



NJ Transit Rail Customer Survey

August 2009



The Delaware Valley Regional Planning Commission is dedicated to uniting the region's elected officials, planning professionals and the public with the common vision of making a great region even greater. Shaping the way we live, work and play, DVRPC builds consensus on improving transportation, promoting smart growth, protecting the environment, and enhancing the economy. We serve a diverse region of nine counties: Bucks, Chester, Delaware, Montgomery and Philadelphia in Pennsylvania; and Burlington, Camden, Gloucester and Mercer in New Jersey. DVRPC is the official Metropolitan Planning Organization for the Greater Philadelphia Region — leading the way to a better future.

Our logo is adapted from the official DVRPC seal, and is designed as a stylized image of the Delaware Valley. The outer ring symbolizes the region as a whole, while the diagonal bar signifies the Delaware River. The two adjoining crescents represent the Commonwealth of Pennsylvania and the State of New Jersey.

DVRPC is funded by a variety of funding sources including federal grants from the U.S. Department of Transportation's Federal Highway Administration (FHWA) and Federal Transit Administration (FTA), the Pennsylvania and New Jersey departments of transportation, as well as by DVRPC's state and local member governments. The authors, however, are solely responsible for its findings and conclusions, which may not represent the official views or policies of the funding agencies.

DVRPC fully complies with Title VI of the Civil Rights Act of 1964 and related statutes and regulations in all programs and activities. DVRPC's website may be translated into Spanish, Russian and Traditional Chinese online by visiting www.dvrpc.org. Publications and other public documents can be made available in alternative languages and formats, if requested. For more information, please call (215) 238-2871.

Table of Contents

CHAPTER 1	1
Survey Conduct and Method	1
■ Introduction.....	1
■ Station Descriptions.....	1
■ Survey Method	3
■ Survey Conduct	3
■ Data Entry and Summarization.....	4
■ Origins and Station Sheds	5
Survey Summary	9
■ Station by Station Summary	9

Figures and Tables

Table 1: Penetration and Boards	3
Table 2: Top Five Municipal Origins	5
Figure 1: Station Location	2
Figure 2: SurveyMonkey Entry Form	4
Figure 3: Station Origins and Rider Sheds.....	7
Figure 4: How Did You Get to the Train Station?	10
Figure 5: From Where Did You Begin this Trip Today?	11
Figure 6: Departure Station.....	12
Figure 7: How Will You Complete Your Inbound Trip to NY?.....	13
Figure 8: Once in NY, how will you reach your final destination?	14
Figure 9: What is the purpose of this trip?	15
Figure 10: How often do you ride this train?	16
Figure 11: Based on your travel experience in the past year, would you say that service has... ..	17
Figure 12: Which of these statements applies to you?.....	18
Figure 13: Gender.....	19
Figure 14: Age	20
Figure 15: Household size	21
Figure 16: Number Employed in Household	22
Figure 17: Vehicles Available.....	23
Figure 18: Approximate Household Income.....	24

Appendices

A P P E N D I X A	A – 1
NJ Transit Rail Customer Survey	A-1
■ Mailback Survey Implement.....	A-3

Survey Conduct and Method

Introduction

In fiscal 2008, New Jersey Transit (NJT) sought to update bus and rail transit surveys which had been completed a number of years earlier. NJT requested, through DVRPC's Regional Transit Advisory Committee, a comprehensive series of bus and station area surveys to update the data in the DVRPC region. NJ Transit also assisted in the design and conduct of this survey, as well as provided technical assistance in processing the results.

The first of these requested surveys, with more planned for NJT's bus routes throughout South Jersey and NJT's other rail service in the region, was carried out on May 6th and 7th 2008, at the Trenton and Hamilton stations of NJ Transit's northeast corridor rail service. This study used mailback surveys distributed on the platforms to gather information regarding passenger demographic profile, satisfaction, travel means, and to determine frequency and purpose of use.

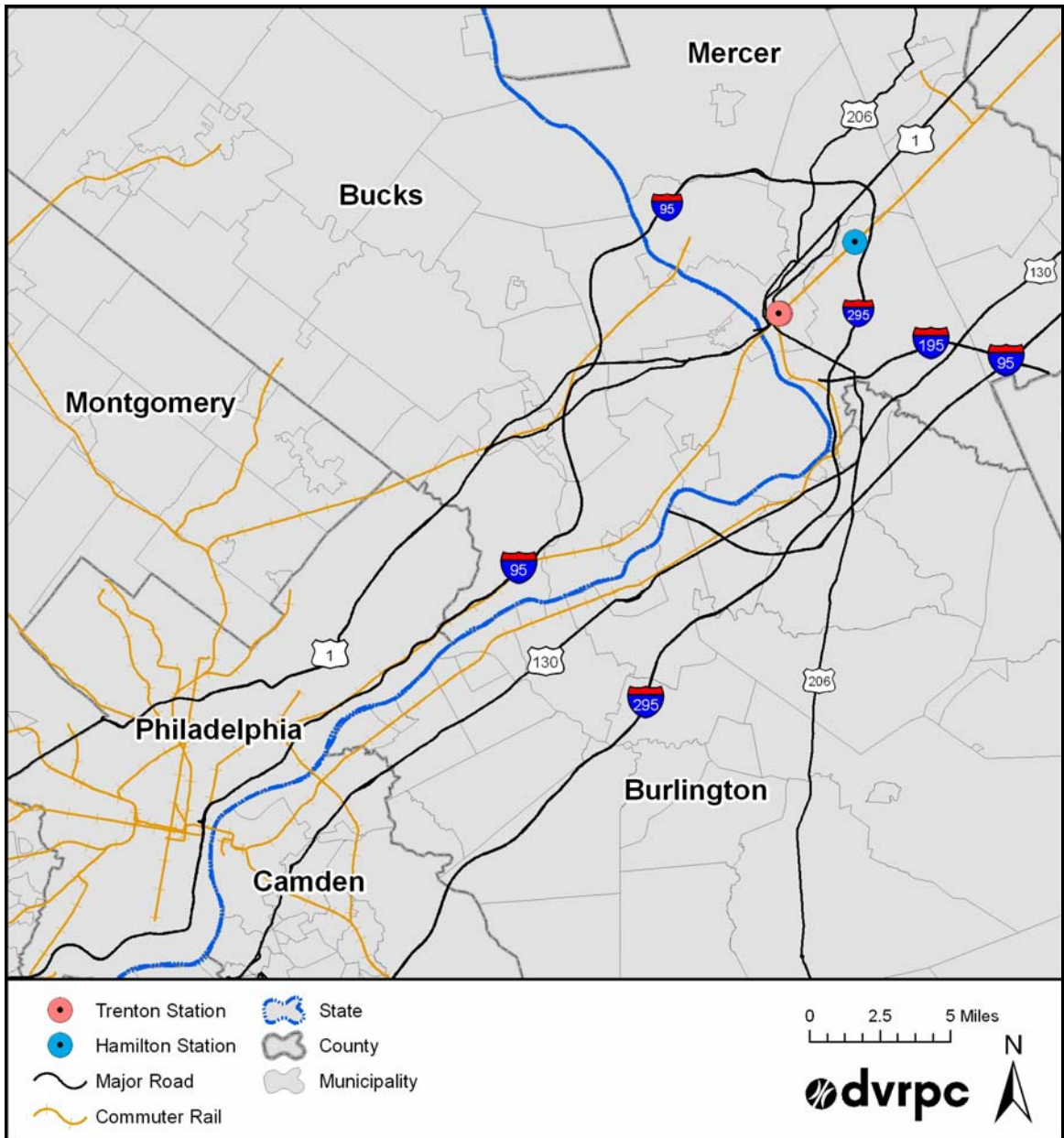
NJT requested these surveys so as to gather data about the riders on their rail and bus lines. Since it has been several years since a survey has been done, NJT wanted to "get to know" their riders and an updated demographic profile of their rail and bus service will be created from this survey. Also, these surveys are important in that they will be used to update and enhance NJ Transit's travel model. In particular for this survey, the data will be used to estimate the impact of parking at these two stations on its North East Corridor service, and the number of transfers from SEPTA and the River LINE will be quantified to help investigate intermodal transfer and fare policies.

Station Descriptions

The Trenton Transportation Center, located in downtown Trenton, is a transfer point between NJ Transit's Northeast Corridor service, Amtrak's rail service, SEPTA R7, NJ Transit RiverLINE, and NJ Transit's 409, 600, 601, 606, 608, 609, 611 and 619 buses and SEPTA's 127 bus. NJ Transit offers 1,900 parking spaces to customers at this station, and there are an additional 1,532 parking spaces at nearby privately owned lots.

Hamilton Station is located just off of I-295 exit 65 in Mercer County, NJ. This station provides access to NJ Transit's Northeast Corridor and is served by NJT's 606 and 608 buses, plus a private shuttle run by Merrill Lynch that connects workers to their Hopewell offices. NJ Transit offers 2,783 parking spaces to customers using this station. Figure 1 is a map displaying the location of each station.

Figure 1: Station Location



Survey Method

Mail back surveys were the method used to collect data in this study. Riders were handed a postage paid survey so they could complete it at their convenience and drop the completed survey in the mailbox. Additionally, boxes were placed on the platforms for passengers to drop off surveys filled out on the train. Surveys were distributed at both stations during the course of a work day at Hamilton on Tuesday May 6, 2008 and Trenton on Wednesday May 7, 2008. This survey was conducted on inbound trains to New York City departing Trenton Station between 4:58 A.M. and 6:30 P.M. Surveys of this sort generally avoid Mondays and Fridays which often do not represent typical travel patterns. This survey was also scheduled before scheduled track maintenance by AMTRAK that would reduce midday service. Whereas both stations have access to AMTRAK rail service, no AMTRAK trains were surveyed.

The number of surveys needed for the study was determined by examining historic station boards per train. Expected ridership, or targeted boards, was determined by increasing historic boards per train from 2005 by ten percent. This expected ridership was used to estimate the number of surveys needed for printing. 10,000 surveys were printed, and about 5,000 were allotted to each station. Surveys were further allotted by train, with 47 trains departing each station throughout the day.

Survey Conduct

The survey was conducted on May 6, 2008, at Hamilton Station and on May 7, 2008 at Trenton Station. The goal was to put a survey in the hands of every rider boarding an inbound (to NY City) train at these two stations. Four to six people handed surveys to inbound passengers on the station platforms. Although this was a mail back survey, a number of surveys were completed on the platform and returned to the surveyors.

Table 1: Penetration and Boards

	Observed Boards	Penetration	Useable Surveys Returned	Participation Rate
Trenton Station	4,906	3,209 (65%)	970 (30%)	20%
Hamilton Station	4,467	2,523 (56%)	934 (37%)	21%

Source: 2008 DVRPC

The effectiveness of this survey can be evaluated in any one of the following three ways: the number of surveys distributed (survey penetration), the number of useable surveys returned, and the participation rate. Table 1 above,

demonstrates the three ways in which the effectiveness of this survey can be evaluated.

Survey penetration refers to the number of surveys distributed, with the penetration rate being the number of surveys distributed divided by the number of riders. For this survey 3,209 surveys were distributed at Trenton Station and 2,523 surveys were distributed at Hamilton Station, with a corresponding penetration rate of 65 percent of riders from Trenton Station and 56 percent of riders from Hamilton Station receiving a survey, respectively.

Response rate refers to the number of useable surveys returned divided by the number of surveys distributed. For Trenton Station the response rate was 30 percent (970 surveys), and for Hamilton Station it was 37 percent (934 surveys).

Survey participation is the total number of useable surveys returned divided by the station boards. For this survey, there was a participation rate of 20 percent for Trenton Station, and 21 percent for Hamilton Station.

Data Entry and Summarization

Completed surveys were forwarded to DVRPC for entry and analysis. A total of 1,904 useable surveys from both stations were collected and then entered via SurveyMonkey – an online survey service. This service was used to enter the collected surveys manually. SurveyMonkey was chosen as a collection/data entry method/service due to its ease of use and ability to have multiple staff entering data simultaneously on the same database. Another benefit was that it allows a live summary of the data as it is being entered.

Figure 2: SurveyMonkey Entry Form

The screenshot shows the SurveyMonkey entry form for the NJT Rail Customer Survey FY08. The form is titled "1. About Your Train Trip Today..." and includes the following questions:

- * 1. Serial Number:** A text input field for entering a unique identifier.
- 2. At what station did you board this train today?** Radio buttons for Trenton, Hamilton, and Other (please specify), with a text input field for the "Other" option.
- 3. What was the scheduled departure time for this train?** A time selection interface with dropdowns for HH, MM, and AM/PM.
- 4. How did you get to the train station? (If your primary mode is not an option please go to question 5)** Radio buttons for Drove alone and parked (continue to question 6), Carpooled and Parked (continue to question 6), Passenger in carpool (continue to question 7), Car Dropped off (continue to question 7), Walk only (continue to question 7), and Bicycle (continue to question 7).
- 5. How did you get to the train station? (Please indicate your primary mode and select one, then move to question 7)** A radio button for Bus (specify carmer/bus) with a text input field.

The surveys were entered manually using SurveyMonkey's online data entry form, which replicated the paper survey to ease entry. A unique number was assigned to every survey, and that number was used as a unique identifier for each entered survey, thus preventing duplicate entries. After all of the surveys had been entered, the data was downloaded as an excel spreadsheet for cleaning and analysis.

Source: www.surveymonkey.com

Survey data needed to be reviewed for errors and completeness. This was done to ensure the quality of the data set. Entries were reviewed for consistency: spelling errors, entry errors, completeness of data, and to remove nonsensical responses. When a clean data set was finally arrived at, it was summarized at the station level and then by individual train.

NJ Transit, for whom this work was completed, required that the data then be weighted by train. Weighting the data adjusts for differences between the sample size and the rider universe as a whole, permitting comparison with, and abstraction to the data universe. To determine the weight for each train, total boards per train were divided by total entered surveys per train. The weights were then entered into the data set. The data set itself was tabulated by station. The question responses were counted for each station, and a comparison of each station was then created.

Origins and Station Sheds

The origin of each participant was asked for and, if provided, mapped to create a rider shed for each station. Origins were also tabulated by municipality and then weighted with the rest of the data set. The purpose of the map and of the origins table was to explore the distances riders have covered and to determine and to demonstrate the area that each station draws from. The top five origins have been tabulated for each station in Table 2.

Table 2: Top Five Municipal Origins

Trenton Station		Hamilton Station	
Municipality	Estimated Riders	Municipality	Estimated Riders
Trenton	1,456	Hamilton	741
Philadelphia	809	Lawrenceville	463
Yardley	516	Pennington	278
Ewing	165	Robbinsville	226
Levittown	149	Ewing	174

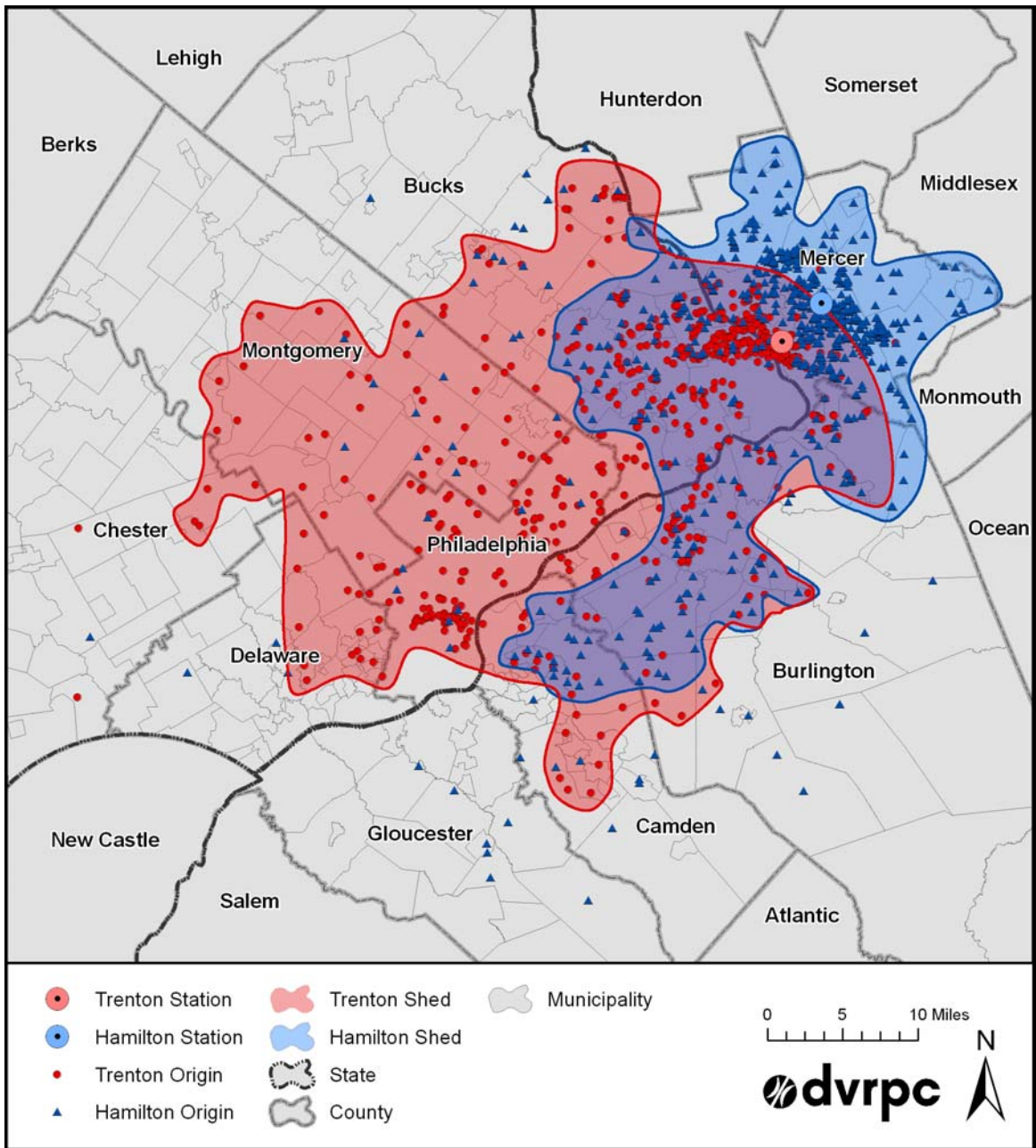
Source: 2008 DVRPC

As a whole, 1,595 out of 1,904 surveys provided addresses that could be mapped. Only origins were mapped as the majority of riders were headed to New York City. There were 780 geocoded addresses for Hamilton station, a 76% match rate, and 815 geocoded addresses for Trenton station, an 80% match rate. The distributions of origins for these stations allowed for a 100% rider shed. A line was drawn around the continuous distribution of origins from each station. Figure 3 shows the shed of each station.

Figure 3 displays the geocoded results of the NJ Transit Rail Customer Survey. The red dots are rider origins for Trenton Station, with the red outlined red area representing the Trenton Station rider shed. A line was drawn around the continuous cluster of origins and smoothed using GIS to mark the primary shed area of each station. Points outside the shaded areas, or sheds, were considered to be outliers and not part of the continuous area of rider origins.

The blue triangles are rider origins for Hamilton Station, with the blue outlined blue area representing the Hamilton Station rider shed. The majority of riders using Trenton station have origins distributed south and west of the station, with a great number originating in Pennsylvania. The majority of Hamilton Station riders originate in New Jersey, with many distributed along the I-295 corridor. There is some overlap in the distribution of riders. Interestingly, while both stations share similar distributions in Bucks County and along I-295, there were almost no Trenton station origins north and east of Hamilton Station and there were few Hamilton Station riders with origins in the city of Philadelphia.

Figure 3: Station Origins and Rider Sheds



CHAPTER 2

Survey Summary

Station by Station Summary

This section is a summary of the results from the NJ Transit Rail Customer Survey. Riders were asked a series of questions including trip purpose, destination, means of travel to and from the station of boarding and departure, and certain demographic questions such as race and age. Selected questions from the survey are summarized below in both graphical and written means. Each selected question is a station by station comparison and summary of the responses. The data presented here is weighted and as such is an estimate of responses from the total rider universe.

Due to rounding, percentages may not add exactly to 100 percent.

Figure 4: How Did You Get to the Train Station?

	Trenton Station		Hamilton Station		Total	
		%		%		%
Drove Alone and Parked	2,202	35	3,367	76	5,570	52
Carpooled and Parked	244	4	263	6	507	5
Passenger in a Carpool	48	1	20	0	68	1
Car Dropped Off	439	7	435	10	873	8
Walk Only	1,086	17	81	2	1,168	11
Bicycle	22	0	11	0	33	0
Bus	377	6	47	1	424	4
SEPTA Train	1,016	16	8	0	1,025	10
Shuttle	44	1	161	4	205	2
River LINE	703	11	0	0	703	7
Other	134	2	16	0	150	1
Answered Question	6,315	99	4,410	99	10,725	99
Skipped Question	38	1	57	1	95	1

Source: 2008 DVRPC

- ◆ “Drove alone and parked” has the greatest share of estimated riders, for both stations. Hamilton Station had an overwhelming 76 percent of surveyed riders arriving in this fashion. Trenton Station also had a large percentage of estimated riders reach the station in this fashion, with a 35 percent share, but this is almost equal to the total number of riders that used a form of public transit to reach the station.
- ◆ Approximately 34 percent of Trenton Station estimated riders reached the station by public transit/shuttle (SEPTA Train, Bus, River LINE, and Shuttle); 1,016 estimated riders used SEPTA regional rail service, 703 used the River LINE, another 377 used the bus, either SEPTA or NJ Transit, and 44 estimated riders used a shuttle.
- ◆ Walking and biking have the smallest share of estimated riders’ mode for Hamilton Station. There were 81 estimated riders who indicated that they walked, and 11 estimated riders from Hamilton Station who indicated that they biked.
- ◆ For Trenton Station, 1,086 estimated riders indicated that they walked, and 22 estimated riders indicated they biked to the station.

Figure 5: From Where Did You Begin this Trip Today?

	Trenton Station %		Hamilton Station %		Total %	
Home	4,685	75	3,973	89	8,657	81
Work	1,314	21	387	9	1,701	16
Other	288	5	88	2	376	3
Answered Question	6,287	99	4,447	100	10,734	99
Skipped Question	66	1	20	0	86	1

Source: 2008 DVRPC

- ◆ The vast majority of estimated riders began this trip from their homes. Estimated riders beginning their trips from home accounted for an 89 percent and 75 percent share of estimated riders from Hamilton Station and Trenton Station respectively, with 3,973 estimated riders from Hamilton Station and 4,685 estimated riders from Trenton Station answering this way.
- ◆ Estimated riders beginning their trips from work accounted for 21 percent and nine percent of estimated riders from Trenton Station and Hamilton Station, respectively. There were 1,314 estimated riders from Trenton Station and 387 estimated riders from Hamilton Station who indicated they began their trips from work.
- ◆ A small portion of estimated riders, just two percent and five percent, respectively, for Hamilton and Trenton Stations, indicated that they began this trip from someplace other than work or home. These “Other” places were either hotels, houses/apartments of family and friends, or school.

Figure 6: Departure Station

	Trenton Station		Hamilton Station		Total	
	Station	%	Station	%	Total	%
NY Penn Station	3,129	49	2,857	64	5,986	55
Newark Penn Station	1,159	18	987	22	2,146	20
Hoboken	58	1	26	1	84	1
Other	2,008	32	597	13	2,605	24
Answered Question	6,353	100	4,467	100	10,820	100
Skipped Question	0	0	0	0	0	0

Source: 2008 DVRPC

- ◆ Estimated riders exiting the train at NY Penn Station have the greatest share, with 3,126 Trenton Station estimated riders and 2,857 Hamilton Station estimated riders departing there, respectively. “Newark Penn Station” has the second greatest share, with 987 estimated riders from Hamilton Station and 1,159 estimated riders from Trenton Station departing there.
- ◆ Hoboken station had the lowest share of riders exiting the train, with 58 estimated riders exiting there from Trenton Station and 26 estimated riders exiting there from Hamilton Station.
- ◆ Of estimated riders using Trenton Station that indicated departing from “Other” stations, the top four stations are: New Brunswick with 591 estimated riders, Metuchen with 245 estimated riders, Metropark with 243 estimated riders, and Princeton Junction with 216 estimated riders.
- ◆ Of estimated riders using Hamilton Station that indicated departing from “other” stations, the top four stations are: New Brunswick with 220 estimated riders, Metropark with 110 estimated riders, Rahway with 55 estimated riders, and Edison with 48 estimated riders. There were also 33 estimated riders who indicated they would exit at the Newark Airport.

Figure 7: How Will You Complete Your Inbound Trip to NY?

	Trenton Station	%	Hamilton Station	%	Total	%
Stay on this train to New York Penn Station.	3,150	90	2,657	88	5,807	89
At Newark Penn Station switch to PATH.	302	9	367	12	669	10
Other	59	2	8	0	67	1
Answered Question	3,511	55	3,032	68	6,544	60
Skipped Question	2,842	45	1,435	32	4,276	40

Source: 2008 DVRPC

- ◆ The majority of estimated riders traveling to New York City indicated they were “staying on this train to NY Penn Station.” Approximately 90 percent and 88 percent of estimated riders from both Trenton and Hamilton Stations respectively, gave this response. There were 3,150 estimated riders from Trenton Station and 2,657 estimated riders from Hamilton Station “staying on this train to NY Penn Station.”
- ◆ Estimated riders “switching to PATH” at Newark Penn Station accounted for nine percent and 12 percent of estimated riders from Trenton Station and Hamilton Station respectively. From Trenton Station 302 estimated riders “switched to PATH,” and from Hamilton Station 367 estimated riders “switched to PATH.”
- ◆ Interestingly, 59 estimated riders, or about two percent of estimated riders, using Trenton Station indicated as using “other” means for completing their trip into New York City. There were eight such estimated riders who indicated as such from Hamilton Station.

Figure 8: Once in NY, how will you reach your final destination?

	Trenton		Hamilton		Total	%
	Station	%	Station	%		
Walk Only	1,520	43	1,438	46	1,546	31
Taxi	158	4	124	4	158	3
Auto	12	0	14	0	12	0
NYC Subway	1,689	48	1,431	46	3,121	62
NYC Bus	86	2	42	1	135	3
Other	47	1	46	2	95	2
Answered Question	3,512	55	3,096	69	5,067	47
Skipped Question	2,841	45	1,371	31	5,753	53

Source: 2008 DVRPC

- ◆ “NYC subway” accounted for approximately half of the estimated riders from both Hamilton and Trenton Stations, with 46 percent and 48 percent respectively. There were 1,431 estimated riders using the NYC Subway from Hamilton Station, and there were 1,689 estimated riders from Trenton Station who would complete their trip in this fashion.
- ◆ Estimated riders “walking only” accounted for a 46 percent and 43 percent share from Hamilton Station and Trenton Station, respectively. There were 1,438 estimate riders from Hamilton station who indicated they would complete their trip, and 1,520 estimated riders from Trenton Station who would complete their in this fashion.
- ◆ Less than one percent (shown as 0 due to rounding), 12 estimated riders, from Trenton Station indicated that they would use an “Auto” to complete their trip in NY. There were 14 estimated riders, also less than one percent, who indicated as such from Hamilton Station.

Figure 9: What is the purpose of this trip?

	Trenton Station		Hamilton Station		Total	
		%		%		%
Work	4,807	76	3,593	81	8,400	78
Company Business	142	2	113	3	255	2
School	105	2	187	4	292	3
Shopping	27	0	6	0	33	0
Recreation	679	11	385	9	1,064	10
Personal Business	296	5	75	2	371	3
Other	263	4	68	2	332	3
Answered Question	6,319	99	4,427	99	10,746	99
Skipped Question	34	1	40	1	74	1

Source: 2008 DVRPC

- ◆ Work is the most popular reason for taking the train from both stations, with 3,593 estimated riders, or 81 percent of estimated riders, from Hamilton Station, and 4,807 estimated riders, or 76 percent of estimated riders, from Trenton Station indicating that work was the main purpose of this trip.
- ◆ Recreation was the next popular response with a share of nine percent and 11 percent of estimated riders for Hamilton Station and Trenton Station, respectively.
- ◆ Shopping was the least popular trip purpose with six and 27 estimated riders respectively, for Hamilton and Trenton Stations.

Figure 10: How often do you ride this train?

	Trenton		Hamilton		Total	%
	Station	%	Station	%		
4 or more times a week	3,805	60	3,082	70	6,887	64
1-3 times a week	947	15	610	14	1,557	14
1-3 times a month	688	11	359	8	1,046	10
1-2 times in 6 months	455	7	223	5	678	6
1-2 times in a year	269	4	130	3	398	4
First time customer	153	2	17	0	170	2
Answered Question	6,316	99	4,420	99	10,736	99
Skipped Question	37	1	47	1	84	1

Source: 2008 DVRPC

- ◆ The majority of estimated riders from both Hamilton and Trenton Stations ride the train “4 or more times a week,” with shares of 70 percent and 60 percent, respectively. Hamilton Station accounted for 3,082 estimated riders, while Trenton Station accounted for 3,805 estimated riders.
- ◆ Surveyed riders making this trip “1-3 times a week,” accounted for 14 percent and 15 percent of Hamilton and Trenton estimated riders respectively; with 610 estimated riders from Hamilton Station and 947 estimated riders from Trenton Station making this trip “1-3 times a week.”
- ◆ A total of 170 estimated riders, 17 estimated riders from Hamilton Station and 153 estimated riders from Trenton Station, indicated they were “First Time Customers.” A share of less than one percent for Hamilton Station and two percent for Trenton Station.

Figure 11: Based on your travel experience in the past year, would you say that service has...

	Trenton Station		Hamilton Station		Total	
		%		%		%
Improved	705	12	323	7	1,028	10
Somewhat Improved	1,432	24	1,146	26	2,578	25
Remained the Same	2,747	45	1,917	44	4,665	45
Somewhat Declined	815	13	703	16	1,518	15
Declined	383	6	260	6	642	6
Answered Question	6,082	96	4,349	97	10,431	96
Skipped Question	271	4	118	3	389	4

Source: 2008 DVRPC

- ◆ Surveyed riders tended to respond positively to this question, with 36 percent of estimated riders feeling that service had either improved or somewhat improved for Trenton Station, and 33 percent feeling that service had either improved or somewhat improved for Hamilton Station.
- ◆ “Remained the Same” had the largest share of estimated riders, with 44 percent and 45 percent from Hamilton and Trenton Stations, respectively. There were 1,917 estimated riders from Hamilton Station who indicated as such, while 2,747 estimated riders indicated as such from Trenton Station.

Figure 12: Which of these statements applies to you?

	Trenton Station	%	Hamilton Station	%	Total	%
I have no other way to travel.	1,540	25	1,012	23	2,551	24
I use the train because it is the best choice for me.	4,427	71	3,304	75	7,731	73
I usually use another type of transportation.	231	4	102	2	333	3
Answered Question	6,197	98	4,417	99	10,615	98
Skipped Question	156	2	50	1	205	2

Source: 2008 DVRPC

- ◆ The majority of estimated riders from both stations are using the train service by choice. There were 4,427 estimated riders from Trenton Station who indicated they used this service because it was the best choice, while 3,304 estimated riders from Hamilton Station answered in this fashion.
- ◆ Approximately one quarter of estimated riders replied “I have no other way to travel, so I use the train” for both stations. Estimated riders of this type accounted for a 25 percent share of total estimated riders from Trenton Station, with 1,540 estimated riders. Estimated riders of this type accounted for a 23 percent share of estimated riders from Hamilton Station, with 1,012 estimated riders.
- ◆ Those identifying themselves as occasional riders accounted for a 4 percent and 2 percent share of estimated riders from Trenton Station and Hamilton Station, respectively. These “occasional” riders accounted for 102 estimated riders from Hamilton Station, and 231 estimated riders from Trenton Station.

Figure 13: Gender

	Trenton Station		Hamilton Station		Total	
		%		%		%
Male	3,323	53	2,502	57	5,825	55
Female	2,903	47	1,875	43	4,778	45
Answered Question	6,226	98	4,377	98	10,603	98
Skipped Question	127	2	90	2	217	2

Source: 2008 DVRPC

- ◆ Males accounted for a 57 percent and 53 percent share of estimated riders from Hamilton Station and Trenton Station, respectively.
- ◆ Females accounted for a 43 percent and 47 percent share of estimated riders from Hamilton Station and Trenton Station, respectively.
- ◆ Approximately two percent of estimated riders from each station failed to provide their gender.

Figure 14: Age

	Trenton Station		Hamilton Station		Total	
		%		%		%
Under 18 years	0	0	0	0	0	0
18-24 years	399	6	265	6	664	6
25-34 years	1,029	16	864	20	1,893	18
35-44 years	1,359	22	1,246	28	2,605	24
45-54 years	1,736	28	1,131	26	2,867	27
55-64 years	1,204	19	714	16	1,917	18
65 years and Over	522	8	184	4	706	7
Answered Question	6,248	98	4,403	99	10,652	98
Skipped Question	105	2	64	1	168	2

Source: 2008 DVRPC

- ◆ Approximately 55 percent of estimated riders from Trenton Station identified themselves as being 45 years of age or older, with the greatest share of estimated riders identifying themselves as being between 45 and 54 years old.
- ◆ Approximately 54 percent of estimated riders from Hamilton Station identified themselves as being between the ages of 18 and 44 years old, with the greatest share of estimated riders identifying themselves as being between the ages of 35 and 44. There were 1,246 estimated riders who indicated that they were between the ages of 35 and 44.
- ◆ There were no estimated riders identifying themselves as being under the age of 18 from either station.

Figure 15: Household size

	Trenton Station		Hamilton Station		Total	
		%		%		%
One	1,023	16	506	12	1,529	14
Two	2,140	34	1,400	32	3,540	33
Three	1,266	20	965	22	2,232	21
Four	1,141	18	1,064	24	2,205	21
Five or More	651	10	437	10	1,089	10
Answered Question	6,222	98	4,372	98	10,594	98
Skipped Question	131	2	95	2	226	2

Source: 2008 DVRPC

- ◆ Households with two members had the greatest share for both stations with a share of 32 percent and 34 percent of estimated riders indicating they lived in a two member household from Hamilton Station and Trenton Station, respectively. There were 1,400 estimated riders from Hamilton Station and 2,140 estimated riders from Trenton Station responding this way.
- ◆ Nearly half of the estimated riders from Trenton Station indicated they were members of a single person or a two person household; 1,023 estimated riders and 2,140 estimated riders, respectively.
- ◆ Approximately 46 percent of estimated riders from Hamilton Station indicated they were members of a three or a four person household; 965 estimated riders and 1,064 estimated riders, respectively.
- ◆ Estimated riders indicating they were from households of five or more persons represented a share of 10 percent of estimated riders from Hamilton Station and Trenton Station, or 437 estimated riders and 651 estimated riders from Hamilton and Trenton Stations, respectively.

Figure 16: Number Employed in Household

	Trenton Station		Hamilton Station		Total	
		%		%		%
One	2,254	38	1,510	35	3,764	37
Two	2,851	47	2,195	51	5,045	49
Three	675	11	407	9	1,081	10
Four	156	3	143	3	299	3
Five or More	69	1	47	1	116	1
Answered Question	6,005	95	4,301	96	10,306	95
Skipped Question	348	5	166	4	514	5

Source: 2008 DVRPC

- ◆ Two worker households accounted for a 51 percent and 47 percent share of Hamilton Station and Trenton Station estimated riders, respectively; with 2,195 estimated riders from Hamilton Station and 2,851 estimated riders from Trenton Station answering this way.
- ◆ One worker households had the next largest share with 35 percent and 38 percent from Hamilton Station and Trenton Station, respectively; with 1,510 estimated riders from Hamilton Station and 2,254 estimated riders from Trenton Station answering this way.
- ◆ Three and four worker households accounted for a 12 percent share of estimated riders from Hamilton Station and a 14 percent share of estimated riders from Trenton Station. Households with five or more workers accounted for the smallest share of estimated riders with 47 from Hamilton Station and 69 estimated riders from Trenton Station answering this way.

Figure 17: Vehicles Available

	Trenton Station		Hamilton Station		Total	
		%		%		%
Zero	613	10	129	3	742	7
One	1,580	25	834	19	2,415	23
Two	2,799	45	2,308	53	5,107	48
Three or More	1,255	20	1,112	25	2,367	22
Answered Question	6,247	98	4,384	98	10,631	98
Skipped Question	106	2	83	2	189	2

Source: 2008 DVRPC

- ◆ Households with two vehicles available accounted for 2,308 estimated riders from Hamilton Station for a 53 percent share. Estimated riders answering this way from Trenton Station accounted for 2,799 estimated riders for a 45 percent share.
- ◆ Households with one vehicle available accounted for 1,580 estimated riders from Trenton Station for a 25 percent share. Estimated riders answering this way from Hamilton Station accounted for 834 estimated riders for a 19 percent share.
- ◆ Households with three or more vehicles available accounted for a share of 25 percent and 20 percent of estimated riders from Hamilton and Trenton Stations, respectively. Estimated riders answering this way accounted for 1,112 estimated riders from Hamilton Station and 1,255 estimated riders from Trenton Station.
- ◆ Households with zero vehicles available had the smallest share of estimated riders with three percent and ten percent from Hamilton and Trenton Stations, respectively. From Hamilton Station 129 estimated riders indicated they had zero cars accessible in their households, while 613 estimated riders from Trenton Station indicated the same.

Figure 18: Approximate Household Income

	Trenton Station		Hamilton Station		Total	
		%		%		%
Under \$15,000	164	3	50	1	213	2
\$15,000-\$24,999	153	3	0	0	153	2
\$25,000-\$34,999	161	3	82	2	243	2
\$35,000-\$49,999	516	9	154	4	669	7
\$50,000-\$74,999	918	16	467	12	1,385	14
\$75,000-\$99,999	1,033	18	663	17	1,696	17
\$100,000-\$149,999	1,308	23	1,030	26	2,338	24
\$150,000-\$199,999	742	13	707	18	1,449	15
\$200,000-\$249,999	298	5	292	7	589	6
\$250,000 and Over	503	9	523	13	1,026	11
Answered Question	5,795	91	3,966	89	9,762	90
Skipped Question	558	9	501	11	1,058	10

Source: 2008 DVRPC

- ◆ Households with approximate annual incomes between \$100,000 and \$149,999 had the greatest share of estimated riders with 26 percent and 23 percent respectively for Hamilton Station and Trenton Station.
- ◆ Approximately 64 percent of estimated riders from Hamilton Station indicated an approximate household income over \$100,000.
- ◆ Approximately 51 percent of estimated riders from Trenton Station indicated an approximate household income less than \$100,000.
- ◆ No estimated riders from Hamilton Station indicated having an approximate household income between \$15,000 and \$24,999, while 153 estimated riders from Trenton Station indicated as such, for a share of three percent.
- ◆ There were 164 estimated riders with an approximate household income under \$15,000 from Trenton Station, while there were 50 estimated riders from Hamilton Station reporting the same income.

APPENDIX A

NJ Transit Rail Customer Survey



Mailback Survey Implement



Research
One Penn Plaza East, Newark, NJ 07105

DVRPC

Rail Customer Survey

NJ TRANSIT and DVRPC are conducting this survey to better understand your travel needs. Please take the time to fill out this survey. To show our appreciation for your help, we will enter your name in a drawing to win **ONE OF FIVE \$100 CASH PRIZES**.

After you have completed this questionnaire, please drop completed surveys in the collection boxes placed at Trenton or Hamilton Stations, or mail it in, in the postage-paid envelope provided. Please be assured that **all information you provide will be kept confidential**.

Thank you!

ABOUT YOUR TRAIN TRIP TODAY . . .

1. At what station did you board this train today?

- Trenton
- Hamilton
- Other _____ (Please specify)

2. What was the scheduled departure time for this train?

: AM PM
Hour Minute (Please select AM or PM)

3. How did you get to the train station? (Please indicate your primary mode and select one circle)

- Drove alone and parked
- Carpooled and parked
- Passenger in carpool
- Car-Dropped off
- Walk only
- Bicycle
- Bus _____ (Specify carrier/bus route)
- SEPTA Train _____ (Specify station boarded)
- Shuttle _____ (Specify operator/ route)
- River LINE _____ (Specify station boarded)
- Other _____ (Specify)

↓
Continue to Question 4

4. What type of parking did you use?

- Parking garage
- Lot parking
- Other On-street parking

↓
Skip to Question 5

5. Where did you begin this trip today?

Home Work Other _____ (Please specify)

6. What is that address (not your boarding station)? (Please print clearly)

Company Name/Business/School/Landmark

Street Address (or nearest intersection/landmark)

Borough/Town/City -
State Zip Code

7. At what station will you get off the NJ TRANSIT train (If you switch to another NJ TRANSIT train in New Jersey, tell us where you will finally exit the railroad)?

- NY Penn Station
- Newark Penn Station
- Hoboken
- Other _____ (Please specify)

8. Where is your final destination?

Home Work Other _____ (Please specify)

9. What is that address (not your exiting station)? (Please print clearly)

Company Name/Business/School/Landmark

Street Address (or nearest intersection/landmark)

Borough/Town/City -
State Zip Code

IF GOING TO NEW YORK . . .

10. How will you complete your in-bound trip to New York today? (Select your primary mode only)

- Stay on this train to New York Penn Station
- At Newark Penn station switch to PATH _____ (Please specify your deboarding station)
- Other _____ (Please specify)

11. Once in New York, how will you reach your final destination? (Select primary mode only)

- Walk only
 - NYC Subway _____ (Specify the first line used)
 - NYC Bus _____ (Please specify)
 - Taxi
 - Auto
 - Other _____ (Please specify)
- } **Skip to Question 13**

IF GOING TO NEW JERSEY . . .

12. How will you travel to your final destination from your NJ TRANSIT exiting station? (Select all that apply)

- Walk only
- Auto drive
- Auto pick-up
- Shuttle _____ (Please specify)
- Taxi
- PATH _____ (Please specify station you deboard)
- Bus _____ (Please specify carrier and route)
- Newark City Subway _____ (Please specify station you deboard)
- Hudson-Bergen Light Rail _____ (Please specify station you deboard)
- Switch to another commuter train at _____ (Please specify station you switch)
- Other _____ (Please specify)

ALL CUSTOMERS . . .

13. What is the main purpose of this trip? (Select one circle only)

- Work
- Company business
- School
- Shopping
- Recreation _____ (Specify, e.g., dining/entertainment/vacation)
- Personal business (e.g., medical/visiting)
- Other _____ (Specify)

14. What type of train ticket are you using for this trip?

- Monthly
- Student Monthly Pass
- Weekly
- 10-Trip
- One-way
- Other _____ (Specify)
- Off-peak Round trip
- Peak round trip/2 One-way
- Customer with a disability
- Senior citizens
- Employee pass

15. How often do you make this trip? (Please select one)

- 4 or more times a week
- 1 - 3 times a week
- 1 - 3 times a month
- 1 - 2 times in 6 months
- 1 - 2 times in a year
- First time customer

16. In what month and year did you first begin using this station?

□□/□□
Month Year

IF USING HAMILTON STATION . . .

17. Why did you start making this trip by train? *(Please select all that apply)*
- I moved
 - I changed jobs
 - I started working/started school
 - New station/service enabled me to use the train
 - Increase in Amtrak Monthly fares
 - Elimination of "Clocker" trains
 - Faster travel times resulting from NJT schedule changes
 - Parking became available Hamilton Station with opening of parking garage
 - Other _____ *(Please specify)*
18. What was your previous method of travel before you began using the train? *(Please select one)*
- Drove or Carpooled to final destination
 - Drove to PATH Station _____ *(Please specify station)*
 - Took a bus _____ *(Please specify carrier and route)*
 - Took an Amtrak train from Philadelphia
 - Other _____ *(Please specify)*
19. Did you switch from another train station to Hamilton Station? *(Please select one)*
- Yes, switched from Trenton Station
 - Yes, switched from Princeton Junction Station
 - Yes, switched from SEPTA R-7 Stations _____ *(Please specify station)*
 - Yes, switched from another rail station _____ *(Please specify station)*
 - Yes, took an Amtrak train from Philadelphia
 - No, I always used Hamilton Station

YOUR SATISFACTION WITH NJ TRANSIT RAIL . . .

20. In general, on a scale of 0 to 10, where 0=Not Acceptable, 5=Acceptable and 10=Excellent (N/A = Does Not Apply), how would you rate each of the following?

	NOT ACCEPTABLE		ACCEPTABLE					EXCELLENT			DOES NOT APPLY	
	0	1	2	3	4	5	6	7	8	9	10	N/A
Your Boarding Station	0	1	2	3	4	5	6	7	8	9	10	N/A
Parking at your Boarding Station	0	1	2	3	4	5	6	7	8	9	10	N/A
Frequency of Service	0	1	2	3	4	5	6	7	8	9	10	N/A
Seating Availability	0	1	2	3	4	5	6	7	8	9	10	N/A
Trip Time	0	1	2	3	4	5	6	7	8	9	10	N/A
Overall Value for the Money	0	1	2	3	4	5	6	7	8	9	10	N/A
Overall Satisfaction with NJ TRANSIT	0	1	2	3	4	5	6	7	8	9	10	N/A

21. Based on your travel experience in the past year, would you say that **service** has...
- Improved
 - Somewhat Improved
 - Remained the Same
 - Somewhat Declined
 - Declined

22. Which of the following statements best applies to you? (Please select one circle.)
- I have no other way to travel, so I use the train.
 - I use the train because it is the best choice for me, even though there are other ways I could make this trip.
 - I usually use another type of transportation, but I occasionally take the train.

TELL US ABOUT YOURSELF . . .

23. Are you ... ?
- Male
 - Female
24. What is your age?
- Under 18 years
 - 18 - 24 years
 - 25 - 34 years
 - 35 - 44 years
 - 45 - 54 years
 - 55 - 64 years
 - 65 years and over
25. Are you of Spanish/Hispanic/Latino origin?
- No
 - Yes _____ (Please specify)
26. What is your race? (Please select all that apply)
- White
 - Black or African American
 - Asian or Pacific Islander
 - American Indian, Eskimo, or Aleut
 - Other _____ (Please specify)
27. Do you speak a language, **other than English**, at home?
- No
 - Yes → I speak _____ at home (Please specify language)
28. How many people, including yourself, live in your household?
- One
 - Two
 - Three
 - Four
 - Five or more
29. How many people, including yourself, work outside the house, in your household?
- One
 - Two
 - Three
 - Four
 - Five or more
30. How many cars are available in your household?
- Zero
 - One
 - Two
 - Three or more

31. How long have you lived at your current address?
- Less than 6 months
 - Between 6 months and a year
 - Between 1 and 2 years
 - Between 2 and 5 years
 - Between 5 and 10 years
 - More than 10 years
32. How important was NJ TRANSIT rail service in choosing your home location?
- Very Important Somewhat Important Not Important
33. What is your approximate annual household income? (Please select one circle.)
- | | |
|---|---|
| <input type="radio"/> Under \$15,000 | <input type="radio"/> \$75,000-\$99,999 |
| <input type="radio"/> \$15,000-\$24,999 | <input type="radio"/> \$100,000-\$149,999 |
| <input type="radio"/> \$25,000-\$34,999 | <input type="radio"/> \$150,000-\$199,999 |
| <input type="radio"/> \$35,000-\$49,999 | <input type="radio"/> \$200,000-\$249,999 |
| <input type="radio"/> \$50,000-\$74,999 | <input type="radio"/> \$250,000 and over |

If you would like to enter our drawing for **ONE OF FIVE CASH PRIZES**, please give us your name, address, phone numbers and email address (Please print clearly).

Your name

Mailing Address

_____ -

Borough/City/Town State Zip Code

Day phone number: Evening phone number:

- - - -

Your email address

Your comments are important to us. If you have any specific comments, please...

Call Customer Service: 1-800-772-2222, press '5' for Customer Service
 Visit our website: www.njtransit.com
 Write: Customer Service, NJ TRANSIT, One Penn Plaza East, Newark, NJ 07105

Thank you for participating in the survey!

Abstract Page

Publication Number: 08064

Date Published: August, 2009

Geographic Area Covered: Bucks County, Burlington County, Camden County, Mercer County, Philadelphia

Key Words: NJ Transit, Survey, Northeast Corridor, Rail

Abstract: A summary of the 2008 NJ Transit Rail Customer Survey of Trenton and Hamilton stations of the Northeast Corridor rail line. This survey was conducted for NJ Transit (NJT) so as to update rider demographics, ridership trends, and to update and enhance NJT's travel model.

Staff Contact:

Joshua Rocks
Transportation Planner
☎ (215) 238-2854
✉ jrocks@dvrpc.org

Delaware Valley Regional Planning Commission
190 N. Independence Mall West, 8th Floor
Philadelphia PA 19106
Phone: (215) 592-1800
Fax: (215) 592-9125
Internet: www.dvrpc.org

