

TRANS HUDSON INTERSTATE BUS SURVEY REPORT: OVERALL REPORT



NJ TRANSIT, North Jersey Transportation Planning Authority, and the Port Authority of New York and New Jersey

February 28, 2025



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1.0 EXECUTIVE SUMMARY

This report summarizes the findings of the 2022-24 Trans-Hudson Interstate Bus Survey conducted on behalf of New Jersey Transit (NJ TRANSIT), the North Jersey Transportation Planning Authority (NJTPA), and the Port Authority of New York and New Jersey (PANYNJ) for those routes departing from the Midtown Bus Terminal (formerly the Port Authority Bus Terminal), George Washington Bridge Bus Station, and various curbside locations in Manhattan. Survey data was collected in three fielding waves, spanning Spring 2022, Fall 2022, and Spring 2023. Surveyors intercepted riders onboard NJ TRANSIT buses travelling in the westward direction in all three waves, and riders waiting at platforms for private bus companies starting in Fall 2022. Buses leaving Manhattan between 6am and 10pm on Monday through Thursday were intercepted. See Table 1 and Table 2 in section 5.0 for the full list of NJ TRANSIT and private bus carrier routes intercepted. Questionnaires for NJ TRANSIT and private bus carrier routes intercepted. Questionnaires for NJ TRANSIT and private bus riders were identical, except for a question on ticket type and ticket purchase location, which differed slightly based on whether the respondent was on an NJ TRANSIT bus or waiting for a private bus.

The primary goal of this study was to better understand the travel behaviors and ridership profile of riders taking Trans-Hudson bus routes that originate at the Midtown Bus Terminal, George Washington Bridge Bus Station, and other curbside locations in Manhattan. **Even though as part of the overall project, surveyors intercepted both interstate riders and riders boarding NJ TRANSIT buses in NJ along certain routes (that is, NJ-intrastate riders), this report presents only the results for the Trans Hudson bus riders. The findings in this report can also be used to help forecast future travel demand and therefore aid in the planning of transportation out of PANYNJ facilities, which might be especially relevant given the Bus Terminal Replacement Project.**

Among all Trans Hudson bus riders, 82% were headed to their home, but travel to home was most prevalent among private commuter bus riders (85%) and lowest among intercity bus riders (49%), which reflects commuting patterns and the fact that surveying on buses was conducted primarily in the westward direction. Among NJ TRANSIT trips, 78% were trips to a rider's home. Trans Hudson bus riders are most likely to travel for work (81%), except aboard intercity bus trips, where only 21% of trips were for work. Among intercity bus riders, trips were primarily for social and recreational purposes (49%). Among all Trans Hudson bus riders, an overwhelming majority originate from New York State (99%) and this varied only slightly by carrier type, with 99.6% of NJ TRANSIT, 99.9% of private commuter, and 93% of intercity trips originating from New York State.

With respect to travel times, the Midtown Bus Terminal experienced its highest ridership during the hours between 4 PM and 7 PM, which accounted for nearly half of its ridership (46%). In

contrast, ridership at the George Washington Bridge Bus Station (GWBBS) was skewed earlier in the day, the hours between 6 AM and 9 AM and 9 AM to 4 PM together account for 55% of ridership, compared to just 37% for the same time periods at the Midtown Bus Terminal. While walk-only was the most common access mode of travel to the bus departure location for all Trans Hudson bus riders (59%), GWBBS riders were the least likely to access their bus by walking (47%). They were more likely than riders at the Midtown Bus Terminal to report using the MTA Subway (46% vs. 37%) or NYC transit buses (15% vs. 2%). In general, curbside riders tend to differ across a wide variety of demographic measures and trip characteristics from other riders, including higher incomes, larger family sizes, longer trip lengths, and a higher prevalence of auto egress modes. Notably, private commuter bus riders were much more likely than NJ TRANSIT commuters to reach their final destination by driving (41% vs. 14%, respectively) or being picked up (9% vs. 4%, respectively).

Over half of Trans Hudson bus riders reported not having a vehicle available to make their trip that day (54%). Car availability was an even larger issue for intercity bus riders, 74% of whom indicated they did not have access to a car for their trip. Among all Trans Hudson bus riders, the reasons reported for choosing to travel via bus that day, convenience and cost were the most frequently cited (55% and 47%, respectively). Curbside riders were more likely than other riders to cite a pleasant experience (35% vs. 18% overall) and fewer transfers (21% vs. 11%) as reasons for traveling by bus on the day they were surveyed.

The results of the Trans Hudson bus survey highlight substantial differences in riders' demographics and travel behavior by facility (Midtown Bus Terminal vs. GWBBS), carrier type (NJT vs. private commuter bus vs. private intercity bus), and other dimensions. These findings provide valuable insights into the Trans Hudson bus travel market and the diverse composition, needs and preferences of its rider segments.

2.0 STUDY OVERVIEW AND OBJECTIVES

The Trans-Hudson Bus Survey is an origin-destination study that was jointly conducted by NJ TRANSIT, the North Jersey Transportation Planning Authority (NJTPA), and the Port Authority of NY & NJ (PANYNJ). Given that the last comprehensive data collection occurred over a decade ago, there was a significant need for updated information. This need is further emphasized by intervening changes in the transportation landscape, including the growth of transportation network companies (TNCs) like Uber and Lyft. Additionally, the onset of the COVID-19 pandemic in 2020, along with the resulting shifts in travel behavior, underscored the importance of conducting an updated study on Trans-Hudson bus travel. Although the study was originally scheduled to begin in 2020, the disruption caused by the pandemic delayed fieldwork, which ultimately began in the spring of 2022.

The collected data are intended to support a wide range of activities for NJ TRANSIT, PANYNJ, and NJTPA, including providing updated data on travel patterns and characteristics therefore gaining a deeper understanding of both NJ TRANSIT and private bus carrier markets. Additional potential applications include updating regional forecasts, improving bus schedules and fleet planning, conducting FTA Title VI analyses, documenting private carrier ridership for federal funding, and planning for infrastructure improvements such as the replacement of the Midtown Bus Terminal (formerly known as the Port Authority Bus Terminal).

Surveys were conducted on weekdays at various locations in Manhattan as part of this project, the Midtown Bus Terminal (formerly the Port Authority Bus Terminal), the George Washington Bridge Bus Station, and various curbside locations in Manhattan (see Figure 1). The survey aimed to capture westbound trips on these routes operated by Trans-Hudson NJ TRANSIT and private bus carriers, with departures between 6 AM and 10 PM. Surveyors were instructed to interview westbound NJ TRANSIT riders boarding the bus in Manhattan as well as riders boarding the bus in New Jersey on routes that carry a significant amount of intra-NJ travelers. While the Trans Hudson Bus Survey intercepted riders boarding buses in New Jersey in addition to riders boarding in Manhattan, this report presents only the results of interstate riders. With respect to private bus carrier departures, surveyors were instructed to survey riders as they waited for the bus. See Table 1 and Table 2 in section 5.0 for a full list of intercepted routes. Routes were categorized by their operator (NJ TRANSIT or private bus carrier), departure facility (Midtown Bus Terminal, GWBBS, or Curbside), and by their service category (Commuter, Intercity, or Jitney).



FIGURE 1: TRANS HUDSON BUS SURVEY FACILITIES

3.0 SURVEY RESULTS

3.1 OVERALL TRANS HUDSON BUS RIDER RESULTS

While the Trans Hudson Bus Survey intercepted riders boarding in both Manhattan and New Jersey, this report presents only the results for those riders boarding in Manhattan (Trans Hudson bus riders). See Table 1 and Table 2 in section 5.0 for a full list of intercepted routes.

Trip Characteristics

As shown in Figure 2, work is the most common origin point for bus riders (67%), followed by home (17%) and other locations (16%). This likely reflects the fact that surveys were collected in westward direction only and suggests that many weekday riders travel into New York City for work.

FIGURE 2: ORIGIN LOCATION



Figure 3 reveals that across all boarding locations and carriers, home is the primary destination for Trans Hudson weekday bus riders, accounting for 82% of trips, followed by work (9%) and other destinations (9%). This highlights the central role of work-to-home commutes in bus ridership from the Midtown Bus Terminal, George Washington Bridge Bus Station and Curbside locations travelling in westward direction.

FIGURE 3: DESTINATION LOCATION



Figure 4 shows that going to/from work is the primary trip purpose for weekday Trans Hudson bus riders at 81%, with social/recreational (7%), other personal business (5%), and school-related travel (3%) being distant secondary purposes.





Figure 5 shows the modes of access of Trans Hudson bus riders, which refers to the transportation mode used to travel to the surveyed bus departure location. As can be seen, the most common mode of access to boarding locations for Trans Hudson bus riders is walking (59%), followed by the MTA subway (38%). Other MTA buses represented 3% of access. The remaining trips were comprised of driving (2%) and all other modes (6%).



FIGURE 5: ACCESS MODE

Note: Select all that apply question. Percentages might not add to 100%.

Figure 6 shows the egress mode of Trans Hudson Bus riders, which refers to the travel mode used to reach the rider's final destination after exiting the surveyed bus. Walking/wheelchair was the primary mode of egress for Trans Hudson bus riders, as seen in Figure 6 at 71%, with driving alone (18%) being the second most common egress mode followed by being picked up (6%).

FIGURE 6: EGRESS MODE



Note: Select all that apply question. Percentages might not add to 100%.

Figure 7 shows that New York is the predominant origin state (99%) of all Trans Hudson bus riders, with a small number of Trans Hudson trips beginning in other nearby states (1%), primarily New Jersey, Connecticut, and Pennsylvania as well as a small number of riders in other states along the east coast.



FIGURE 7: ORIGIN STATE

New Jersey dominates the destination states for Trans Hudson bus riders (93%). New York and Pennsylvania represented 3% and 2% of destination states, respectively (see Figure 8). A small percentage of riders (1%),, mainly intercity bus riders, had destinations in other states across the United States and Canada but most often in the northeast, including Canada.



FIGURE 8: DESTINATION STATE

Figure 9 shows that Trans Hudson bus riders most often report that they are making their intercepted trip on bus because of greater convenience (55%) and affordability (43%). Speed (28%) is also a sizeable factor. Notably, 20% of respondents reported not having any other options to make their trip that day. These findings suggest that practicality and cost are the primary motivators for choosing bus transport, while others report being dependent on their bus



FIGURE 9: REASONS FOR CHOOSING BUS

Note: Select all that apply question. Percentages might not add to 100%.

Figure 10 shows the fare types used by Trans Hudson bus riders. The most commonly used fare type is a one-way or cash fare (27%) followed by bus monthly pass users (24%). Fourteen percent of users are ten-trip users and 8% use the FLEXPASS. Note that FLEXPASS was a discounted 20-ticket package introduced in February of 2021 and discontinued in July of 2024.



FIGURE 10: NJ TRANSIT TICKET TYPE

Figure 11 shows the types of tickets purchased by private bus carrier riders. The most commonly purchased ticket type for private bus riders were one-way fares (43%) followed by round trip fares (20%). 40-trip users and monthly users represent 14% of riders.



FIGURE 11: PRIVATE TICKET TYPE

Figure 12 shows how NJ TRANSIT riders purchase their fare. The most common method is the NJ TRANSIT mobile app (68%) followed by ticket vending machines (23%). Six percent of riders report purchasing their fares though an NJ TRANSIT ticket agent.



FIGURE 12: NJ TRANSIT TICKET PURCHASE LOCATION

Figure 13 shows how private carrier bus riders purchased their tickets. The most commonly used method of obtaining tickets for private riders is an app (36%) followed by purchasing a fare aboard the vehicle. Fourteen percent of riders purchase their ticket at ticket window and 11% of riders purchase it via a website.



FIGURE 13: PRIVATE TICKET PURCHASE LOCATION

As shown in Figure 14, 54% of Trans Hudson bus riders report having no car available to them to make their trip. This underscores the dependence of many riders on public transit.





Ninety percent of Trans Hudson bus riders already made or expect to make the opposite direction trip the day they were intercepted (see Figure 15). Of those not making a return trip, roughly 30% were intercity bus riders or airport shuttle riders.





Bus boarding times in Figure 16 show that the period between 4 PM and 6:59 PM is the most common boarding time (45%) for Trans Hudson bus riders, followed by the period between 9 AM and 3:59 PM (33%). Early morning (6 AM to 8:59 PM) and late evening times (7 PM to 10 PM) account for a smaller share of trips, 6% and 16% respectively.



FIGURE 16: BUS BOARDING TIME





Rider Demographics

The largest segment of Trans Hudson riders were those in the age groups 25-34 years (24%), 35-44 years (23%), and 45-54 years (21%) for Trans Hudson bus riders, indicating that bus ridership skews younger. Notably, the percentage of riders 65 and older (7%) was on par with young adults in the 18–24-year-old segment (8%).



FIGURE 18: AGE

As shown in Figure 19, the gender distribution is even, with slightly more women (50%) than men (47%).

FIGURE 19: GENDER



As can be seen in Figure 20, White riders make up the largest racial group of Trans Hudson bus riders (49%), followed by Asian or Pacific Islander riders (19%) and Black or African American riders (14%). Ten percent of Trans Hudson bus riders identified with some other racial category.



FIGURE 20: RACE

Figure 21 shows that 28% of Trans Hudson bus riders identify as Hispanic, 72% as non-Hispanic.



FIGURE 21: HISPANIC ORIGIN

Figure 22 shows that the most common household income ranges of Trans Hudson bus riders are \$35,000-\$74,999 (21%) and \$100,000-\$149,999 (19%). Riders with lower household incomes (<\$35,000) account for 14% of the total while riders with household incomes greater than \$200,000 represented 21% of all Trans Hudson bus ridership.



FIGURE 22: ANNUAL HOUSEHOLD INCOME

Most Trans Hudson bus riders report speaking English "very well" (83%), or "well" (13%). Three percent of riders reported limited English ability ("not well") and 1% reported no English-speaking ability at all (see Figure 23). The Trans Hudson Bus Survey was offered in paper form in English and Spanish with the option to take in Arabic, Chinese, French, Korean, Portuguese, and Russian via the online version.



FIGURE 23: ENGLISH PROFICIENCY

Figure 24 reveals that half of Trans Hudson bus riders (50%) speak a language other than English at home, reflecting a high level of linguistic diversity among bus users.



FIGURE 24: LANGUAGE OTHER THAN ENGLISH SPOKEN AT HOME

Three percent of all Trans Hudson bus riders report having a disability that affects their ability to use the bus, while 97% do not.



FIGURE 25: DISABILITY

Figure 26 reveals that the single largest segment of riders with respect to household size were two-person households (31%). Three-person and four-person households together represent roughly 41%. Single-person households make up just 15% of riders.





Figure 27 shows that the majority of Trans Hudson bus riders come from households with at least two drivers (71%), with single-driver households making up 24%. Six percent of Trans Hudson riders reported coming from a household where no one had a license.



FIGURE 27: DRIVERS IN HOUSEHOLD

Figure 28 shows that households of Trans Hudson bus riders have one or two vehicles, accounting for 38% and 30% of riders. Riders coming from households with no vehicles represent 17%.



FIGURE 28: VEHICLES IN HOUSEHOLD
Figure 29 shows a crosstabulation of drivers by household size. Among Trans Hudson bus riders living alone, 81% drove and 19% do not. Among those in households of two or more, a large majority live in a household with at least one driver, between 95% and 98%.

	Only me	1 other person	2 other people	3 other people	4 other people	5 or more other people
No drivers	19%	4%	5%	2%	2%	4%
1 driver	81%	20%	14%	10%	8%	10%
2 drivers	0%	76%	46%	48%	38%	22%
3 drivers	0%	0%	36%	18%	26%	22%
4 drivers	0%	0%	0%	22%	14%	18%
5 or more drivers	0%	0%	0%	0%	12%	24%
Total	100%	100%	100%	100%	100%	100%

FIGURE 29: HOUSEHOLD DRIVERS BY HOUSEHOLD SIZE

Figure 30 shows car ownership by household size. Those living alone were least likely to have at least one car, 44% did not. This was followed by households of two people (17%), households of three people (11%) and households of 5 or more people (9%). Households of two to three people are most likely to have just one vehicle while households with four or more people are more likely to have two vehicles.

	Only me	1 other person	2 other people	3 other people	4 other people	5 or more other people
No cars	44%	17%	11%	9%	5%	9%
1 car	52%	46%	39%	27%	23%	19%
2 cars	3%	33%	32%	38%	41%	33%
3 cars	1%	3%	15%	17%	19%	18%
4 cars	0%	1%	2%	8%	8%	10%
5 or more cars	0%	0%	1%	2%	4%	11%
Total	100%	100%	100%	100%	100%	100%

FIGURE 30: HOUSEHOLD VEHICLES BY HOUSEHOLD SIZE

As shown in Figure 31, 29% of Trans Hudson bus riders reported participating in an employer pre-tax or subsidy program for their commuting expenses.





Among those riders who do take advantage of some type of transit program though their employer, pre-tax contributions to a transportation account dominates as the most widely accessed transit benefit (82%), with free or subsidized transit fares a distance second (17%). Roughly 2% of riders reported receiving free or subsidized parking through their employer while 1.5% report that their employer provides incentives for carpooling or using active modes to get to work.



FIGURE 32: TYPE OF PRE-TAX OR SUBSIDY PROGRAM

Note: Select all that apply question. Percentages might not add to 100%.

3.2 RESULTS BY DEPARTURE LOCATION

The figures below present Trans Hudson Bus Survey results segmented by departure facility: Midtown Bus Terminal, George Washington Bridge Bus Terminal, or Curbside. The Midtown Bus Terminal (formerly the Port Authority Bus Terminal) is the busiest bus terminal in the world and is located at 42nd street between 8th and 9th Avenue. The majority of surveys were collected at the Midtown Bus Terminal. Located in Washington Heights, the George Washington Bridge Bus Station (GWBBS) is a bus station with a smaller number of departures and weekday ridership. The final category, curbside departures, encompasses bus departures at various streetside locations across Midtown and Downtown Manhattan. Midtown curbside routes were split between intercity and commuter bus service while downtown was primarily commuter oriented. See Table 1 and Table 2 in section 5.0 for a full list of intercepted routes.

As previously stated, the results below are comprised only of Trans Hudson surveys (those trips that boarded a bus in Manhattan, no intra-NJ trips are included).

Trip Characteristics

As shown in Figure 33, riders boarding a bus at the GWBBS are more than twice as likely to be starting their one-way trip from home when compared to riders boarding a the Midtown Bus Terminal (36% vs 16%, respectively), with riders boarding at curbside locations falling somewhere in between (28%). With respect to work, less than half of riders at the GWBBS reported starting their one-way trip from work (43%), as opposed to riders at the Midtown Bus Terminal and curbside departure locations (68% and 59%, respectively).



FIGURE 33: ORIGIN LOCATION BY DEPARTURE LOCATION

As shown in Figure 34, Trans Hudson bus riders from the Midtown Bus Terminal report the highest proportion of trips to home (83%), while GWBBS riders were least likely to be on a trip to home (61%). With respect to work, GWBBS riders were roughly three times as likely to be on a trip to work than their peers at the Midtown Bus Terminal and curbside departure locations (24% vs 9% and 8%, respectively).



FIGURE 34: DESTINATION LOCATION BY DEPARTURE LOCATION

Figure 35 data shows that across all Trans Hudson bus riders, trips to or from work most common (81%). This was highest for Midtown Bus Terminal and curbside riders (82% and 83%) and lowest for GWBBS riders (72%). Curbside riders were most likely to be travelling for social or recreational purposes (14%) while GWBBS riders were much more likely to be travelling for shopping trips (7%) and most likely to be travelling to address some other personal business (8%).

	Midtown Bus Terminal	George Washington Bridge Bus Station	Curbside	Total
Go to/from work	82%	72%	83%	81%
Social/recreational	6%	9%	14%	7%
Attend school/college, or drop off/pick up a student	3%	3%	2%	3%
Shopping	2%	7%	1%	2%
Business related travel	2%	1%	0%	2%
Other personal business	5%	8%	0%	5%

FIGURE 35: TRIP PURPOSE BY DEPARTURE LOCATION

Figure 36 shows the access modes observed in the Tran Hudson bus study, which refers to travel modes used to travel from their trip origin to the facility or location where the bus the rider was intercepted. Among all Trans Hudson riders, walking (59%) and the MTA subway (38%) were the most common access modes. Midtown and Curbside riders were most likely to walk (60% and 69%, respectively) while GWBBS riders were least likely to walk (47%). Notably, GWBBS riders were more likely to access the station using MTA buses (15%) when compared to Midtown Bus Terminal riders (2%) and curbsides riders (roughly 0%).

	Midtown Bus Terminal	George Washington Bridge Bus Station	Curbside	Total
Walked/wheelchair only	60%	47%	69%	59%
Subway	37%	46%	22%	38%
NYC Transit Bus	2%	15%	0%	3%
Drove	2%	1%	6%	2%
Another Bus	1%	5%	1%	1%
Taxi	1%	1%	1%	1%
Bikeshare	1%	0%	0%	1%
Personal scooter	1%	0%	0%	1%
Dropped off	1%	1%	2%	1%
Ride hailing	1%	1%	1%	1%
Personal bike	0%	0%	0%	0%
PATH	0%	0%	0%	0%
Ferry	0%	0%	0%	0%
Light Rail	0%	0%	0%	0%
Other	1%	4%	2%	1%

FIGURE 36: ACCESS BY DEPARTURE LOCATION

Note: Select all that apply question. Percentages might not add to 100%.

Figure 37 highlights clear differences in egress modes by boarding station. Egress mode here refers to the travel mode used to reach the rider's final destination after exiting the bus they were intercepted on. Midtown Bus Terminal and GWBBS riders overwhelmingly walk to their final destination (71% and 82%, respectively). Driving alone is the second most utilized egress mode and Midtown Bus Terminal riders are nearly three times as likely GWBBS riders to drive to their destination after alighting (19% vs 7%, respectively). Curbside riders on the other hand were overwhelmingly reaching their destinations via a driving mode, 41% drove alone and 16% were picked up.

	Midtown Bus Terminal	George Washington Bridge Bus Station	Curbside	Total
Walk/wheelchair only	71%	82%	31%	71%
Drive alone	19%	7%	41%	18%
Will be picked up by familv/friend	6%	3%	16%	6%
Another bus	1%	5%	3%	1%
Taxi	1%	1%	4%	1%
Ride hailing	1%	2%	2%	1%
Carpooled	1%	0%	2%	1%
Personal scooter	0%	0%	0%	0%
Personal bike	0%	0%	0%	0%
Light Rail	0%	0%	0%	0%
NJT train	0%	0%	0%	0%
Bikeshare	0%	0%	0%	0%
PATH	0%	0%	0%	0%
Other	1%	1%	2%	1%

FIGURE 37: EGRESS BY DEPARTURE LOCATION

Note: Select all that apply question. Percentages might not add to 100%.

As can be seen in Figure 38, riders across all facilities nearly all began their one-way trip in New York State (99%). Less than one percent of riders began their trip in other states, primarily Midtown Bus Terminal and curbside riders. Practically all GWBBS riders began their trip in New York State (>99%). Other origins were primarily in the northeast with a small number of origins elsewhere in the country for Midtown Terminal riders, most likely a sign of transfer activity taking place.



FIGURE 38: ORIGIN STATE BY DEPARTURE LOCATION

Figure 39 highlights the variation in destinations served by the various departure locations. GWBBS riders travel almost exclusively to New Jersey (97%). Midtown Bus Terminal riders had slightly more variation in destination states, though most traveled to New Jersey (94%). Curbside riders on the other hand were least likely to travel to New Jersey (54%), 22% were travelling to New York State and 13% were travelling to Pennsylvania. Other destinations primarily include states in the northeast, though some intercity bus riders were headed to states elsewhere in the United States and Canada.



FIGURE 39: DESTINATION STATE BY DEPARTURE LOCATION

Figure 40 suggests that the top reasons riders chose their bus was due to the convenience (55%) and lower cost relative to other options (43%). GWBBS riders (47%) were more likely than Midtown bus terminal (42%) or Curbside bus riders (37%) to cite price as a factor and they were also more likely to say that they had no other travel options (26% vs 20% for all Trans Hudson riders). Curbside riders were more likely than other riders to cite a pleasant experience (21% vs 11% for all Trans Hudson riders) and fewer transfers (35% vs 18% for all Trans Hudson riders) as a reason for choosing to ride their bus.



FIGURE 40: REASONS FOR CHOOSING BUS BY DEPARTURE LOCATION

As shown in Figure 41, slightly less than half of riders at the Midtown Bus Terminal and GWBBS reported having a vehicle available to make their trip on the day they were intercepted (46% and 44%, respectively). Curbside riders on the other hand were more likely to report having the option to make their trip via a vehicle (61%).



FIGURE 41: CAR AVAILABILITY BY DEPARTURE LOCATION

As Figure 42 shows, most Trans Hudson ridership takes place between the hours of 9 AM and 3:59 PM (33%) and 4 PM and 6:59 PM (45%), while a smaller proportion of trips take place between 6 AM and 8:59 AM and 7 PM and 10PM (6% and 16%, respectively). Of note, ridership between 6 AM and 8:59 AM is most common at the GWBBS (15%), compared to 5% of trips at the Midtown Bus Terminal. Travel between 4 PM and 6:59 PM trips are highest at curbside locations (50%), followed by the Midtown Bus Terminal (46%) and the GWBBS (33%).



FIGURE 42: BOARDING TIME BY DEPARTURE LOCATION

Riders at the Midtown Bus Terminal and GWBBS were overwhelmingly making or planning to make a trip in the opposite direction on day they were intercepted (90% and 86%, respectively). Curbside riders on the other hand were least likely to make an opposite trip direction (71%) (see Figure 43). This can be explained by the high intercity bus activity at curbside locations.



FIGURE 43: OPPOSITE DIRECTION BY DEPARTURE LOCATION

Figure 44 illustrates that the most common trip length at the Midtown Bus Terminal and GWBBS were trips between 41 and 61 minutes (32% and 35% respectively). Notably, GWBBS riders were roughly twice as likely to make a trip less than 20 minutes in length (20% vs 9% for all Trans Hudson Bus riders). Curbside riders on the other hand tended to make the longest trips, with trips over 81 minutes in length representing 71% of trips.



FIGURE 44: DOOR-TO-DOOR TRAVEL BY DEPARTURE LOCATION

Rider Demographics

Figure 45 shows that GWBBS riders skew slightly older than Midtown Bus Terminal riders, particularly when comparing riders 65 and over, (13% and 6%, respectively). Riders 25-44 represent 48% of ridership at the Midtown Bus Terminal, while at the GWBBS the same age group represents just 38% of ridership. Curbside riders tend to be even older than GWBBS riders; 52% of curbside riders were between 45-61 years old as opposed to 33% and 37% at the GWBBS, respectively.



FIGURE 45: AGE BY DEPARTURE LOCATION

As shown in Figure 46, riders were roughly evenly split between men and women, though riders at the GWBBS were more likely than other riders to be women, 54% compared to 50% at the Midtown Bus Terminal and 47% at curbside locations.

FIGURE 46: GENDER BY DEPARTURE LOCATION

	Midtowr Termi	n Bus nal	Geo Washir Bridge Stat	rge ngton e Bus ion	Curbs	side	Tota	al
Female		50%		54%		47%		50%
Male		47%		44%		51%		47%
Prefer not to answer	1%		1%		1%		1%	
Other	1%		1%		2%		1%	

As seen in Figure 47, riders' racial identities differed across boarding locations. Forty-nine percent of riders at the Midtown Bus Terminal identified as white compared to 37% of riders at the GWBBS. Curbside riders were most likely to identify as white (58%). When compared to all Trans Hudson riders, GWBBS riders were slightly more likely to identify as Black or African American (16% vs 14%), mixed race (16% vs 9%), or some other racial category (13% vs 9%). Notably, riders of the Midtown Bus Terminal were somewhat more likely to identify as Asian or Pacific Islander (19%) than riders at the GWBBS or curbside locations (17% and 15%, respectively).



FIGURE 47: RACE BY DEPARTURE LOCATION

Figure 48 shows how often riders at the various facilities identified as being Hispanic. GWBBS were most likely to identify as Hispanic (37%), followed by riders at the Midtown Bus Terminal (27%). Only 15% of riders of curbside departure routes identified as Hispanic.



FIGURE 48: HISPANIC ORIGIN BY DEPARTURE LOCATION

Figure 49 shows the distribution of household incomes of riders at each departure location. With respect to households with a yearly income of less than \$35,000, riders at the GWBBS were more likely to fall within this category (19%) when compared to riders at the Midtown Bus Terminal (13%) and curbside bus riders (9%). Forty-eight percent of curbside riders had a yearly household income between \$100,00 and \$200,000. At the GWBBS and Midtown Bus Terminal, this figure was 28% and 31% respectively.



FIGURE 49: ANNUAL HOUSEHOLD INCOME BY DEPARTURE LOCATION

Figure 50 shows that 96% of riders at GWBBS and Midtown Bus Terminal reported speaking English either Very well or well, compared, to Curbside riders of whom more than 99% reported speaking English well or very well. The Trans Hudson Bus Survey was offered in paper form in English and Spanish with the option to take in Arabic, Chinese, French, Korean, Portuguese, and Russian via the online version.



FIGURE 50: ENGLISH PROFICIENCY BY DEPARTURE LOCATION

Figure 51 reveals that despite other demographic differences, 50% of riders at both the GWBBS and Midtown Bus Terminal speak a language other than English at home. Curbside riders on the other hand are least likely to speak another language at home (35%).



FIGURE 51: LANGUAGE OTHER THAN ENGLISH SPOKEN AT HOME BY DEPARTURE LOCATION

Three percent of riders at both the Midtown Bus Terminal and GWBBS reported having a disability that impacted their ability to ride the bus. In contrast, 7% of riders of buses departing from curbside locations reported having a disability that impacted their ability to ride the bus (see Figure 52). See Table 2 for an overview of curbside routes.



FIGURE 52: DISABILITY BY DEPARTURE LOCATION

Figure 53 shows that almost half of riders at the Midtown Bus Terminal (46%) and the GWBBS (44%) come from homes made up of just themselves or one other person. Midtown Bus Terminal riders were also as likely to come from a three- or four-person household as GWBBS riders (40%). GWBBS riders were the most likely to come from homes of five people or more (17%) than Midtown Bus Terminal riders (14%). Curbside riders were least likely to come from large households, 67% came from households of three or fewer people.





Figure 54 shows that about 6% of Trans Hudson Bus riders had no one with a license in their household. GWBBS riders though were almost twice as likely (11%) to report not having any drivers in their home.



FIGURE 54: DRIVERS IN HOUSEHOLD BY DEPARTURE LOCATION

As can be seen in Figure 55, 27% of GWBBS riders and 16% of Midtown Bus Terminal riders reported not having any vehicles in their household. Only 9% of curbside bus riders reported not having any vehicles in their home. This underscores the high degree of transit dependency among users of the GWBBS and, to a lesser extent, the Midtown Bus Terminal.



FIGURE 55: VEHICLES IN HOUSEHOLD BY DEPARTURE LOCATION

Figure 56 shows the prevalence of riders participating in an employer-sponsored commuter benefit program. Thirty percent of Midtown Bus Terminal riders participate in an employer sponsored commuter benefit program while only 17% of riders at the GWBBS reported doing so. Curbside riders were most likely to participate (43%). See Table 2 for a full list of private bus carrier routes.



FIGURE 56: PRE-TAX OR SUBSIDY COMMUTER PROGRAM BY DEPARTURE LOCATION

Figure 57 outlines the specific benefits riders reported having available to them if they did participate in a commuter benefit program. Among those riders who reported participating in commuter benefit programs, pretax contributions to a transportation account was by far the most prevalent; 82% for Midtown Bus Terminal riders, 90% for GWBBS riders, and 86% for curbside riders. Interestingly, Midtown Bus Terminal riders were most likely to receive free or subsidized fares (18%) while GWBBS riders were least likely to receive free or subsidized fares (9%).



FIGURE 57: TYPE OF PRE-TAX OR SUBSIDY BY DEPARTURE LOCATION

Note: Select all that apply question. Percentages might not add to 100%.

3.3 RESULTS BY CARRIER TYPE

The figures below present the results of the Trans Hudson Bus Survey segmented by service type, either NJ TRANSIT, Private Commuter, or Private Intercity. The NJ Transit category covers interstate NJ TRANSIT trips. Private commuters refers to private carrier bus trips that serve regular commuters such as the services provided by Academy Bus and Suburban Express. Private intercity refers to private carrier bus trips which provide intercity bus service not aimed at regular commuters, such as the service provided by Greyhound. See Table 1 and Table 2 in section 5.0 for a full list of intercepted routes and their service type designations. These designations were determined in collaboration with PANYNJ.

Note: Results presented in this section exclude Airport Shuttles, which were included in the Overall Results presented in section "3.1 Overall Trans Hudson Bus Rider Results As a result, minor differences in the "Total" results presented in this section vs. results presented in 3.1 might be observed. Furthermore, as previously mentioned, these results do no include any intra-NJ ridership. Only Trans Hudson bus rides are included.

Trip Characteristics

Figure 58 shows that NJ TRANSIT users were most likely to be starting their trip at work (71%) while private commuter riders were somewhat less likely to start from work (62%). Private intercity bus riders were most likely to have started their trip from Home (48%) or some other location (35%).



FIGURE 58: ORIGIN TYPE BY CARRIER TYPE

Figure 59 shows where Trans Hudson bus riders were going. For both NJ TRANSIT and private commuter bus riders, riders were overwhelmingly headed home (85% and 78%, respectively). Private intercity bus riders were roughly evenly split between heading home (49%) and some other location (45%).



FIGURE 59: DESTINATION TYPE BY CARRIER TYPE

NJ TRANSIT and private commuter bus riders were headed to work 84% and 82% of the time, respectively. Private intercity riders on the other hand were most likely to be travelling for social or recreational purposes (49%) (see Figure 60).

FIGURE 60: TRIP PURPOSE BY CARRIER T	YPE
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	NJ Transit	Private Commuter	Private Intercity	Total
Go to/from work	84%	82%	21%	82%
Social/recreational	5%	5%	49%	6%
Attend school/college, or drop off/pick up a student	3%	1%	9%	3%
Shopping	2%	4%	2%	2%
Business related travel	2%	2%	7%	2%
Other personal business	4%	5%	13%	5%

Figure 61 shows what access modes Trans Hudson bus riders reported using for the trip they were intercepted on. Access mode refers to the method of transportation used to reach the facility or location where the passenger boarded the bus. NJ TRANSIT and private commuter bus riders tended to walk (60% and 62%, respectively) and both used MTA subway at a rate of 37%. Notably, private commuter bus and private intercity bus riders were much more likely to have used NYC transit bus (19% and 25%, respectively). Private intercity riders were most likely to report accessing their trip via the MTA subway (48%).

	NJ Transit	Private Commuter	Private Intercity	Total
Walked/wheelchair only	60%	62%	28%	59%
Subway	37%	37%	48%	38%
NYC Transit Bus	3%	19%	25%	3%
Drove	2%	4%	5%	2%
Another Bus	1%	2%	6%	1%
Taxi	1%	1%	10%	1%
Bikeshare	1%	1%	0%	1%
Personal scooter	1%	1%	0%	1%
Dropped off	0%	1%	5%	1%
Ride hailing	0%	0%	4%	1%
Personal bike	0%	0%	0%	0%
PATH	0%	0%	2%	0%
Ferry	0%	0%	0%	0%
Light Rail	0%	0%	2%	0%
Other	1%	2%	2%	1%

FIGURE 61: ACCESS MODE BY CARRIER TYPE

Figure 62 shows how riders on different services reached their final destination after exiting the intercepted bus, their egress mode. NJ TRANSIT riders predominantly walked to their destination (79%) whereas private commuter bus riders were roughly split between walking (45%) and driving alone (41%). Private intercity bus riders were most often picked up (32%), followed by walking (22%). Private intercity riders had the most diverse distribution of egress modes.

	NJ Transit	Private Commuter	Private Intercity	Total
Walk/wheelchair only	79%	45%	22%	71%
Drive alone	14%	41%	10%	19%
Will be picked up by family/friend	4%	9%	32%	6%
Another bus	1%	1%	4%	1%
Taxi	1%	2%	11%	1%
Ride hailing	1%	1%	14%	1%
Carpooled	1%	2%	1%	1%
Personal scooter	1%	0%	0%	0%
Personal bike	0%	0%	0%	0%
Light Rail	0%	1%	0%	0%
NJT train	0%	0%	0%	0%
Bikeshare	0%	0%	0%	0%
PATH	0%	0%	0%	0%
Other	0%	1%	8%	1%

FIGURE 62: EGRESS MODE BY CARRIER TYPE
Figure 63 shows where riders began their one-way trip. NJ TRANSIT and private commuter riders almost all began in New York State (>99%). Private intercity bus riders were more likely to have started in some other state, only 94% began in New York State.



FIGURE 63: ORIGIN STATE BY CARRIER TYPE

Figure 64 shows that NJ TRANSIT bus riders were almost all travelling to New Jersey. Private commuter bus riders also mostly travelled to New Jersey, though a sizeable portion also travelled to New York State (14%) and Pennsylvania (8%). Private intercity bus riders travelled to various states in the northeast, but most often to New York State (24%). Notably, 15% of private intercity bus riders headed to other states around the United States and Canada, but primarily the northeast and Canada.



FIGURE 64: DESTINATION STATE BY CARRIER TYPE

NJ TRANSIT and Private commuter bus riders most often cited convenience as a motivation for choosing bus for their trip (56%) (see Figure 65). Cost was the second most often chosen reason, though NJ TRANSIT riders cited it more often than private commuter bus riders (44% vs 34%, respectively). Private intercity bus riders were most likely to cite cost as the reason for choosing the bus that day (57%).



FIGURE 65: REASONS FOR CHOOSING BUS BY CARRIER TYPE

The distribution of riders who reported having a car available for the trip they were intercepted on is shown in Figure 66. Among NJ TRANSIT and private commuter bus riders, NJ TRANSIT riders were less likely to have a car available for their trip (45% and 59%, respectively). Only 26% of intercity bus riders reported having a car available to make their trip that day.



FIGURE 66: CAR AVAILABILITY BY CARRIER TYPE

Figure 67 shows that 96% NJ TRANSIT bus riders were expecting to make round-trip that day, as opposed to just 78% of private commuter bus riders. Only 28% of private intercity bus riders were going to make a return trip that day.



FIGURE 67: OPPOSITE DIRECTION TRIP BY CARRIER TYPE

Figure 68 shows that NJ TRANSIT and private commuter bus riders were most likely to travel during the PM peak (45% and 49%, respectively), followed by the midday period (31% and 33%, respectively). Private intercity trips most often occurred in the midday period (53%).



FIGURE 68: BUS BOARDING TIME BY CARRIER TYPE

Figure 69 shows self-reported door-to-door trip duration. NJ TRANSIT bus trips were most likely to take 41-61 minutes (35%) while private commuter trips and private intercity trips were most likely to last more than 81 minutes (45% and 76%, respectively).



FIGURE 69: DOOR TO DOOR TRAVEL TIME BY CARRIER TYPE

Since answer options for ticket type and ticket purchase location were different for NJ TRANSIT and private carrier routes, these questions are presented in separate Figures (see Figure 70 through Intercity bus carriers are unlikely to offer onboard ticket purchases which may explain why no private intercity riders report buying their tickets this way.

Figure 73). Among NJ TRANSIT riders, one-way or cash fares were the most common form of payment (33%), followed by users of the monthly pass (29%). Reduced fare riders represent 8% of all NJ TRANSIT Trans Hudson trips.

Note that FLEXPASS was a discounted 20-ticket package introduced in February of 2021 and discontinued in July of 2024.



FIGURE 70: NJ TRANSIT TICKET TYPE

Private bus riders were most likely to have paid a one-way fare (42%), particularly private intercity bus riders (55%). Private intercity bus riders were also much more likely to have paid a round-trip fare than private commuter bus riders (37% vs 17%, respectively). Notably, 17% of private commuter bus riders reported some other form of pass or payment arrangement not listed in the questionnaire. Also of note, 10% of private commuter bus riders reported paying either a senior or special needs fare for their trip which is slightly higher than NJ TRANSIT riders (8%).



FIGURE 71: TICKET TYPE BY PRIVATE CARRIER TYPE

A majority of NJ TRANSIT riders reported using the NJ TRANSIT mobile app to purchase their fare (68%), followed by users of NJ TRANSIT ticket vending machines (23%). A small portion of riders report obtaining their ticket via an NJ TRANSIT ticket agent (6%).



FIGURE 72: NJ TRANSIT TICKET PURCHASE LOCATION

Private commuter bus riders and private intercity bus riders vary greatly in their ticket purchasing method. Most private commuter bus riders reported using an app or buying their fare on-board (39% and 27%, respectively). Private intercity bus riders on the other hand were most likely to have bought their ticket via an independent ticket agent (36%) or the carrier's website (29%). Intercity bus carriers are unlikely to offer onboard ticket purchases which may explain why no private intercity riders report buying their tickets this way.



FIGURE 73: TICKET PURCHASE LOCATION BY PRIVATE CARRIER TYPE

Demographics

Figure 74 shows the age distribution among Trans Hudson bus riders of the different services. Among NJ TRANSIT riders, 50% of riders were between 25 and 44 years old, compared to 35% for private commuter bus riders. Private commuter bus riders skewed older, 33% were over the age of 54, compared to 21% for the same age group among NJ TRANSIT riders. Private Intercity riders tended to be younger, 53% were under the age of 35 and the largest segment was riders between 18 and 24 (26%).

FIGURE 74: AGE BY CARRIER TYPE

	NJ Transit	Private Commuter	Private Intercity	Total
Under 18 years	1%	0%	3%	1%
18-24 years	8%	5%	26%	8%
25-34 years	26%	13%	24%	24%
35-44 years	24%	22%	14%	23%
45-54 years	20%	28%	9%	21%
55-61 years	11%	17%	8%	12%
62-64 years	4%	5%	4%	4%
65 years and over	6%	11%	11%	7%

Figure 75 shows the gender distribution by carrier type. NJ TRANSIT bus riders were somewhat more likely to be women than men (51% vs 47% men) whereas private commuter bus riders were more likely to be men (51% vs 47% women). Fifty-nine percent of private intercity riders were women.

	NJ Transit	Private Commuter	Private Intercity	Total
Female	51%	47%	59%	50%
Male	47%	51%	37%	47%
Prefer not to answer	1%	1%	2%	1%
Other	1%	1%	1%	1%

FIGURE 75: GENDER BY CARRIER TYPE

Figure 76 shows riders across NJ TRANSIT, private commuter buses, and private intercity buses, riders were most likely to be White (47%, 55%, and 45%). For NJ TRANSIT and private commuter bus riders, Asian or Pacific Islander was the second largest group (20% and 16%, respectively). For private intercity buses, Black or African American riders were the second largest group of riders (19%).



FIGURE 76: RACE BY CARRIER TYPE

Figure 77 shows the percentage of riders who identify as Hispanic by carrier type. NJ TRANSIT riders most often reported being of Hispanic origin (30%), followed by riders of private commuter buses and private intercity buses (21% and 22%, respectively).



FIGURE 77: HISPANIC ORIGIN BY CARRIER TYPE

Figure 78 shows that the household incomes of NJ TRANSIT and private commuter bus riders tend to be similar, with private intercity bus travelers having lower household incomes. Thirteen percent of NJ TRANSIT riders reported a household income of under \$35,000 compared to 12% for private commuter bus riders and 26% for private intercity bus riders.

	NJ Transit	Private Commuter	Private Intercity	Total
Under \$15,000	5%	3%	11%	5%
\$15,000-\$34,999	8%	9%	15%	9%
\$35,000-\$74,999	21%	16%	28%	21%
\$75,000-\$99,999	15%	10%	13%	15%
\$100,000-\$149,999	19%	21%	12%	19%
\$150,000-\$199,999	12%	12%	8%	12%
\$200,000-\$249,999	7%	10%	3%	7%
\$250,000 and over	13%	20%	9%	14%



Figure 79 shows the English-speaking ability of riders by carrier type. Ninety-six percent of NJ TRANSIT rides spoke English well or very well, compared to 97% of private commuter bus riders and just 94% of private intercity bus riders. The Trans Hudson Bus Survey was offered in paper form in English and Spanish with the option to take in Arabic, Chinese, French, Korean, Portuguese, and Russian via the online version.



FIGURE 79: ENGLISH PROFICIENCY BY CARRIER TYPE

Figure 80 shows the proportion of riders that come from a household where a language other than English is spoken. Fifty-three percent of NJ TRANSIT riders speak a language other than English at home, compared to 37% and 42% for private commuter bus and private intercity bus riders, respectively.



FIGURE 80: LANGUAGE OTHER THAN ENGLISH SPOKEN AT HOME BY CARRIER TYPE

Figure 81 shows that private intercity bus riders are most likely to have a disability that affects their ability to ride the bus (5%), compared to 3% of NJ TRANSIT riders and 2% of private commuter bus riders.



FIGURE 81: DISABILITY BY CARRIER TYPE

Figure 82 shows that the private commuter bus riders are most likely to come from homes of three or more people (61%) compared to 54% of NJ TRANSIT riders and just 45% of private intercity bus riders. Fifty-five percent of private intercity bus riders came from a home of just themselves or one other person.



FIGURE 82: HOUSEHOLD SIZE BY CARRIER TYPE

Ninety-six percent of private commuter bus riders had at least one driver in their home, compared to 94% of NJ TRANSIT riders and 87% of private intercity bus riders (see Figure 83).



FIGURE 83:DRIVERS IN HOUSEHOLD BY CARRIER TYPE

Figure 84 shows car ownership among riders of the different carrier types. Like drivers in the household (Figure 83), private commuter bus riders were most likely to come from a home with at least one vehicle available (86%), followed by NJ TRANSIT riders (83%) and private intercity bus riders, only 63% of whom came from a home with at least one vehicle.



FIGURE 84: VEHICLES IN HOUSEHOLD BY CARRIER TYPE

Figure 85 shows the prevalence of employer commuter benefits program participation among bus riders. NJ TRANSIT and private commuter bus riders were roughly similar with respect to participation, 30% and 32%, respectively. Private intercity bus riders were much less likely to participate in an employer commuter benefits program, only 6% reported doing so.



FIGURE 85: PRE-TAX OR SUBSIDY COMMUTER PROGRAM BY CARRIER TYPE

Figure 86 shows that among those who did report participating in an employer commuter benefits program, pretax contributions to a transit account were most common for all NJ TRANSIT, private commuter, and private intercity bus riders (82%, 84%, and 65%, respectively). Notably, private intercity bus riders were most likely to receive free or subsidized transit fares (23% vs 17% overall) or tolls (11% vs 1% overall).



FIGURE 86: TYPE OF PRE-TAX OR SUBSIDY BY CARRIER TYPE

3.4 FACILITY LEVEL SUMMARIES

In this section you will find the executive summaries for each facility report. If interested in detailed facility-level findings, please reference the specific facility report.

Midtown Bus Terminal

Among all Midtown Bus Terminal bus riders, 83% were headed to their home which reflects commuting patterns and the fact that surveying on buses was conducted primarily in the westward direction. Among NJ TRANSIT trips, 86% were trips to a rider's home compared to 82% of private commuter trips and just 51% of intercity bus riders. Midtown Bus Terminal bus riders are most likely to travel for work (82%), except intercity bus riders, whose trips were primarily for social and recreational purposes (48%). Among all Midtown Bus Terminal riders, an overwhelming majority originate from New York State (99%) while 9% of intercity bus riders originate from other states, mainly New Jersey (7%).

With respect to travel times, the Midtown Bus Terminal experienced its highest ridership during the hours between 4 PM and 7 PM, which accounted for nearly half of its ridership (46%). While walk-only was the most common access mode of travel to the bus departure location for all Trans Hudson bus riders (60%), private intercity bus riders were the least likely to access their bus by walking (27%). They were more likely than other Midtown Bus Terminal riders to report using the MTA Subway (48%) . Notably, private commuter bus riders were much more likely than NJ TRANSIT commuters to be picked up at their final destination (32% vs 4%).

Almost half of Midtown Bus Terminal riders (46%) reported not having a vehicle available for their trip that day. The issue was even more pronounced among intercity bus riders, 58% of whom indicated they did not have access to a car. Among all Trans-Hudson bus riders, convenience and cost were the most frequently cited reasons for choosing to travel by bus that day (55% and 47%, respectively). Private intercity bus riders were more likely than other riders to cite cost (57% vs. 42% overall) and less likely to cite cost (32% vs. 55% overall). Private commuter bus riders were least likely to cite cost (32% vs. 42% overall).

The results of the Trans Hudson bus survey highlight substantial differences in riders' demographics and travel behavior by carrier type (NJ TRANSIT vs. private commuter bus vs. private intercity bus), and other dimensions. These findings provide valuable insights into the Trans Hudson bus travel market and the diverse composition, needs, and preferences of its rider segments.

George Washington Bridge Bus Station

The GWBBS serves a diverse range of bus riders, with the majority primarily commuting for work. Seventy-two percent of riders report traveling for work, and more than half (61%) identify home as their destination. Additionally, 24% of riders travel to New Jersey for work. Travel

patterns show that 56% of trips occur between 6 AM and 4 PM, while 45% take place between 4 PM and 10 PM. The PM peak period, from 4 PM to 6:59 PM, accounts for 33% of all trips. Riders access the GWBBS through various modes of transportation. Nearly half (47%) walk to the facility, while 46% use the subway, and 18% incorporate an NYC Transit bus into their journey.

The demographic profile of GWBBS riders reveals that 45% are between the ages of 35 and 54, while 26% are aged 18 to 34. Seniors aged 65 and older make up 13% of the rider base, with private buses reporting an even higher share of senior riders, ranging from 19% to 21%. Gender representation among GWBBS riders skews slightly female, with women comprising 54% compared to 44% male riders. This trend is more pronounced among NJ TRANSIT riders, where 60% are women compared to 38% men. Racial and ethnic diversity is evident among GWBBS riders. Those identifying as White represent 37% of riders, followed by Asian or Pacific Islander riders (17%), Black or African American riders (16%), and individuals of mixed race (16%). Thirteen percent identify with other racial categories. Additionally, 37% of riders report being of Hispanic origin, though this figure is higher among NJ TRANSIT riders, where 40% identify as being of Hispanic origin and only 29% identify as White. Income levels among riders vary significantly. Nineteen percent of riders report a household income of less than \$35,000, while the largest segment, at 28%, falls within the \$35,000 to \$75,000 range. Eighteen percent report incomes between \$100,000 and \$150,000, and 15% have household incomes exceeding \$200,000. More than half of riders (56%) do not have a vehicle available for their trip, although 73% come from households with at least one vehicle. Finally, approximately 17% of GWBBS riders participate in employer commuter benefits programs, with the majority using pre-tax transit accounts (85%). A smaller proportion, 14%, benefit from free or subsidized fares.

Curbside Routes

The selection of buses for the curbside intercept was primarily based on those included in the annual Continuous Bus Survey. However, the final decision for inclusion was made through discussions with NJ TRANSIT, NJTPA, and PANYNJ. It is important to keep this context in mind when interpreting the results, as the sample selection of buses does not represent the entire universe of buses departing Manhattan from curbside locations.

Results from the study indicate that Manhattan curbside departures serve a diverse range of bus riders, with Midtown departures leaning towards intercity bus trips and Downtown departures leaning heavily towards commuter bus departures (see Table 1 and Table 2 in section 5.0 for full list of routes). Downtown riders travel primarily for work (96%) while Midtown riders travel for work (44%) and social/recreational purposes (44%). Overall, 77% of riders were headed to their home and only 8% were headed to work, with an additional 16% traveling to some other location. Travel patterns show that 50% of trips occur between the hours of 4 PM and 6:59 PM while 48% take place between 9 AM and 3:59 PM. Riders access curbside buses

through various modes of transportation. Over half (69%) walk to the facility, while 22% use the subway. Downtown riders walk at higher rate (83%) than Midtown riders (51%) and Midtown riders use the subway (32%) at higher rates than Downtown riders (15%).

The demographic profile of curbside riders also differs between Midtown and Downtown riders. Downtown riders tend to be older, 59% were between 45 and 61 years old, compared to 25% of Midtown riders. Forty-one percent of Midtown are between the ages of 18 and 34 compared to just 11% of Midtown riders. Among all curbside riders, 51% are women and 47% are men. Two percent identified with some other gender identity. Overall, curbside riders are primarily White (58%), followed by Black or African American (16%) and Asian or Pacific Islander (15%). Riders identifying as Asian or Pacific Islander represent a higher proportion among Midtown riders (27% vs 15% overall). Eleven percent of all curbside riders identify with other racial categories, and 15% report being of Hispanic origin.

Income levels among riders vary substantially. Nineteen percent of Midtown riders report a household income of less than \$35,000, but only 5% of Downtown riders do so. For both groups, the largest segment, at 48%, are those with a household income of between \$100,000 and \$199,999. Overall, curbside riders with a household income of \$200,000 or more represent 18% of ridership. More than half of riders (61%) have a vehicle available for their trip and 91% come from households with at least one vehicle. Finally, approximately 43% of curbside riders participate in employer commuter benefits programs, with the majority using pre-tax transit accounts (86%) and a smaller proportion, 11%, benefiting from free or subsidized fares. Midtown riders are more likely to receive free/subsidized fares (35% vs 11% overall).

4.0 QUESTIONNAIRE AND SURVEY

4.1 QUESTIONNAIRE DESIGN

The questionnaire script was developed in close coordination with NJ TRANSIT, NJTPA, and PANYNJ, who provided frequent input and review. The final surveys consisted of two versions that differed slightly based on whether a respondent was on an NJ TRANSIT bus, or if they were waiting at a platform for a private transit company bus. Both paper questionnaires were available in English and Spanish (see Figure 87 and Figure 88).



FIGURE 87: ENGLISH (ORANGE) AND SPANISH (BLUE) VERSIONS OF NJ TRANSIT SURVEY



FIGURE 88: ENGLISH (RED) AND SPANISH (GREEN) VERSIONS OF PRIVATE BUS CARRIER SURVEY

Respondents could complete the survey in one of three ways after receiving a copy from a surveyor. First, they could complete it right away, fill out the paper survey, and hand it back to the surveyor. Second, respondents could complete the paper survey on their own time, seal it, and mail it back via a business reply panel free of charge to them. Third, the surveys had QR codes printed on the front with a unique password. To access the survey, respondents could scan the QR code and enter their unique password. The passwords served two purposes: First, it was associated with the route that the survey was handed out on and provided a confirmation on which route the respondent was intercepted on. Second, they served as a quality control measure in that it ensured that respondents could not complete the survey multiple times with the same questionnaire. The online version of the survey was available in English and Spanish, as well as Arabic, Chinese, French, Korean, Portuguese, and Russian (see Figure 89).

FIGURE 89: ONLINE SURVEY LANGUAGE OPTIONS

○ I would like to take the survey in English
○ Me gustaría realizar la encuesta en español
أود إجراء الاستبيان باللغة العربية ()
○ 我想用中文进行本调查
○ Je souhaite répondre à l'enquête en français
○ 한국어로 설문조사에 참여하고 싶습니다
○ Eu gostaria de preencher a pesquisa em português
○ Я хотел(а) бы пройти опрос на русском
Next >>
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As mentioned, the primary goal of this origin-destination study was to gain a better understanding of the types of trips that bus riders make when departing from Manhattan bus stations and curbside locations. The survey therefore included the purpose of the trip, origin, destination, boarding and alighting stations, access and egress mode, among other types of information. First, respondents were told to focus on the one-way trip they were taking when they were intercepted, with examples provided such as "Work to Home" (see Figure 90).

FIGURE 90: ONE-WAY TRIP EXAMPLES AT START OF SURVEY (FROM ONLINE VERSION)

The Way To Ga.		PA			
For the purposes of th	is survey, please	e think of y	ur ONE-WAY TRIP you were taking when yo	ou received this s	survey.
Examples of a ONE-W	VAY TRIP are:				
Example 1:	Work	to	Ame Home		
Example 2:	Other (shopping)	to	Home		
Example 3:	Home	to	Work		
NOTE: your ONE-WAY TRIP may be different from these examples.					
				<< Previous	Next >>
Contact Us Privacy Policy	RSG 7%				
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After establishing where and when the respondent received the survey, respondents were asked what type of location they began their trip at: home, work, or somewhere else, the address of this location, and the access mode (e.g., walking, driving, etc.). Respondents taking the survey online could use a geocoder and a map to indicate their approximate location (see Figure 91).

FIGURE 91: MAP IN SURVEY (FROM ONLINE VERSION)



Respondents reported where they boarded the bus they were intercepted on: Midtown Bus Terminal, George Washington Bridge Bus Station, another Manhattan location, or another New Jersey location (with specific addresses for the latter pair). Next, respondents answered questions about their destination, including where they alighted their intercepted bus, their mode of egress to their destination, and the type of location their final destination is, as well as the specific address. After reporting where their trip started and ended, respondents were asked how long the trip took from door to door, and what the primary purpose of the trip was. Next, questions turned to respondent bus travel habits. Respondents were asked why they chose to take the bus over another mode of transit, and if a personal vehicle was available to them as a travel option on their intercepted trip.

Questions related to ticket type and ticket purchase location differed depending on whether the respondent was intercepted on a NJ TRANSIT bus or at the platform for a private transit company bus. All were asked what type of ticket they usually purchase, and where they buy it, but the answer options differed depending on the type of bus they were on (see Figure 92 and Figure 93).

FIGURE 92: TICKET TYPE QUESTION FOR NJ TRANSIT (LEFT) VS. PRIVATE BUS SURVEYS (RIGHT)

Ticket Vending Machine stand, stationary store, convenience store)

(RIGHT)

- O Bus Monthly Pass
 One-way/Cash Fare/Transfer
 College Student Monthly Pass
- FLEXPASS
 Student Ticket (one-way and transfers)

 Ten-Trip
 Reduced Fares for Senior

16. Where do you usually buy your ticket or pass?

On-board
 Dickets by mail/Quik-Tik

□ NJ TRANSIT ticket agent □ Other (please specify)

- Hudson Go Pass
 Citizens & Customers with Disabilities

15. What type of ticket/pass did you primarily use for THIS TRIP? 15. What type of ticket/pass did you primarily use for THIS TRIP?

- One-way (including cash on bus) 40-trip Round trip
 - Senior Special Needs/Disabled
 - Monthly
 - Other (please specify)

FIGURE 93: TICKET PURCHASE LOCATION FOR NJ TRANSIT (LEFT) VS. PRIVATE BUS SURVEYS

- 16. Where do you usually buy your ticket or pass? DINJ TRANSIT Mobile App DIndependent ticket agent (e.g., news-App

 - Ticket Vending Machine
 - □ Ticket Window □ Other (please specify)
- □ On-board
 - Website
 - Independent ticket agent (e.g., newsstand, stationary store,
 - convenience store)

The remainder of the questionnaire was the same for all respondents: Respondents were then asked how frequently they currently use the bus route they were intercepted on, how frequently before the COVID-19 pandemic, and how much they expect to use it one year from now, as well as frequency of telecommuting for all three time frames (see Figure 94).

FIGURE 94: FREQUENCY OF RIDING INTERCEPTED BUS ROUTE (FROM PAPER VERSION)

	CURRENTLY	BEFORE	EXPECTED 1 YEAR FROM NOW
6-7 days/week	0	0	0
5 days/week	0	0	0
4 days/week	0	0	0
3 days/week	0	0	0
2 days/week	0	0	0
1 day/week	0	0	0
1-3 days/month	0	0	0
Less than one day/month	0	0	0
First time customer/Never	0	0	0

Next, respondents reported if they made their trip in the opposite direction, and how they traveled if so. Finally, all respondents were asked a series of demographic questions, covering

factors such as their age, race, and household size. At the end of the survey, respondents were able to leave an open-ended comment about what single improvement would best meet their travel needs. Incentive prizes in the form of a lottery were included in all three fielding waves to help increase participation. In each wave, three winners were randomly selected to receive \$100 Visa gift cards. To participate, respondents simply had to provide their email or home address at the end of the survey.

4.2 ONLINE PROGRAMMING

The content of the online version of the survey mirrored the paper survey, but branching was used in the online version of the surveys to display only questions relevant to the respondents. For example, a respondent who did not report using the MTA subway was not asked what entry station they used. Respondents who took the survey online were also able to use a map geocoder to indicate locations on their trip. Most non-multiple-choice questions in the online version had drop-down lists where respondents were forced to select from those options, unlike those who took it on paper and could write in their answers. An example can be seen in Figure 95, where respondents report what NJ TRANSIT route they were intercepted on.

FIGURE 95: INTERCEPTED TRIP QUESTION FROM ONLINE VERSION



5.0 SAMPLING PLAN, TARGETS AND COMPLETES

Riders were intercepted either at the Midtown Bus Terminal, George Washington Bridge Bus Station, or various curbside locations across Manhattan. NJ TRANSIT buses at the Midtown Bus Terminal were surveyed in all three fielding waves, Spring 2022, Fall 2022 and Spring 2023, and private bus carriers were surveyed in Fall 2022 and Spring 2023. NJ TRANSIT and private bus carrier riders were intercepted at the George Washington Bridge in the Fall of 2022 and the Spring of 2023. Curbside NJ TRANSIT and private bus carrier departures were intercepted beginning in the Spring of 2023. Below we describe the intercept approach for NJ TRANSIT buses and private buses separately, since the agreed-upon approach with the project team differed based on carrier (NJ TRANSIT vs. private carriers).

NJ TRANSIT Bus

For NJ TRANSIT buses a sampling approach was used for some routes where high ridership suggested that the required sample target would be reached before all trips for that route were surveyed. This allowed the research team to re-allocate resources away from those routes where sample size targets based on statistical precision were reached even before all departures were intercepted, to those routes that had not reached the sample size target (often even after a Census approach had been implemented for that route, i.e., after all departures had been surveyed). Table 1 below provides summary information for all NJ TRANSIT routes. Most NJ TRANSIT routes involved the interception of riders at the route departure location and riders boarding in NJ. Routes with a check in the "Interstate Only" field only saw surveys distributed to riders boarding at the route departure location. The required statistical precision levels, and resulting sample size targets, were calculated based on the number of the average daily ridership provided by NJ TRANSIT at that time of the sampling plan creation. The targeted statistical precision for a route was adopted from the scope of work and depended on its average weekday daily ridership. Specifically, for routes with 500 daily ridership or more, a statistical precision level of 95%+/-5% margin of error was used. For routes with ridership between 200 and 499 a 90% confidence level with +/-10% margin of error was used. Finally, routes with 199 or fewer passengers had a sample size target of 15% of daily ridership.

Please note that routes 191D, 192D, 195D and 199D (later renamed to NJ TRANSIT 101, 102, 105, and 109, respectively) were added to Trans Hudson Bus Survey in the Spring 2023. These routes were established to provide the service previously provided by DeCamp Bus Lines, which ended its operations out of the Midtown Bus Terminal in April of 2023. As such, ridership estimates and sample targets were not available until after the fielding effort had concluded. Additionally, note that the Spring 2023 ridership numbers provided below in Table 1 may differ

from the ridership number that was used to compute statistical precision levels and sample targets during the earlier planning phase of the project. Also note in Table 1 that sample targets were computed with respect to all outbound ridership, both interstate and intrastate riders. Therefore, when evaluating sample target attainment, the "All Surveys" should be considered.
Route	Facility	Fielding Period	Interstate Only	Spring 2023 Ridership	Trips Per Day	Targeted Statistical Precision	Sample Target	All Surveys (Inter and Intra)	Interstate Surveys Only	Trips Intercepted
107	MBT	SP 2022, SP 2023		1,805	50	95/5	310	338	313	96
108	MBT	SP 2022, SP 2023		649	22	95/5	241	234	131	101
111	MBT	SP 2023		593	23	95/5	259	333	311	93
112	MBT	SP 2022, SP 2023		965	22	95/5	264	256	206	60
113	MBT	F 2022, SP 2023		1,380	42	95/5	290	415	407	48
114	MBT	SP 2023		2,158	51	95/5	319	476	455	61
115	MBT	SP 2022		586	17	90/10	59	102	99	19
116	MBT	SP 2022, SP 2023		1,131	31	95/5	281	294	268	58
117	MBT	F 2022		94	4	15%	11	46	46	4
119	MBT	F 2022		4,342	52	95/5	337	471	382	47
121	MBT	SP 2022		69	4	15%	9	9	8	4
122	MBT	F 2022	\checkmark	422	13	90/10	57	62	62	11
123	MBT	SP 2022		2,937	64	95/5	316	309	300	67
124	MBT	SP 2022		175	7	15%	23	21	7	11
125	MBT	SP 2022, SP 2023		1,194	24	95/5	274	330	274	77
126	MBT	F 2022		4,880	125	95/5	352	607	585	64

TABLE 1: SUMMARY INFORMATION FOR ALL INTERSTATE NJ TRANSIT ROUTES

Route	Facility	Fielding Period	Interstate Only	Spring 2023 Ridership	Trips Per Day	Targeted Statistical Precision	Sample Target	All Surveys (Inter and Intra)	Interstate Surveys Only	Trips Intercepted
127	MBT	SP 2022, SP 2023		711	24	95/5	247	253	228	71
128	MBT	SP 2022, SP 2023	\checkmark	3,118	79	95/5	338	406	406	73
129	MBT	SP 2022, SP 2023		867	29	95/5	263	276	235	87
130	MBT	SP 2022		575	20	90/10	59	123	120	20
131	MBT	F 2022	\checkmark	306	12	90/10	54	50	50	12
132	MBT	SP 2023		370	9	90/10	56	90	90	14
133	MBT	SP 2023		257	14	90/10	53	91	91	11
135	MBT	SP 2023	\checkmark	102	4	15%	13	37	37	3
136	MBT	F 2022		135	13	15%	8	82	80	13
137	MBT	F 2022		435	19	90/10	59	97	96	17
138	MBT	F 2022		209	9	15%	29	69	69	7
139	MBT	F 2022		3,161	75	95/5	343	353	343	59
144	MBT	F 2022		376	11	90/10	58	71	52	11
145	MBT	SP 2023		131	4	15%	17	66	66	7
148	MBT	SP 2023	\checkmark	62	2	15%	7	24	24	2
151	MBT	SP 2022		223	6	15%	30	30	29	6
153	MBT	SP 2023		24	2	15%	7	21	21	1
154	MBT	SP 2022, SP 2023		1,111	29	95/5	280	287	264	67
155	MBT	F 2022	\checkmark	190	8	15%	22	38	38	6
156	MBT	SP 2022		3,309	52	95/5	327	287	263	52
157	MBT	SP 2023	\checkmark	64	4	15%	9	16	16	3
158	MBT	F 2022		3,401	69	95/5	332	469	438	55

Route	Facility	Fielding Period	Interstate Only	Spring 2023 Ridership	Trips Per Day	Targeted Statistical Precision	Sample Target	All Surveys (Inter and Intra)	Interstate Surveys Only	Trips Intercepted
159	MBT	SP 2022, SP 2023		5,518	100	95/5	356	360	311	87
160	MBT	F 2022, SP 2023		981	29	95/5	263	311	294	63
161	MBT	SP 2022, SP 2023		3,310	60	95/5	337	369	312	74
162	MBT	F 2022		339	13	90/10	57	100	99	11
163	MBT	F 2022		3,340	85	95/5	336	486	443	61
164	MBT	F 2022, SP 2023		1,071	30	95/5	265	377	371	46
165	MBT	SP 2022		5,111	99	95/5	352	329	302	55
166	MBT	SP 2022		7,385	135	95/5	359	325	294	54
167	MBT	F 2022		2,410	63	95/5	325	455	436	53
168	MBT	SP 2023		1,125	25	95/5	269	420	395	60
177	MBT	SP 2023		1,389	26	95/5	284	447	447	39
190	MBT	SP 2022, SP 2023		4,688	103	95/5	350	366	331	84
191	MBT	F 2022		758	21	90/10	58	121	112	16
192	MBT	SP 2023		1,691	43	95/5	296	393	381	51
193	MBT	F 2022	\checkmark	633	19	90/10	60	88	88	12
194	MBT	F 2022, SP 2023		740	29	95/5	241	294	290	47
195	MBT	F 2022		326	13	90/10	54	99	98	12
196	MBT	F 2022	\checkmark	239	11	90/10	52	57	57	10
197	MBT	SP 2023		805	26	95/5	247	420	414	65
198	MBT	SP 2022		260	9	15%	24	59	58	9
199	MBT	SP 2023		1,045	29	95/5	260	503	475	77

Route	Facility	Fielding Period	Interstate Only	Spring 2023 Ridership	Trips Per Day	Targeted Statistical Precision	Sample Target	All Surveys (Inter and Intra)	Interstate Surveys Only	Trips Intercepted
319	MBT	SP 2022		804	21	90/10	59	133	126	25
320	MBT	F 2022	\checkmark	1,884	59	95/5	313	283	283	64
321	MBT	SP 2023	\checkmark	367	25	90/10	56	63	63	13
324	MBT	SP 2023	\checkmark	426	16	90/10	58	128	128	11
355	MBT	SP 2023		22	2	15%	28	20	20	12
191D ¹	MBT	SP 2023		64	8	-	-	97	96	16
192D ¹	MBT	SP 2023		101	6	-	-	147	146	12
195D ¹	MBT	SP 2023		29	4	-	-	75	75	8
199D ¹	MBT	SP 2023		157	5	-	-	114	114	10
171	GWBBS	F 2022, SP 2023		808	18	90/10	248	354	293	104
175	GWBBS	F 2022, SP 2023		717	22	90/10	249	337	278	87
178	GWBBS	F 2022, SP 2023		798	26	90/10	247	317	265	127
181	GWBBS	F 2022, SP 2023		350	10	15%	56	62	57	29
182	GWBBS	F 2022, SP 2023		715	24	90/10	243	324	293	89
186	GWBBS	F 2022, SP 2023		1,393	41	90/10	295	407	371	113
188	GWBBS	F 2022		397	14	15%	58	55	42	14
120	Wall Street	SP23	\checkmark	127	6	15%	14	62	62	10

¹ NJ TRANSIT "D" routes were a new service at the time of survey administration and as such, ridership estimates and sample targets were not established. These routes are now known as NJ TRANSIT 101, 102, 105, and 109.

Private Bus Carriers

The sampling plans for private buses used a census approach, which refers to an approach whereby every trip or departure for every route on a weekday was surveyed. However, establishing reliable targets proved challenging, as the COVID pandemic led to pronounced decreases in bus ridership in general, and for private carriers in particular. Schedule and route changes that had occurred since the COVID pandemic were much more extreme than during "normal" times, as many bus trips or routes were not offered anymore. Likewise, the available ridership and schedule data for private buses was much more limited compared to that of NJ TRANSIT buses. As a result, for sampling and distribution plan purposes, data from different sources and years needed to be used to compile best-faith estimates of private bus schedules (i.e., which routes were running, and when) at that time, as well as load factors and ridership per route

For instance, to determine ridership and which routes were still operational, data from the 2022 Continuous Bus Survey provided by the PANYNJ was compiled and organized into one central document. However, ridership and number of trips were not available for all carriers, and even among those for which it was available, this information was sometimes incomplete or in a different format. As a result, routes were renamed in a consistent format, and duplicates were identified and removed by investigating buses that left from the same location or gate at the same time. If a route seemed to be operational but no ridership was available, 2021 or pre-COVID ridership numbers were used.

In the Fall of 2022, schedules for staffing and sampling purposes were derived from bus carrier schedules provided to RSG and the Continuous Bus Survey. In the spring of 2023, RSG supplemented this data with data provided by PANYNJ from the MyTerminal app, received January of 2023. MyTerminal data shows the time a bus route was leaving, the carrier, destination, and gate and was used for all Midtown Bus Terminal departures, except for routes that were missing from MyTerminal data such as Jitney routes. The various schedule sources were compared to ensure consistency before combining. After compiling the data, a private bus carrier sampling plan was constructed in a process similar to what was done for NJ TRANSIT buses. For Jitney buses that had no scheduled departure times and leave as often as every two-to-three minutes during peak travel hours, RSG scheduled surveyors to remain in hour blocks to cover 6am to 10pm departures, and to have surveyors distribute surveys to customers as they boarded and count the number of boarding passengers by trip. Table 2 shows the list of private bus carrier routes intercepted as well as their route type designation and the ridership used for weighting. Routes were classified as either private commuter, private bus carriers serving regular commuters, or private intercity, private bus carriers providing intercity bus service not aimed at regular commuters.

TABLE 2: SUMMARY INFORMATION FOR ALL PRIVATE CARRIER ROUTES

COMPANY	ROUTE	FACILITY	ROUTE TYPE	TRIPS INTERCEPTED	VALID SURVEYS	ROUTE GROUP RIDERSHIP
	Exit 8A	MBT	Private Commuter	2	16	
	Jackson	MBT	Private Commuter	16	10	
	Jon Bon Jovi Service Area	MBT	Private Commuter	12	11	_
Academy	Parkway Express	MBT	Private Commuter	6	68	1,264
	Route 36	MBT	Private Commuter	29	72	_
	Shore Points	MBT	Private Commuter	8	24	_
	Willingboro	MBT	Private Commuter	5	21	_
C&J	Portsmouth, NH	MBT	Private Intercity	3	13	12
Coach - Community Coach	Route 77	MBT	Private Commuter	12	42	344
	RT 20	MBT	Private Commuter	11	45	
Casah Daakland	RT 45	MBT	Private Commuter	16	51	_
Coach - Rockland	RT 47/49	MBT	Private Commuter	12	39	1,385
Coach	RT 9	MBT	Private Commuter	5	20	_
	PABT- RT11A	MBT	Private Commuter	5	5	_
	Route 100	MBT	Private Commuter	75	175	
Coach - Suburban Transit	Route 300/Exit 8A	MBT	Private Commuter	10	24	1,322
Tansit	Route 400	MBT	Private Commuter	14	86	_
Community Lines	Kennedy Boulevard/Journal Square	MBT	Private Commuter	60	80	1,443
	Route 33	MBT	Private Commuter	32	167	
Decomp	Route 44	MBT	Private Commuter	27	86	
Decamp	Route 66	MBT	Private Commuter	36	137	- 600
	Route 99	MBT	Private Commuter	3	12	_
	Albany	MBT	Private Intercity	7	15	
Crowbound	Atlanta	MBT	Private Intercity	6	5	1,521
Greynound	Atlantic City	MBT	Private Intercity	9	35	_
	Boston	MBT	Private Intercity	12	34	

COMPANY	ROUTE	FACILITY	ROUTE TYPE	TRIPS INTERCEPTED	VALID SURVEYS	ROUTE GROUP RIDERSHIP
	Buffalo	MBT	Private Intercity	7	16	
	Detroit	MBT	Private Intercity	4	6	_
	Hempstead, NY	MBT	Private Intercity	5	2	_
	Los Angeles	MBT	Private Intercity	2	2	_
	Miami	MBT	Private Intercity	1	2	_
	Montreal	MBT	Private Intercity	4	15	_
	Philadelphia	MBT	Private Intercity	20	49	_
	Richmond, VA	MBT	Private Intercity	9	10	_
	St. Louis	MBT	Private Intercity	6	7	_
	Toronto	MBT	Private Intercity	5	9	_
	Washington DC	MBT	Private Intercity	5	9	_
	Dover	MBT	Private Commuter	14	38	
	Mt. Arlington	MBT	Private Commuter	13	63	_
	Newton	MBT	Private Commuter	1	3	_
	Rockaway	MBT	Private Commuter	10	31	_
Lakeland Bus	Rt 46/80	MBT	Private Commuter	33	106	1,416
	Rt 78 (Bernardsville)	MBT	Private Commuter	3	12	
	Rt 80	MBT	Private Commuter	0	0	_
	Sparta	MBT	Private Commuter	2	25	
	Stanhope	MBT	Private Commuter	1	7	_
	Kalahari, Great Wolf, Aquatopia	MBT	Private Commuter	1	2	
Martz Trailwavs	Marshall's Creek	MBT	Private Commuter	8	13	- 781
	Mt. Pocono	MBT	Private Commuter	35	94	
	Wilkes Barre	MBT	Private Commuter	15	50	_
Newark Airport Express	Newark Airport Express	MBT	Airport Shuttle	22	57	571
OurPue	Boston, MA	MBT	Private Commuter	4	6	- 52
	Methuen/Lawrence	MBT	Private Commuter	1	8	

COMPANY	ROUTE	FACILITY	ROUTE TYPE	TRIPS INTERCEPTED	VALID SURVEYS	ROUTE GROUP RIDERSHIP
	Boston Express	MBT	Private Intercity	5	14	
Dotor Don	Philadelphia Express	MBT	Private Intercity	8	23	-
Peler Pan	Providence Express	MBT	Private Intercity	9	13	- 802
	Washington DC Express	MBT	Private Intercity	6	10	_
	Exit 122	MBT	Private Commuter	2	0	
	Binghamton	MBT	Private Commuter	8	24	_
	Central Valley	MBT	Private Commuter	7	16	_
	Chester	MBT	Private Commuter	8	34	_
	Circleville	MBT	Private Commuter	8	11	_
	Goshen	MBT	Private Commuter	3	3	_
	Hawley, PA	MBT	Private Commuter	2	22	
	Legoland	MBT	Private Commuter	2	9	
	Mahwah	MBT	Private Commuter	4	31	
Shortline	Middletown	MBT	Private Commuter	15	39	2,154
	Monroe	MBT	Private Commuter	13	50	
	Monticello	MBT	Private Commuter	7	30	
	Newburgh	MBT	Private Commuter	16	39	_
	Ramapo College	MBT	Private Commuter	16	58	_
	Ridgewood	MBT	Private Commuter	4	25	
	Suffern	MBT	Private Commuter	26	119	_
	Tuxedo	MBT	Private Commuter	3	17	_
	Woodbury Common	MBT	Private Commuter	17	50	
	Wyckoff	MBT	Private Commuter	4	26	
Spanish Transportation	Paterson	MBT	Private Commuter	135	9	676
Stewart Airport Express	Stewart Airport Express	MBT	Airport Shuttle	6	40	25
	Albany	MBT	Private Intercity	9	27	- 532
	Binghamton	MBT	Private Intercity	3	3	002

COMPANY	ROUTE	FACILITY	ROUTE TYPE	TRIPS INTERCEPTED	VALID SURVEYS	ROUTE GROUP RIDERSHIP
	Buffalo	MBT	Private Intercity	2	7	
	Kingston	MBT	Private Intercity	8	18	_
Trailwavs -	Montreal	MBT	Private Intercity	10	43	_
Adirondack	Oneonta	MBT	Private Intercity	5	13	_
Trailways	Syracuse	MBT	Private Intercity	6	3	_
	Utica	MBT	Private Intercity	1	8	_
	Woodstock	MBT	Private Intercity	6	15	_
Trailways -	Williamsport	MBT	Private Intercity	3	3	_
Fullington Trailways	Shamokin	MBT	Private Intercity	2	0	_
	Utica	MBT	Private Intercity	2	7	_
Trailways - NY Trailways	Buffalo	MBT	Private Intercity	2	0	_
Taiways	Toronto	MBT	Private Intercity	1	0	_
Trailways - Pine Hill	Haines Falls	MBT	Private Intercity	4	19	_
Trailways - Pine Hill Trailways Trans-Bridge	Kingston	MBT	Private Intercity	6	19	_
Tropo Dridgo	Allentown	MBT	Private Commuter	37	136	700
папѕ-впоуе	Doylestown	MBT	Private Commuter	4	14	- 700
Rockland Coach	GWB - RT 9	GWBBS	Private Commuter	13	22	27
Crowbound	GWB - Boston	GWBBS	Private Intercity	10	21	
Greynound	GWB -Philadelphia	GWBBS	Private Intercity	7	5	_
	GWB - Buffalo, NY	GWBBS	Private Intercity	3	12	139
OurBus	GWB - Ithaca Conn Cortland Syracuse	GWBBS	Private Intercity	3	8	_
	GWB - Niagara Falls, NY	GWBBS	Private Intercity	2	13	
Spanish	GWB - Bergenline	GWBBS	Private Commuter	15	4	1 720
Transportation	GWB - Paterson	GWBBS	Private Commuter	32	13	- 1,720
	Wall Street - Parkway Express	Curbside	Downtown	6	22	_
Academy	Wall Street - Route 36	Curbside	Downtown	8	7	601
	Wall Street - Route 9	Curbside	Downtown	10	22	

COMPANY	ROUTE	FACILITY	ROUTE TYPE	TRIPS INTERCEPTED	VALID SURVEYS	ROUTE GROUP RIDERSHIP
Shortline	Wall Street - Middletown, NY	Curbside	Downtown	6	10	
Trans-Bridge	Wall Street - Lehigh Valley Airport	Curbside	Downtown	8	10	_
Academy	Midtown - Exit 8A	Curbside	Midtown	5	19	
	Midtown - Baltimore, MD	Curbside	Midtown	3	22	
	Midtown - Philadelphia, PA	Curbside	Midtown	3	8	
OurDure	Midtown - Ithaca, NY	Curbside	Midtown	7	13	
OurBus	Midtown - Reading, PA	Curbside	Midtown	6	5	
	Midtown - Boston, MA	Curbside	Midtown	3	7	493
	Midtown - Atlantic City	Curbside	Midtown	7	4	
	Midtown - Nanuet, NY	Curbside	Midtown	10	17	
Shortline	167th & Broadway - Montgomery, NY	Curbside	Midtown	6	10	_
Trans-Bridge	Midtown - Lehigh Valley Airport	Curbside	Midtown	1	3	_
Total				1,283	3,259	18,645

¹Trips intercepted for Spanish Transportation represents hour blocks covered by surveyors, as opposed to vehicle departures. Vehicles departed several times per hour block and surveyors found it challenging to keep thorough notes while also attempting to intercept every passenger.

6.0 SURVEY ADMINISTRATION

6.1 RESPONDENT RECRUITMENT

Fielding occurred during three waves at the Midtown Bus Terminal: Spring 2022, Fall 2022, and Spring 2023 (see Table 3 for specific dates). At the George Washington Bridge Bus Station, fielding occurred during the Fall of 2022 and Spring 2023. Curbside bus departures were intercepted during the Spring of 2023 fielding period. Local surveyors were provided by Ebony Marketing Systems and Traffic Databank. Field site managers that were responsible for supervising surveyors and overseeing the surveying effort were provided by RSG, Ebony, and Traffic Databank. During each wave of fielding, between 10 and 20 surveyors and 2 to 4 field site managers were on duty per day. Surveyors were required to have all necessary materials with them when on duty, which included an official badge, a safety vest or NJ TRANSIT apron (if surveying NJ TRANSIT buses), as well as an authorization letter for NJ TRANSIT explaining the study and giving RSG permission to survey, which could be shown to NJ TRANSIT bus drivers and other NJ TRANSIT or terminal personnel. In the Spring 2023 wave for NJ TRANSIT buses only, surveyors had NJ TRANSIT branded tote bags, hand sanitizers, and other small gifts to provide to NJ TRANSIT bus riders. These were handed out especially on GWBBS routes which had lower response rates compared to Midtown Bus Terminal route, to increase response rates and to serve as additional motivation.

Wave	Training Session	Start Date	End Date	Approximate Trips Covered
Spring 2022	May 2nd, 2022	May 2nd, 2022	June 9th, 2022	1,007
Fall 2022	Sept 19th, 2022	Sept 19th, 2022	Dec 1st, 2022	1,407
Spring 2023	Mar 6th, 2023	Mar 6th, 2023	Jun 16th, 2023	2,017

6.2 TRAINING

At the start of each wave, RSG held an in-person training session which was mandatory for all surveyors and field site managers on surveying procedures and expectations. Training sessions for the three fielding periods were held on May 22nd, 2022 (Spring 2022); September 19th, 2022 (Fall 2022); and March 6th, 2023 (Spring 2023). Each training session was approximately three hours long and began with a general overview of the project and its goals, then covered different surveying locations (Midtown Bus Terminal, GWBBS, and curbside), types of buses

(NJ TRANSIT versus private bus carriers). Although respondents could complete the survey in three ways (on paper handed back to surveyor, online, or by mail), surveyors were instructed to encourage riders to complete the paper questionnaire while on the bus to maximize completes, since the return rate of riders who complete it later is much lower. Surveyor materials were reviewed next, including how to fill out the distribution sheets for each type of bus, which provided crucial tracking information about the intercepted trips, including on which route and when the survey was handed out. An example slide from the training that contains instructions for the NJ TRANSIT distribution sheets can be seen in Figure 96.

FIGURE 96: SLIDE FROM SPRING 2023 TRAINING SESSION ON COMPLETING NJ TRANSIT DISTRIBUTION SHEETS



Surveyor expectations were covered next, including topics such as professionalism, punctuality, and preparedness. Finally, a series of common "What If" scenarios that surveyors may encounter were reviewed.

6.3 DISTRIBUTION SHEETS

To maintain accurate records of all intercepted trips, distribution sheets were created for each bus route, which allowed surveyors to keep track of details of the survey administration. Before the surveyor left to survey a bus, supervisors filled out the appropriate row for that particular bus trip with the surveyor's name, date, and first survey password in the surveyor's packet. While surveying, surveyors were expected to keep track of refusals and the surveys they handed out by type (English, Spanish, or extra). Upon returning, supervisors worked with surveyors to

complete the distribution sheet entry. This included the password ranges of distributed surveys, the number of refusals, passengers, distributed surveys, and completed surveys. Different templates were used for NJ TRANSIT, Jitney, and all other private carrier routes. An example of a distribution sheet for NJ TRANSIT Route 128 can be seen in Figure 97. Each row of the distribution sheet covers a trip of NJ TRANSIT route 128. Recording the password range for each trip was vital for the later data cleaning process, since it allowed each completed survey to be associated with a specific trip and allowed RSG to estimate response rates.

							NJ	FRoute 128							
Date	Surveyor Name	Trip ID	Survey Run ID	Priority Group	Departure Time	Arrival Time	# to Pack	Beginning Password	Ending Password	Refusals	Spanish	# Riders on Bus	Extras Used	# Completes	Notes
		68600003	474	1	3:05 PM	3:36 PM	31								
		68600005	475	1	3:15 PM	3:46 PM	31								
		68600071	476	1	6:00 PM	6:30 PM	41								
		68600072	477	1	6:05 PM	6:35 PM	41								
		68600074	478	1	6:10 PM	6:39 PM	41								
		68600076	479	1	6:15 PM	6:43 PM	41								
		68600077	480	1	6:20 PM	6:48 PM	41								
		68600079	481	1	6:25 PM	6:53 PM	41								
		68600080	482	1	6:25 PM	6:53 PM	41								
		68600081	483	1	6:30 PM	6:58 PM	41								
		68600083	484	1	6:35 PM	7:03 PM	41								
		68600090	469	1	7:00 PM	7:28 PM	47								
		68600091	470	1	7:05 PM	7:33 PM	47								
		68600093	471	1	7:10 PM	7:38 PM	47								
		68600095	472	1	7:15 PM	7:43 PM	47								
		68600096	473	1	7:25 PM	7:53 PM	47								

FIGURE 97: NJ TRANSIT DISTRIBUTION SHEET

Private bus carrier distribution sheets were similar but also included a section to record riders' ZIP Codes regardless of whether they took the survey. An example of a private bus distribution sheet can be seen in Figure 98. Jitney bus distribution sheets were similar to these private bus carrier distribution sheets but included two extra sections: the hour of surveying and how many Jitney buses departed during the hour.

FIGURE 98: PRIVATE BUS CARRIER DISTRIBUTION SHEET

Date:	Sur	veyor	Name:			
Password Information						
Beginning password:			Comple	etes:	Spanish:	
End Password:			#of Rid	ers:	Extras:	
Trip Information						
Unique Route ID:		Bus	route:			
Bus Company:		Dep	arture ti	me:		
Expected # Riders:						
Home Zip Code						
nome zip code						
		-				

7.0 RESPONSE RATES

RESPONSE RATES VARIED BY WAVE, CARRIER TYPE (NJ TRANSIT VS. PRIVATE CARRIER), ROUTE, TRIP, DEPARTURE LOCATION, AND OTHER KEY FACTORS. THE OVERALL RESPONSE RATES BY WAVE ARE SHOWN IN TABLE 4 AND ARE BASED ON THE NUMBER OF INTERCEPTED RIDERS ON THE SURVEYED TRIPS AND FINAL, VALID SURVEYS INCLUDED IN THE DATASETS. ESTIMATED RESPONSE RATES FOR SPRING 2022, FALL 2022, AND SPRING 2023 WERE 36%, 38% AND 33%, RESPECTIVELY. OVERALL RESPONSE RATE WAS ESTIMATED TO BE 35% (37% IF NOT INCLUDING THE JITNEY BUS INTERCEPT EFFORT WHICH HAD LIMITED BUY-IN FROM ONE JITNEY CARRIER). SEE Table 5 for response rates by carrier, for all fielding periods.

TABLE 4: TOTAL RESPONSE RATE

FIELD WAVE	TRIPS INTERCEPTED ¹	SURVEYS DISTRIBUTED	VALID SURVEYS	VALID INTERSTATE SURVEYS	RESPONSE RATE: AFTER CLEANING ²
Spring 2022	1,007	12,152	4,404	3,921	36%
Fall 2022	1,407	19,216	7,363	6,951	38%
Spring 2023	2,017	25,624	8,388	8,017	33%
Total	4,431	56,992	20,155	18,889	35%
Total (Excluding Jitney)	4,189	53,779	20,049	18,783	37%

COMPANY	TRIPS INTERCEPTED ^{1,3}	SURVEYS DISTRIBUTED	VALID SURVEYS	INTERSTATE SURVEYS	RESPONSE RATE ²
Academy	107	1,226	292	292	24%
Adirondack Trailways	50	419	137	137	33%
C&J	3	22	13	13	59%
Coach - Community Coach	12	174	42	42	24%
Coach - Rockland Coach	62	604	182	182	30%
Coach - Suburban Transit	99	1,106	285	285	26%
Community Lines ³	60	1,074	80	80	7%
Decamp	98	854	402	402	47%
Fullington Trailways	5	29	3	3	10%
Greyhound	119	1,032	242	242	23%
Lakeland Bus	77	900	285	285	32%
Martz Trailways	59	750	159	159	21%
Newark Airport Express	22	140	57	57	41%
NJ TRANSIT	3,148	42,916	16,896	15,630	39%
NY Trailways	5	84	7	7	8%
OurBus	42	357	106	106	30%
Peter Pan	28	337	60	60	18%
Pine Hill Trailways	10	109	38	38	35%
Shortline	187	2,125	640	640	30%
Spanish Transportation ³	182	2,139	26	26	1%
Stewart Airport Express	6	73	40	40	55%
Trans-Bridge	50	522	163	163	31%
Total	4,431	56,992	20,155	18,889	35%
Total (Excluding Jitney)	4,189	53,779	20,049	18,783	37%

¹ Response rate is calculated with respect to both interstate and intrastate rider intercept. Survey distribution was tracked at the trip level which includes both intrastate and interstate riders.

² Note: Response rate is calculated with respect to both interstate and intrastate rider intercept. Survey distribution was tracked at the trip level which included both interstate and intrastate riders.

³ Note: For Jitney buses (Community Lines and Spanish Transportation) these numbers represent the number of hours during which surveys were handed out rather than trips that were intercepted.

8.0 COMPLETION METHODS

Bus riders taking the survey had multiple options for completion. First, they could choose to take the paper survey in English or Spanish and either return it to the interviewer or submit it via business reply mail. Respondents also had the option to complete the survey online, available in English, Spanish, Arabic, Chinese, French, Korean, Portuguese, and Russian.

While respondents had the option to submit their completed survey via business reply mail, RSG's data entry partner did not track which surveys were returned by mail.

The following section describes the survey modes and languages used to complete the survey. and the distribution of online and paper surveys across valid Trans Hudson surveys. Ninety one percent of riders completed a paper survey while 9% chose to take the survey online via the online link (see Table 7). Table 6 shows the languages the survey was taken in. 96.8% of riders took the survey in English and 3% took the survey in Spanish and 0.1% in Korean. The remaining 0.1% of surveys were taken in the other languages offered online: Chinese, Portuguese, Russian, French, and Arabic.

TABLE 6: COMPLETION METHOD

Method	Surveys	% Surveys
Paper	17,224	91.2%
Online	1,665	8.8%

Language	Surveys	% Surveys
English	18,283	96.79%
Spanish	561	2.97%
Korean	23	0.12%
Chinese	10	0.05%
Portuguese	5	0.03%
Russian	4	0.02%
French	2	0.01%
Arabic	1	0.01%

TABLE 7: SURVEY LANGUAGE

Table 8 and Table 9 shows how riders on different bus carriers completed the survey and in what languages. Community Lines and Spanish Transportation saw the highest number of completes via the online survey (48% and 38%), which is in line with the fact that riders boarded quickly and were unlikely to be able to complete the survey while waiting for their bus.

Community Lines and Spanish Transportation also saw a high proportion of surveys in another language, Spanish (11% and 33%).

|--|

CARRIER	PAPER	ONLINE	% ONLINE
Academy	233	59	20%
Adirondack Trailways	128	9	7%
C&J	12	1	8%
Coach - Community Coach	33	9	21%
Coach - Rockland Coach	142	40	22%
Coach - Suburban Transit	228	57	20%
Community Lines	42	38	48%
Decamp	345	57	14%
Fullington Trailways	3	0	0%
Greyhound	235	7	3%
Lakeland Bus	225	60	21%
Martz Trailways	135	24	15%
NJ TRANSIT	14,493	1,137	7%
NY Trailways	5	2	29%
Newark Airport Express	56	1	2%
OurBus	97	9	8%
Peter Pan	53	7	12%
Pine Hill Trailways	37	1	3%
Shortline	543	97	15%
Spanish Transportation	16	10	38%
Stewart Airport Express	39	1	3%
Trans-Bridge	124	39	24%
Total	17,224	1,665	9%

TABLE 9: SURVEY LANGUAGE BY CARRIER

CARRIER	ENGLISH	SPANISH	KOREAN	CHINESE	PORTUGUESE	RUSSIAN	FRENCH	ARABIC	TOTAL	% ENGLISH
Academy	280	12							292	96%
Adirondack Trailways	130	6		1					137	95%
C&J	11	2							13	85%
Coach - Community Coach	37	5							42	88%
Coach - Rockland Coach	179	2	1						182	98%
Coach - Suburban Transit	275	9		1					285	96%
Community Lines	71	9							80	89%
Decamp	382	20							402	95%
Fullington Trailways	3	0							3	100%
Greyhound	225	17							242	93%
Lakeland Bus	275	8		2					285	96%
Martz Trailways	154	5							159	97%
NJ TRANSIT	15,180	418	20	4	3	4		1	15,630	97%
NY Trailways	7	0							7	100%
Newark Airport Express	53	4							57	93%
OurBus	106	0							106	100%
Peter Pan	58	1			1				60	97%
Pine Hill Trailways	37	0		1					38	97%
Shortline	603	31	2	1	1		2		640	94%
Spanish Transportation	20	6							26	77%
Stewart Airport Express	40	0							40	100%
Trans-Bridge	157	6							163	96%
Total	18,283	561	23	10	5	4	2	1	18,889	97%

9.0 DATA CLEANING

Data cleaning of survey records was similar for NJ TRANSIT and private carrier records, with some modifications for private carrier records. For all records, the data cleaning processes consisted of 3 general steps. First, it consisted of formatting respondent addresses, initially through Bing's Geocoding tool and then through manual verification of geocoded addresses. Second, respondent answers to open-ended questions were manually reviewed and recoded to valid values if possible (e.g., access time, MTA subway station, household size, etc.). Lastly, survey trip paths were manually inspected using RSG's Path Cleaning Tool to verify that each respondent's trip path constituted a valid combination of the bus carrier, route, trip addresses, and access and egress modes. Based on the combination of survey details, data cleaners were instructed to mark each survey as valid or invalid, or to move trip points if supported by the survey data.

Transit Path Cleaning

The final step of data cleaning, transit path cleaning, differed slightly for NJ TRANSIT records and private records. For NJ TRANSIT path cleaning, three decisions were made. First, data cleaners ensured that the correct route was chosen and edits were made to the route if necessary. Second, the boarding, alighting, origin, and destination locations were moved or flipped if necessary and supported by the survey data. Lastly, the trip was recorded as logical or not, considering the changes that were made to the route and locations (if any). For a trip to be considered logical, the complete trip must reasonably connect the origin and destination locations. Boarding and alighting locations needed to be along the surveyed route, and access and egress modes needed to reasonably connect the surveyed route to origin and destination. Origin, board, alight, and destination points also needed to be in the right order. Given surveys were distributed on outbound trips (i.e., in westward direction), RSG expected to see trips in the outbound direction. If addresses were provided in the wrong order, data cleaners could flip the points if reasonable.

Where the trip information did not make sense, the trip information was either updated or removed from the dataset. An online tool developed by RSG was used to complete this transit path cleaning. A screenshot from the path cleaning tool can be seen in Figure 99.



FIGURE 99: PATH CLEANING TOOL

The online tool contains a map that plots origin, destination, boarding, and alighting locations for each trip. This visualization aspect helped to determine if a transit path was valid. Other relevant trip information needed for path cleaning was the mode of access from the origin location to the boarding location, the mode of egress from the alighting location to the destination, and what bus route(s) the respondent used on the trip.

Evaluation criteria for private records generally followed the NJ TRANSIT criteria outlined above. However, more flexibility and leeway were allowed to alight and destination locations for private bus records, and private carrier trips were allowed to have either a missing alight or destination location. This more flexible approach for private carrier records was made through discussion between the consultant and client teams.

10.0 WEIGHTING

All routes are weighted to represent Spring 2023 ridership, in some select cases where Spring 2023 ridership was not available for private bus carrier routes, data from the Fall 2022 Continuous Bus Survey were used. The dataset deliverable also contains a second weight representing ridership during the time period in which fielding for that bus route was completed (e.g., Spring 2022, Fall 2022, or Spring 2023). The weighting process for NJ TRANSIT routes differed from that of private carrier routes; below are descriptions of both weighting processes.

NJ TRANSIT Routes

NJ TRANSIT data were weighted and expanded at the route level using a two-step process. First, data were weighted by boarding time period (AM peak, midday, PM peak, and evening) and NJ TRANSIT fare zones to ensure that, within a route, the unexpanded survey data represented expected passenger flows with respect to time of day and NJ TRANSIT fare zones. NJ TRANSIT fare zones data were provided by NJ TRANSIT and consisted of aggregated board and alight locations, representing the flows for an average weekday during a two-week period during the relevant fielding period. These fare zones were then sometimes further combined as needed in cases where not enough surveys were available for specific board-toalight zone pairs.

Following this step, surveys were expanded to route level ridership numbers provided by NJ TRANSIT. These numbers represent average weekday ridership during a month in the relevant fielding period. Outbound only ridership was not always available, therefore the consultant and client teams agreed that outbound ridership could be derived by halving NJ TRANSIT's total ridership, except in the case of routes that operated only in the outbound direction.

Private Carrier Routes

Private bus carrier surveys were weighted using observed ridership counts collected by RSG during field. At the Midtown Bus terminal, private surveys were weighted to correct for higher or lower response during different time periods at the route level. For example, a bus trip sampled during the PM peak period may have been under sampled due to the difficulty of intercepting every rider during a busy boarding sequence, whereas a surveyor may have more easily intercepted every rider of a midday trip on the same route. By weighting to observed count data, valid surveys better reflect the distribution of encountered riders. At the George Washington Bridge Bus Station, surveys were weighted in a similar manner to account for response rate differences at different times of day, but not at the route level due to lower available sample. Instead, private bus survey and rider counts were grouped and weighted according to time of day and the service type: Commuter Bus, Intercity Bus, and Jitney Bus. Similarly, curbside bus departure surveys were grouped and weighted according to time of day and departure location,

either Midtown or Downtown. In certain cases where count data or surveys counts were low or missing, weighting segments were combined. Following this weighting process, surveys were then expanded to average daily ridership at the level suggested by PANYNJ, typically the bus carrier level or as explained above, according to service type at the GWB, or curbside departure area. Expansion data was provided to RSG by PANYNJ in the form of average daily carrier-level boardings from Spring 2023. In a few cases where this data was not available, Fall 2022 Continuous Bus Survey data were used. In select cases where neither PANYNJ nor Continuous Bus Survey data were available, RSG used count data from field as an expansion target.

11.0 CHALLENGES AND LESSONS LEARNED

The most severe challenge faced during this project was surveying during (and shortly after) the COVID-19 pandemic, which created unique and extraordinary situations for staffing and recruiting, as well as the severely limited availability of ridership data and trip schedule information for private carriers. Specifically, the unpredictability of the pandemic and the significant changes in ridership because of the pandemic made it difficult to use pre-pandemic data to plan for fielding, especially for private carriers. Ridership numbers that were provided or available from before the start of the pandemic had dramatically changed, and private bus schedules that were available were often not reflective of existing services (which in many cases had been dramatically reduced), leading RSG to regularly encountered private bus trips that no longer operated or left slightly earlier than expected causing delays and additional unproductive staffing time that were not anticipated at the outset of the project. While any field requires adjustment "on the ground", the surveying and analysis of private bus carrier trips during and shortly after COVID-19 exacerbated these challenges.

Another challenge was the lower-than-expected cleaning survival rate. More records than anticipated had to be discarded due to being incomplete or illogical. While this originally created a problem for the data collected during the Spring 2022 wave, the expected survival rate was adjusted based on this outcome. Finally, staff experienced trouble surveying Jitney bus routes of one company, as dispatchers and bus drivers were suspicious of the surveying efforts. Despite multiple attempts by RSG and PANYNJ to engage with them and to accommodate several requests that the Jitney carrier had (including occluding NJ TRANSIT logos on surveys and announcing intercept dates ahead of time), cooperation from the carrier remained low and did not improve. While surveying on Jitneys can be challenging as is, this refusal led to dramatically suppressed return rates collected for Jitney buses.

Despite these challenges, fielding of the Trans-Hudson Bus Survey proceeded extremely well. Surveyors were dispatched on hundreds of bus trips into New Jersey and, with few exceptions, successfully completed their assignments, met documentation requirements, and followed their designated routes back to the starting location .This successful intercept effort required careful planning, years of collective on-the-ground experience to refine best practices, and continuous communication with staffing partners and field site managers - allowing for flexibility and responsiveness to changing conditions in the field.

APPENDIX A. NJ TRANSIT AND PRIVATE SURVEY GRAPHIC DESIGNS

11.1 NJ TRANSIT SURVEY GRAPHIC DESIGN

Please tell us about yourself 30. 21. What is your nome Zip Code?	What is your annual household income? Under \$15,000 = \$75,000-\$99,999 \$50,000-\$24,999 = \$100,000-\$149,999 \$52,000-\$24,999 = \$200,000-\$249,999 \$50,000-\$74,999 = \$250,000 and over For your commuting expenses, do you participate in a pre-tax or subsidy program (e.g., WageWorks) through your employer? No	Monostance Monostance Monostance M	<image/>
---	---	--	----------

	6. Where did you get ON this bus? (Turnina/Bus Stop)
	Port Authority Bus Terminal
3. Where did you first START your <u>ONE-WAY</u> TRIP?	George Washington Bridge Bus Station
Are you coming from (Choose only ONE)	Other Manhattan Location (please specify address below)
Home Regular workplace	Other New Jersey Location (please specify address below)
Other (please specify)	
4. What is the address of your STARTING location from	Stop Name OR Landmark
Question 3? (NOT THE TERMINAL/BUS STOP)	Street Address OR Street Intersection
Zie Cede ((Loop))	
ZIP Code (It known)	City/Town State
Landmark/Company/Business/School (if applicable)	Zin Code (it known)
	Zip code (ir known)
Street Address OR Street Intersection	7. Where will you get OFF this bus? (TERMINAL/BUS STOP)
City/Town State	
5. How did you get to this bus from your location in	Stop Name OR Landmark
Question 4? (Check all that apply)	Street Address OR Street Intersection
Walked/wheelchair only (please specify)	
Personal Bike how long it took) minutes	City/Town State
Bikeshare	
Scooter Drove or rode in a car and parked	Zip Code (if known)
□ Ride hailing (e.g., Uber, Lyft)	8. After getting off this bus, how will you get to your <u>final</u>
Dropped off (e.g., by friend, family member)	desunation ? (Check all that apply)
🗆 Taxi	Walk/ Wheelchair only (please specify how long it will take)
Ferry Ky Karaka and all lines used	Bikeshare
NFC Subway (specify entry station and all lines used) Fate: Station	□ Scooter
Entry Station Lines Used	Drive alone using a car parked at/near the bus stop
= New York only marine bas (apear) arroades)	Will be picked-up (e.g., by friend, family member)
Another Bus (specify bus company/route)	Carpool using a car parked at/near the bus stop
Bus Company Route	Taxi Ride balling (c.e. (/bar (cf))
NJ TRANSIT Light Rail (please specify line)	Ride nailing (e.g., Uber, Lyn)
	Anound Dus (specily bus company/route)
PATH (specify entry station and all lines used)	DUS COMPANY ROULE ROULE
Entry Station Lines Used	 no manori Ligni ran (prease specily inte)
Other (please specify)	DI NJ TRANSIT Train (please specify line)
	PATH (specify entry station and all lines used)
	Entry Station Lines Used

9.	What is your <u>final dest</u> (Choose only ONE) Note: Thi	<u>ination</u> on th s should NOT be	is ONE-WAY TRIP? the same place as Question 3.	17. How often do you use (Choose one per calumn)	this bus rou	ıt
	Home Regula Other (please specify)	ar workplace			CURRENTLY	I
10.	What is the address of	your <u>final de</u>	estination in Question 9?	6-7 days/week		ľ
	(PLEASE PRINT CLEARLY)			5 days/week		ľ
		_		4 days/week		ľ
	Zip Code (if known)			3 days/week		t
	Londmark/Compony Nom	o (Dusinesso /C	abool (familiante)	2 days/week		t
	Lanumark/Company Nam	e/ Dusiness/ S	chool (il applicable)	1 day/week		t
	Street Address OR Street	Intersection		1-3 days/month		t
	ouccivitaticas on oucci	intersection		Less than one day/month		t
	City/Town		State	First time customer/Never		t
11.	Please tell us how lon	a it takes you	to complete this one-way	18 How often de you tele	eommuto2 (r
	trip from door-to-door	minute	s	18. How often do you tele	:	
12	What is the primary pu	rpose of you	r trin?		CURRENTLY	l
	Go to/from work	10000 01 900	i dip.	6-7 days/week		ł
	Business-related travel	(such as going to	a meeting sales call etc.)	5 days/week		ł
	Attend school/college/	university, or dr	op off/pick up a student	4 days/week	_	t
	Shopping			2 days/wook		ł
	Social or recreational (s	uch as visiting a l	friend or going to a theme park)	2 days/week	0	ł
	Other personal busines	s (such as a med	ical appointment)	1 day/week	-	ł
13.	Why did you take the l	ous rather tha	an another mode of transit	1-3 days/month		ł
	(e.g., NJT Rail, PATH, d	riving)? (Chec	k all that apply)	Less than one day/month	-	ł
	Less expensive		Fewer transfers	Never		t
	More convenient station/	stop locations	No other travel option	Not applicable		t
	Faster		was available	(e.g., don't work)	L	l
	Cleaner		Other (please specify)	19. Did you (or will you) m	ake this trip	,
	A more pleasant expense	ence		direction today?		
14.	Was a personal vehicle	e available to	you to make this trip?	Yes	No	
	□ Yes			20. For your trip in the opp	osite direct	i
15.	. What type of ticket/pa	ss did you pr	imarily use for THIS TRIP?	travel? (Choose only ONE)	Г	-
	Bus Monthly Pass	□ One-way/	Cash Fare/Transfer	Same Bus Route		
	Rail Monthly Pass	College S	tudent Monthly Pass	(indicate departure time)		
	FLEXPASS	Student Ti	cket (one-way and transfers)			
	Livideop Co Deep	Citizene 8	Pares for Senior		L	
	Hudson Go Pass	Citizens &	Customers with Disabilities	Another Bus Route (specified)	cify bus compa	ŋ
16.	. Where do you usually	buy your tick	et or pass?	Train (specify line and entry	y station)	
	NJ TRANSIT Mobile Ap	p 🗆 Independe	nt ticket agent (e.g., news-	PATH (specify boarding sta PATH)	ation)	
	Licket vending Machine D Os based	Stand, static	mary store, convenience store)	Car	Ride Hai	li
	C1 (10-DOard	Inckets by	mail/Quik-lik	🗆 Taxi	Other (pl	e
	C NUTDANEIT ticket age	at 🗖 Other (day				

17. How often do you use this bus route...? BEFORE COVID

EXPECTED 1 YEAR FROM NOW

L	ess than one day/month			
F	irst time customer/Never			
8. 1	How often do you telec	commute? (, Choose one per	column)
		CURRENTLY	BEFORE	EXPECTED 1 YEAR FROM NOW
6	5-7 days/week			
ţ	o days/week			
4	l days/week			
3	3 days/week			
2	2 days/week			
1	day/week			
1	-3 days/month			
L	ess than one day/month			
١	Vever			
N	lot applicable			
(e.g., don't work)	ako thio trip	in the enne	cito
() 9. ()	e.g., don't work) Did you (or will you) ma direction today? ⊐Yes	ake this trip □ No	in the oppo	site
9. 9. 0.	è.g., don't work) Did you (or will you) ma direction today? ⊐ Yes For your trip in the opp	ake this trip □ No osite direct	in the oppo	osite II/did you
9. 9. 0. 1.	e.g., don't work) Did you (or will you) ma direction today? □ Yes For your trip in the opp travel? (Choose only ONE)	ake this trip □ No osite direct	in the oppo	site II/did you to 5:59 AM
(19. 0 10. 1	Eg, dorf work) Did you (or will you) ma linection today? □ Yes For your trip in the opp ravel? (Choose only ONE) □ Same Bus Route (Indicate departure tim e)	□ No □ No	ion, how wil ion, how wil 0 12:00 AM 0 6:00 AM tr 0 9:00 AM tr 0 4:00 PM tr 0 7:00 PM tr 0 7:00 PM tr 0 7:00 PM tr	II/ did you to 5:59 AM 5:59 AM 5:59 AM 5:59 PM 5:59 PM 5:59 PM to 11:59 PM to 11:59 PM
(9. (0. 1 1	ag, don't work) ↓ Did you (or will you) ma ilirection today? □ Yes □ Yes □ Your trip in the opp travel? (Choose only ONE) □ Same Bus Route (indicate departure time) □ Another Bus Route (spec	□ No □ No wosite direct	in the oppo ion, how wil 0 12:00 AM 0 6:00 AM to 0 9:00 AM to 0 9:00 AM to 0 7:00 PM to 0 7:0	IV did you to 5:59 AM 9 8:59 AM 9 3:59 PM 9 6:59 PM 9 9:59 PM to 11:59 PM
(9. (0. 1 1 1	ag, don't work) → jöl you (or will you) mä tirrection today? → Yes For your trip in the opp ravel? (Chose any ONE) → Same Bus Route (indicate departure time)— → Another Bus Route (spee → Train (specify line and ears)	No No sosite direct	in the oppo ion, how wil o 12:00 AM o 5:00 AM tr o 9:00 AM tr o 4:00 PM tr o 7:00 PM tr o 10:00 PM y/route)	IV did you to 5:59 AM 9 8:59 AM 9 3:59 PM 9 6:59 PM 9 9:59 PM to 11:59 PM
(9. (0. 1 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	eg, don't work) joid you (or will you) mai direction today? > Yes > ory your trip in the opp ravel? (Choose only ONE) > Same Bus Route (indicate departure time) - Another Bus Route (speci-) Train (specir) line and entry - RATH (specir) barding ats	ake this trip	ion, how wil 0 12:00 AM 0 6:00 AM tr 0 9:00 AM tr 0 4:00 PM tr 0 7:00 PM tr 10:00 PM w/route)	IV did you to 5:59 AM 5 3:59 AM 5 3:59 PM 5 6:59 PM 5 9:59 PM to 11:59 PM
(9. 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	ag, don't work) → jöld you (or will you) mä stierection today? → Ves For your thip in the opp ravel? (Choose only ONE) → Same Bus Route (indicate departure time) → Another Bus Route (spee) → Intain (specify time and entry → PATH (specify baarding sta → Car	ake this trip	in the oppo ion, how wil 0 12:00 AM to 0 9:00 AM to 0 9:00 AM to 0 4:00 PM to 0 10:00 PM to 10:00 PM to 10:00 PM to 10:00 PM	IV did you to 5:59 AM 0 8:59 AM 0 3:59 PM 0 9:59 PM to 11:59 PM to 11:59 PM
(19. 19. 10.	ag, don't work) → jūt you (or will you) mä tirrection today? → Ves For your trip in the opp ravel? (Choose only ONE) → Same Bus Route (Indicate departure time)— → Another Bus Route (spee (Indicate departure time)— → Train (specify line and entry → PATH (specify lone and entry → Train (specify boarding sta → Car	ake this trip	ion, how wil 0 12:00 AM 0 6:00 AM ti 0 9:00 AM ti 0 7:00 PM ti 0 10:00 PM y/route) ing (e.g., Uber, asse specify)	II/ did you to 5:59 AM 5:59 AM 5:59 PM 5:59 PM 5:59 PM to 11:59 PM to 11:59 PM

Trans Hudson Interstate Bus Survey Report: Overall Report 11.2 PRIVATE BUS SURVEY GRAPHIC DESIGN

Please tell us about yourself 21. What is your home Zip Code? 22. Are you? □ Female/Woman □ Non-binary or Gender Fluid □ Male/Man □ Prefer not to answer □ Prefer to self-describe:	30. What is your annual household income? □ Under \$15,000 \$75,000-\$99,999 □ \$15,000-\$24,999 □ \$100,000-\$149,999 □ \$25,000-\$34,999 □ \$100,000-\$199,999 □ \$25,000-\$43,999 □ \$250,000-\$24,999 □ \$250,000-\$49,999 □ \$250,000 and over	NO POSTAGE NECCSSARY IF MALED IF MALED IF MEE UMITED STATES	
23. What is your age?	31. For your commuting expenses, do you participate in a pre-tax or subsidy program (e.g., WageWorks) through your employer? No		Please help us by completing this survey and returning it in one of three ways: ④ Hand it back to the survey on the bus; or ④ Seal the survey and drop it in any mailbox (no postage required); or ③ Take the survey online in English, espand, 그, Hittp://raques or pycckow by going online to: https://rsgsurvey.com/bus or scan:
Asian or Pacific Islander Asian or Pacific Islander Mixed Race Black or African American Other (please specify) How many people (including yoursel) her in your household? How many licensed drivers (including drivers	32. What is the single most important transit service improvement that can be made to meet your travel needs? (PLEASE FRINT CLEARLY)	DAPANY DAPANY DAPANY 923	and enter this password: Please be assured that your responses will be kept confidential. To show our appreciation for your help, we will enter your name in a drawing to win ONE OF THREE \$100 GIFT CARDS. For sweepstake rules please visit https://survey.jibunu.com/ RSG_0011/Sweepstakes.pdf
yoursel) are in your household?	Please be assured your responses will be kept confidential. To enter our drawing to WIN ONE OF THREE \$100 GIFT CARDS, please provide your Email address	Lue Radia (1975) RUICE CC NE AVE L 60607-9	Thank you for your participation. Please answer only about the ONE-WAY TRIP you were taking when you received this survey. Examples of a ONE-WAY TRIP are:
Very Well Well Very Well Not Well No	Name	INCOMENTATION OF THE	Trip START (Survey Classifier 3) Trip END (Survey Classifier 3) Example 1: Work to Home Example 2: Other Example 3: Home Home Example 3: Home to Work WOTE: your ONE-WAY TRIP may be different from these examples. Note: the text of text of the text of
Other (please opeolf) 29. Do you have a disability that affects the way you use the bus? No Ves (Select all that apply)	Zip Code lelephone: (May we contact you for future research by New Jersey Transit, the Port Authority of New York and New Jersey, or the North Jersey Transportation Planning Authority? Pes Pos		For This <u>ONE-WAY</u> Trip You Are Making Today 1. On what bus route did you receive this survey? (Please indicate route) Company:
 □ A visual impairment (blind or serious difficulty seeing, e.g., difficulty reading signs and monitors) □ A hearing impairment (bleaf or serious difficulty hearing) □ A mobility impairment (have serious difficulty waking or using stairs) □ A disability or impairment not listed above 	If you have specific comments, visit www.njtransit.com and select "Contact Us". Thank you for participating in this survey!		Route: 2. At what time did you board this bus? (Please specify time & choose AM or PM) <u>Hour</u> : OAM OPM

	6 Where did you get ON this bus? (Terminal/Pun Stap)	9. What is your <i>final destination</i> on this ONE-WAY TRIP?	17. How often do you use	this bus rou	te? (Choo	se one per column)
	Control of a get of this of the second	(Choose only ONE) Note: This should NOT be the same place as Question 3.		CURRENTLY	BEFORE COVID	EXPECTED 1 YEAR FROM NOW
3 Where did you first START your ONE-WAY TRIP?		10 What is the address of your final destination in Ownstien 02	6-7 days/week			
Are you coming from (Choose only ONE)	Other Mannautan Location (please specify address below) Other New Jersey Location (clease specify address below)	(PLEASE PRINT CLEARLY)	5 days/week			
Home Regular workplace	Cutien New Sersey Location (prease specify address below)	(LENGE / HILF GLEFFIELY	4 days/week			
Other (please specify)	Stop Name OP Landmark	Zip Code (if known)	3 days/week			
4. What is the address of your STARTING location from	Stop Name OK Eandmark		2 days/week			
Question 3? (NOT THE TERMINAL/BUS STOP)	Street Address OR Street Intersection	Landmark/Company Name/Business/School (if applicable)	1 day/week			
			1-3 days/month			
Zip Code (if known)	City/Town State	Street Address OR Street Intersection	Less than one day/month			
	Zin Code (if known)		First time customer/Never			
Landmark/Company/Business/School (if applicable)	Zip Code (in Milowity	City/Town State	18. How often do you tele	commute? ((hoose one n	r column)
Street Address OR Street Intersection	7. Where will you get OFF this bus? (TERMINAL/BUS STOP)	11. Please tell us how long it takes you to complete this one-way	to. now onen do you teles	;	nioose one pe	EXPECTED 1
Street Address OR Street Intersection		trip from door-to-door: minutes		CURRENTLY	BEFORE COVID	YEAR FROM
City/Town State	Stop Name OR Landmark	12. What is the primary purpose of your trip?	6-7 days/week			
5. How did you get to this bus from your location in		Go to/from work	5 days/week			
Question 4? (Check all that apply)	Street Address OR Street Intersection	Business-related travel (such as going to a meeting, sales call, etc.)	4 days/week			
□ Walked/wheelchair only □ (closes specify	City/Terre Cteta	Attend school/college/university, or drop off/pick up a student Schooling	3 days/week			
Personal Bike how long it took)	City/lown State	Social or recreational (such as visiting a friend or going to a theme park)	2 days/week			
Bikeshare	Zip Code (if known)	Other personal business (such as a medical appointment)	1 day/week			
Scooter	8. After getting off this bus, how will you get to your final	13. Why did you take the bus rather than another mode of transit	1-3 days/month			
Drove or rode in a car and parked Drove or rode in a car and parked Drove or rode in a car and parked	destination? (Check all that apply)	(e.g., NJT Rail, PATH, driving)? (Check all that apply)	Less than one day/month			
Control Ride Halling (e.g., Ober, Eyr) Dropped off (e.g., by friend family member)	□ Walk/wheelchair only □ (please specify	Less expensive Fewer transfers	Never			
□ Taxi	Personal Bike how long it will take) minutes	More convenient station/stop locations No other travel option	Not applicable (e.a. don't work)			
Ferry	Bikeshare	Faster was available	19. Did you (or will you) m	ake this trip	in the opp	osite
NYC Subway (specify entry station and all lines used)	Scooter	Cleaner Other (please specify)	direction today? Ve	5	□ No	
Entry Station Lines Used	University of the second se	Li A more pleasant experience	20 For your trip in the opr	osite directi	on how w	ill/did you
New York City Transit Bus (specify all routes)	Carpool using a car parked at/near the bus stop	14. was a personal vehicle available to you to make this trip?	travel? (Choose only ONE)	Joshe aneet	E 10.00	
Another Bus (specify bus company/route)	□ Taxi	15 What type of ticket/page did you primarily use for THIS TRIP?	Same Bus Route		D 12:007	AM to 5:59 AM
Bus Company Route	Ride hailing (e.g., Uber, Lyft)	One-way (including cash on bus)	(indicate departure time) -		= 9:00 A	M to 3:59 PM
NJ TRANSIT Light Rail (please specify line)	Another Bus (specify bus company/route)	Round trip Senior			□ 4:00 P	M to 6:59 PM
	Bus Company Route	Monthly Monthly Special Needs/Disabled			□ 7:00 P	M to 9:59 PM
PATH (specify entry station and all lines used)	NJ TRANSIT Light Rail (please specify line)	Other (please specify)			0 10:00	PM to 11:59 PM
Entry Station Lines Used	N I TRANSIT Train (cleans associty (as))	16. Where do you usually buy your ticket or pass?	Another Bus Route (specified)	cify bus compar	y/route)	
Other (please specify)	E No HYANOH Hain (please specily line)	App On-board	Train (specify line and entry	y station)		
	PATH (specify entry station and all lines used)	Ticket Vending Machine Website	PATH (specify boarding state)	ation)		
	Entry Station Lines Used	Ticket Window Independent ticket agent (e.g. newsstand stationary store	Car	Ride Hail	ing (e.g., Ube	, Lyft)
		Other (please specify) Convenience store)	Taxi	Other (pla	ase specify)	
	Ordice (pregge specify)					

APPENDIX B. ONLINE SURVEY SCREENSHOTS

FIGURE 100: PASSWORD ENTRY

Please enter your password.	
Contact Us Privacy Policy RSG	Next >>
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FIGURE 101: SURVEY LANGUAGE

○ I would like to take the survey in English	
⊖ Me gustaría realizar la encuesta en español	
أود إجراء الاستبيان باللغة العربية (
○我想用中文进行本调查	
○ Je souhaite répondre à l'enquête en français	
○ 한국어로 설문조사에 참여하고 싶습니다	
○ Eu gostaria de preencher a pesquisa em português	
○ Я хотел(а) бы пройти опрос на русском	
	Next >>
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FIGURE 102: SURVEY INTRODUCTION

This survey is conducted by Resource Systems Group, Inc. (RSG) on behalf of NJ TRANSIT (NJT), the Port Authority of NY & NJ (PANYNJ), and the North Jersey Transportation Planning Authority (NJTPA). RSG's privacy policy <u>can be found</u> <u>here</u> . We are committed to protecting the confidentiality, integrity, and security of your personal information. We take this responsibility seriously. Our privacy documentation is intended to help you understand how we collect, share, and safeguard your information. Information about privacy for this survey <u>can be found here</u> .
Dear Customer, Your feedback is very important in helping to improve the quality of bus services, and the information obtained from this survey will assist us in understanding your travel needs. This survey will take about 5 – 10 minutes, and at the end you will have an opportunity to provide any additional comments that you have.
To show our appreciation for your help, we will enter your name in a drawing to win:
ONE OF THREE \$100 GIFT CARDS.
For sweepstake rules please visit <u>Sweepstakes</u> .
Thank you for your participation.
Please click "Next" to continue.
By clicking "Next", I consent to participate in this survey.
Next >>
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FIGURE 103: SURVEY INTRODUCTION CONTINUED

The Way To Co.		Ϋ́Α	
For the purposes of th	is survey, please	think of y	our ONE-WAY TRIP you were taking when you received this survey.
Examples of a ONE-W	VAY TRIP are:		
Example 1:	Work	to	Home
Example 2:	Other (shopping)	to	Home
Example 3:	Home	to	Work
NOTE: your ONE-WA	Y TRIP may be d	lifferent fro	om these examples.
			<< Previous Next >>
Contact Us Privacy Policy	RSG 7%		
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FIGURE 104: BUS ROUTE OF INTERCEPTED TRIP

TRANSIT The Way To Ga.		
For the next few questions, please think about the <u>one-way</u> survey.	trip you we	ere making when you received the paper
On what bus route did you receive this survey?		
Bus Company: NJ TRANSIT *	Route:	122 Secaucus - New York 🔹
		<< Previous Next >>
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FIGURE 105: BOARD TIME

At what time did you board this bus?	
02 ▼ 20 ▼ ○ AM ● PM	
<< Previous	Next >>
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FIGURE 106: ORIGIN TYPE

TRANSIT The Way To GO.		
Where did you first START your <u>ONE-WAY</u> TRIP? Were you coming from		
⊖ Home		
⊖ Regular workplace		
Other (please specify)		
	<< Previous	Next >>
Contact Us Privacy Policy RSG 17%		
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FIGURE 107: ORIGIN ADDRESS



FIGURE 108: ACCESS MODE

TRANSIT The Nor To Ga. NJTPA
How did you get to the NJ TRANSIT route 122 bus from origin? Select all that apply.
Walked/wheelchair only
□ Drove or rode in a car and parked
□ Dropped off (e.g., by friend, family member)
Taxi
□ Ride hailing (e.g., Uber, Lyft)
□ NYC Subway
New York City Transit Bus
Another Bus
NJ TRANSIT Light Rail
□ PATH
Personal bike
□ Bikeshare
Ferry
Other (please specify)
<< Previous Next >>
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FIGURE 109: BOARD LOCATION

TRANSIT The Way To Go. NJTPA	
Where did you get ON the NJ TRANSIT route 122 bus?	
○ Port Authority Bus Terminal	
○ George Washington Bridge Bus Station	
○ Other Manhattan location	
○ Other New Jersey location	
<< Previous	Next >>
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FIGURE 110: ALIGHT ADDRESS



FIGURE 111: EGRESS MODE

TRANSIT The Way To GO. NJTPA
After getting off the NJ TRANSIT route 122 bus, how did/will you get to your final destination? Select all that apply.
Walk/wheelchair only
□ Drive alone using a car parked at/near the bus stop
□ Will be picked-up (e.g., by friend, family member)
□ Carpool using a car parked at/near the bus stop
Taxi
□ Ride hailing (e.g., Uber, Lyft)
Another Bus
NJ TRANSIT Light Rail
NJ TRANSIT Train
PATH
Personal Bike
Bikeshare
Scooter
Other (please specify)
<< Previous Next >>
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FIGURE 112: EGRESS MODE - WALK/USE A WHEELCHAIR

TRANSIT In a may fo GU. AND	
How long did/will it take you to walk/use a wheelchair to your final destination after get route 122 bus?	ting off the NJ TRANSIT
Select One-	<< Previous Next >>
Contact Us Privacy Policy RSG 39%	
Powered by Jibunu © 2022	

FIGURE 113: EGRESS MODE - RIDE A SCOOTER

NTRANSIT The Way To Ga. A ROAD AND AND AND AND AND AND AND AND AND A		
How long did/will it take you to ride a scooter to your final destination after getting off t bus?	he NJ TRANSIT	route 122
-Select One-		
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FIGURE 114: EGRESS MODE - ANOTHER BUS

TRANSIT The Way To Do.	
Please specify all bus on NJ TRANSIT route 122	companies and routes you used/will use to get to your final destination after getting off the bus.
First bus carrier used:	NJ TRANSIT
First route used: 123	
Next bus carrier used:	- Select One - *
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FIGURE 115: EGRESS MODE ORDER

TRANSIT The Rivy To DA.		
Which of the following did/will you first use after getting off the NJ TRANSIT route 122	bus?	
Walk/wheelchair only		
O Another Bus		
○ Scooter		
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FIGURE 116: DESTINATION TYPE

What is/was your <u>final destination</u> on this ONE-WAY TRIP?
Note: For most people this location will be different than origin, since we are interested in a ONE-WAY trip.
 ○ Home ○ Regular workplace Other (please specify) alpha
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FIGURE 117: ORIGIN TO DESTINATION PATH

TRANSIT The Way To Ga.	
Are you sure you went from origin to a job on your one-way trip?	
○ Yes, this is fine	
\odot No, I need to change my origin	
\odot No, I need to change my destination	
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FIGURE 118: DESTINATION ADDRESS



FIGURE 119: TRIP TIME

Please tell us how long it takes you to complete this one-way trip door-to-door from origin to a job.
-Hours-
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FIGURE 120: TRIP PURPOSE

What is/was the <u>primary purpose</u> of your trip?
○ Go to/from work
\odot Business-related travel (such as going to a meeting, sales call, etc.)
○ Attend school/college/university, or drop off/pick up a student
○ Shopping
\odot Social or recreational (such as visiting a friend or going to a theme park)
○ Other personal business (such as a medical appointment)
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FIGURE 121: TRIP MODE MOTIVATION

Why did you take the bus rather than another mode of transit (e.g., NJT Rail, PATH, driving)?
Select all that apply.
□ Less expensive
More convenient station/stop locations Easter
□ A more pleasant experience
□ Fewer transfers
□ No other travel option was available
□ Other (please specify):
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FIGURE 122: PERSONAL VEHICLE AVAILABILITY

TRANSIT The Way To DO.		
Was a personal vehicle available to you to make this trip?		
⊖ Yes		
○ No		
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FIGURE 123: TICKET/PASS TYPE

What type of ticket/pass did you use for your trip on the NJ TRANSIT route 122 bus?
⊖ Bus Monthly Pass
○ Rail Monthly Pass
O FLEXPASS
○ Ten-Trip
⊖ Hudson Go Pass
○ One-way/Cash Fare/Transfer
O College Student Monthly Pass
○ Student Ticket (one-way and transfers)
 Reduced Fares for Senior Citizens & Customers with Disabilities
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FIGURE 124: TICKET PURCHASE MODE

Where do you usually buy your ticket or pass?
○ NJ TRANSIT Mobile App
○ Ticket Vending Machine
○ On-board
○ NJ TRANSIT ticket agent
○ Independent ticket agent (e.g., newsstand, stationary store, convenience store)
○ Tickets by mail/Quik-Tik
Other (please specify)
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FIGURE 125: BUS USE FREQUENCY ON INTERCEPTED ROUTE



Please describe how often you use this bus route (NJ TRANSIT route 122)...?

CHOOSE ONE PER COLUMN.

	Currently	Before COVID	Expected 1 year from now
6-7 days/week	0	0	0
5 days/week	0	0	0
4 days/week	0	0	0
3 days/week	0	0	0
2 days/week	0	0	0
1 day/week	0	0	0
1-3 days/month	0	0	0
Less than one day/month	0	0	0
First time customer/Never	0	0	0
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FIGURE 126: TELECOMMUTE FREQUENCY

Please describe how often you telecommute? CHOOSE ONE <u>PER COLUMN</u> .			
	Currently	Before COVID	Expected 1 year from now
6-7 days/week	0	0	0
5 days/week	0	0	0
4 days/week	0	0	0
3 days/week	0	0	0
2 days/week	0	0	0
1 day/week	0	0	0
1-3 days/month	0	0	0
Less than one day/month	0	0	0
Never	0	0	0
Not applicable (e.g., don't work)	0	0	0
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FIGURE 127: OPPOSITE DIRECTION TRIP

TRANSIT TO A. PREVIOUNTY AND RADIA SEA	
Did you (or will you) make this trip in the opposite direction from origin to a job	on the same day?
⊖ Yes	
○ No	
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FIGURE 128: OPPOSITE DIRECTION TRAVEL MODE

NTRANSIT The Way To DA.
For your trip from a job to origin , how will/did you travel? (CHOOSE ONE ONLY)
Same Bus Route
○ Another Bus Route
○ NJ Transit Train
○ PATH
○ Car
○ Taxi
○ Ride Hailing (e.g., Uber, Lyft)
○ Other (please specify)
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FIGURE 129: OPPOSITE DIRECTION DEPARTURE TIME

Please indicate the departure time for your trip from a job to origin in the opposite direction.
○ 12:00 am to 5:59 am
○ 6:00 am to 8:59 am
○ 9:00 am to 3:59 pm
○ 4:00 pm to 6:59 pm
○ 7:00pm to 9:59pm
○ 10:00 pm to 11:59 pm
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FIGURE 130: ZIP CODE

TRANSIT The Way To Ga.		
What is your home Zip Code?		
□ I live outside the United States		
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FIGURE 131: GENDER

NTRANSIT The Way To GA. REPUBLICAN DATA BEA
Are you ? Please select one.
⊖ Female/Woman
⊖ Male/Man
○ Non-binary or Gender Fluid
○ Prefer not to answer
○ Prefer to self-describe:
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FIGURE 132: AGE

TRANSIT The Way To GA. STATE AND ADDRESS
Vhat is your age?
◯ Under 18 years
○ 18-24 years
○ 25-34 years
○ 35-44 years
○ 45-54 years
○ 55-61 years
○ 62-64 years
\odot 65 years and over
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FIGURE 133: HISPANIC ORIGIN

Are you of Hispanic origin?	
○ No	
○ Yes	
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FIGURE 134: RACE

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What is your race?	
○ American Indian or Alaska Native	
 Asian or Pacific Islander Black or African American 	
○ White	
○ Mixed Race	
O Other (please specify)	
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FIGURE 135: HOUSEHOLD INFORMATION

Please tell us: (please fill in numbers)
How many people (including yourself) live in your household?
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FIGURE 136: SPOKEN ENGLISH ABILITY

How well do you speak English?	
◯ Very well	
⊖ Well	
○ Not well	
⊖ Not at all	
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FIGURE 137: OTHER LANGUAGES SPOKEN AT HOME

TRANSIT The Way To Da.	
Do you speak a language other than English at home?	
○ Yes	
○ No	
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FIGURE 138: OTHER LANGUAGES AT HOME (SPECIFIC)

What language(s) other than English do you speak at home? Select all that apply.	
French	
Korean	
Portuguese	
Other, please specify:	
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FIGURE 139: DISABILITY

NTRANSIT The Way To DA.	
Do you have a disability that affects the way you use the bus?	
○ No	
⊖ Yes	
	<
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FIGURE 140: LIST OF DISABILITIES

WITRANSIT PORTANINITY The Way To 00. Image: State
Please specify the disability or disabilities that affect the way you use the bus. Select all that apply.
 A visual impairment (blind or serious difficulty seeing, e.g., difficulty reading signs and monitors) A hearing impairment (deaf or serious difficulty hearing) A mobility impairment (have serious difficulty walking or using stairs) A disability or impairment not listed above
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FIGURE 141: HOUSEHOLD INCOME

What is your annual household income?
○ Under \$15,000
○ \$15,000-\$24,999
○ \$25,000-\$34,999
○ \$35,000-\$49,999
○ \$50,000-\$74,999
○ \$75,000-\$99,999
○ \$100,000-\$149,999
○ \$150,000-\$199,999
○ \$200,000-\$249,999
○ \$250,000 and over
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FIGURE 142: COMMUTING EXPENSES PROGRAM

For your commuting expenses, do you participate in a pre-tax or subsidy program (e.g., V employer?	VageWorks) through your
○ No	
⊖ Yes	
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FIGURE 143: LIST OF COMMUTING EXPENSES PROGRAMS

Please specify the types of pre-tax or subsidy programs you participate in. Select all that apply.
Free/Subsidized Transit Fare
Free/Subsidized Parking
Free/Subsidized Tolls
Free/Subsidized Vanpool
Pre-tax contribution to transportation account
□ Use of company vehicle
□ Cash/incentives for carpooling, walking, or biking to work
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FIGURE 144: MOST IMPORTANT TRANSIT SERVICE IMPROVEMENT

Vhat is the single most important transit service improvement that can be made to meet your travel needs?
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FIGURE 145: PRIVACY POLICY

Who we are?

Resource Systems Group (RSG) conducts market research on behalf of both public and private sector clients using smartphones, the Internet, computers and tablets. The data we collect is governed by this <u>privacy policy</u>.

What we collect?

RSG will need to collect and use certain personal information from you, including:

- **Travel information** e.g., trips you make, location information, trip origin and destination addresses (which could be your home or regular place of work), home ZIP Code, travel time, and travel mode.
- **Demographics** e.g., age, race/ethnicity, gender, employment status, number of adults, teens, and children in household and general household income bracket to ensure that the survey sample reflects the population of the survey region.
- Contact information e.g., email address, phone number, and/or mailing address for the purposes of distributing raffle incentive prize if you end up being a winner. Email address to contact you for future research, assuming you provide permission to do so.

We may also collect information about your internet browser and computer settings to make your survey experience more seamless.

How we use this data?

RSG, NJ Transit, the Port Authority of New York and New Jersey (PANYNJ), the North Jersey Transportation Planning Authority (NJTPA) and the bus company of your surveyed trip will use your data to:

- understand day-to-day travel across the study region;
- understand your satisfaction with the service these agencies provide;
- provide support regarding the survey if requested; and
- contact you to provide an incentive if you win one of the raffle prizes (if applicable).

