			
Medical/Personal	4	3%	3%	2	6%	7%	6	4%	3%			
Recreation/Social	1	1%	2%	1	3%	5%	2	1%	2%			
Going out to eat	0	0%	0%	2	6%	7%	2	1%	2%			
Other	1	1%	2%	0	0%	0%	1	1%	1%			
Total	117	100%		36	100%		153	100%				
No Response	5	4%		7	19%		12	8%				

Question 13: How many times did you board an NJ TRANSIT bus
on each of the last seven days?

Monday												
None (or No Response)	16	13%	6%	16	37%	14%	32	19%	6%			
1-2 times	100	82%	7%	25	58%	15%	125	76%	7%			
3-4 times	4	3%	3%	2	5%	6%	6	4%	3%			
More than 5 times	2	2%	2%	0	0%	0%	2	1%	2%			
Avg Trips per Day =	1.8			1.2			1.6					
Tuesday												
None (or No Response)	16	13%	6%	17	40%	15%	33	20%	6%			
1-2 times	100	82%	7%	24	56%	15%	124	75%	7%			
3-4 times	4	3%	3%	2	5%	6%	6	4%	3%			
More than 5 times	2	2%	2%	0	0%	0%	2	1%	2%			
Avg Trips per Day =	1.8			1.2			1.6					
Wednesday												
None (or No Response)	12	10%	5%	12	28%	13%	24	15%	5%			
1-2 times	103	84%	6%	27	63%	14%	130	79%	6%			
3-4 times	5	4%	4%	4	9%	9%	9	5%	3%			
More than 5 times	1	1%	2%	0	0%	0%	1	1%	1%			
Avg Trips per Day =	1.9			1.5			1.8					
Thursday												
None (or No Response)	14	11%	6%	16	37%	14%	30	18%	6%			
1-2 times	103	84%	6%	25	58%	15%	128	78%	6%			
3-4 times	4	3%	3%	2	5%	6%	6	4%	3%			
More than 5 times	1	1%	2%	0	0%	0%	1	1%	1%			
Avg Trips per Day =	1.8			1.3			1.6					
Friday												
None (or No Response)	20	16%	7%	16	37%	14%	36	22%	6%			
1-2 times	96	79%	7%	24	56%	15%	120	73%	7%			
3-4 times	5	4%	4%	3	7%	8%	8	5%	3%			
More than 5 times	1	1%	2%	0	0%	0%	1	1%	1%			
Avg Trips per Day =	1.7			1.3			1.6					

Gloucester County Origins

The following data are based on 165 survey returns from the NJT2 database.
using the criteria: CTY('ORIG')=9

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 13: How many times did you board an NJ TRANSIT bus (continued) on each of the last seven days?</u>									
Saturday									
None (or No Response)	102	84%	7%	32	74%	13%	134	81%	6%
1-2 times	17	14%	6%	8	19%	12%	25	15%	5%
3-4 times	1	1%	2%	3	7%	8%	4	2%	2%
More than 5 times	2	2%	2%	0	0%	0%	2	1%	2%
Avg Trips per Day =	0.4			0.5			0.4		
Sunday									
None (or No Response)	111	91%	5%	34	79%	12%	145	88%	5%
1-2 times	6	5%	4%	8	19%	12%	14	8%	4%
3-4 times	4	3%	3%	1	2%	5%	5	3%	3%
More than 5 times	1	1%	2%	0	0%	0%	1	1%	1%
Avg Trips per Day =	0.3			0.3			0.3		

Question 14: Why do you use this bus route?

Saves time	11	9%	5%	4	9%	9%	15	9%	4%
Frequent service	14	11%	6%	8	19%	12%	22	13%	5%
Avoid driving	48	39%	9%	13	30%	14%	61	37%	7%
Saves money	23	19%	7%	7	16%	11%	30	18%	6%
Convenient schedule	27	22%	7%	4	9%	9%	31	19%	6%
Comfortable ride	7	6%	4%	3	7%	8%	10	6%	4%
Car not available	52	43%	9%	22	51%	15%	74	45%	8%
PATCO not convenient	24	20%	7%	2	5%	6%	26	16%	6%
Other	9	7%	5%	4	9%	9%	13	8%	4%

Question 15: How long have you been using NJ TRANSIT for this trip?

1 year or less	15	16%	8%	5	16%	13%	20	16%	7%
1-2 years	10	11%	6%	7	22%	14%	17	14%	6%
2-4 years	15	16%	8%	3	9%	10%	18	15%	6%
4-10 years	32	35%	10%	9	28%	16%	41	33%	8%
10 or more years	19	21%	8%	8	25%	15%	27	22%	7%
Total	91	100%		32	100%		123	100%	
No Response	31	34%		11	34%		42	34%	
Avg Number of Years =	7.5			7.7			7.5		

Question 16: Do you have a vehicle that could have been used for this trip?

Yes	61	50%	9%	16	37%	14%	77	47%	8%
No or No Response	61	50%	9%	27	63%	14%	88	53%	8%

Question 17: Which of the following best applies to you?

Bus is my only practical choice	72	61%	9%	29	74%	14%	101	64%	7%
Bus is best choice for me	38	32%	8%	5	13%	10%	43	27%	7%
Usually take other mode	9	8%	5%	5	13%	10%	14	9%	4%
Total	119	100%		39	100%		158	100%	
No Response	3	3%		4	10%		7	4%	

Gloucester County Origins

The following data are based on 165 survey returns from the NJT2 database.
using the criteria: CTY('ORIG')=9

Question 18: How would you rate NJ TRANSIT service?

			Excellent		Average		Poor	No
			1	2	3	4	5	Response
<u>On-time performance</u>								
PEAK		Responses	35	31	41	8	4	3
Rating: 2.3		Percent	29%	26%	34%	7%	3%	2%
		Error (+/-)	8%	8%	9%	4%	3%	
OFF-PEAK		Responses	11	12	12	4	1	3
Rating: 2.3		Percent	28%	30%	30%	10%	3%	2%
		Error (+/-)	14%	14%	14%	9%	5%	
TOTAL		Responses	46	43	53	12	5	6
Rating: 2.3		Percent	29%	27%	33%	8%	3%	4%
		Error (+/-)	7%	7%	7%	4%	3%	
<u>Express service</u>								
PEAK		Responses	32	37	21	8	3	21
Rating: 2.1		Percent	32%	37%	21%	8%	3%	13%
		Error (+/-)	9%	9%	8%	5%	3%	
OFF-PEAK		Responses	14	8	11	0	0	10
Rating: 1.9		Percent	42%	24%	33%	0%	0%	6%
		Error (+/-)	17%	15%	16%	0%	0%	
TOTAL		Responses	46	45	32	8	3	31
Rating: 2.1		Percent	34%	34%	24%	6%	2%	19%
		Error (+/-)	8%	8%	7%	4%	3%	
<u>Travel time</u>								
PEAK		Responses	27	39	41	8	0	7
Rating: 2.3		Percent	23%	34%	36%	7%	0%	4%
		Error (+/-)	8%	9%	9%	5%	0%	
OFF-PEAK		Responses	13	7	14	3	0	6
Rating: 2.2		Percent	35%	19%	38%	8%	0%	4%
		Error (+/-)	15%	13%	16%	9%	0%	
TOTAL		Responses	40	46	55	11	0	13
Rating: 2.2		Percent	26%	30%	36%	7%	0%	8%
		Error (+/-)	7%	7%	8%	4%	0%	
<u>Easily understood schedules</u>								
PEAK		Responses	42	45	26	4	1	4
Rating: 2.0		Percent	36%	38%	22%	3%	1%	2%
		Error (+/-)	9%	9%	7%	3%	2%	
OFF-PEAK		Responses	22	8	4	3	0	6
Rating: 1.7		Percent	59%	22%	11%	8%	0%	4%
		Error (+/-)	16%	13%	10%	9%	0%	
TOTAL		Responses	64	53	30	7	1	10
Rating: 1.9		Percent	41%	34%	19%	5%	1%	6%
		Error (+/-)	8%	7%	6%	3%	1%	

Gloucester County Origins

The following data are based on 165 survey returns from the NJT2 database.
using the criteria: CTY('ORIG')=9

Question 18: How would you rate NJ TRANSIT service? (continued)

			Excellent 1	2	Average 3	4	Poor 5	No Response
<u>Customer notices</u>								
PEAK		Responses	30	31	41	6	4	10
Rating: 2.3		Percent	27%	28%	37%	5%	4%	6%
		Error (+/-)	8%	8%	9%	4%	3%	
OFF-PEAK		Responses	13	13	6	2	0	9
Rating: 1.9		Percent	38%	38%	18%	6%	0%	5%
		Error (+/-)	16%	16%	13%	8%	0%	
TOTAL		Responses	43	44	47	8	4	19
Rating: 2.2		Percent	29%	30%	32%	5%	3%	12%
		Error (+/-)	7%	7%	8%	4%	3%	
<u>Bus destination signs</u>								
PEAK		Responses	28	29	32	11	10	12
Rating: 2.5		Percent	25%	26%	29%	10%	9%	7%
		Error (+/-)	8%	8%	8%	6%	5%	
OFF-PEAK		Responses	15	7	11	3	2	5
Rating: 2.2		Percent	39%	18%	29%	8%	5%	3%
		Error (+/-)	16%	12%	14%	9%	7%	
TOTAL		Responses	43	36	43	14	12	17
Rating: 2.4		Percent	29%	24%	29%	9%	8%	10%
		Error (+/-)	7%	7%	7%	5%	4%	
<u>Cost of travel</u>								
PEAK		Responses	14	13	44	27	19	5
Rating: 3.2		Percent	12%	11%	38%	23%	16%	3%
		Error (+/-)	6%	6%	9%	8%	7%	
OFF-PEAK		Responses	8	5	15	6	4	5
Rating: 2.8		Percent	21%	13%	39%	16%	11%	3%
		Error (+/-)	13%	11%	16%	12%	10%	
TOTAL		Responses	22	18	59	33	23	10
Rating: 3.1		Percent	14%	12%	38%	21%	15%	6%
		Error (+/-)	5%	5%	8%	6%	6%	
<u>Cleanliness of bus</u>								
PEAK		Responses	16	27	36	23	16	4
Rating: 3.0		Percent	14%	23%	31%	19%	14%	2%
		Error (+/-)	6%	8%	8%	7%	6%	
OFF-PEAK		Responses	12	10	11	2	3	5
Rating: 2.3		Percent	32%	26%	29%	5%	8%	3%
		Error (+/-)	15%	14%	14%	7%	9%	
TOTAL		Responses	28	37	47	25	19	9
Rating: 2.8		Percent	18%	24%	30%	16%	12%	5%
		Error (+/-)	6%	7%	7%	6%	5%	

Gloucester County Origins

The following data are based on 165 survey returns from the NJT2 database.
using the criteria: CTY('ORIG')=9

Question 18: How would you rate NJ TRANSIT service? (continued)

			Excellent 1	2	Average 3	4	Poor 5	No Response
<u>Heating & air conditioning</u>								
PEAK		Responses	20	23	38	24	14	3
Rating: 2.9		Percent	17%	19%	32%	20%	12%	2%
		Error (+/-)	7%	7%	8%	7%	6%	
OFF-PEAK		Responses	16	11	6	5	1	4
Rating: 2.1		Percent	41%	28%	15%	13%	3%	2%
		Error (+/-)	15%	14%	11%	10%	5%	
TOTAL		Responses	36	34	44	29	15	7
Rating: 2.7		Percent	23%	22%	28%	18%	9%	4%
		Error (+/-)	7%	6%	7%	6%	5%	
<u>Driver attitude</u>								
PEAK		Responses	49	26	30	7	3	7
Rating: 2.0		Percent	43%	23%	26%	6%	3%	4%
		Error (+/-)	9%	8%	8%	4%	3%	
OFF-PEAK		Responses	18	11	6	1	3	4
Rating: 2.0		Percent	46%	28%	15%	3%	8%	2%
		Error (+/-)	16%	14%	11%	5%	8%	
TOTAL		Responses	67	37	36	8	6	11
Rating: 2.0		Percent	44%	24%	23%	5%	4%	7%
		Error (+/-)	8%	7%	7%	4%	3%	
<u>Bus comfort</u>								
PEAK		Responses	25	30	45	7	4	11
Rating: 2.4		Percent	23%	27%	41%	6%	4%	7%
		Error (+/-)	8%	8%	9%	5%	3%	
OFF-PEAK		Responses	17	8	9	3	0	6
Rating: 1.9		Percent	46%	22%	24%	8%	0%	4%
		Error (+/-)	16%	13%	14%	9%	0%	
TOTAL		Responses	42	38	54	10	4	17
Rating: 2.3		Percent	28%	26%	36%	7%	3%	10%
		Error (+/-)	7%	7%	8%	4%	3%	
<u>Frequency of service</u>								
PEAK		Responses	18	29	39	11	16	9
Rating: 2.8		Percent	16%	26%	35%	10%	14%	5%
		Error (+/-)	7%	8%	9%	5%	6%	
OFF-PEAK		Responses	10	9	13	3	3	5
Rating: 2.5		Percent	26%	24%	34%	8%	8%	3%
		Error (+/-)	14%	14%	15%	9%	9%	
TOTAL		Responses	28	38	52	14	19	14
Rating: 2.7		Percent	19%	25%	34%	9%	13%	8%
		Error (+/-)	6%	7%	8%	5%	5%	

Gloucester County Origins

The following data are based on 165 survey returns from the NJT2 database.
using the criteria: CTY('ORIG')=9

Question 18: How would you rate NJ TRANSIT service? (continued)

			Excellent 1	2	Average 3	4	Poor 5	No Response
<u>Safety/security</u>								
PEAK		Responses	25	34	44	6	5	8
Rating: 2.4		Percent	22%	30%	39%	5%	4%	5%
		Error (+/-)	8%	8%	9%	4%	4%	
OFF-PEAK		Responses	17	10	9	2	0	5
Rating: 1.9		Percent	45%	26%	24%	5%	0%	3%
		Error (+/-)	16%	14%	14%	7%	0%	
TOTAL		Responses	42	44	53	8	5	13
Rating: 2.3		Percent	28%	29%	35%	5%	3%	8%
		Error (+/-)	7%	7%	8%	4%	3%	
<u>Overall Performance</u>								
PEAK		Responses	16	42	41	6	2	15
Rating: 2.4		Percent	15%	39%	38%	6%	2%	9%
		Error (+/-)	7%	9%	9%	4%	3%	
OFF-PEAK		Responses	11	12	13	1	0	6
Rating: 2.1		Percent	30%	32%	35%	3%	0%	4%
		Error (+/-)	15%	15%	15%	5%	0%	
TOTAL		Responses	27	54	54	7	2	21
Rating: 2.3		Percent	19%	38%	38%	5%	1%	13%
		Error (+/-)	6%	8%	8%	4%	2%	

NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR

PEAK			OFF-PEAK			TOTAL		
No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 19: Gender of Respondents:

Male	42	35%	9%	10	26%	14%	52	33%	7%
Female	77	65%	9%	29	74%	14%	106	67%	7%
Total	119	100%		39	100%		158	100%	
No Response	3	3%		4	10%		7	4%	

Question 20: Age of Respondents:

19 or younger	2	2%	2%	2	5%	7%	4	3%	3%
20 - 29	17	15%	7%	4	10%	10%	21	14%	6%
30 - 49	62	55%	9%	18	46%	16%	80	53%	8%
50 - 61	24	21%	8%	7	18%	12%	31	21%	6%
62 or older	7	6%	4%	8	21%	13%	15	10%	5%
Total	112	100%		39	100%		151	100%	
No Response	10	9%		4	10%		14	9%	
Avg Age =	42.4			44.7			43.0		

Gloucester County Origins

The following data are based on 165 survey returns from the NJT2 database.
using the criteria: CTY('ORIG')=9

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR			PEAK			OFF-PEAK			MARGIN OF ERROR		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
White	88	79%	8%	23	64%	16%	111	75%	7%			
Black	21	19%	7%	12	33%	15%	33	22%	7%			
Asian	0	0%	0%	1	3%	5%	1	1%	1%			
Other	3	3%	3%	0	0%	0%	3	2%	2%			
Total	112	100%		36	100%		148	100%				
No Response	10	9%		7	19%		17	11%				

Question 21: Race of Respondents:Question 22: Household income:

Under \$10,000	12	12%	6%	8	22%	14%	20	14%	6%
\$10,000 - \$15,000	15	15%	7%	4	11%	10%	19	14%	6%
\$15,000 - \$25,000	25	25%	8%	13	36%	16%	38	28%	7%
\$25,000 - \$35,000	20	20%	8%	4	11%	10%	24	17%	6%
\$35,000 - \$50,000	16	16%	7%	6	17%	12%	22	16%	6%
\$50,000 - \$75,000	10	10%	6%	1	3%	5%	11	8%	5%
\$75,000 - \$100,000	3	3%	3%	0	0%	0%	3	2%	2%
\$100,000 or more	1	1%	2%	0	0%	0%	1	1%	1%
Total	102	100%		36	100%		138	100%	
No Response	20	20%		7	19%		27	20%	
Avg Household Income =	\$30,000			\$23,000			\$28,000		

Question 23: Employment Status of Respondents:

Employed Full-time	102	89%	6%	22	55%	15%	124	80%	6%
Employed Part-time	7	6%	4%	6	15%	11%	13	8%	4%
Retired	2	2%	2%	5	13%	10%	7	5%	3%
Currently Unemployed	1	1%	2%	1	3%	5%	2	1%	2%
Homemaker	1	1%	2%	2	5%	7%	3	2%	2%
Student	2	2%	2%	4	10%	9%	6	4%	3%
Total	115	100%		40	100%		155	100%	
No Response	7	6%		3	8%		10	6%	

Corridor served by surveyed route:

Commuter - Gloucester	93	76%	8%	19	44%	15%	112	68%	7%
Burlington	23	19%	7%	22	51%	15%	45	27%	7%
Camden	1	1%	2%	0	0%	0%	1	1%	1%
Local - Urban	1	1%	2%	2	5%	6%	3	2%	2%
Suburban	4	3%	3%	0	0%	0%	4	2%	2%

New Jersey to Pennsylvania Inter-State Trips

The following data are based on 573 survey returns from the NJT2 database.
using the criteria: NJPA()

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 1: What time did you receive this survey?</u>									
6:00am or earlier	19	4%	2%	32	25%	7%	51	9%	2%
6:01 - 7:00am	165	38%	5%	0	0%	0%	165	30%	4%
7:01 - 8:00am	163	38%	5%	0	0%	0%	163	29%	4%
8:01 - 9:00am	82	19%	4%	0	0%	0%	82	15%	3%
9:01 - 10:00am	0	0%	0%	39	30%	8%	39	7%	2%
10:01 - 11:00am	0	0%	0%	32	25%	7%	32	6%	2%
11:01 - 12:00pm	0	0%	0%	14	11%	5%	14	3%	1%
12:01 - 1:00pm	0	0%	0%	8	6%	4%	8	1%	1%
After 1:00pm	0	0%	0%	4	3%	3%	4	1%	1%
Total	429	100%		129	100%		558	100%	
No Response	11	3%		4	3%		15	3%	
<u>Question 2: Where did you START this trip?</u>									
BUCKS	0	0%	0%	0	0%	0%	0	0%	0%
CHESTER	0	0%	0%	0	0%	0%	0	0%	0%
DELAWARE	0	0%	0%	0	0%	0%	0	0%	0%
MONTGOMERY	0	0%	0%	0	0%	0%	0	0%	0%
PHILA **	0	0%	0%	0	0%	0%	0	0%	0%
CENTER CITY	0	0%	0%	0	0%	0%	0	0%	0%
BURLINGTON	113	26%	4%	35	26%	7%	148	26%	4%
CAMDEN	234	53%	5%	73	55%	8%	307	54%	4%
GLOUCESTER	85	19%	4%	21	16%	6%	106	18%	3%
MERCER	0	0%	0%	0	0%	0%	0	0%	0%
OTHER	8	2%	1%	4	3%	3%	12	2%	1%
Total	440	100%		133	100%		573	100%	
No Response	0	0%		0	0%		0	0%	
<u>Question 3: Where did you BOARD this bus?</u>									
Within the same ZIP as START	366	85%	3%	111	85%	6%	477	85%	3%
Different ZIP	63	15%	3%	19	15%	6%	82	15%	3%
Total	429	100%		130	100%		559	100%	
No Response	11	3%		3	2%		14	3%	
<u>Question 4: How did you get to this bus stop?</u>									
Walked	321	73%	4%	98	74%	7%	419	74%	4%
Was dropped off	47	11%	3%	12	9%	5%	59	10%	3%
Drove auto & parked	65	15%	3%	15	11%	5%	80	14%	3%
Took PATCO	0	0%	0%	0	0%	0%	0	0%	0%
Transferred from NJ TRANSIT bus	2	0%	1%	2	2%	2%	4	1%	1%
Transferred from SEPTA subway	0	0%	0%	0	0%	0%	0	0%	0%
Transferred from SEPTA bus	0	0%	0%	1	1%	1%	1	0%	0%
Other	3	1%	1%	4	3%	3%	7	1%	1%
Total	438	100%		132	100%		570	100%	
No Response	2	0%		1	1%		3	1%	

New Jersey to Pennsylvania Inter-State Trips

The following data are based on 573 survey returns from the NJT2 database.
using the criteria: NJPA()

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 5: How long did it take you to get from your START location to this bus stop?</u>									
5 minutes or less	256	60%	5%	75	60%	9%	331	60%	4%
6 - 10	111	26%	4%	27	22%	7%	138	25%	4%
11 - 15	35	8%	3%	15	12%	6%	50	9%	2%
16 - 20	10	2%	1%	3	2%	3%	13	2%	1%
21 - 30	8	2%	1%	3	2%	3%	11	2%	1%
31 - 45	6	1%	1%	1	1%	2%	7	1%	1%
46 - 60	1	0%	0%	0	0%	0%	1	0%	0%
More than 60 minutes	1	0%	0%	0	0%	0%	1	0%	0%
Total	428	100%		124	100%		552	100%	
No Response	12	3%		9	7%		21	4%	
Avg Access Time =	7.4			7.5			7.4		

<u>Question 6: How far is your START location from this bus stop?</u>									
1/4 mile	254	61%	5%	83	66%	8%	337	62%	4%
1/2 mile	51	12%	3%	10	8%	5%	61	11%	3%
1 mile	42	10%	3%	10	8%	5%	52	10%	2%
1-2 miles	22	5%	2%	9	7%	4%	31	6%	2%
2-3 miles	15	4%	2%	3	2%	3%	18	3%	2%
3-5 miles	14	3%	2%	3	2%	3%	17	3%	1%
5-7 miles	7	2%	1%	1	1%	2%	8	1%	1%
7-10 miles	5	1%	1%	3	2%	3%	8	1%	1%
More than 10 miles	7	2%	1%	4	3%	3%	11	2%	1%
Total	417	100%		126	100%		543	100%	
No Response	23	6%		7	6%		30	6%	
Avg Access Distance =	1.0			1.2			1.1		

<u>Question 7: What type of fare did you pay for this trip?</u>									
Cash	139	32%	4%	53	40%	8%	192	34%	4%
Ten-trip Ticket	201	46%	5%	35	27%	8%	236	42%	4%
Monthly Pass	95	22%	4%	7	5%	4%	102	18%	3%
Transfer Ticket	0	0%	0%	0	0%	0%	0	0%	0%
Student Ticket	0	0%	0%	1	1%	1%	1	0%	0%
Senior Citizen Fare	0	0%	0%	33	25%	7%	33	6%	2%
Handicapped Fare	0	0%	0%	1	1%	1%	1	0%	0%
Family Fare	0	0%	0%	0	0%	0%	0	0%	0%
Other	0	0%	0%	1	1%	1%	1	0%	0%
Total	435	100%		131	100%		566	100%	
No Response	5	1%		2	2%		7	1%	

<u>Question 8: Where did you get off this bus?</u>									
Within the same ZIP as final destin	193	45%	5%	60	47%	9%	253	45%	4%
Different ZIP	236	55%	5%	68	53%	9%	304	55%	4%
Total	429	100%		128	100%		557	100%	
No Response	11	3%		5	4%		16	3%	

New Jersey to Pennsylvania Inter-State Trips

The following data are based on 573 survey returns from the NJT2 database.
using the criteria: NJPA()

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR			PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 9: How will you get to your final destination?</u>												
Walk only	321	74%	4%	90	70%	8%	411	73%	4%			
Will be picked up	5	1%	1%	2	2%	2%	7	1%	1%			
Drive auto I parked	0	0%	0%	1	1%	2%	1	0%	0%			
Take PATCO	44	10%	3%	12	9%	5%	56	10%	2%			
Transfer to NJ TRANSIT bus	6	1%	1%	1	1%	2%	7	1%	1%			
Transfer to SEPTA subway	36	8%	3%	9	7%	4%	45	8%	2%			
Transfer to SEPTA bus	17	4%	2%	12	9%	5%	29	5%	2%			
Other	3	1%	1%	2	2%	2%	5	1%	1%			
Total	432	100%		129	100%		561	100%				
No Response	8	2%		4	3%		12	2%				

Question 10: Where is your FINAL destination?

BUCKS	2	0%	1%	0	0%	0%	2	0%	0%
CHESTER	0	0%	0%	0	0%	0%	0	0%	0%
DELAWARE	7	2%	1%	2	2%	2%	9	2%	1%
MONTGOMERY	2	0%	1%	5	4%	3%	7	1%	1%
PHILA **	74	17%	3%	23	17%	6%	97	17%	3%
CENTER CITY	355	81%	4%	103	77%	7%	458	80%	3%
BURLINGTON	0	0%	0%	0	0%	0%	0	0%	0%
CAMDEN	0	0%	0%	0	0%	0%	0	0%	0%
GLOUCESTER	0	0%	0%	0	0%	0%	0	0%	0%
MERCER	0	0%	0%	0	0%	0%	0	0%	0%
OTHER	0	0%	0%	0	0%	0%	0	0%	0%
Total	440	100%		133	100%		573	100%	
No Response	0	0%		0	0%		0	0%	

Question 11: How long does it take you to travel from your START location to your FINAL destination?

10 minutes or less	39	9%	3%	5	4%	3%	44	8%	2%
11 - 20	16	4%	2%	5	4%	3%	21	4%	2%
21 - 30	35	8%	3%	11	9%	5%	46	8%	2%
31 - 40	70	16%	3%	16	13%	6%	86	15%	3%
41 - 50	91	21%	4%	23	18%	7%	114	21%	3%
51 - 60	95	22%	4%	26	21%	7%	121	22%	3%
61 - 70	22	5%	2%	8	6%	4%	30	5%	2%
71 - 80	28	7%	2%	5	4%	3%	33	6%	2%
More than 80 minutes	33	8%	3%	27	21%	7%	60	11%	3%
Total	429	100%		126	100%		555	100%	
No Response	11	3%		7	6%		18	3%	
Avg Travel Time =	48.7			57.5			50.7		

New Jersey to Pennsylvania Inter-State Trips

The following data are based on 573 survey returns from the NJT2 database.
using the criteria: NJPA()

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 12: What is the main purpose of this trip?</u>									
Go to work	398	95%	2%	66	53%	9%	464	85%	3%
Returning from work	2	0%	1%	0	0%	0%	2	0%	1%
School	3	1%	1%	4	3%	3%	7	1%	1%
Company business	1	0%	0%	6	5%	4%	7	1%	1%
Shopping	2	0%	1%	19	15%	6%	21	4%	2%
Medical/Personal	9	2%	1%	12	10%	5%	21	4%	2%
Recreation/Social	0	0%	0%	6	5%	4%	6	1%	1%
Going out to eat	0	0%	0%	2	2%	2%	2	0%	1%
Other	4	1%	1%	10	8%	5%	14	3%	1%
Total	419	100%		125	100%		544	100%	
No Response	21	5%		8	6%		29	5%	
<u>Question 13: How many times did you board an NJ TRANSIT bus on each of the last seven days?</u>									
Monday									
None (or No Response)	49	11%	3%	59	44%	8%	108	19%	3%
1-2 times	370	84%	3%	67	50%	8%	437	76%	3%
3-4 times	19	4%	2%	6	5%	4%	25	4%	2%
More than 5 times	1	0%	0%	1	1%	1%	2	0%	0%
Avg Trips per Day =	1.8			1.1			1.6		
Tuesday									
None (or No Response)	52	12%	3%	60	45%	8%	112	20%	3%
1-2 times	365	83%	4%	69	52%	8%	434	76%	4%
3-4 times	22	5%	2%	4	3%	3%	26	5%	2%
More than 5 times	0	0%	0%	0	0%	0%	0	0%	0%
Avg Trips per Day =	1.8			1.1			1.6		
Wednesday									
None (or No Response)	38	9%	3%	46	35%	8%	84	15%	3%
1-2 times	379	86%	3%	82	62%	8%	461	80%	3%
3-4 times	22	5%	2%	5	4%	3%	27	5%	2%
More than 5 times	0	0%	0%	0	0%	0%	0	0%	0%
Avg Trips per Day =	1.8			1.3			1.7		
Thursday									
None (or No Response)	45	10%	3%	49	37%	8%	94	16%	3%
1-2 times	375	85%	3%	79	59%	8%	454	79%	3%
3-4 times	19	4%	2%	5	4%	3%	24	4%	2%
More than 5 times	0	0%	0%	0	0%	0%	0	0%	0%
Avg Trips per Day =	1.8			1.2			1.7		
Friday									
None (or No Response)	61	14%	3%	66	50%	8%	127	22%	3%
1-2 times	361	82%	4%	62	47%	8%	423	74%	4%
3-4 times	17	4%	2%	4	3%	3%	21	4%	2%
More than 5 times	0	0%	0%	0	0%	0%	0	0%	0%
Avg Trips per Day =	1.7			1.0			1.6		

New Jersey to Pennsylvania Inter-State Trips

The following data are based on 573 survey returns from the NJT2 database.
using the criteria: NJPA()

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 13: How many times did you board an NJ TRANSIT bus (continued) on each of the last seven days?</u>									
Saturday									
None (or No Response)	339	77%	4%	102	77%	7%	441	77%	3%
1-2 times	90	20%	4%	27	20%	7%	117	20%	3%
3-4 times	11	3%	1%	4	3%	3%	15	3%	1%
More than 5 times	0	0%	0%	0	0%	0%	0	0%	0%
Avg Trips per Day =	0.5			0.5			0.5		
Sunday									
None (or No Response)	396	90%	3%	114	86%	6%	510	89%	3%
1-2 times	37	8%	3%	18	14%	6%	55	10%	2%
3-4 times	7	2%	1%	1	1%	1%	8	1%	1%
More than 5 times	0	0%	0%	0	0%	0%	0	0%	0%
Avg Trips per Day =	0.2			0.2			0.2		

Question 14: Why do you use this bus route?

Saves time	54	12%	3%	16	12%	6%	70	12%	3%
Frequent service	51	12%	3%	22	17%	6%	73	13%	3%
Avoid driving	192	44%	5%	39	29%	8%	231	40%	4%
Saves money	79	18%	4%	18	14%	6%	97	17%	3%
Convenient schedule	109	25%	4%	29	22%	7%	138	24%	4%
Comfortable ride	48	11%	3%	14	11%	5%	62	11%	3%
Car not available	163	37%	5%	58	44%	8%	221	39%	4%
PATCO not convenient	111	25%	4%	23	17%	6%	134	23%	3%
Other	25	6%	2%	9	7%	4%	34	6%	2%

Question 15: How long have you been using NJ TRANSIT for this trip?

1 year or less	69	17%	4%	19	17%	7%	88	17%	3%
1-2 years	39	10%	3%	12	11%	6%	51	10%	3%
2-4 years	66	17%	4%	12	11%	6%	78	15%	3%
4-10 years	119	30%	4%	32	28%	8%	151	29%	4%
10 or more years	106	27%	4%	39	34%	9%	145	28%	4%
Total	399	100%		114	100%		513	100%	
No Response	41	10%		19	17%		60	12%	
Avg Number of Years =	8.4			10.5			8.9		

Question 16: Do you have a vehicle that could have been used for this trip?

Yes	237	54%	5%	54	41%	8%	291	51%	4%
No or No Response	203	46%	5%	79	59%	8%	282	49%	4%

Question 17: Which of the following best applies to you?

Bus is my only practical choice	241	57%	5%	87	67%	8%	328	59%	4%
Bus is best choice for me	168	39%	5%	30	23%	7%	198	36%	4%
Usually take other mode	17	4%	2%	12	9%	5%	29	5%	2%
Total	426	100%		129	100%		555	100%	
No Response	14	3%		4	3%		18	3%	

New Jersey to Pennsylvania Inter-State Trips

The following data are based on 573 survey returns from the NJT2 database.
using the criteria: NJPA()

Question 18: How would you rate NJ TRANSIT service?

			Excellent		Average		Poor	No
			1	2	3	4	5	Response
<u>On-time performance</u>								
PEAK		Responses	105	134	139	29	15	18
Rating: 2.3		Percent	25%	32%	33%	7%	4%	3%
		Error (+/-)	4%	4%	4%	2%	2%	
OFF-PEAK		Responses	39	43	34	5	6	6
Rating: 2.2		Percent	31%	34%	27%	4%	5%	1%
		Error (+/-)	8%	8%	8%	3%	4%	
TOTAL		Responses	144	177	173	34	21	24
Rating: 2.3		Percent	26%	32%	32%	6%	4%	4%
		Error (+/-)	4%	4%	4%	2%	2%	
<u>Express service</u>								
PEAK		Responses	65	86	78	25	41	145
Rating: 2.6		Percent	22%	29%	26%	8%	14%	25%
		Error (+/-)	5%	5%	5%	3%	4%	
OFF-PEAK		Responses	25	20	21	2	8	57
Rating: 2.3		Percent	33%	26%	28%	3%	11%	10%
		Error (+/-)	11%	10%	10%	4%	7%	
TOTAL		Responses	90	106	99	27	49	202
Rating: 2.6		Percent	24%	29%	27%	7%	13%	35%
		Error (+/-)	4%	5%	5%	3%	3%	
<u>Travel time</u>								
PEAK		Responses	72	136	161	29	12	30
Rating: 2.4		Percent	18%	33%	39%	7%	3%	5%
		Error (+/-)	4%	5%	5%	2%	2%	
OFF-PEAK		Responses	34	37	34	7	5	16
Rating: 2.2		Percent	29%	32%	29%	6%	4%	3%
		Error (+/-)	8%	8%	8%	4%	4%	
TOTAL		Responses	106	173	195	36	17	46
Rating: 2.4		Percent	20%	33%	37%	7%	3%	8%
		Error (+/-)	3%	4%	4%	2%	2%	
<u>Easily understood schedules</u>								
PEAK		Responses	142	167	75	21	12	23
Rating: 2.0		Percent	34%	40%	18%	5%	3%	4%
		Error (+/-)	5%	5%	4%	2%	2%	
OFF-PEAK		Responses	63	33	15	3	4	15
Rating: 1.7		Percent	53%	28%	13%	3%	3%	3%
		Error (+/-)	9%	8%	6%	3%	3%	
TOTAL		Responses	205	200	90	24	16	38
Rating: 2.0		Percent	38%	37%	17%	4%	3%	7%
		Error (+/-)	4%	4%	3%	2%	1%	

New Jersey to Pennsylvania Inter-State Trips

The following data are based on 573 survey returns from the NJT2 database.
using the criteria: NJPA()

Question 18: How would you rate NJ TRANSIT service? (continued)

			Excellent		Average		Poor	No
			1	2	3	4	5	Response
<u>Customer notices</u>								
PEAK		Responses	94	130	126	29	20	41
Rating: 2.4		Percent	24%	33%	32%	7%	5%	7%
		Error (+/-)	4%	5%	5%	3%	2%	
OFF-PEAK		Responses	33	35	24	9	3	29
Rating: 2.2		Percent	32%	34%	23%	9%	3%	5%
		Error (+/-)	9%	9%	8%	5%	3%	
TOTAL		Responses	127	165	150	38	23	70
Rating: 2.3		Percent	25%	33%	30%	8%	5%	12%
		Error (+/-)	4%	4%	4%	2%	2%	
<u>Bus destination signs</u>								
PEAK		Responses	93	122	122	35	30	38
Rating: 2.5		Percent	23%	30%	30%	9%	7%	7%
		Error (+/-)	4%	4%	4%	3%	3%	
OFF-PEAK		Responses	49	29	26	7	7	15
Rating: 2.1		Percent	42%	25%	22%	6%	6%	3%
		Error (+/-)	9%	8%	7%	4%	4%	
TOTAL		Responses	142	151	148	42	37	53
Rating: 2.4		Percent	27%	29%	28%	8%	7%	9%
		Error (+/-)	4%	4%	4%	2%	2%	
<u>Cost of travel</u>								
PEAK		Responses	36	53	161	79	78	33
Rating: 3.3		Percent	9%	13%	40%	19%	19%	6%
		Error (+/-)	3%	3%	5%	4%	4%	
OFF-PEAK		Responses	23	22	44	15	19	10
Rating: 2.9		Percent	19%	18%	36%	12%	15%	2%
		Error (+/-)	7%	7%	8%	6%	6%	
TOTAL		Responses	59	75	205	94	97	43
Rating: 3.2		Percent	11%	14%	39%	18%	18%	8%
		Error (+/-)	3%	3%	4%	3%	3%	
<u>Cleanliness of bus</u>								
PEAK		Responses	65	123	129	60	47	16
Rating: 2.8		Percent	15%	29%	30%	14%	11%	3%
		Error (+/-)	3%	4%	4%	3%	3%	
OFF-PEAK		Responses	43	31	32	6	8	13
Rating: 2.2		Percent	36%	26%	27%	5%	7%	2%
		Error (+/-)	9%	8%	8%	4%	4%	
TOTAL		Responses	108	154	161	66	55	29
Rating: 2.6		Percent	20%	28%	30%	12%	10%	5%
		Error (+/-)	3%	4%	4%	3%	3%	

New Jersey to Pennsylvania Inter-State Trips

The following data are based on 573 survey returns from the NJT2 database.
using the criteria: NJPA()

Question 18: How would you rate NJ TRANSIT service? (continued)

			Excellent 1	2	Average 3	4	Poor 5	No Response
<u>Heating & air conditioning</u>								
PEAK		Responses	57	127	129	63	39	25
Rating: 2.8		Percent	14%	31%	31%	15%	9%	4%
		Error (+/-)	3%	4%	4%	3%	3%	
OFF-PEAK		Responses	37	37	28	12	9	10
Rating: 2.3		Percent	30%	30%	23%	10%	7%	2%
		Error (+/-)	8%	8%	7%	5%	5%	
TOTAL		Responses	94	164	157	75	48	35
Rating: 2.7		Percent	17%	30%	29%	14%	9%	6%
		Error (+/-)	3%	4%	4%	3%	2%	
<u>Driver attitude</u>								
PEAK		Responses	136	120	109	28	15	32
Rating: 2.2		Percent	33%	29%	27%	7%	4%	6%
		Error (+/-)	5%	4%	4%	2%	2%	
OFF-PEAK		Responses	55	33	29	2	5	9
Rating: 1.9		Percent	44%	27%	23%	2%	4%	2%
		Error (+/-)	9%	8%	7%	2%	3%	
TOTAL		Responses	191	153	138	30	20	41
Rating: 2.1		Percent	36%	29%	26%	6%	4%	7%
		Error (+/-)	4%	4%	4%	2%	2%	
<u>Bus comfort</u>								
PEAK		Responses	71	131	151	28	25	34
Rating: 2.5		Percent	17%	32%	37%	7%	6%	6%
		Error (+/-)	4%	5%	5%	2%	2%	
OFF-PEAK		Responses	44	37	26	9	4	13
Rating: 2.1		Percent	37%	31%	22%	8%	3%	2%
		Error (+/-)	9%	8%	7%	5%	3%	
TOTAL		Responses	115	168	177	37	29	47
Rating: 2.4		Percent	22%	32%	34%	7%	6%	8%
		Error (+/-)	4%	4%	4%	2%	2%	
<u>Frequency of service</u>								
PEAK		Responses	54	98	149	50	55	34
Rating: 2.9		Percent	13%	24%	37%	12%	14%	6%
		Error (+/-)	3%	4%	5%	3%	3%	
OFF-PEAK		Responses	33	27	41	12	10	10
Rating: 2.5		Percent	27%	22%	33%	10%	8%	2%
		Error (+/-)	8%	7%	8%	5%	5%	
TOTAL		Responses	87	125	190	62	65	44
Rating: 2.8		Percent	16%	24%	36%	12%	12%	8%
		Error (+/-)	3%	4%	4%	3%	3%	

New Jersey to Pennsylvania Inter-State Trips

The following data are based on 573 survey returns from the NJT2 database.
using the criteria: NJPA()

Question 18: How would you rate NJ TRANSIT service? (continued)

			Excellent 1	2	Average 3	4	Poor 5	No Response
<u>Safety/security</u>								
PEAK		Responses	89	128	146	28	17	32
Rating: 2.4		Percent	22%	31%	36%	7%	4%	6%
		Error (+/-)	4%	5%	5%	2%	2%	
OFF-PEAK		Responses	47	35	32	4	2	13
Rating: 2.0		Percent	39%	29%	27%	3%	2%	2%
		Error (+/-)	9%	8%	8%	3%	2%	
TOTAL		Responses	136	163	178	32	19	45
Rating: 2.3		Percent	26%	31%	34%	6%	4%	8%
		Error (+/-)	4%	4%	4%	2%	2%	
<u>Overall Performance</u>								
PEAK		Responses	42	150	157	33	10	48
Rating: 2.5		Percent	11%	38%	40%	8%	3%	8%
		Error (+/-)	3%	5%	5%	3%	2%	
OFF-PEAK		Responses	31	48	36	4	1	13
Rating: 2.1		Percent	26%	40%	30%	3%	1%	2%
		Error (+/-)	8%	9%	8%	3%	2%	
TOTAL		Responses	73	198	193	37	11	61
Rating: 2.4		Percent	14%	39%	38%	7%	2%	11%
		Error (+/-)	3%	4%	4%	2%	1%	

NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR

	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Male	155	36%	5%	54	42%	9%	209	37%	4%
Female	280	64%	5%	75	58%	9%	355	63%	4%
Total	435	100%		129	100%		564	100%	
No Response	5	1%		4	3%		9	2%	

Question 20: Age of Respondents:

19 or younger	3	1%	1%	1	1%	2%	4	1%	1%
20 - 29	67	16%	4%	14	12%	6%	81	15%	3%
30 - 49	201	48%	5%	42	35%	8%	243	45%	4%
50 - 61	111	27%	4%	23	19%	7%	134	25%	4%
62 or older	33	8%	3%	41	34%	8%	74	14%	3%
Total	415	100%		121	100%		536	100%	
No Response	25	6%		12	10%		37	7%	
Avg Age =	42.9			50.6			44.6		

New Jersey to Pennsylvania Inter-State Trips

The following data are based on 573 survey returns from the NJT2 database.
using the criteria: NJPA()

	NUMBER OF RESPONSES, PEAK			PERCENT RESPONSE, OFF-PEAK			MARGIN OF ERROR, TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 21: Race of Respondents:</u>									
White	293	71%	4%	87	70%	8%	380	71%	4%
Black	96	23%	4%	28	22%	7%	124	23%	4%
Asian	12	3%	2%	2	2%	2%	14	3%	1%
Other	10	2%	1%	8	6%	4%	18	3%	2%
Total	411	100%		125	100%		536	100%	
No Response	29	7%		8	6%		37	7%	

Question 22: Household income:

Under \$10,000	15	4%	2%	16	15%	7%	31	6%	2%
\$10,000 - \$15,000	32	8%	3%	20	18%	7%	52	11%	3%
\$15,000 - \$25,000	84	22%	4%	25	23%	8%	109	22%	4%
\$25,000 - \$35,000	76	20%	4%	19	17%	7%	95	19%	3%
\$35,000 - \$50,000	93	24%	4%	14	13%	6%	107	22%	4%
\$50,000 - \$75,000	63	16%	4%	12	11%	6%	75	15%	3%
\$75,000 - \$100,000	17	4%	2%	0	0%	0%	17	3%	2%
\$100,000 or more	3	1%	1%	3	3%	3%	6	1%	1%
Total	383	100%		109	100%		492	100%	
No Response	57	15%		24	22%		81	16%	
Avg Household Income =	\$37,000			\$29,000			\$35,000		

Question 23: Employment Status of Respondents:

Employed Full-time	391	91%	3%	68	54%	9%	459	82%	3%
Employed Part-time	21	5%	2%	14	11%	5%	35	6%	2%
Retired	12	3%	2%	35	28%	8%	47	8%	2%
Currently Unemployed	1	0%	0%	3	2%	3%	4	1%	1%
Homemaker	2	0%	1%	4	3%	3%	6	1%	1%
Student	4	1%	1%	3	2%	3%	7	1%	1%
Total	431	100%		127	100%		558	100%	
No Response	9	2%		6	5%		15	3%	

Corridor served by surveyed route:

Commuter - Gloucester	94	21%	4%	18	14%	6%	112	20%	3%
Burlington	155	35%	4%	59	44%	8%	214	37%	4%
Camden	136	31%	4%	45	34%	8%	181	32%	4%
Local - Urban	23	5%	2%	7	5%	4%	30	5%	2%
Suburban	32	7%	2%	4	3%	3%	36	6%	2%

New Jersey Intra-State Trips

The following data are based on 814 survey returns from the NJT2 database.
using the criteria: NJNJ()

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	<u>No.</u>	<u>PEAK</u> <u>Pct</u>	<u>Err</u>	<u>No.</u>	<u>OFF-PEAK</u> <u>Pct</u>	<u>Err</u>	<u>No.</u>	<u>TOTAL</u> <u>Pct</u>	<u>Err</u>
<u>Question 1: What time did you receive this survey?</u>									
6:00am or earlier	19	4%	2%	44	16%	4%	63	8%	2%
6:01 - 7:00am	138	28%	4%	0	0%	0%	138	18%	3%
7:01 - 8:00am	192	39%	4%	0	0%	0%	192	25%	3%
8:01 - 9:00am	140	29%	4%	0	0%	0%	140	18%	3%
9:01 - 10:00am	0	0%	0%	72	26%	5%	72	9%	2%
10:01 - 11:00am	0	0%	0%	63	23%	5%	63	8%	2%
11:01 - 12:00pm	0	0%	0%	44	16%	4%	44	6%	2%
12:01 - 1:00pm	0	0%	0%	22	8%	3%	22	3%	1%
After 1:00pm	0	0%	0%	35	13%	4%	35	5%	1%
Total	489	100%		280	100%		769	100%	
No Response	36	7%		9	3%		45	6%	

Question 2: Where did you START this trip?

BUCKS	0	0%	0%	0	0%	0%	0	0%	0%
CHESTER	0	0%	0%	0	0%	0%	0	0%	0%
DELAWARE	0	0%	0%	0	0%	0%	0	0%	0%
MONTGOMERY	0	0%	0%	0	0%	0%	0	0%	0%
PHILA **	0	0%	0%	0	0%	0%	0	0%	0%
CENTER CITY	0	0%	0%	0	0%	0%	0	0%	0%
BURLINGTON	82	16%	3%	38	13%	4%	120	15%	2%
CAMDEN	402	77%	4%	218	75%	5%	620	76%	3%
GLOUCESTER	36	7%	2%	22	8%	3%	58	7%	2%
MERCER	1	0%	0%	3	1%	1%	4	0%	0%
OTHER	4	1%	1%	8	3%	2%	12	1%	1%
Total	525	100%		289	100%		814	100%	
No Response	0	0%		0	0%		0	0%	

Question 3: Where did you BOARD this bus?

Within the same ZIP as START	450	87%	3%	242	86%	4%	692	87%	2%
Different ZIP	66	13%	3%	41	14%	4%	107	13%	2%
Total	516	100%		283	100%		799	100%	
No Response	9	2%		6	2%		15	2%	

Question 4: How did you get to this bus stop?

Walked	444	85%	3%	246	87%	4%	690	86%	2%
Was dropped off	21	4%	2%	5	2%	2%	26	3%	1%
Drove auto & parked	3	1%	1%	2	1%	1%	5	1%	1%
Took PATCO	13	2%	1%	5	2%	2%	18	2%	1%
Transferred from NJ TRANSIT bus	41	8%	2%	22	8%	3%	63	8%	2%
Transferred from SEPTA subway	0	0%	0%	0	0%	0%	0	0%	0%
Transferred from SEPTA bus	0	0%	0%	0	0%	0%	0	0%	0%
Other	1	0%	0%	3	1%	1%	4	0%	0%
Total	523	100%		283	100%		806	100%	
No Response	2	0%		6	2%		8	1%	

New Jersey Intra-State Trips

The following data are based on 814 survey returns from the NJT2 database.
using the criteria: NJNJ()

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR			PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 5: How long did it take you to get from your START location to this bus stop?</u>												
5 minutes or less	300	59%	4%	144	53%	6%	444	57%	3%			
6 - 10	119	24%	4%	48	18%	5%	167	21%	3%			
11 - 15	35	7%	2%	33	12%	4%	68	9%	2%			
16 - 20	23	5%	2%	21	8%	3%	44	6%	2%			
21 - 30	14	3%	1%	16	6%	3%	30	4%	1%			
31 - 45	9	2%	1%	4	1%	1%	13	2%	1%			
46 - 60	4	1%	1%	5	2%	2%	9	1%	1%			
More than 60 minutes	2	0%	1%	0	0%	0%	2	0%	0%			
Total	506	100%		271	100%		777	100%				
No Response	19	4%		18	7%		37	5%				
Avg Access Time =	8.5			10.3			9.1					

Question 6: How far is your START location from this bus stop?

1/4 mile	354	72%	4%	179	66%	6%	533	70%	3%			
1/2 mile	29	6%	2%	19	7%	3%	48	6%	2%			
1 mile	20	4%	2%	21	8%	3%	41	5%	2%			
1-2 miles	27	6%	2%	12	4%	2%	39	5%	2%			
2-3 miles	12	2%	1%	9	3%	2%	21	3%	1%			
3-5 miles	15	3%	2%	7	3%	2%	22	3%	1%			
5-7 miles	12	2%	1%	8	3%	2%	20	3%	1%			
7-10 miles	7	1%	1%	3	1%	1%	10	1%	1%			
More than 10 miles	14	3%	1%	13	5%	3%	27	4%	1%			
Total	490	100%		271	100%		761	100%				
No Response	35	7%		18	7%		53	7%				
Avg Access Distance =	1.1			1.4			1.2					

Question 7: What type of fare did you pay for this trip?

Cash	341	66%	4%	146	53%	6%	487	61%	3%			
Ten-trip Ticket	14	3%	1%	9	3%	2%	23	3%	1%			
Monthly Pass	137	27%	4%	50	18%	5%	187	24%	3%			
Transfer Ticket	8	2%	1%	2	1%	1%	10	1%	1%			
Student Ticket	3	1%	1%	2	1%	1%	5	1%	1%			
Senior Citizen Fare	8	2%	1%	63	23%	5%	71	9%	2%			
Handicapped Fare	2	0%	1%	4	1%	1%	6	1%	1%			
Family Fare	0	0%	0%	0	0%	0%	0	0%	0%			
Other	3	1%	1%	2	1%	1%	5	1%	1%			
Total	516	100%		278	100%		794	100%				
No Response	9	2%		11	4%		20	3%				

Question 8: Where did you get off this bus?

Within the same ZIP as final destin	356	68%	4%	207	72%	5%	563	70%	3%			
Different ZIP	166	32%	4%	80	28%	5%	246	30%	3%			
Total	522	100%		287	100%		809	100%				
No Response	3	1%		2	1%		5	1%				

New Jersey Intra-State Trips

The following data are based on 814 survey returns from the NJT2 database.
using the criteria: NJNJ()

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 9: How will you get to your final destination?</u>									
Walk only	384	74%	4%	227	81%	5%	611	76%	3%
Will be picked up	9	2%	1%	4	1%	1%	13	2%	1%
Drive auto I parked	1	0%	0%	3	1%	1%	4	1%	0%
Take PATCO	19	4%	2%	8	3%	2%	27	3%	1%
Transfer to NJ TRANSIT bus	98	19%	3%	35	13%	4%	133	17%	3%
Transfer to SEPTA subway	1	0%	0%	0	0%	0%	1	0%	0%
Transfer to SEPTA bus	1	0%	0%	0	0%	0%	1	0%	0%
Other	6	1%	1%	3	1%	1%	9	1%	1%
Total	519	100%		280	100%		799	100%	
No Response	6	1%		9	3%		15	2%	

Question 10: Where is your FINAL destination?

BUCKS	0	0%	0%	0	0%	0%	0	0%	0%
CHESTER	0	0%	0%	0	0%	0%	0	0%	0%
DELAWARE	0	0%	0%	0	0%	0%	0	0%	0%
MONTGOMERY	0	0%	0%	0	0%	0%	0	0%	0%
PHILA **	0	0%	0%	0	0%	0%	0	0%	0%
CENTER CITY	0	0%	0%	0	0%	0%	0	0%	0%
BURLINGTON	62	12%	3%	43	15%	4%	105	13%	2%
CAMDEN	377	72%	4%	209	72%	5%	586	72%	3%
GLOUCESTER	43	8%	2%	27	9%	3%	70	9%	2%
MERCER	26	5%	2%	1	0%	1%	27	3%	1%
OTHER	17	3%	2%	9	3%	2%	26	3%	1%
Total	525	100%		289	100%		814	100%	
No Response	0	0%		0	0%		0	0%	

Question 11: How long does it take you to travel from your START location to your FINAL destination?

10 minutes or less	57	11%	3%	40	15%	4%	97	13%	2%
11 - 20	128	25%	4%	74	28%	5%	202	26%	3%
21 - 30	110	22%	4%	43	16%	4%	153	20%	3%
31 - 40	53	10%	3%	21	8%	3%	74	10%	2%
41 - 50	64	13%	3%	30	11%	4%	94	12%	2%
51 - 60	33	7%	2%	23	9%	3%	56	7%	2%
61 - 70	14	3%	1%	7	3%	2%	21	3%	1%
71 - 80	17	3%	2%	5	2%	2%	22	3%	1%
More than 80 minutes	31	6%	2%	25	9%	3%	56	7%	2%
Total	507	100%		268	100%		775	100%	
No Response	18	4%		21	8%		39	5%	
Avg Travel Time =	36.3			36.7			36.4		

New Jersey Intra-State Trips

The following data are based on 814 survey returns from the NJT2 database.
using the criteria: NJNJ()

	NUMBER OF RESPONSES, PEAK			PERCENT RESPONSE & MARGIN OF ERROR OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Question 12: What is the main purpose of this trip?									
Go to work	425	87%	3%	118	47%	6%	543	73%	3%
Returning from work	10	2%	1%	15	6%	3%	25	3%	1%
School	23	5%	2%	12	5%	3%	35	5%	2%
Company business	5	1%	1%	3	1%	1%	8	1%	1%
Shopping	3	1%	1%	37	15%	4%	40	5%	2%
Medical/Personal	15	3%	2%	34	14%	4%	49	7%	2%
Recreation/Social	1	0%	0%	14	6%	3%	15	2%	1%
Going out to eat	0	0%	0%	2	1%	1%	2	0%	0%
Other	8	2%	1%	16	6%	3%	24	3%	1%
Total	490	100%		251	100%		741	100%	
No Response	35	7%		38	15%		73	10%	

Question 13: How many times did you board an NJ TRANSIT bus
on each of the last seven days?

Monday									
None (or No Response)	111	21%	3%	130	45%	6%	241	30%	3%
1-2 times	287	55%	4%	117	40%	6%	404	50%	3%
3-4 times	118	22%	4%	38	13%	4%	156	19%	3%
More than 5 times	7	1%	1%	4	1%	1%	11	1%	1%
Avg Trips per Day =	1.9			1.3			1.7		
Tuesday									
None (or No Response)	103	20%	3%	119	41%	6%	222	27%	3%
1-2 times	286	54%	4%	127	44%	6%	413	51%	3%
3-4 times	125	24%	4%	38	13%	4%	163	20%	3%
More than 5 times	6	1%	1%	4	1%	1%	10	1%	1%
Avg Trips per Day =	2.0			1.4			1.8		
Wednesday									
None (or No Response)	97	18%	3%	111	38%	6%	208	26%	3%
1-2 times	290	55%	4%	125	43%	6%	415	51%	3%
3-4 times	127	24%	4%	48	17%	4%	175	21%	3%
More than 5 times	7	1%	1%	5	2%	2%	12	1%	1%
Avg Trips per Day =	2.0			1.5			1.8		
Thursday									
None (or No Response)	97	18%	3%	113	39%	6%	210	26%	3%
1-2 times	293	56%	4%	123	43%	6%	416	51%	3%
3-4 times	127	24%	4%	46	16%	4%	173	21%	3%
More than 5 times	5	1%	1%	5	2%	2%	10	1%	1%
Avg Trips per Day =	2.0			1.5			1.8		
Friday									
None (or No Response)	121	23%	4%	124	43%	6%	245	30%	3%
1-2 times	276	53%	4%	105	36%	6%	381	47%	3%
3-4 times	122	23%	4%	52	18%	4%	174	21%	3%
More than 5 times	5	1%	1%	6	2%	2%	11	1%	1%
Avg Trips per Day =	1.9			1.5			1.7		

New Jersey Intra-State Trips

The following data are based on 814 survey returns from the NJT2 database.
using the criteria: NJNJ()

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 13: How many times did you board an NJ TRANSIT bus (continued) on each of the last seven days?</u>									
Saturday									
None (or No Response)	343	65%	4%	184	64%	6%	527	65%	3%
1-2 times	126	24%	4%	70	24%	5%	196	24%	3%
3-4 times	50	10%	3%	32	11%	4%	82	10%	2%
More than 5 times	5	1%	1%	3	1%	1%	8	1%	1%
Avg Trips per Day =	0.9			0.9			0.9		
Sunday									
None (or No Response)	435	83%	3%	235	81%	4%	670	82%	3%
1-2 times	62	12%	3%	42	15%	4%	104	13%	2%
3-4 times	24	5%	2%	9	3%	2%	33	4%	1%
More than 5 times	3	1%	1%	3	1%	1%	6	1%	1%
Avg Trips per Day =	0.4			0.4			0.4		

Question 14: Why do you use this bus route?

Saves time	60	11%	3%	33	11%	4%	93	11%	2%
Frequent service	68	13%	3%	50	17%	4%	118	14%	2%
Avoid driving	57	11%	3%	29	10%	3%	86	11%	2%
Saves money	56	11%	3%	32	11%	4%	88	11%	2%
Convenient schedule	116	22%	4%	61	21%	5%	177	22%	3%
Comfortable ride	41	8%	2%	32	11%	4%	73	9%	2%
Car not available	341	65%	4%	180	62%	6%	521	64%	3%
PATCO not convenient	27	5%	2%	15	5%	3%	42	5%	2%
Other	33	6%	2%	20	7%	3%	53	7%	2%

Question 15: How long have you been using NJ TRANSIT for this trip?

1 year or less	121	26%	4%	63	25%	5%	184	25%	3%
1-2 years	48	10%	3%	27	11%	4%	75	10%	2%
2-4 years	91	19%	4%	46	18%	5%	137	19%	3%
4-10 years	132	28%	4%	65	26%	5%	197	27%	3%
10 or more years	79	17%	3%	50	20%	5%	129	18%	3%
Total	471	100%		251	100%		722	100%	
No Response	54	11%		38	15%		92	13%	
Avg Number of Years =	6.3			7.1			6.6		

Question 16: Do you have a vehicle that could have been used for this trip?

Yes	113	22%	4%	50	17%	4%	163	20%	3%
No or No Response	412	78%	4%	239	83%	4%	651	80%	3%

Question 17: Which of the following best applies to you?

Bus is my only practical choice	368	74%	4%	206	75%	5%	574	74%	3%
Bus is best choice for me	100	20%	4%	57	21%	5%	157	20%	3%
Usually take other mode	29	6%	2%	11	4%	2%	40	5%	2%
Total	497	100%		274	100%		771	100%	
No Response	28	6%		15	5%		43	6%	

New Jersey Intra-State Trips

The following data are based on 814 survey returns from the NJT2 database.
using the criteria: NJNJ()

Question 18: How would you rate NJ TRANSIT service?

			Excellent		Average		Poor	No
			1	2	3	4	5	Response
<u>On-time performance</u>								
PEAK		Responses	158	112	169	30	38	18
Rating: 2.4		Percent	31%	22%	33%	6%	7%	2%
		Error (+/-)	4%	4%	4%	2%	2%	
OFF-PEAK		Responses	96	45	94	17	18	19
Rating: 2.3		Percent	36%	17%	35%	6%	7%	2%
		Error (+/-)	6%	4%	6%	3%	3%	
TOTAL		Responses	254	157	263	47	56	37
Rating: 2.3		Percent	33%	20%	34%	6%	7%	5%
		Error (+/-)	3%	3%	3%	2%	2%	
<u>Express service</u>								
PEAK		Responses	85	88	105	17	21	209
Rating: 2.4		Percent	27%	28%	33%	5%	7%	26%
		Error (+/-)	5%	5%	5%	2%	3%	
OFF-PEAK		Responses	54	35	68	9	9	114
Rating: 2.3		Percent	31%	20%	39%	5%	5%	14%
		Error (+/-)	7%	6%	7%	3%	3%	
TOTAL		Responses	139	123	173	26	30	323
Rating: 2.4		Percent	28%	25%	35%	5%	6%	40%
		Error (+/-)	4%	4%	4%	2%	2%	
<u>Travel time</u>								
PEAK		Responses	147	120	156	27	23	52
Rating: 2.3		Percent	31%	25%	33%	6%	5%	6%
		Error (+/-)	4%	4%	4%	2%	2%	
OFF-PEAK		Responses	89	52	73	22	9	44
Rating: 2.2		Percent	36%	21%	30%	9%	4%	5%
		Error (+/-)	6%	5%	6%	4%	2%	
TOTAL		Responses	236	172	229	49	32	96
Rating: 2.3		Percent	33%	24%	32%	7%	4%	12%
		Error (+/-)	3%	3%	3%	2%	2%	
<u>Easily understood schedules</u>								
PEAK		Responses	248	116	86	15	15	45
Rating: 1.8		Percent	52%	24%	18%	3%	3%	6%
		Error (+/-)	4%	4%	3%	2%	2%	
OFF-PEAK		Responses	151	51	35	14	2	36
Rating: 1.7		Percent	60%	20%	14%	6%	1%	4%
		Error (+/-)	6%	5%	4%	3%	1%	
TOTAL		Responses	399	167	121	29	17	81
Rating: 1.8		Percent	54%	23%	17%	4%	2%	10%
		Error (+/-)	4%	3%	3%	1%	1%	

New Jersey Intra-State Trips

The following data are based on 814 survey returns from the NJT2 database.
using the criteria: NJNJ()

Question 18: How would you rate NJ TRANSIT service? (continued)

			Excellent		Average		Poor	No
			1	2	3	4	5	Response
<u>Customer notices</u>								
PEAK		Responses	164	117	131	33	16	64
Rating: 2.2		Percent	36%	25%	28%	7%	3%	8%
		Error (+/-)	4%	4%	4%	2%	2%	
OFF-PEAK		Responses	95	64	54	13	11	52
Rating: 2.1		Percent	40%	27%	23%	5%	5%	6%
		Error (+/-)	6%	6%	5%	3%	3%	
TOTAL		Responses	259	181	185	46	27	116
Rating: 2.1		Percent	37%	26%	27%	7%	4%	14%
		Error (+/-)	4%	3%	3%	2%	1%	
<u>Bus destination signs</u>								
PEAK		Responses	158	106	130	36	32	63
Rating: 2.3		Percent	34%	23%	28%	8%	7%	8%
		Error (+/-)	4%	4%	4%	2%	2%	
OFF-PEAK		Responses	104	47	62	21	9	46
Rating: 2.1		Percent	43%	19%	26%	9%	4%	6%
		Error (+/-)	6%	5%	5%	4%	2%	
TOTAL		Responses	262	153	192	57	41	109
Rating: 2.2		Percent	37%	22%	27%	8%	6%	13%
		Error (+/-)	4%	3%	3%	2%	2%	
<u>Cost of travel</u>								
PEAK		Responses	79	82	204	60	53	47
Rating: 2.8		Percent	17%	17%	43%	13%	11%	6%
		Error (+/-)	3%	3%	4%	3%	3%	
OFF-PEAK		Responses	71	40	93	24	31	30
Rating: 2.6		Percent	27%	15%	36%	9%	12%	4%
		Error (+/-)	5%	4%	6%	4%	4%	
TOTAL		Responses	150	122	297	84	84	77
Rating: 2.8		Percent	20%	17%	40%	11%	11%	9%
		Error (+/-)	3%	3%	4%	2%	2%	
<u>Cleanliness of bus</u>								
PEAK		Responses	118	113	167	48	51	28
Rating: 2.6		Percent	24%	23%	34%	10%	10%	3%
		Error (+/-)	4%	4%	4%	3%	3%	
OFF-PEAK		Responses	84	64	72	23	24	22
Rating: 2.4		Percent	31%	24%	27%	9%	9%	3%
		Error (+/-)	6%	5%	5%	3%	3%	
TOTAL		Responses	202	177	239	71	75	50
Rating: 2.5		Percent	26%	23%	31%	9%	10%	6%
		Error (+/-)	3%	3%	3%	2%	2%	

New Jersey Intra-State Trips

The following data are based on 814 survey returns from the NJT2 database.
using the criteria: NJNJ()

Question 18: How would you rate NJ TRANSIT service? (continued)

			Excellent		Average		Poor	No
			1	2	3	4	5	Response
<u>Heating & air conditioning</u>								
PEAK		Responses	150	129	142	50	26	28
Rating: 2.3		Percent	30%	26%	29%	10%	5%	3%
		Error (+/-)	4%	4%	4%	3%	2%	
OFF-PEAK		Responses	101	66	66	22	9	25
Rating: 2.1		Percent	38%	25%	25%	8%	3%	3%
		Error (+/-)	6%	5%	5%	3%	2%	
TOTAL		Responses	251	195	208	72	35	53
Rating: 2.3		Percent	33%	26%	27%	9%	5%	7%
		Error (+/-)	3%	3%	3%	2%	1%	
<u>Driver attitude</u>								
PEAK		Responses	205	122	123	29	17	29
Rating: 2.1		Percent	41%	25%	25%	6%	3%	4%
		Error (+/-)	4%	4%	4%	2%	2%	
OFF-PEAK		Responses	114	57	64	15	13	26
Rating: 2.1		Percent	43%	22%	24%	6%	5%	3%
		Error (+/-)	6%	5%	5%	3%	3%	
TOTAL		Responses	319	179	187	44	30	55
Rating: 2.1		Percent	42%	24%	25%	6%	4%	7%
		Error (+/-)	4%	3%	3%	2%	1%	
<u>Bus comfort</u>								
PEAK		Responses	146	141	158	34	18	28
Rating: 2.3		Percent	29%	28%	32%	7%	4%	3%
		Error (+/-)	4%	4%	4%	2%	2%	
OFF-PEAK		Responses	102	70	67	15	8	27
Rating: 2.1		Percent	39%	27%	26%	6%	3%	3%
		Error (+/-)	6%	5%	5%	3%	2%	
TOTAL		Responses	248	211	225	49	26	55
Rating: 2.2		Percent	33%	28%	30%	6%	3%	7%
		Error (+/-)	3%	3%	3%	2%	1%	
<u>Frequency of service</u>								
PEAK		Responses	113	117	147	43	60	45
Rating: 2.6		Percent	24%	24%	31%	9%	13%	6%
		Error (+/-)	4%	4%	4%	3%	3%	
OFF-PEAK		Responses	69	56	69	34	24	37
Rating: 2.6		Percent	27%	22%	27%	13%	10%	5%
		Error (+/-)	6%	5%	6%	4%	4%	
TOTAL		Responses	182	173	216	77	84	82
Rating: 2.6		Percent	25%	24%	30%	11%	11%	10%
		Error (+/-)	3%	3%	3%	2%	2%	

New Jersey Intra-State Trips

The following data are based on 814 survey returns from the NJT2 database.
using the criteria: NJNJ()

Question 18: How would you rate NJ TRANSIT service? (continued)

			Excellent		Average		Poor	No
			1	2	3	4	5	Response
<u>Safety/security</u>								
PEAK		Responses	157	124	149	25	27	43
Rating: 2.3		Percent	33%	26%	31%	5%	6%	5%
		Error (+/-)	4%	4%	4%	2%	2%	
OFF-PEAK		Responses	97	61	75	14	9	33
Rating: 2.1		Percent	38%	24%	29%	5%	4%	4%
		Error (+/-)	6%	5%	6%	3%	2%	
TOTAL		Responses	254	185	224	39	36	76
Rating: 2.2		Percent	34%	25%	30%	5%	5%	9%
		Error (+/-)	3%	3%	3%	2%	2%	
<u>Overall Performance</u>								
PEAK		Responses	113	137	164	28	14	69
Rating: 2.3		Percent	25%	30%	36%	6%	3%	8%
		Error (+/-)	4%	4%	4%	2%	2%	
OFF-PEAK		Responses	75	71	79	13	5	46
Rating: 2.2		Percent	31%	29%	33%	5%	2%	6%
		Error (+/-)	6%	6%	6%	3%	2%	
TOTAL		Responses	188	208	243	41	19	115
Rating: 2.3		Percent	27%	30%	35%	6%	3%	14%
		Error (+/-)	3%	3%	4%	2%	1%	

NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
PEAK			OFF-PEAK			TOTAL		
No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 19: Gender of Respondents:

Male	163	32%	4%	82	29%	5%	245	31%	3%
Female	351	68%	4%	202	71%	5%	553	69%	3%
Total	514	100%		284	100%		798	100%	
No Response	11	2%		5	2%		16	2%	

Question 20: Age of Respondents:

19 or younger	13	3%	1%	9	3%	2%	22	3%	1%
20 - 29	96	19%	3%	54	19%	5%	150	19%	3%
30 - 49	235	47%	4%	100	36%	6%	335	43%	3%
50 - 61	95	19%	3%	33	12%	4%	128	16%	3%
62 or older	61	12%	3%	81	29%	5%	142	18%	3%
Total	500	100%		277	100%		777	100%	
No Response	25	5%		12	4%		37	5%	
Avg Age =	42.0			46.6			43.6		

New Jersey Intra-State Trips

The following data are based on 814 survey returns from the NJT2 database.
using the criteria: NJNJ()

	NUMBER OF RESPONSES, PEAK			PERCENT RESPONSE, OFF-PEAK			MARGIN OF ERROR, TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 21: Race of Respondents:</u>									
White	224	46%	4%	138	51%	6%	362	48%	4%
Black	207	42%	4%	108	40%	6%	315	42%	4%
Asian	2	0%	1%	5	2%	2%	7	1%	1%
Other	55	11%	3%	18	7%	3%	73	10%	2%
Total	488	100%		269	100%		757	100%	
No Response	37	8%		20	7%		57	8%	

Question 22: Household income:

Under \$10,000	120	25%	4%	90	35%	6%	210	29%	3%
\$10,000 - \$15,000	108	23%	4%	51	20%	5%	159	22%	3%
\$15,000 - \$25,000	114	24%	4%	55	21%	5%	169	23%	3%
\$25,000 - \$35,000	76	16%	3%	34	13%	4%	110	15%	3%
\$35,000 - \$50,000	37	8%	2%	19	7%	3%	56	8%	2%
\$50,000 - \$75,000	13	3%	1%	6	2%	2%	19	3%	1%
\$75,000 - \$100,000	4	1%	1%	2	1%	1%	6	1%	1%
\$100,000 or more	2	0%	1%	1	0%	1%	3	0%	0%
Total	474	100%		258	100%		732	100%	
No Response	51	11%		31	12%		82	11%	
Avg Household Income =	\$21,000			\$19,000			\$20,000		

Question 23: Employment Status of Respondents:

Employed Full-time	389	79%	4%	133	49%	6%	522	68%	3%
Employed Part-time	57	12%	3%	41	15%	4%	98	13%	2%
Retired	16	3%	2%	68	25%	5%	84	11%	2%
Currently Unemployed	8	2%	1%	4	1%	1%	12	2%	1%
Homemaker	6	1%	1%	16	6%	3%	22	3%	1%
Student	16	3%	2%	12	4%	2%	28	4%	1%
Total	492	100%		274	100%		766	100%	
No Response	33	7%		15	5%		48	6%	

Corridor served by surveyed route:

Commuter - Gloucester	34	6%	2%	21	7%	3%	55	7%	2%
Burlington	170	32%	4%	111	38%	6%	281	35%	3%
Camden	84	16%	3%	33	11%	4%	117	14%	2%
Local - Urban	192	37%	4%	111	38%	6%	303	37%	3%
Suburban	45	9%	2%	13	4%	2%	58	7%	2%

Pennsylvania to New Jersey Inter-State Trips

The following data are based on 98 survey returns from the NJT2 database.
using the criteria: PANJ()

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 1: What time did you receive this survey?</u>									
6:00am or earlier	1	2%	3%	7	22%	14%	8	8%	6%
6:01 - 7:00am	26	41%	12%	0	0%	0%	26	27%	9%
7:01 - 8:00am	22	35%	12%	0	0%	0%	22	23%	8%
8:01 - 9:00am	14	22%	10%	0	0%	0%	14	15%	7%
9:01 - 10:00am	0	0%	0%	9	28%	16%	9	9%	6%
10:01 - 11:00am	0	0%	0%	5	16%	13%	5	5%	4%
11:01 - 12:00pm	0	0%	0%	2	6%	8%	2	2%	3%
12:01 - 1:00pm	0	0%	0%	1	3%	6%	1	1%	2%
After 1:00pm	0	0%	0%	8	25%	15%	8	8%	6%
Total	63	100%		32	100%		95	100%	
No Response	1	2%		2	6%		3	3%	

Question 2: Where did you START this trip?

BUCKS	1	2%	3%	0	0%	0%	1	1%	2%
CHESTER	0	0%	0%	0	0%	0%	0	0%	0%
DELAWARE	4	6%	6%	1	3%	6%	5	5%	4%
MONTGOMERY	2	3%	4%	0	0%	0%	2	2%	3%
PHILA **	35	55%	12%	11	32%	16%	46	47%	10%
CENTER CITY	22	34%	12%	22	65%	16%	44	45%	10%
BURLINGTON	0	0%	0%	0	0%	0%	0	0%	0%
CAMDEN	0	0%	0%	0	0%	0%	0	0%	0%
GLOUCESTER	0	0%	0%	0	0%	0%	0	0%	0%
MERCER	0	0%	0%	0	0%	0%	0	0%	0%
OTHER	0	0%	0%	0	0%	0%	0	0%	0%
Total	64	100%		34	100%		98	100%	
No Response	0	0%		0	0%		0	0%	

Question 3: Where did you BOARD this bus?

Within the same ZIP as START	16	26%	11%	16	50%	17%	32	34%	10%
Different ZIP	46	74%	11%	16	50%	17%	62	66%	10%
Total	62	100%		32	100%		94	100%	
No Response	2	3%		2	6%		4	4%	

Question 4: How did you get to this bus stop?

Walked	13	21%	10%	16	48%	17%	29	30%	9%
Was dropped off	1	2%	3%	0	0%	0%	1	1%	2%
Drove auto & parked	0	0%	0%	0	0%	0%	0	0%	0%
Took PATCO	5	8%	7%	1	3%	6%	6	6%	5%
Transferred from NJ TRANSIT bus	0	0%	0%	0	0%	0%	0	0%	0%
Transferred from SEPTA subway	27	43%	12%	7	21%	14%	34	35%	10%
Transferred from SEPTA bus	14	22%	10%	8	24%	15%	22	23%	8%
Other	3	5%	5%	1	3%	6%	4	4%	4%
Total	63	100%		33	100%		96	100%	
No Response	1	2%		1	3%		2	2%	

Pennsylvania to New Jersey Inter-State Trips

The following data are based on 98 survey returns from the NJT2 database.
using the criteria: PANJ()

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR			PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 5: How long did it take you to get from your START location to this bus stop?</u>												
5 minutes or less	5	8%	7%	8	24%	14%	13	14%	7%			
6 - 10	10	17%	9%	8	24%	14%	18	19%	8%			
11 - 15	9	15%	9%	5	15%	12%	14	15%	7%			
16 - 20	8	13%	9%	5	15%	12%	13	14%	7%			
21 - 30	10	17%	9%	5	15%	12%	15	16%	7%			
31 - 45	12	20%	10%	2	6%	8%	14	15%	7%			
46 - 60	3	5%	6%	1	3%	6%	4	4%	4%			
More than 60 minutes	3	5%	6%	0	0%	0%	3	3%	4%			
Total	60	100%		34	100%		94	100%				
No Response	4	7%		0	0%		4	4%				
Avg Access Time =	28.1			16.2			23.8					

Question 6: How far is your START location from this bus stop?

1/4 mile	8	15%	9%	12	38%	17%	20	23%	9%			
1/2 mile	3	5%	6%	1	3%	6%	4	5%	4%			
1 mile	3	5%	6%	4	13%	11%	7	8%	6%			
1-2 miles	5	9%	8%	1	3%	6%	6	7%	5%			
2-3 miles	3	5%	6%	1	3%	6%	4	5%	4%			
3-5 miles	4	7%	7%	6	19%	14%	10	11%	7%			
5-7 miles	8	15%	9%	2	6%	8%	10	11%	7%			
7-10 miles	11	20%	11%	3	9%	10%	14	16%	8%			
More than 10 miles	10	18%	10%	2	6%	8%	12	14%	7%			
Total	55	100%		32	100%		87	100%				
No Response	9	16%		2	6%		11	13%				
Avg Access Distance =	5.5			3.1			4.6					

Question 7: What type of fare did you pay for this trip?

Cash	33	54%	13%	19	56%	17%	52	55%	10%			
Ten-trip Ticket	20	33%	12%	9	26%	15%	29	31%	9%			
Monthly Pass	5	8%	7%	4	12%	11%	9	9%	6%			
Transfer Ticket	0	0%	0%	0	0%	0%	0	0%	0%			
Student Ticket	0	0%	0%	0	0%	0%	0	0%	0%			
Senior Citizen Fare	3	5%	5%	0	0%	0%	3	3%	4%			
Handicapped Fare	0	0%	0%	2	6%	8%	2	2%	3%			
Family Fare	0	0%	0%	0	0%	0%	0	0%	0%			
Other	0	0%	0%	0	0%	0%	0	0%	0%			
Total	61	100%		34	100%		95	100%				
No Response	3	5%		0	0%		3	3%				

Question 8: Where did you get off this bus?

Within the same ZIP as final destin	51	80%	10%	31	94%	8%	82	85%	7%			
Different ZIP	13	20%	10%	2	6%	8%	15	15%	7%			
Total	64	100%		33	100%		97	100%				
No Response	0	0%		1	3%		1	1%				

Pennsylvania to New Jersey Inter-State Trips

The following data are based on 98 survey returns from the NJT2 database.
using the criteria: PANJ()

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 9: How will you get to your final destination?</u>									
Walk only	54	86%	9%	26	76%	14%	80	82%	8%
Will be picked up	4	6%	6%	4	12%	11%	8	8%	5%
Drive auto I parked	1	2%	3%	4	12%	11%	5	5%	4%
Take PATCO	0	0%	0%	0	0%	0%	0	0%	0%
Transfer to NJ TRANSIT bus	0	0%	0%	0	0%	0%	0	0%	0%
Transfer to SEPTA subway	1	2%	3%	0	0%	0%	1	1%	2%
Transfer to SEPTA bus	0	0%	0%	0	0%	0%	0	0%	0%
Other	3	5%	5%	0	0%	0%	3	3%	3%
Total	63	100%		34	100%		97	100%	
No Response	1	2%		0	0%		1	1%	

Question 10: Where is your FINAL destination?

BUCKS	0	0%	0%	0	0%	0%	0	0%	0%
CHESTER	0	0%	0%	0	0%	0%	0	0%	0%
DELAWARE	0	0%	0%	0	0%	0%	0	0%	0%
MONTGOMERY	0	0%	0%	0	0%	0%	0	0%	0%
PHILA **	0	0%	0%	0	0%	0%	0	0%	0%
CENTER CITY	0	0%	0%	0	0%	0%	0	0%	0%
BURLINGTON	17	27%	11%	7	21%	14%	24	24%	9%
CAMDEN	40	63%	12%	16	47%	17%	56	57%	10%
GLOUCESTER	6	9%	7%	10	29%	15%	16	16%	7%
MERCER	0	0%	0%	0	0%	0%	0	0%	0%
OTHER	1	2%	3%	1	3%	6%	2	2%	3%
Total	64	100%		34	100%		98	100%	
No Response	0	0%		0	0%		0	0%	

Question 11: How long does it take you to travel from your START location to your FINAL destination?

10 minutes or less	3	5%	5%	2	6%	8%	5	5%	4%
11 - 20	3	5%	5%	0	0%	0%	3	3%	4%
21 - 30	2	3%	4%	3	9%	10%	5	5%	4%
31 - 40	4	6%	6%	4	12%	11%	8	8%	6%
41 - 50	11	18%	10%	5	15%	12%	16	17%	8%
51 - 60	13	21%	10%	6	18%	13%	19	20%	8%
61 - 70	3	5%	5%	4	12%	11%	7	7%	5%
71 - 80	7	11%	8%	1	3%	6%	8	8%	6%
More than 80 minutes	16	26%	11%	8	24%	15%	24	25%	9%
Total	62	100%		33	100%		95	100%	
No Response	2	3%		1	3%		3	3%	
Avg Travel Time =	63.7			60.8			62.7		

Pennsylvania to New Jersey Inter-State Trips

The following data are based on 98 survey returns from the NJT2 database.
using the criteria: PANJ()

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR			PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 12: What is the main purpose of this trip?</u>												
Go to work	49	83%	10%	14	42%	17%	63	68%	9%			
Returning from work	5	8%	7%	11	33%	16%	16	17%	8%			
School	0	0%	0%	1	3%	6%	1	1%	2%			
Company business	0	0%	0%	0	0%	0%	0	0%	0%			
Shopping	0	0%	0%	0	0%	0%	0	0%	0%			
Medical/Personal	2	3%	5%	4	12%	11%	6	7%	5%			
Recreation/Social	1	2%	3%	2	6%	8%	3	3%	4%			
Going out to eat	1	2%	3%	0	0%	0%	1	1%	2%			
Other	1	2%	3%	1	3%	6%	2	2%	3%			
Total	59	100%		33	100%		92	100%				
No Response	5	8%		1	3%		6	7%				

Question 13: How many times did you board an NJ TRANSIT bus on each of the last seven days?

Monday												
None (or No Response)	21	33%	12%	11	32%	16%	32	33%	9%			
1-2 times	37	58%	12%	20	59%	17%	57	58%	10%			
3-4 times	4	6%	6%	3	9%	10%	7	7%	5%			
More than 5 times	1	2%	3%	0	0%	0%	1	1%	2%			
Avg Trips per Day =	1.4			1.4			1.4					
Tuesday												
None (or No Response)	16	25%	11%	9	26%	15%	25	26%	9%			
1-2 times	41	64%	12%	22	65%	16%	63	64%	9%			
3-4 times	6	9%	7%	3	9%	10%	9	9%	6%			
More than 5 times	0	0%	0%	0	0%	0%	0	0%	0%			
Avg Trips per Day =	1.5			1.5			1.5					
Wednesday												
None (or No Response)	12	19%	10%	8	24%	14%	20	20%	8%			
1-2 times	45	70%	11%	24	71%	15%	69	70%	9%			
3-4 times	5	8%	7%	1	3%	6%	6	6%	5%			
More than 5 times	0	0%	0%	1	3%	6%	1	1%	2%			
Avg Trips per Day =	1.7			1.6			1.7					
Thursday												
None (or No Response)	12	19%	10%	8	24%	14%	20	20%	8%			
1-2 times	44	69%	11%	25	74%	15%	69	70%	9%			
3-4 times	7	11%	8%	1	3%	6%	8	8%	5%			
More than 5 times	0	0%	0%	0	0%	0%	0	0%	0%			
Avg Trips per Day =	1.7			1.5			1.6					
Friday												
None (or No Response)	16	25%	11%	9	26%	15%	25	26%	9%			
1-2 times	41	64%	12%	23	68%	16%	64	65%	9%			
3-4 times	6	9%	7%	2	6%	8%	8	8%	5%			
More than 5 times	0	0%	0%	0	0%	0%	0	0%	0%			
Avg Trips per Day =	1.5			1.5			1.5					

Pennsylvania to New Jersey Inter-State Trips

The following data are based on 98 survey returns from the NJT2 database.
using the criteria: PANJ()

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 13: How many times did you board an NJ TRANSIT bus (continued) on each of the last seven days?</u>									
Saturday									
None (or No Response)	42	66%	12%	30	88%	11%	72	73%	9%
1-2 times	17	27%	11%	2	6%	8%	19	19%	8%
3-4 times	5	8%	7%	2	6%	8%	7	7%	5%
More than 5 times	0	0%	0%	0	0%	0%	0	0%	0%
Avg Trips per Day =	0.8			0.3			0.6		
Sunday									
None (or No Response)	53	83%	9%	31	91%	10%	84	86%	7%
1-2 times	8	13%	8%	3	9%	10%	11	11%	6%
3-4 times	2	3%	4%	0	0%	0%	2	2%	3%
More than 5 times	1	2%	3%	0	0%	0%	1	1%	2%
Avg Trips per Day =	0.4			0.1			0.3		

Question 14: Why do you use this bus route?

Saves time	7	11%	8%	1	3%	6%	8	8%	5%
Frequent service	7	11%	8%	4	12%	11%	11	11%	6%
Avoid driving	11	17%	9%	9	26%	15%	20	20%	8%
Saves money	8	13%	8%	3	9%	10%	11	11%	6%
Convenient schedule	8	13%	8%	7	21%	14%	15	15%	7%
Comfortable ride	6	9%	7%	4	12%	11%	10	10%	6%
Car not available	43	67%	12%	22	65%	16%	65	66%	9%
PATCO not convenient	6	9%	7%	7	21%	14%	13	13%	7%
Other	2	3%	4%	7	21%	14%	9	9%	6%

Question 15: How long have you been using NJ TRANSIT for this trip?

1 year or less	19	34%	12%	5	19%	15%	24	29%	10%
1-2 years	6	11%	8%	3	12%	12%	9	11%	7%
2-4 years	11	20%	10%	7	27%	17%	18	22%	9%
4-10 years	13	23%	11%	9	35%	18%	22	27%	10%
10 or more years	7	13%	9%	2	8%	10%	9	11%	7%
Total	56	100%		26	100%		82	100%	
No Response	8	14%		8	31%		16	20%	
Avg Number of Years =	4.6			4.7			4.6		

Question 16: Do you have a vehicle that could have been used for this trip?

Yes	19	30%	11%	8	24%	14%	27	28%	9%
No or No Response	45	70%	11%	26	76%	14%	71	72%	9%

Question 17: Which of the following best applies to you?

Bus is my only practical choice	42	69%	12%	22	71%	16%	64	70%	9%
Bus is best choice for me	11	18%	10%	6	19%	14%	17	18%	8%
Usually take other mode	8	13%	8%	3	10%	10%	11	12%	7%
Total	61	100%		31	100%		92	100%	
No Response	3	5%		3	10%		6	7%	

Pennsylvania to New Jersey Inter-State Trips

The following data are based on 98 survey returns from the NJT2 database.
using the criteria: PANJ()

Question 18: How would you rate NJ TRANSIT service?

			Excellent		Average		Poor	No
			1	2	3	4	5	Response
<u>On-time performance</u>								
PEAK		Responses	17	23	17	2	3	2
Rating: 2.2		Percent	27%	37%	27%	3%	5%	2%
		Error (+/-)	11%	12%	11%	4%	5%	
OFF-PEAK		Responses	12	7	10	2	2	1
Rating: 2.2		Percent	36%	21%	30%	6%	6%	1%
		Error (+/-)	16%	14%	16%	8%	8%	
TOTAL		Responses	29	30	27	4	5	3
Rating: 2.2		Percent	31%	32%	28%	4%	5%	3%
		Error (+/-)	9%	9%	9%	4%	4%	
<u>Express service</u>								
PEAK		Responses	12	5	8	0	5	34
Rating: 2.4		Percent	40%	17%	27%	0%	17%	35%
		Error (+/-)	18%	13%	16%	0%	13%	
OFF-PEAK		Responses	7	6	4	1	4	12
Rating: 2.5		Percent	32%	27%	18%	5%	18%	12%
		Error (+/-)	19%	19%	16%	9%	16%	
TOTAL		Responses	19	11	12	1	9	46
Rating: 2.4		Percent	37%	21%	23%	2%	17%	47%
		Error (+/-)	13%	11%	11%	4%	10%	
<u>Travel time</u>								
PEAK		Responses	19	13	21	2	4	5
Rating: 2.3		Percent	32%	22%	36%	3%	7%	5%
		Error (+/-)	12%	11%	12%	5%	6%	
OFF-PEAK		Responses	5	10	10	1	3	5
Rating: 2.6		Percent	17%	34%	34%	3%	10%	5%
		Error (+/-)	14%	17%	17%	7%	11%	
TOTAL		Responses	24	23	31	3	7	10
Rating: 2.4		Percent	27%	26%	35%	3%	8%	10%
		Error (+/-)	9%	9%	10%	4%	6%	
<u>Easily understood schedules</u>								
PEAK		Responses	26	12	11	4	4	7
Rating: 2.1		Percent	46%	21%	19%	7%	7%	7%
		Error (+/-)	13%	11%	10%	7%	7%	
OFF-PEAK		Responses	13	9	8	1	1	2
Rating: 2.0		Percent	41%	28%	25%	3%	3%	2%
		Error (+/-)	17%	16%	15%	6%	6%	
TOTAL		Responses	39	21	19	5	5	9
Rating: 2.1		Percent	44%	24%	21%	6%	6%	9%
		Error (+/-)	10%	9%	9%	5%	5%	

Pennsylvania to New Jersey Inter-State Trips

The following data are based on 98 survey returns from the NJT2 database.
using the criteria: PANJ()

Question 18: How would you rate NJ TRANSIT service? (continued)

			Excellent		Average		Poor	No
			1	2	3	4	5	Response
<u>Customer notices</u>								
PEAK		Responses	16	20	12	1	6	9
Rating: 2.3		Percent	29%	36%	22%	2%	11%	9%
		Error (+/-)	12%	13%	11%	4%	8%	
OFF-PEAK		Responses	8	11	12	2	1	0
Rating: 2.3		Percent	24%	32%	35%	6%	3%	0%
		Error (+/-)	14%	16%	16%	8%	6%	
TOTAL		Responses	24	31	24	3	7	9
Rating: 2.3		Percent	27%	35%	27%	3%	8%	9%
		Error (+/-)	9%	10%	9%	4%	6%	
<u>Bus destination signs</u>								
PEAK		Responses	18	16	10	4	7	9
Rating: 2.4		Percent	33%	29%	18%	7%	13%	9%
		Error (+/-)	12%	12%	10%	7%	9%	
OFF-PEAK		Responses	8	8	12	2	4	0
Rating: 2.6		Percent	24%	24%	35%	6%	12%	0%
		Error (+/-)	14%	14%	16%	8%	11%	
TOTAL		Responses	26	24	22	6	11	9
Rating: 2.5		Percent	29%	27%	25%	7%	12%	9%
		Error (+/-)	9%	9%	9%	5%	7%	
<u>Cost of travel</u>								
PEAK		Responses	6	9	25	5	12	7
Rating: 3.1		Percent	11%	16%	44%	9%	21%	7%
		Error (+/-)	8%	9%	13%	7%	11%	
OFF-PEAK		Responses	5	3	13	7	5	1
Rating: 3.1		Percent	15%	9%	39%	21%	15%	1%
		Error (+/-)	12%	10%	17%	14%	12%	
TOTAL		Responses	11	12	38	12	17	8
Rating: 3.1		Percent	12%	13%	42%	13%	19%	8%
		Error (+/-)	7%	7%	10%	7%	8%	
<u>Cleanliness of bus</u>								
PEAK		Responses	17	22	17	0	4	4
Rating: 2.2		Percent	28%	37%	28%	0%	7%	4%
		Error (+/-)	11%	12%	11%	0%	6%	
OFF-PEAK		Responses	10	9	8	4	3	0
Rating: 2.4		Percent	29%	26%	24%	12%	9%	0%
		Error (+/-)	15%	15%	14%	11%	10%	
TOTAL		Responses	27	31	25	4	7	4
Rating: 2.3		Percent	29%	33%	27%	4%	7%	4%
		Error (+/-)	9%	10%	9%	4%	5%	

Pennsylvania to New Jersey Inter-State Trips

The following data are based on 98 survey returns from the NJT2 database.
using the criteria: PANJ()

Question 18: How would you rate NJ TRANSIT service? (continued)

			Excellent 1	2	Average 3	4	Poor 5	No Response
<u>Heating & air conditioning</u>								
PEAK		Responses	23	22	11	1	4	3
Rating: 2.0		Percent	38%	36%	18%	2%	7%	3%
		Error (+/-)	12%	12%	10%	3%	6%	
OFF-PEAK		Responses	9	9	11	4	1	0
Rating: 2.4		Percent	26%	26%	32%	12%	3%	0%
		Error (+/-)	15%	15%	16%	11%	6%	
TOTAL		Responses	32	31	22	5	5	3
Rating: 2.2		Percent	34%	33%	23%	5%	5%	3%
		Error (+/-)	10%	9%	8%	4%	4%	
<u>Driver attitude</u>								
PEAK		Responses	27	16	13	1	2	5
Rating: 1.9		Percent	46%	27%	22%	2%	3%	5%
		Error (+/-)	13%	11%	11%	3%	5%	
OFF-PEAK		Responses	16	9	8	1	0	0
Rating: 1.8		Percent	47%	26%	24%	3%	0%	0%
		Error (+/-)	17%	15%	14%	6%	0%	
TOTAL		Responses	43	25	21	2	2	5
Rating: 1.9		Percent	46%	27%	23%	2%	2%	5%
		Error (+/-)	10%	9%	8%	3%	3%	
<u>Bus comfort</u>								
PEAK		Responses	15	22	16	2	4	5
Rating: 2.3		Percent	25%	37%	27%	3%	7%	5%
		Error (+/-)	11%	12%	11%	5%	6%	
OFF-PEAK		Responses	12	5	11	3	3	0
Rating: 2.4		Percent	35%	15%	32%	9%	9%	0%
		Error (+/-)	16%	12%	16%	10%	10%	
TOTAL		Responses	27	27	27	5	7	5
Rating: 2.3		Percent	29%	29%	29%	5%	8%	5%
		Error (+/-)	9%	9%	9%	5%	5%	
<u>Frequency of service</u>								
PEAK		Responses	10	17	17	3	12	5
Rating: 2.8		Percent	17%	29%	29%	5%	20%	5%
		Error (+/-)	10%	12%	12%	6%	10%	
OFF-PEAK		Responses	7	4	10	7	4	2
Rating: 2.9		Percent	22%	13%	31%	22%	13%	2%
		Error (+/-)	14%	11%	16%	14%	11%	
TOTAL		Responses	17	21	27	10	16	7
Rating: 2.9		Percent	19%	23%	30%	11%	18%	7%
		Error (+/-)	8%	9%	9%	6%	8%	

Pennsylvania to New Jersey Inter-State Trips

The following data are based on 98 survey returns from the NJT2 database.
using the criteria: PANJ()

Question 18: How would you rate NJ TRANSIT service? (continued)

			Excellent		Average		Poor	No
			1	2	3	4	5	Response
<u>Safety/security</u>								
PEAK		Responses	24	16	15	2	3	4
Rating: 2.1		Percent	40%	27%	25%	3%	5%	4%
		Error (+/-)	12%	11%	11%	5%	6%	
OFF-PEAK		Responses	8	12	8	3	2	1
Rating: 2.4		Percent	24%	36%	24%	9%	6%	1%
		Error (+/-)	15%	16%	15%	10%	8%	
TOTAL		Responses	32	28	23	5	5	5
Rating: 2.2		Percent	34%	30%	25%	5%	5%	5%
		Error (+/-)	10%	9%	9%	5%	5%	
<u>Overall Performance</u>								
PEAK		Responses	9	23	19	1	2	10
Rating: 2.3		Percent	17%	43%	35%	2%	4%	10%
		Error (+/-)	10%	13%	13%	4%	5%	
OFF-PEAK		Responses	6	10	11	3	0	4
Rating: 2.4		Percent	20%	33%	37%	10%	0%	4%
		Error (+/-)	14%	17%	17%	11%	0%	
TOTAL		Responses	15	33	30	4	2	14
Rating: 2.3		Percent	18%	39%	36%	5%	2%	14%
		Error (+/-)	8%	10%	10%	5%	3%	

NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR

PEAK			OFF-PEAK			TOTAL		
No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 19: Gender of Respondents:

Male	39	63%	12%	17	50%	17%	56	58%	10%
Female	23	37%	12%	17	50%	17%	40	42%	10%
Total	62	100%		34	100%		96	100%	
No Response	2	3%		0	0%		2	2%	

Question 20: Age of Respondents:

19 or younger	0	0%	0%	3	9%	10%	3	3%	4%
20 - 29	10	16%	9%	5	16%	13%	15	16%	7%
30 - 49	31	50%	12%	12	38%	17%	43	46%	10%
50 - 61	11	18%	10%	11	34%	16%	22	23%	9%
62 or older	10	16%	9%	1	3%	6%	11	12%	6%
Total	62	100%		32	100%		94	100%	
No Response	2	3%		2	6%		4	4%	
Avg Age =	43.4			41.6			42.8		

Pennsylvania to New Jersey Inter-State Trips

The following data are based on 98 survey returns from the NJT2 database.
using the criteria: PANJ()

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR			PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 21: Race of Respondents:</u>												
White	23	37%	12%	17	57%	18%	40	43%	10%			
Black	37	60%	12%	11	37%	17%	48	52%	10%			
Asian	0	0%	0%	0	0%	0%	0	0%	0%			
Other	2	3%	4%	2	7%	9%	4	4%	4%			
Total	62	100%		30	100%		92	100%				
No Response	2	3%		4	13%		6	7%				

Question 22: Household income:

Under \$10,000	3	5%	6%	3	10%	10%	6	7%	5%			
\$10,000 - \$15,000	13	22%	11%	3	10%	10%	16	18%	8%			
\$15,000 - \$25,000	19	33%	12%	14	45%	18%	33	37%	10%			
\$25,000 - \$35,000	13	22%	11%	4	13%	12%	17	19%	8%			
\$35,000 - \$50,000	6	10%	8%	3	10%	10%	9	10%	6%			
\$50,000 - \$75,000	2	3%	5%	3	10%	10%	5	6%	5%			
\$75,000 - \$100,000	1	2%	3%	1	3%	6%	2	2%	3%			
\$100,000 or more	1	2%	3%	0	0%	0%	1	1%	2%			
Total	58	100%		31	100%		89	100%				
No Response	6	10%		3	10%		9	10%				
Avg Household Income =	\$27,000			\$28,000			\$27,000					

Question 23: Employment Status of Respondents:

Employed Full-time	52	85%	9%	25	74%	15%	77	81%	8%			
Employed Part-time	5	8%	7%	3	9%	10%	8	8%	6%			
Retired	4	7%	6%	3	9%	10%	7	7%	5%			
Currently Unemployed	0	0%	0%	2	6%	8%	2	2%	3%			
Homemaker	0	0%	0%	0	0%	0%	0	0%	0%			
Student	0	0%	0%	1	3%	6%	1	1%	2%			
Total	61	100%		34	100%		95	100%				
No Response	3	5%		0	0%		3	3%				

Corridor served by surveyed route:

Commuter - Gloucester	7	11%	8%	9	26%	15%	16	16%	7%			
Burlington	31	48%	12%	13	38%	16%	44	45%	10%			
Camden	20	31%	11%	10	29%	15%	30	31%	9%			
Local - Urban	4	6%	6%	1	3%	6%	5	5%	4%			
Suburban	2	3%	4%	1	3%	6%	3	3%	3%			

APPENDIX B

ORIGIN-DESTINATION TABLES

All Responses B-1
Peak Period B-2
Off-Peak Period B-3

NJ TRANSIT - ALL RESPONSES

	BUCK	CHES	DEL	MONT	PHL	C.C.	BURL	CAM	GLOU	MER	OTHER	TOTAL
BUCKS CO	0	0	0	0	0	0	1	0	0	0	0	1
CHEST CO	0	0	0	0	0	0	0	0	0	0	0	0
DEL CO	0	0	0	0	0	0	0	4	1	0	0	5
MONT CO	0	0	0	0	0	0	2	0	0	0	0	2
PHILA	0	0	0	0	0	0	11	28	6	0	1	46
C.C.	0	0	1	0	0	0	10	24	9	0	1	45
BURL CO	1	0	1	0	26	120	59	32	1	26	2	268
CAMDEN CO	1	0	8	5	54	239	40	525	38	1	17	928
GLOU CO	0	0	0	2	15	89	2	25	26	0	5	164
MERCER CO	0	0	0	0	0	0	4	0	0	0	0	4
OTHER	0	0	0	0	2	10	0	4	5	0	3	24
TOTAL	2	0	10	7	97	458	129	642	86	27	29	1487

PERCENT OF ORIGINS

BUCKS CO	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	100%
CHEST CO	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%
DEL CO	0%	0%	0%	0%	0%	0%	0%	80%	20%	0%	0%	100%
MONT CO	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	100%
PHILA	0%	0%	0%	0%	0%	0%	24%	61%	13%	0%	2%	100%
C.C.	0%	0%	2%	0%	0%	0%	22%	53%	20%	0%	2%	100%
BURL CO	0%	0%	0%	0%	10%	45%	22%	12%	0%	10%	1%	100%
CAMDEN CO	0%	0%	1%	1%	6%	26%	4%	57%	4%	0%	2%	100%
GLOU CO	0%	0%	0%	1%	9%	54%	1%	15%	16%	0%	3%	100%
MERCER CO	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	100%
OTHER	0%	0%	0%	0%	8%	42%	0%	17%	21%	0%	13%	100%
TOTAL	0%	0%	1%	0%	7%	31%	9%	43%	6%	2%	2%	100%

PERCENT OF DESTINATIONS

BUCKS CO	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%
CHEST CO	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DEL CO	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%
MONT CO	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%
PHILA	0%	0%	0%	0%	0%	0%	9%	4%	7%	0%	3%	3%
C.C.	0%	0%	10%	0%	0%	0%	8%	4%	10%	0%	3%	3%
BURL CO	50%	0%	10%	0%	27%	26%	46%	5%	1%	96%	7%	18%
CAMDEN CO	50%	0%	80%	71%	56%	52%	31%	82%	44%	4%	59%	62%
GLOU CO	0%	0%	0%	29%	15%	19%	2%	4%	30%	0%	17%	11%
MERCER CO	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%
OTHER	0%	0%	0%	0%	2%	2%	0%	1%	6%	0%	10%	2%
TOTAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table does not include survey trip records with insufficient origin or destination data.

** NOTE: Philadelphia origin row (PHILA) and destination column (PHL) represent areas of the City outside of Center City (C.C.).

NJ TRANSIT - PEAK PERIOD

	BUCK	CHES	DEL	MONT	PHL	C.C.	BURL	CAM	GLOU	MER	OTHER	TOTAL
BUCKS CO	0	0	0	0	0	0	1	0	0	0	0	1
CHEST CO	0	0	0	0	0	0	0	0	0	0	0	0
DEL CO	0	0	0	0	0	0	0	4	0	0	0	4
MONT CO	0	0	0	0	0	0	2	0	0	0	0	2
PHILA	0	0	0	0	0	0	9	22	4	0	0	35
C.C.	0	0	0	0	0	0	5	14	2	0	1	22
BURL CO	1	0	0	0	18	94	32	22	1	25	2	195
CAMDEN CO	1	0	7	2	42	182	27	341	22	1	12	637
GLOU CO	0	0	0	0	12	73	2	13	17	0	4	121
MERCER CO	0	0	0	0	0	0	1	0	0	0	0	1
OTHER	0	0	0	0	2	6	0	1	3	0	0	12
TOTAL	2	0	7	2	74	355	79	417	49	26	19	1030

PERCENT OF ORIGINS

BUCKS CO	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	100%
CHEST CO	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%
DEL CO	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	100%
MONT CO	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	100%
PHILA	0%	0%	0%	0%	0%	0%	26%	63%	11%	0%	0%	100%
C.C.	0%	0%	0%	0%	0%	0%	23%	64%	9%	0%	5%	100%
BURL CO	1%	0%	0%	0%	9%	48%	16%	11%	1%	13%	1%	100%
CAMDEN CO	0%	0%	1%	0%	7%	29%	4%	54%	3%	0%	2%	100%
GLOU CO	0%	0%	0%	0%	10%	60%	2%	11%	14%	0%	3%	100%
MERCER CO	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	100%
OTHER	0%	0%	0%	0%	17%	50%	0%	8%	25%	0%	0%	100%
TOTAL	0%	0%	1%	0%	7%	34%	8%	40%	5%	3%	2%	100%

PERCENT OF DESTINATIONS

BUCKS CO	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%
CHEST CO	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DEL CO	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%
MONT CO	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%
PHILA	0%	0%	0%	0%	0%	0%	11%	5%	8%	0%	0%	3%
C.C.	0%	0%	0%	0%	0%	0%	6%	3%	4%	0%	5%	2%
BURL CO	50%	0%	0%	0%	24%	26%	41%	5%	2%	96%	11%	19%
CAMDEN CO	50%	0%	100%	100%	57%	51%	34%	82%	45%	4%	63%	62%
GLOU CO	0%	0%	0%	0%	16%	21%	3%	3%	35%	0%	21%	12%
MERCER CO	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%
OTHER	0%	0%	0%	0%	3%	2%	0%	0%	6%	0%	0%	1%
TOTAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table does not include survey trip records with insufficient origin or destination data.

** NOTE: Philadelphia origin row (PHILA) and destination column (PHL) represent areas of the City outside of Center City (C.C.).

NJ TRANSIT - OFF-PEAK PERIOD

	BUCK	CHES	DEL	MONT	PHL	C.C.	BURL	CAM	GLOU	MER	OTHER	TOTAL
BUCKS CO	0	0	0	0	0	0	0	0	0	0	0	0
CHEST CO	0	0	0	0	0	0	0	0	0	0	0	0
DEL CO	0	0	0	0	0	0	0	0	1	0	0	1
MONT CO	0	0	0	0	0	0	0	0	0	0	0	0
PHILA	0	0	0	0	0	0	2	6	2	0	1	11
C.C.	0	0	1	0	0	0	5	10	7	0	0	23
BURL CO	0	0	1	0	8	26	27	10	0	1	0	73
CAMDEN CO	0	0	1	3	12	57	13	184	16	0	5	291
GLOU CO	0	0	0	2	3	16	0	12	9	0	1	43
MERCER CO	0	0	0	0	0	0	3	0	0	0	0	3
OTHER	0	0	0	0	0	4	0	3	2	0	3	12
TOTAL	0	0	3	5	23	103	50	225	37	1	10	457

PERCENT OF ORIGINS

BUCKS CO	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%
CHEST CO	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%
DEL CO	0%	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	100%
MONT CO	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%
PHILA	0%	0%	0%	0%	0%	0%	18%	55%	18%	0%	9%	100%
C.C.	0%	0%	4%	0%	0%	0%	22%	43%	30%	0%	0%	100%
BURL CO	0%	0%	1%	0%	11%	36%	37%	14%	0%	1%	0%	100%
CAMDEN CO	0%	0%	0%	1%	4%	20%	4%	63%	5%	0%	2%	100%
GLOU CO	0%	0%	0%	5%	7%	37%	0%	28%	21%	0%	2%	100%
MERCER CO	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	100%
OTHER	0%	0%	0%	0%	0%	33%	0%	25%	17%	0%	25%	100%
TOTAL	0%	0%	1%	1%	5%	23%	11%	49%	8%	0%	2%	100%

PERCENT OF DESTINATIONS

BUCKS CO	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
CHEST CO	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DEL CO	0%	0%	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%
MONT CO	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
PHILA	0%	0%	0%	0%	0%	0%	4%	3%	5%	0%	10%	2%
C.C.	0%	0%	33%	0%	0%	0%	10%	4%	19%	0%	0%	5%
BURL CO	0%	0%	33%	0%	35%	25%	54%	4%	0%	100%	0%	16%
CAMDEN CO	0%	0%	33%	60%	52%	55%	26%	82%	43%	0%	50%	64%
GLOU CO	0%	0%	0%	40%	13%	16%	0%	5%	24%	0%	10%	9%
MERCER CO	0%	0%	0%	0%	0%	0%	6%	0%	0%	0%	0%	1%
OTHER	0%	0%	0%	0%	0%	4%	0%	1%	5%	0%	30%	3%
TOTAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table does not include survey trip records with insufficient origin or destination data.

** NOTE: Philadelphia origin row (PHILA) and destination column (PHL) represent areas of the City outside of Center City (C.C.).

