



NJ Transit River LINE Survey

March, 2013



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The symbol in 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.

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Executive Summary

This is the sixth in a series of surveys requested by NJ Transit. In fiscal year 2007, New Jersey Transit (NJ Transit) sought to update bus transit surveys that had been completed a number of years earlier. NJ Transit requested, through DVRPC's Regional Transit Advisory Committee, a comprehensive series of bus and rail surveys to update the data in the DVRPC region. NJ Transit requested these transit surveys to gather data about the riders on its rail and bus lines. Since it had been several years since the last survey, NJ Transit wanted to get "reacquainted" with its riders. From this need, an updated demographic profile of its rail and bus service was created. This survey will help with calibrating the regional travel demand model.

This survey was conducted November 17, 2010, on the NJ Transit River LINE between Camden and Trenton, NJ. The survey period was from the first train in the morning until 2:30 in the afternoon. This study used mailback surveys distributed on board trains to gather information regarding passenger demographics, satisfaction, and travel means, and to determine frequency and purpose of use. Passengers were encouraged to complete the survey and return it to the survey agent on board the train. However, if passengers could not complete the survey on board, they could just drop the postage paid completed survey in a mailbox.

On the day of the study, surveyors distributed approximately 2,500 surveys to passengers using the River LINE service, and 725 riders completed a survey and returned it to the survey agent on the train. An additional 540 surveys were returned by mail for a total of 1,265 usable surveys. This is approximately 24 percent of riders who used the River LINE during the survey period. The returned surveys were entered, cleaned, and coded. All entered surveys were then weighted by boarding station, by time of day, and by direction of travel.

Origins and destinations were mapped for 1,201 of the surveys. The River LINE provides an important link between north and south New Jersey, as well as between Philadelphia and New York City. The majority of riders, however, originate from towns in Burlington County.

The River LINE is an important link in the transit network in the region, with 16 percent of surveyed riders connecting to the River LINE from another transit service and with 38 percent of riders connecting to another transit service.

Survey Conduct

Introduction

In fiscal year 2007, New Jersey Transit (NJ Transit) sought to update bus transit surveys that had been completed a number of years earlier. NJ Transit requested, through DVRPC's Regional Transit Advisory Committee, a comprehensive series of bus and rail surveys to update the data in the DVRPC region. NJ Transit requested these transit surveys to gather data about the riders on its rail and bus lines. Since it had been several years since the last survey, NJ Transit wanted to get "reacquainted" with its riders. From this need, an updated demographic profile of its rail and bus service was created. This survey will help with calibrating the regional travel demand model.

NJ Transit assisted in the design and conduct of these surveys, and also provided technical assistance in processing the results. The first transit survey, ***NJ Transit Rail Customer Survey*** (DVRPC publication number 08064), was conducted at the Trenton and Hamilton stations during spring 2008. The second transit survey, ***NJ Transit South Jersey Bus Survey*** (DVRPC publication number 08065), was conducted in fall 2008. A third survey, ***NJ Transit Mercer County Bus Survey*** (DVRPC publication number 09052), was conducted in winter and spring 2009. The fourth transit survey, ***NJ Transit Camden County Bus Survey*** (DVRPC publication number 10034), was conducted in spring 2010. The fifth transit survey was ***NJ Transit Burlington County Bus Survey*** (DVRPC publication number 11018), conducted in fall 2010.

The sixth of these requested transit surveys, ***NJ Transit River LINE Survey***, was carried out on November 17, 2010, on NJ Transit River LINE service between Camden and Trenton, NJ. This study used mailback surveys distributed on board trains to gather information regarding passenger demographics, satisfaction, and travel means, and to determine frequency and purpose of use. Passengers were encouraged to complete the survey and return it to the survey agent on board the train. However, if passengers could not complete the survey on board, they could just drop the postage paid completed survey in a mailbox. NJ Transit also surveyed the River LINE several months after it began service in March 2004. This survey will help to determine the impact that the River LINE has had on ridership in the corridor and to determine ridership changes since opening.

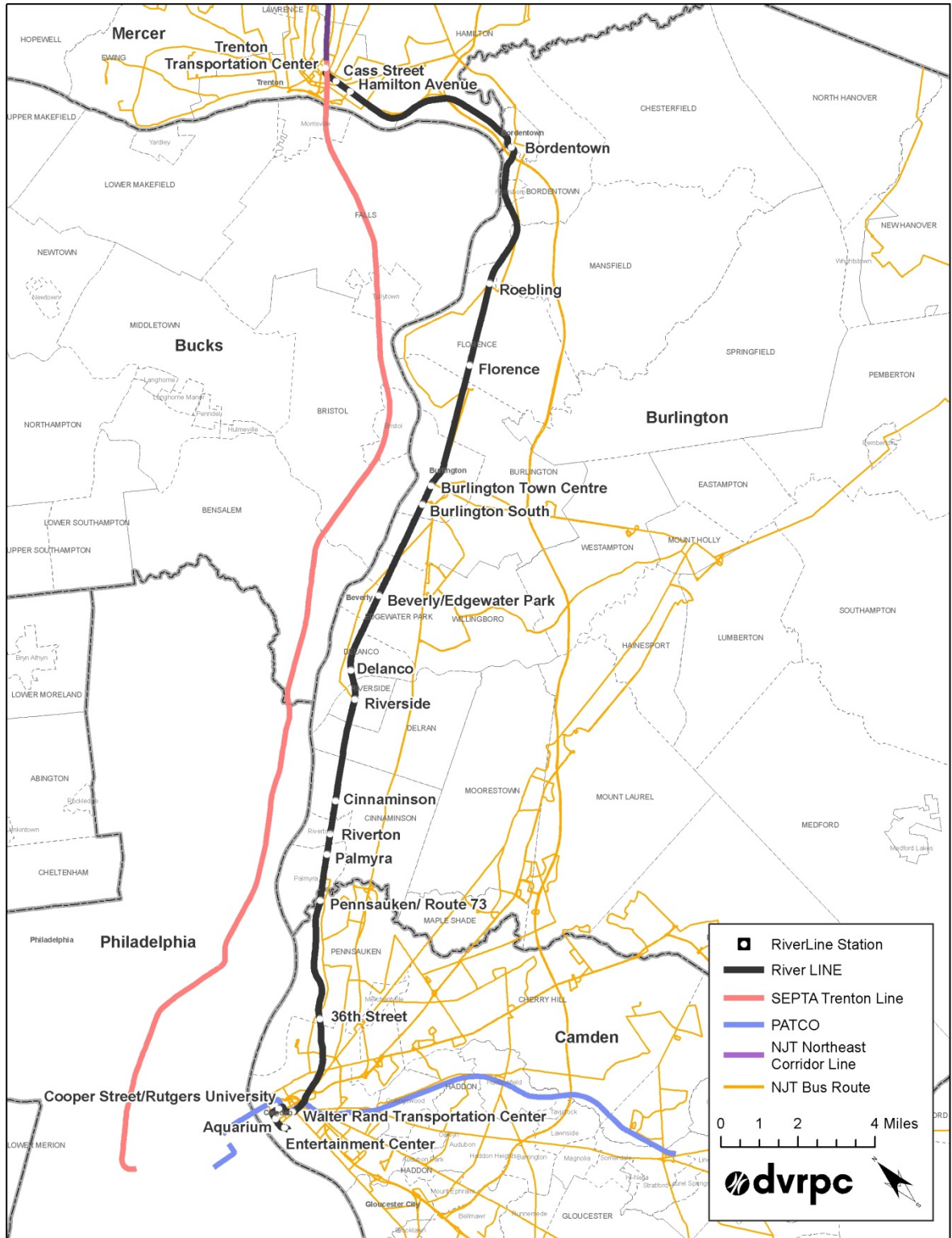
Route Description

The NJ Transit River LINE service is a light rail service connecting the cities of Camden and Trenton, NJ, along the Delaware River. From north to south the service starts in Trenton at the

Trenton Transit Center, with connections to NJ Transit's Northeast Corridor rail service, AMTRAK rail service, SEPTA rail service, and NJ Transit and SEPTA bus service, and ends in Camden at the Entertainment Center. In Camden, the River LINE stops at the Walter Rand Transportation Center with connections to NJ Transit bus service to Philadelphia and South Jersey, and PATCO commuter rail service to Philadelphia and South Jersey destinations.

Figure 1 displays the River LINE and connecting transit services. The River LINE has 20 stops between Camden and Trenton and connects many of the river towns along the Delaware River. The River LINE provides service to the following towns: Pennsauken, Palmyra, Riverton, Cinnaminson, Riverside, Delanco, Beverly and Edgewater Park, Burlington, Florence, Roebling, and Bordentown.

Figure 1: River LINE Service



Source: DVRPC 2011

Survey Method

The goal of this project was to survey the entirety of the River LINE service, and more specifically, to survey every AM train in both directions along the line. This required a survey agent to ride a train from its origin to its final stop. Every train starting with the 5:56 AM train from Burlington north to Trenton and the 5:59 AM train south to the Entertainment Center in Camden through to midday had a survey agent on the train. In the afternoon about every third train had a survey agent on it, and the survey continued until about 2–3 PM. Surveying every train required staffing that DVRPC could not provide on its own and NJ Transit volunteered staff to complete the survey.

Over 2,500 surveys were distributed during the study, with 725 returned on board the train. A total of 1,265 usable surveys were returned, or about 51 percent of surveys distributed. On the day of the survey, NJ Transit conducted board counts at all stations along the River LINE, and during the course of the survey approximately 5,343 riders boarded the train. Survey agents were able to get a survey into the hands of 47 percent of riders boarding during the study period, and 24 percent of those riders returned a usable survey.

All returned surveys were manually entered and coded by DVRPC staff using the online service SurveyMonkey. This service was used because of the flexibility it provided in entry and the ability to have multiple staff entering data simultaneously and from multiple locations. SurveyMonkey's online data entry form resembled the paper survey to ease data entry. A unique identifying 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 the surveys had been entered, the data was downloaded as an Excel spreadsheet for cleaning and analysis. The data needed to be reviewed for errors and completeness. Entries were reviewed for consistency to ensure the quality of the data set. Spelling errors, entry errors, incomplete data, and nonsensical responses were removed. The clean data set was summarized at the station level and then by time of day.

Each survey asked for the time of day (hour, minute, and AM or PM) that the rider boarded the train, and all entered surveys were coded to one of two time periods for the day. Surveys were coded as: AM Peak if the rider boarded the train between 6 AM and 9 AM, or Off Peak if the rider boarded between 9 AM and 3 PM. Any surveys that had a time before the AM Peak or after 3 PM were also coded as Off Peak, as were any surveys that did not have a time entered. The direction of each rider's trip, northbound (NB) or southbound (SB), also needed to be determined and coded into the data set. Trips were coded as either northbound (NB) if they exited a station north of where they entered or southbound (SB) if they exited a station south of where they entered. For example, a rider boarding at the Walter Rand Transportation Center and exiting at the Trenton Transportation Center would have their trip coded as NB for northbound.

NJ Transit, for whom this work was completed, asked that the data then be weighted by three factors: boards by time of day, by boarding station, and by direction. Weighting the data adjusts for differences between the sample size and the actual ridership, permitting comparison with, and abstraction to, the data universe. The survey data needed to be weighted by boards by the time of day – AM Peak and Off Peak, direction – NB or SB, and boarding station.

Table 1 details the weighting for each station. Board counts by station were conducted by NJ Transit on the day of the survey, and total boards per station were determined for Off Peak and AM Peak for both northbound and southbound runs. This total of boards per station per time period per direction was used to determine the weights for the data set. Weights were determined by dividing the total boards per station per time period per direction by the total entered surveys per time period. Please note that Trenton has no northbound weights as it is the northern terminus of the line, and the Entertainment Center has no southbound weights as it is the southern terminus. If a field below has zero, that means that no surveys were returned for that station and time period.

Table 1: Station Weights

Station	NB Peak Weight	SB Peak Weight	NB Off-Peak Weight	SB Off-Peak Weight
Trenton	0.0	4.26	0.0	4.3
Hamilton Avenue	6.5	5.5	0.0	7.0
Cass Street	27.5	11.9	40.5	5.6
Bordentown	3.4	2.0	8.7	3.4
Roebling	2.0	3.0	4.3	4.6
Florence	2.3	2.4	7.0	7.7
Burlington Town Center	3.4	3.5	12.0	8.5
Burlington South	2.4	1.7	4.3	2.2
Beverly/ Edgewater Park	2.3	2.5	8.1	8.5
Delanco	2.5	3.0	4.5	9.3
Riverside	2.6	2.6	7.5	4.5
Cinnaminson	2.3	2.1	19.0	6.5
Riverton	2.0	3.4	5.0	6.7
Palmyra	1.7	2.5	34.0	31.0
Pennsauken/Rt. 73	3.4	4.1	3.0	6.3
36th Street	4.0	9.1	3.6	0.0
Walter Rand	3.8	0.0	9.2	0.0
Cooper Street/ Rutgers University	6.7	0.0	14.2	0.0
Aquarium	0.0	0.0	0.0	0.0
Entertainment Center	0.0	0.0	0.0	0.0

Source: DVRPC 2011

Weighting attempts to factor sample data to reflect a 100 percent count. Generally speaking, the smaller the weight, the larger the sample size, and conversely, the larger the weight, the smaller the sample size. A weight can never be less than one, as this would indicate that there were more surveys returned than there are people in the target population.

Weighting can be used to gauge participation in a survey. For Trenton station, for example, the southbound Peak Weight is 4.26, indicating that nearly one-quarter of Peak southbound riders from Trenton station returned a usable survey. Weighting can also be seen as the ratio of riders to returned surveys. Using Trenton station as an example, a ratio of 4.26 to 1 exists; for every 4.26 riders, one usable survey was returned during the Southbound Peak.

Findings

Origins and Destinations

This section is a summary of the *weighted* results from the NJ Transit River LINE Survey. *The weighted data may not add exactly to 100 percent due to rounding.*

Surveyed riders were asked to record their origin address, or nearest intersection, and destination address, or nearest intersection. Out of the 1,265 usable surveys, 1,201 responded with information that could be mapped to at least a zip code level. There were 1,074 addresses that were mapped at a street level, with 191 origins mapped only to a zip code. Figure 2 displays the origins of River LINE riders split by the direction of their trip.

What is not readily evident in the map is the amount of overlap of riders traveling in both directions originating between Trenton and the Camden center section of the River LINE. The origins of the River LINE are more dispersed than the destinations, as displayed in Tables 2 and 3.

Table 2: Top Ten River LINE Origins

Origin	Riders	Percent
Trenton	821	16
Burlington	499	10
Camden	498	10
Willingboro	316	6
Palmyra	244	5
Delran	191	4
Pennsauken	198	4
Riverside	184	4
Bordentown	155	3
Cinnaminson	150	3
Total	3,256	65

Source: DVRPC 2011

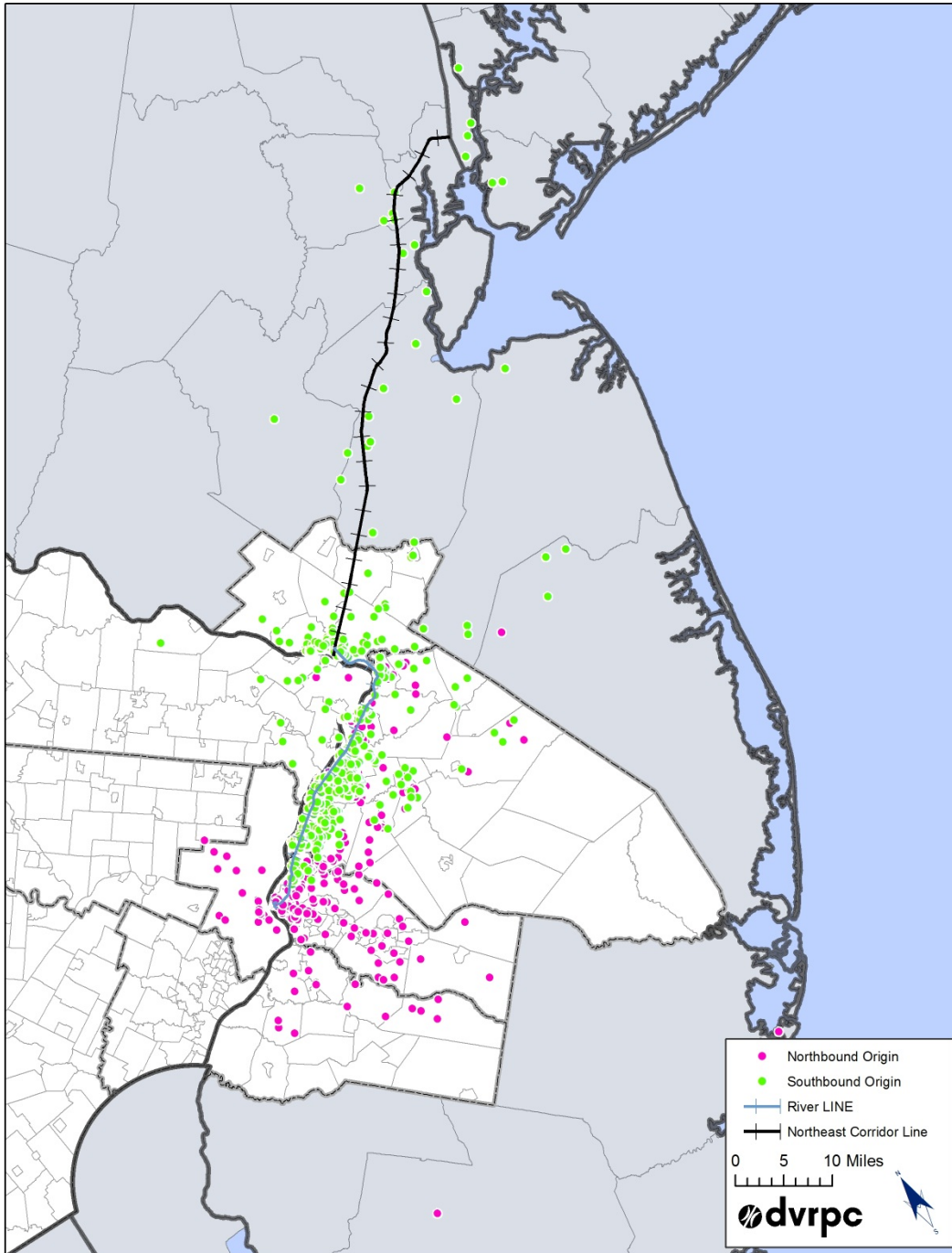
Table 3: Top Ten River LINE Destinations

Destination	Riders	Percent
Trenton	1,092	21
Camden	915	18
Philadelphia	839	16
Burlington	449	9
New York	209	4
Florence	144	3
Newark	123	2
Palmyra	111	2
Bordentown	84	2
Riverside	80	2
Total	4,046	79

Source: DVRPC 2011

Origins along the River LINE are more dispersed and not as concentrated as the destinations. The top 10 origins account for 65 percent of riders. Destinations, however, tended to be more concentrated in a few places, with the most popular destination being Trenton. The top 10 destinations accounted for 79 percent of all riders, with the top three accounting for over half of all riders with a 55 percent share. Figure 3 is a map of the destinations reported by riders surveyed.

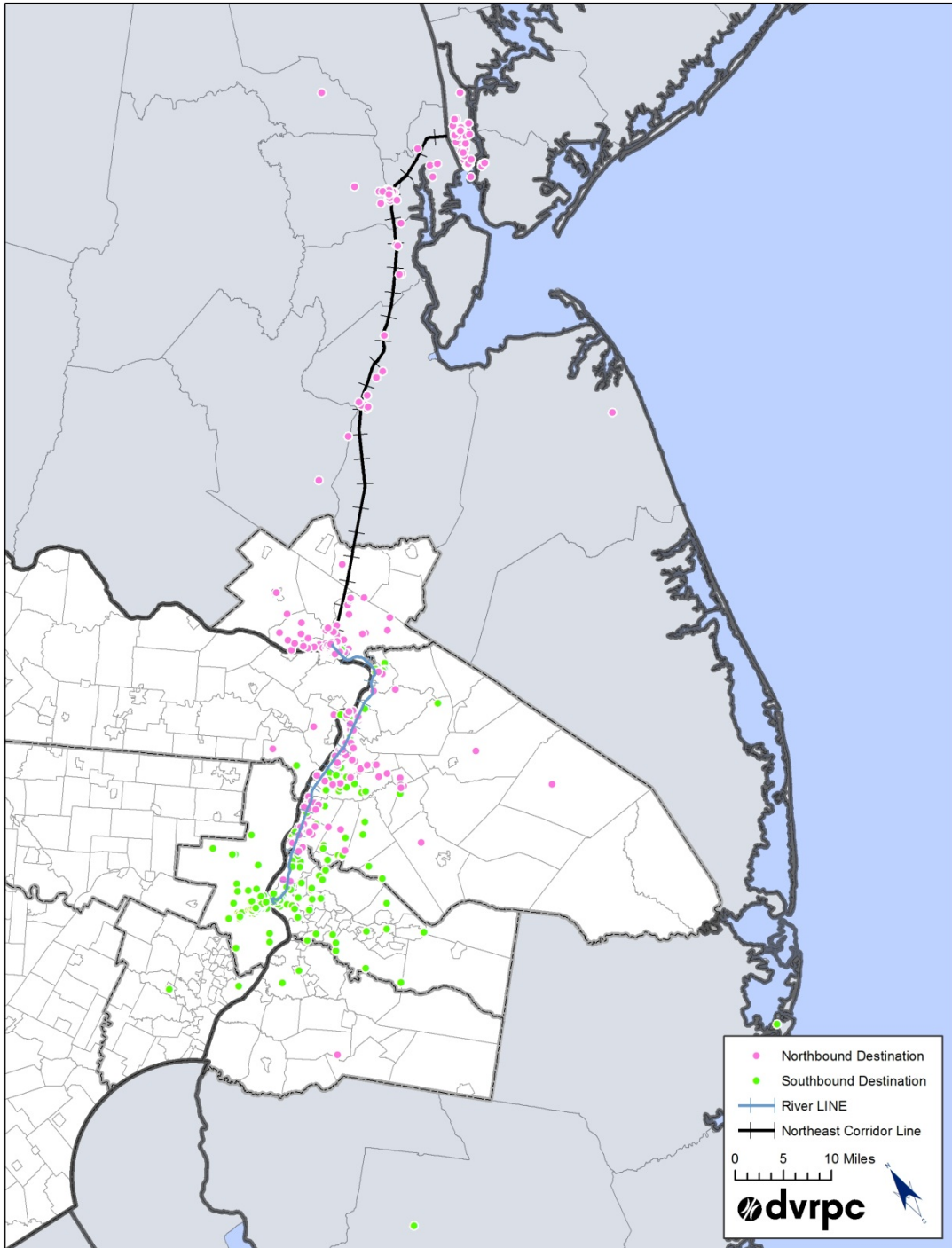
Figure 2: River LINE Origins



Source: DVRPC 2011

Unlike origins, destinations tend to be more concentrated along the ends of the River LINE. Figure 3 displays the mapped destinations as reported by riders in the survey. Please note the large cluster of destinations in New York City, indicating the larger regional importance of the River LINE service.

Figure 3: River LINE Destinations

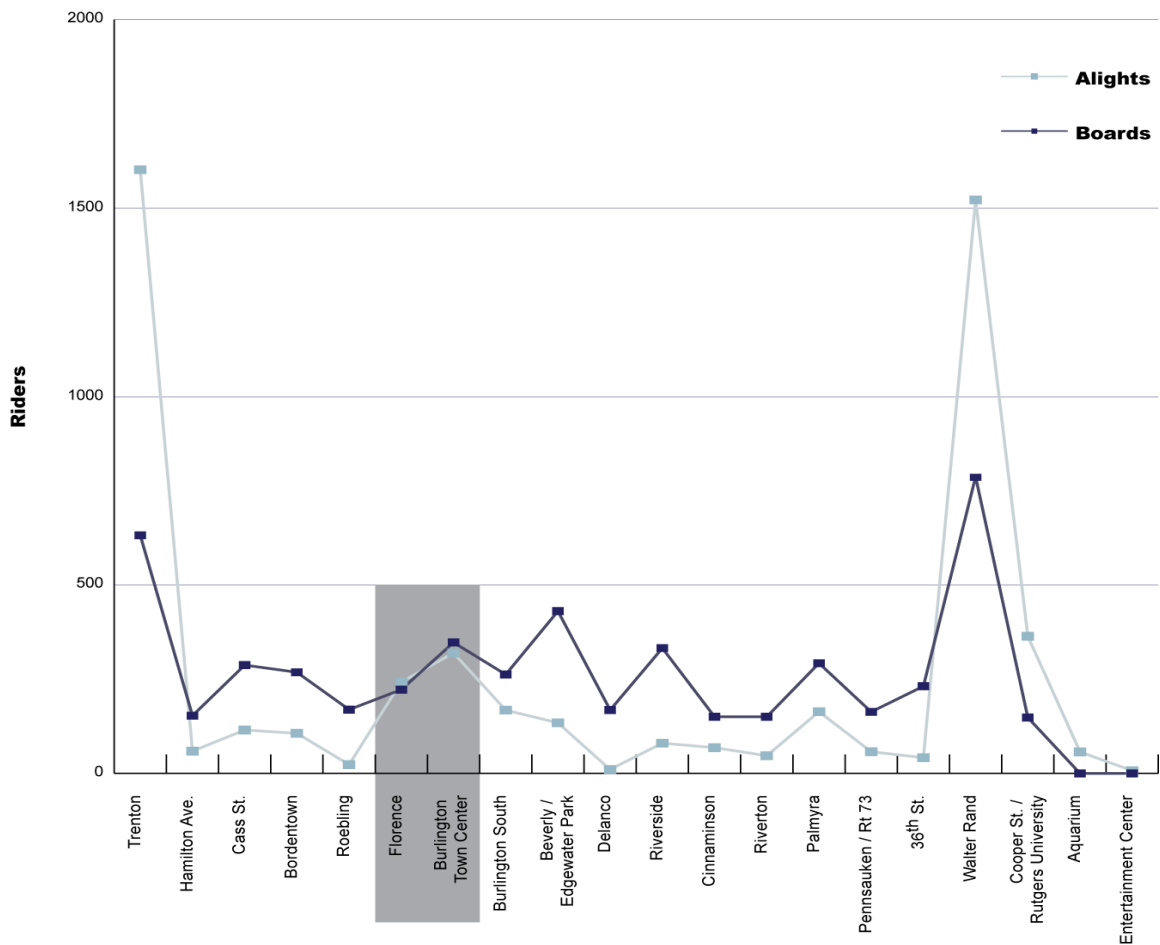


Source: DVRPC 2011

Boards and Alights

Figure 4 displays the weighted boards and alights for each station. The chart displays spikes in boards and alights at Trenton Transportation Center and at Walter Rand Transportation Center. This makes sense as both stations provide access to other rail and bus lines, such as NJ Transit’s Northeast Corridor line in Trenton and PATCO in Camden. There are also more alights than boards at these two stations, indicating that these two stations are the destinations, or gateway to destinations further along, of many of the riders in either direction. Again, this makes sense due to the number of transit connections available at each station. The rest of the stations display a trend of proportionally more boards than alights. These stations are the origin stations for many of the riders traveling in either direction along the line.

Figure 4: Weighted Boards and Alights



Source: DVRPC 2011

There are, however, two stations that do not fit this pattern. Florence and Burlington Town Center have nearly the same number of boards as alights, with Florence actually having more alights than boards; similar to Trenton and Walter Rand. These two stations then also seem to operate like Trenton Transportation Center and Walter Rand Transportation Center in that they are drawing riders from other stations along the line. Burlington Town Center connects with NJ Transit bus route 413 and is a gateway to the center of Burlington County. NJ Transit route 413

provides access to the Burlington County Courthouse, the Burlington Center Mall, and to Mount Holly, NJ. Florence, on the other hand, is surrounded by industrial and warehouse complexes in relative close proximity to the station.

Mode of Travel to and from the River LINE and Fare Type Used

The majority of riders using the River LINE either walked (1,761 riders reported that they walked) or drove (1,851 riders reported that they drove) to their boarding station, as can be expected of many suburban commuter rail services. However, the mode of travel differs depending on either the northbound or southbound direction of the rider’s trip. This is partly due to different choices of arriving at the rider’s station. For example, a rider can use NJ Transit’s Northeast Corridor service to arrive at Trenton station for southbound trips or they can use PATCO to arrive at Walter Rand in Camden for northbound trips.

Table 4 details the mode of travel to a boarding station. Whereas nearly the same number of riders are traveling in both directions, the means of arriving at the River LINE vary by mode.

Table 4: Mode of Travel to the River LINE by Direction of Travel

Travel Choice	Northbound	Southbound	Total
Walk	758	1,004	1,761
Bicycle	133	98	230
Car Drive and Park	847	1,003	1,851
NJ Transit Capital Connection	7	22	29
Carpool	171	220	391
Car-Drop Off	2	16	19
Taxi	4	43	46
NJ Transit Train	0	111	111
NJ Transit Bus	271	114	385
Other Bus	2	22	24
PATCO	252	8	260
Did not answer	66	16	82

Source: 2011 DVRPC

Due to rounding columns may not total properly

Riders were more likely to have taken a bus to the River LINE if traveling north than if they were traveling south. There were 271 northbound riders who reported using a bus to arrive at the River LINE, while 114 southbound riders reported using a bus to arrive at the River LINE. Northbound riders were more likely to have taken transit to the River LINE than their southbound counterparts, while southbound riders were more likely to have walked to the River LINE than their northbound counterparts. No reason or cause is readily apparent to explain this difference. Obviously, PATCO has more northbound riders as it is on the southern end of the line, and the Northeast Corridor service has more southbound riders because it connects with the River LINE at the northern terminus, but other than that no explanation is available.

Table 5 shows that mode share for riders departing the River LINE did not display the same distinction between northbound and southbound riders. Most modes show an almost even or proportional split by direction. The one difference is bicycling; which can be explained by the River LINE policy of allowing cyclists to take their bicycle on the train – trains are equipped with hanging bike racks to accommodate bicyclists. In this case, those that rode a bike to the River LINE also rode their bike from the River LINE, which is an expected outcome and reflected by the data. There were 230 riders who reported using a bicycle to get to the River LINE and 223 riders who reported using a bicycle to leave the River LINE. Table 5 details the mode of travel from the River LINE as reported by the riders.

Nearly half of all riders walked to complete their trip upon exiting the River LINE, with 2,414 riders reporting that they had walked. This was the most popular means for riders to complete their trip. Transit was the next most popular means of travel from the River LINE, with a total of 1,968 riders using some form of transit to complete their trip that day. The most popular form of transit used upon exiting the River LINE was PATCO, which operates between Lindenwold, NJ and Philadelphia, PA. The destination data shows that the vast majority of riders using PATCO are traveling to destinations in Philadelphia. There were 687 riders who reported a final destination in Philadelphia and also reported using PATCO; a 94 percent share of all riders who transferred to PATCO from the River LINE.

Table 5: Mode of Travel from the River LINE by Direction of Travel

Travel Choice	Northbound	Southbound	Total
Walk	1,178	1,236	2,414
Bicycle	128	95	223
Car Drive and Park	79	96	175
NJ Transit Capital Connection	38	40	78
Carpool	21	30	51
Car-Drop Off	13	12	25
Taxi	127	13	140
NJ Transit Train	485	4	489
NJ Transit Bus	293	248	541
Other Bus	37	64	101
PATCO	4	730	734
SEPTA	16	9	25
Did not answer	93	100	193

Source: 2011 DVRPC

Due to rounding columns may not total properly

There are a fairly large number of riders who report that they are using transit for the entire trip; to arrive at the River LINE and to complete their trip after exiting the train. Table 6, Transit Share of Commute to and from the River LINE, details how riders arrived and departed the River LINE by the form of transit they reported using. There were 325 riders who reported using transit for the

entirety of their commute, for a six percent share of all surveyed riders. Nearly half of these riders used a NJ transit bus to either start their trip (147 riders) or to complete their trip (145 riders).

Table 6: Transit Share of Commute to and from the River LINE

To River LINE	From River LINE					
	NJ Transit Capital Connection	NJ Transit Train	NJ Transit Bus	Other Bus	PATCO	Total
NJ Transit Capital Connection	9 (3%)	2 (1%)	9 (3%)	0 (0%)	5 (2%)	24 (7%)
NJ Transit Train	4 (1%)	0 (0%)	17 (5%)	0 (0%)	9 (3%)	30 (9%)
NJ Transit Bus	18 (6%)	26 (8%)	72 (22%)	20 (6%)	11 (3%)	147 (45%)
Other Bus	0 (0%)	0 (0%)	15 (5%)	0 (0%)	0 (0%)	15 (5%)
PATCO	0 (0%)	61 (19%)	32 (10%)	8 (2%)	0 (0%)	109 (34%)
Total	31 (10%)	90 (28%)	145 (45%)	28 (9%)	32 (10%)	325(100%)

Source: DVRPC 2011

Due to rounding columns may not total properly

Question 10 on the survey asked “How would you make this trip if the River LINE was not available?” This is an interesting question as the River LINE is only seven years old, which means in essence the rider is being asked how they made this trip before the River LINE was in service. Not surprisingly, 34 percent of riders reported that they would have driven alone to their final destination. Therefore, the River LINE may be credited with taking approximately 1,764 vehicles off the road every day. Additionally, 1,227 riders reported that they would have used a bus to make their trip.

Table 7: How Often Do You Ride the River LINE?

Question Choices	Total	Percent
5 or more days a week	3,599	69
4 days a week	518	10
1-3 days a week	496	10
1-3 days a month	219	4
Other	97	2
First time customer	56	1
Skipped Question	205	4
Answered Question	4,984	96

Source: DVRPC 2011

Due to rounding columns may not total properly

The majority of River LINE riders are riding four or more days a week. There were 4,117 riders who responded as using the River LINE four or more days a week, for a share of 79 percent of respondents. This finding would be consistent with question five which asked for the purpose of the day’s trip. The majority of the riders reported that the purpose of their trip was commuting to work, with 3,244 riders responding they were going to work, for a 63 percent share of respondents. Also, 517 riders responded they were traveling to a college or technical school, for a ten percent share. These two options combined account for 73 percent of respondents.

Riders using the River LINE tended to use either a one-way ticket or a monthly pass. Riders using a one-way ticket accounted for 41 percent of respondents, with 2,129 riders reporting this fare choice. Riders using a monthly pass accounted for a 44 percent share, with 2,262 riders

using some form of monthly pass. Broken down by monthly pass type: 1,417 riders used a monthly River LINE pass (a 28 percent share), 454 riders used a bus monthly pass (a nine percent share), and 336 riders used a monthly rail pass (a six percent share).

Table 8 shows the fare type used cross tabulated with where the rider purchased the fare.

Table 8: Fare Type Used by Method of Purchase

	Vending Machine	On Board Bus	Employer	Other	No Response	Total
One-Way ticket	2,061 (40%)	6 (.1%)	16 (.3%)	33 (.6%)	14 (.3%)	2,129 (41%)
Monthly River LINE pass	1,026 (20%)	9 (.2%)	176 (3%)	247 (5%)	13 (.3%)	1,471 (28%)
Monthly Rail Pass	141 (3%)	4 (.1%)	28 (.5%)	113 (2%)	50 (1%)	336 (6%)
Ten Trip Ticket	171 (3%)	0 (0%)	3 (.1%)	3 (.1%)	0 (0%)	177 (3%)
Bus Transfer	52 (1%)	54 (1%)	0 (0%)	7(.1%)	0 (0%)	113 (2%)
Bus Monthly Pass	99 (2%)	8 (.2%)	33 (.6%)	255 (5%)	59 (1%)	454 (9%)
Senior Citizen/ Disability/ Children	288 (6%)	9 (.2%)	0 (0%)	11 (.2%)	0 (0%)	308 (6%)
No Response	12 (.2%)	0 (0%)	9 (.2%)	5 (.1%)	175 (3%)	201 (4%)
Total	3,850 (74%)	90 (2%)	264 (5%)	673 (13%)	311 (6%)	5,189 (100%)

Source: DVRPC 2011

Due to rounding columns may not total properly

The majority of riders are purchasing their tickets from the vending machine located on the platform; 3,850 riders indicated that this is how they purchased their ticket (a 74 percent share). One-way ticket purchases accounted for more than half of tickets purchased at a vending machine, with a 53 percent share. The majority of riders responding “other” purchased their ticket at either the Walter Rand Transportation Center (250 riders) or the Trenton Transportation Center (130 riders). Tickets purchased from an attendant at a transportation center accounted for a 7 percent share of tickets purchased.

NJ Transit is constructing a new transfer station between the River LINE and the Atlantic City Rail Line in Pennsauken, NJ. Question 18 in the survey asked riders how frequently they would use this transfer station. Most riders indicated they would likely use the transfer station infrequently, one to three times in a year, or not at all. There were 1,532 riders, 30 percent of respondents, who indicated that they would likely only use the station one to three times a year, while 1,051 riders, 20 percent, indicated that they would never use this new station. However, about 31 percent of respondents indicated that they would use the new station anywhere between one to three days a month to once every two to three months. There were 815 riders who indicated they would use the new station one to three days a month, a 16 percent share. Riders who responded they would use the station once every two to three months accounted for a 15 percent share, with 801 riders choosing this option. Interestingly 724 riders indicated that they would be regular users

of such a transfer, using the station one to five days a week, accounting for a 14 percent share of riders. Table 9 displays how often riders would be likely to use a new transfer station.

Table 9: How Often Would You Use a New Transfer Station Between the River LINE and the Atlantic City Rail Line?

Question Choices	Total	Percent
1-3 times a year	1,532	30
Never	1,051	20
1-3 days a month	815	16
Once every 2-3 months	801	15
4-5 days a week	426	8
1-3 days a week	298	6
Skipped question	266	5
Answered question	4,923	95

Source: DVRPC 2011

Due to rounding columns may not total properly

Customer Satisfaction and Demographics

Question 19 in the survey asked the rider to rate their experience with aspects of the River LINE service. These aspects included: parking, boarding station, frequency of service, seating availability, on-time performance, personal security, travel time, fares, fare inspection, ticket vending machines, availability of transit information, quality of connections with other transit services, customer communication, and overall satisfaction with the River LINE. The range was from 0 indicating a poor experience, to 10 indicating a great experience. N/A, or not applicable was also a choice. Table 10 displays customer satisfaction of River LINE service.

Overall riders seem to be very satisfied with the service on the River LINE. Riders giving a score of eight or higher accounted for a 68 percent share of riders. Fares and travel time are the two areas in which the River LINE received the highest scores. Riders seemed very satisfied with fares, with 40 percent of riders giving fares the top score of 10, and 38 percent of riders gave the River LINE travel time the highest score as well. Three areas that did not score relatively as high as the others were: customer communication, personal security, and quality of connections with other transit services. Even in these relatively lower scored categories more riders still scored their satisfaction as extremely high with 21 percent of riders scoring customer communication a ten, 24 percent of riders scoring personal security a 10, and 24 percent of riders scoring the quality of connections with other transit service a 10.

Table 10: Customer Satisfaction (as a percentage)

	10	9	8	7	6	5	4	3	2	1	0	N/A	Skipped Question
Overall Satisfaction	31	19	18	10	4	3	3	2	1	1	1	0.2	8
Customer Communication	21	11	11	9	6	7	4	3	3	3	4	8	11
Quality of Connections with Other Transit Service	24	14	10	7	4	5	3	2	2	2	2	14	9
Availability of Transit Information	31	14	13	7	7	7	4	2	2	3	2	2	8
Ticket Vending Machines	30	15	12	9	5	6	3	3	1	2	1	6	8
Fare Inspection	28	12	12	8	5	10	4	3	3	4	2	1	8
Fares	40	14	12	7	4	5	3	2	1	1	1	1	8
Travel Time	38	18	13	8	4	5	2	2	1	2	1	0.3	7
Personal Security	24	11	14	8	5	10	4	3	3	3	4	1	8
On-time Performance	36	19	15	9	3	3	1	1	1	1	0	1	8
Seating Availability	25	13	13	9	7	9	4	5	3	2	2	0.5	9
Frequency of Service	36	14	15	7	4	7	2	2	1	1	0.2	0.3	10
Boarding Station	39	12	14	11	4	5	2	1	1	1	0.4	1	9
Parking	27	5	5	4	2	3	1	1	1	1	1	34	13

Source: DVRPC 2011

Due to rounding columns may not total properly

The survey asked a series of questions about the riders' demographic information: race, age, employment, household size, number of employed household members, number of vehicles available to the household, household income, and internet access.

Just over half of all riders were male, with 52 percent (2,696 riders) indicating they were male, and 47 percent (2,438 riders) indicating they were female.

The average age of a surveyed River LINE rider was 42 years old. This is three years older than the average of 39 years old found in the 2004 survey. Table 11 displays the age distribution of the survey. Nearly half of all riders reported being between the ages of 35 and 54; a 48 percent share. Riders between the ages of 45 and 54 accounted for 28 percent of riders, while riders between the ages of 35 and 44 accounted for a 20 percent share of riders. Riders under the age of 18 accounted for a one percent share of riders.

Table 11: Age

Question Choices	Total	Percent
Under 18	58	1
18-24	727	14
25-34	865	17
35-44	1,060	20
45-54	1,449	28
55-64	839	16
65 and older	155	3
Skipped Question	35	1
Answered Question	5,154	99

Source: DVRPC 2011

Due to rounding columns may not total properly

The racial split of the riders is displayed in Table 12. It is interesting to note that there is a near identical proportion of African Americans and Caucasians riding the train. Each group accounted for a 40 percent share of riders. In 2004 there was a 57 percent to 34 percent split between Caucasians and African Americans, respectively. In 2004 all other races accounted for a 9 percent share of riders. In 2010 riders of Hispanic origin accounted for a 13 percent share of riders, while all other races account for a 10 percent share of riders.

Table 12: Race

Question Choices	Total	Percent
White	2,064	40
African American	2,053	40
Hispanic Origin	700	13
Multi-racial	367	7
Asian/Pacific Islander	153	3
American India/Native Alaskan	58	1
Other	23	0.4

Source: DVRPC 2011

Due to rounding columns may not total properly

River LINE riders are predominantly using the service to commute to and from work and school. Table 13 displays the reported employment of River LINE riders. A large proportion of riders (30 percent of riders) reported that they were management or in a professional position. Being a student or being a skilled/technical worker were the next most popular choices with 12 percent share of riders for each. A follow up question asked if the rider worked for the state of New Jersey, with 23 percent of riders indicating that they worked for the state of New Jersey.

Table 13: Employment

Question Choices	Total	Percent
Management/Professional	1,581	30
Student	635	12
Technical/Skilled	601	12
Clerical/Secretarial	463	9
Other	414	8
Non-Office Worker	363	7
Not Currently Employed	334	6
Sales/Retail	246	5
Retired	122	2
Homemaker	65	1
Skipped Question	366	7
Answered Question	4,823	93

Source: DVRPC 2011

Due to rounding columns may not total properly

Table 14 details household size, persons employed per household, and vehicles available per household. Riders in general reported an average household size of 2.83 persons, having 1.48 persons employed per household, and having 1.42 vehicles available per household. Riders tended to report households of two, three, or four members, with these responses accounting for 25 percent, 20 percent, and 20 percent of riders respectively. The majority of riders reported having one or two workers in the household. There were 1,579 riders (30 percent) who indicated that there was only one worker in the household, while 1,703 riders (33 percent) indicated that two workers were present in the household. Households indicating that they had one or two vehicles available accounted for a 56 percent share of riders. Riders who indicated that they had no vehicle available accounted for a 21 percent share of riders.

Table 14: Household Size, Persons Employed Per Household, and Vehicles Available per Household

Question Choices	Household Size	Persons employed per household	Vehicles per household
None	0 (0%)	475 (9%)	1,064 (21%)
One	657 (13%)	1,579 (30%)	1,428 (28%)
Two	1,306 (25%)	1,703 (33%)	1,478 (28%)
Three	1,012 (20%)	763 (15%)	564 (11%)
Four	1,053 (20%)	237 (5%)	226 (4%)
Five or more	831 (16%)	80 (2%)	80(2%)
Skipped Question	331 (6%)	352 (7%)	349 (7%)
Answered Question	4,858 (94%)	4,837 (93%)	4,840 (93%)

Source: DVRPC 2011

Due to rounding columns may not total properly

The average household income of a River LINE rider is \$55,749, which is down \$2,251 from the 2004 survey. Table 15 details income as reported by River LINE riders. Households reporting an income under \$25,000 accounted for the largest share of respondents (a 21 percent share). Households with incomes between \$50,000 and \$74,999 accounted for the second largest share of riders at 11 percent. Only two percent of riders reported an income of \$200,000 and over.

Table 15: Income

Income Range	Total	Percent
Under \$25,000	1,109	21
\$25,000-\$34,000	596	11
\$35,000-\$49,000	436	8
\$50,000-\$74,000	858	17
\$75,000-\$99,000	594	11
\$100,000-\$149,000	576	11
\$150,000-\$199,000	173	3
\$200,000 and above	97	2
Skipped Question	749	14
Answered Question	4,440	86

Source: DVRPC 2011

Due to rounding columns may not total properly

Conclusions

Origin and destination data shows the large geographic area that the River LINE opens up to people living between Camden and Trenton, NJ. The survey also points out that the River LINE is a vital link in our region's transit systems, allowing people to essentially travel from home to work by using transit entirely.

From the results of the survey, the following points can be made:

- ▶ The majority of riders are originating in Burlington County and traveling either north or south.
- ▶ Trenton Transportation Center and Walter Rand Transportation Center are the two busiest stations along the route. These two stations provide access to other transit lines. Every other station along the line had more boards than alights except Florence and Burlington Town Center, indicating that these two stations are either destinations or transfer points to other transit service.
- ▶ The mode share of riders reaching the River LINE differed by direction. This was unexpected, and as such there is no clear reason as to why people traveling northbound would have such a difference in mode share than people traveling south.
- ▶ Transit is an important part of a rider's commute with the River LINE. Whereas 16 percent of all surveyed riders used some form of transit to reach the River LINE, 38 percent of riders took some form of transit to their final destination. There are also six percent of riders that

reported using transit for each leg of the trip. This indicates that the River LINE is an important link in the transit network for riders in the region.



- ▶ The majority of riders are riding four or more days a week (79 percent).
- ▶ Riders are predominantly purchasing their ticket, or pass, from vending machines (74 percent). Riders were generally quite satisfied with the machines as 57 percent rated the machines an eight or higher in terms of satisfaction.
- ▶ Overall rider satisfaction is very high, with 68 percent of riders rating the River LINE an eight or higher. Areas that were relatively rated lower were customer communication, quality of connections with other transit service, personal security, and seating availability. These scores were only lower in comparison to other River LINE service attributes, and were still consistently rated higher than five, which would be considered neutral or just satisfactory.
- ▶ The ethnic and racial demographics have changed since the last survey in 2004. The River LINE has become more diverse with African American riders increasing in proportion to 40 percent of riders, and riders of Hispanic origin also increasing to a share of 13 percent.
- ▶ Riders most likely identified themselves as: being employed as Professional/Management, 42 years old, having a household size of over two people, having one to two vehicles available, and a household income of \$55,749.

APPENDIX A



NJ Transit River LINE Survey

River LINE English Survey Instrument

River LINE Customer Survey

NJ TRANSIT wants to serve you better. Please complete this survey and return it to the survey agent. You can also mail it back to us in the postage paid envelope provided. Please be assured your responses will be kept confidential. To show our appreciation for your help, we will enter your name in a drawing to WIN A FREE MONTHLY PASS.

For YOUR River LINE TRIP TODAY...

1. What is the scheduled departure time for this River LINE train? : AM PM

2. Where did you:

Board	<input type="checkbox"/>
Exit	<input type="checkbox"/>
Trenton	<input type="checkbox"/>
Hamilton Avenue	<input type="checkbox"/>
Cass Street	<input type="checkbox"/>
Bordentown	<input type="checkbox"/>
Roadkill	<input type="checkbox"/>
Florence	<input type="checkbox"/>
Burlington Townie Centre	<input type="checkbox"/>
Burlington South	<input type="checkbox"/>
Beverly/Edgewater Park	<input type="checkbox"/>
Delanco	<input type="checkbox"/>
Rivertide	<input type="checkbox"/>
Cinnaminson	<input type="checkbox"/>
Riverton	<input type="checkbox"/>
Palmira	<input type="checkbox"/>
Pennsauken/Route 73	<input type="checkbox"/>
36th Street	<input type="checkbox"/>
Walter Rand Transportation Center	<input type="checkbox"/>
Cooper Street/Rutgers	<input type="checkbox"/>
Aquarium	<input type="checkbox"/>
Entertainment Center	<input type="checkbox"/>

24. What is your occupation? (Choose One Only)

<input type="checkbox"/> Management/Professional	<input type="checkbox"/> Homemaker
<input type="checkbox"/> Clerical/Secretarial	<input type="checkbox"/> Student
<input type="checkbox"/> Sales/Retail	<input type="checkbox"/> Not Currently Employed
<input type="checkbox"/> Non-Office Worker	<input type="checkbox"/> Retired
<input type="checkbox"/> Technical/Skilled	<input type="checkbox"/> Other (Please Specify) _____

24A. Do you work for the State of New Jersey?

No Yes

25. How many people, including yourself, live in your household?

one two three four five or more

26. How many people in your household are currently employed?

none one two three four five or more

27. How many vehicles are available in your household?

none one two three four five or more

28. What is your approximate annual household income?

Under \$25,000 \$50,000-\$74,999 \$150,000-\$199,999

\$25,000-\$34,999 \$75,000-\$99,999 \$200,000 and over

\$35,000-\$49,999 \$100,000-\$149,999

29. Do you have access to the Internet?

No Yes (check all that apply) At work At home Mobile Other

If you would like to enter our drawing for a free monthly pass, please include your name, home address, phone number and e-mail address.

Name _____

Street Address _____

Borough/Town _____ State _____ Zip Code _____

Daytime Phone: () _____ Evening Phone: () _____

E-mail address: _____

Thank you for riding the River LINE

19. Tell us about your travel experience on River LINE...

	N/A	0	1	2	3	4	5	6	7	8	9	10
Parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Boarding Station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequency of Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Seating Availability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On-time Performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal Security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Travel Time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fares	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fare Inspection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ticket Vending	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Machines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of Transit Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Connections with other transit service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer Communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Satisfaction with River LINE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DEMOGRAPHICS

20. Are you...?

Male Female

21. What is your age?

Under 18 years 35 - 44 years 65 and over

18 - 24 years 45 - 54 years

25 - 34 years 55 - 64 years

22. What is your Race?

White Black/African American

Multi-Racial Other (Please specify) _____

American Indian/Alaska Native

Asian/Pacific Islander

23. Are you of Hispanic origin?

No Yes (Please specify) _____

3. Where are you coming from?
 Home Shopping
 Work Medical/Dental
 School (K-12) Personal Business
 School (Technical/College) Social Recreation
 Other (Please specify) _____

4. What is that address?
 Number & Street OR Intersection OR Location _____
 Borough/Town _____ State _____ Zip Code _____

5. How did you get to the River LINE station for this one-way trip?
 Walk Carpool Car-Drop off
 Bicycle Taxi
 Car-Drive and park
 NJT Bus Capital Connection
 NJT Train (Specify boarding station) _____
 NJT Bus (Specify route) _____
 Other Bus (Specify route) _____
 PATCO (Specify boarding station) _____
 SEPTA (Specify) _____

6. Where are you going?
 Home Shopping
 Work Medical/Dental
 School (K-12) Personal Business
 School (Technical/College) Social/Recreational
 Business trip Other (Please specify) _____

7. What is that address?
 Number & Street OR Intersection OR Location _____
 Borough/Town _____ State _____ Zip Code _____

8. How will you get to your final destination after exiting the River LINE?
 Walk Carpool
 Bicycle Car-Drop off
 Car-Drive and park Taxi
 NJT Bus Capital Connection
 NJT Train (Specify boarding station) _____
 NJT Bus (Specify route) _____
 Other Bus (Specify route) _____
 PATCO (Specify boarding station) _____
 SEPTA (Specify) _____

9. Generally, how often do you ride the River LINE?
 5 or more days a week 1-3 days a month
 4 days a week First-time customer
 1-3 days a week Other (Please Specify) _____

10. How would you make make this trip if the River Line service was r available? (Please check all that apply)
 Drive alone to final destination
 Carpooled to final destination
 Car-Dropped off (Please specify location) _____
 Bus (Which route) _____
 Taxi
 Auto to/from NJT Rail (Which exiting station) _____
 Bus to/from NJT Rail (Which station) _____
 Other Rail (Which exiting station) _____
 Auto to/from PATCO (Which boarding station) _____
 Other (Please specify) _____
 Would not make this trip
 Started making this trip because of River LINE

11. How did you (will you) travel for the other half of your round trip today? (Please check all that apply)
 River LINE
 Bus (Specify carrier & route) _____
 Train (Please specify) _____
 Auto/Van
 Other (Please specify) _____
 Not making a round trip

12. Which of the following statements best applies to you? (Check only one)
 I have no other way to travel
 I use the RiverLINE because it is the best choice for me
 I usually use another type of transportation, but I occasionally take River LINE

13. What type of River LINE ticket are you using for this trip?
 One-Way Ticket
 Monthly River LINE Pass
 Monthly Rail Pass
 Ten Trip Ticket
 Bus Transfer
 Bus Monthly Pass
 Family SuperSaver Fare
 Senior Citizens/Customers with disability/Children

14. Where did you purchase your River LINE ticket?
 Ticket Vending Machine
 On-board bus (Transfer)
 From employer
 Other (Please specify) _____

15. Does your employer reimburse you for transit?
 No Yes How much? \$ _____ per month

16. Do you ride NJT Bus Routes #409, #413 and #419 at least once a week or more?
 Yes No

17. When did you first start using the River LINE? (month/year)
 _____ / _____

18. NJ TRANSIT is constructing a new transfer station between the River Line to the Atlantic City Rail Line in Pennsauken. This would allow travel to Atlantic City and 30th Street Station in Philadelphia. How frequently would you use this service?
 4-5 Days a Week Once every 2-3 Months
 1-3 Days a Week 1-3 Times a Year
 1-3 Times a Month Never

Continue to the back >>>

River LINE Spanish Survey Instrument



Encuesta a los clientes de River LINE

NJ TRANSIT quiere brindarle una mejor atención. Por favor complete esta encuesta y devuélvala al agente de encuesta. También puede devolverla por correo en el sobre proporcionado de porte pagado. Asegúrese de que sus respuestas se mantengan confidenciales. Para mostrar nuestra apreciación por su ayuda, ingresaremos su nombre en un sorteo para GANAR UN PASE MENSUAL GRATIS.

PARA SU VIAJE EN RIVER LINE HOY:

1. ¿Cuál es la hora de salida prevista para este tren de River LINE? : : AM PM

2. Dónde:

Subió	<input type="checkbox"/>	Trenton	<input type="checkbox"/>
	<input type="checkbox"/>	Hamilton Avenue	<input type="checkbox"/>
	<input type="checkbox"/>	Cass Street	<input type="checkbox"/>
	<input type="checkbox"/>	Bordentown	<input type="checkbox"/>
	<input type="checkbox"/>	Roebling	<input type="checkbox"/>
	<input type="checkbox"/>	Florence	<input type="checkbox"/>
	<input type="checkbox"/>	Centro urbano Burlington	<input type="checkbox"/>
	<input type="checkbox"/>	Burlington South	<input type="checkbox"/>
	<input type="checkbox"/>	Beverly/Edgewater Park	<input type="checkbox"/>
	<input type="checkbox"/>	Delanco	<input type="checkbox"/>
	<input type="checkbox"/>	Riverside	<input type="checkbox"/>
	<input type="checkbox"/>	Cinnaminson	<input type="checkbox"/>
	<input type="checkbox"/>	Riverton	<input type="checkbox"/>
	<input type="checkbox"/>	Palmyra	<input type="checkbox"/>
	<input type="checkbox"/>	Pennsauken/Ruta 73	<input type="checkbox"/>
	<input type="checkbox"/>	Calle 36	<input type="checkbox"/>
	<input type="checkbox"/>	Centro de transporte Walter Rand	<input type="checkbox"/>
	<input type="checkbox"/>	Cooper Street/Rutgers	<input type="checkbox"/>
	<input type="checkbox"/>	Acuario	<input type="checkbox"/>
	<input type="checkbox"/>	Centro de entretenimiento	<input type="checkbox"/>

19. Cuéntenos sobre su experiencia de viaje en River LINE...

	N/A	0	1	2	3	4	5	6	7	8	9	10
Estacionamiento	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Estación de abordaje	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frecuencia de servicio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disponibilidad de asientos	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Viajes completados a tiempo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Seguridad personal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tiempo de viaje	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tarifas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inspección de tarifa	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Venta de boletos	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Máquinas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disponibilidad de transporte	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Información	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Calidad de conexiones con otros servicios de transporte	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comunicación General con el Cliente	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Satisfacción	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Total con River LINE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DATOS DEMOGRÁFICOS

20. ¿Es usted...?

Masculino Femenino

21. ¿Cuál es su edad?

Menor de 18 años 35 - 44 años 65 y más
 18 - 24 años 45 - 54 años
 25 - 34 años 55 - 64 años

22. ¿Cuál es su raza?

Blanco Negro/Afroamericano
 Multirracial Asiático/habitante de las islas del Pacífico
 Nativo-americano/nativo de Alaska
 Otro (Por favor especifique) _____

23. ¿Es usted de origen hispano?

No Sí (Por favor especifique) _____

24. ¿Cuál es su ocupación? (Elija solamente una opción)

Gerente/Profesional Ama de casa
 Oficinista/Secretaria Estudiante
 Ventas/Ventas minoristas No está empleado actualmente
 No trabaja en oficina Jubilado
 Técnico/Trabajador calificado Otro (Por favor especifique) _____

24A. ¿Usted trabaja para el Estado de Nueva Jersey?

No Sí

25. ¿Cuántas personas, incluyéndolo a usted mismo, viven en su hogar?

una dos tres cuatro cinco o más

26. ¿Cuántas personas en su hogar están actualmente empleadas?

ninguna una dos tres cuatro cinco o más

27. ¿Cuántos vehículos están disponibles en su hogar?

ninguna una dos tres cuatro cinco o más

28. ¿Cuál es el ingreso anual aproximado de su hogar?

Menos de \$25,000 \$50,000-\$74,999 \$150,000-\$199,999
 \$25,000-\$34,999 \$75,000-\$99,999 \$200,000 y más
 \$35,000-\$49,999 \$100,000-\$149,999

29. ¿Tiene acceso a Internet?

No
 Sí (marque todo lo que corresponda)
 En el trabajo En la casa Móviles Otro

Si desea entrar a nuestro sorteo para un pase mensual gratis, incluya su nombre, domicilio, número telefónico y dirección de correo electrónico:

Su nombre _____
 Su calle del domicilio _____
 Distrito/Localidad _____ Estado _____ Código postal _____
 Teléfono de día: () _____ Teléfono de noche: () _____
 Dirección de correo electrónico: _____

¡Gracias por viajar en River LINE y por participar en esta encuesta!

3. ¿De dónde viene?

- Hogar
- Trabajo
- Escuela (K-12)
- Escuela (Técnico/Escuela de educación superior)
- Recreación Social
- Otro (Por favor especifique) _____

4. ¿Cuál es esa dirección?

Número y calle O Intersección O Ubicación _____

Distrito/Localidad _____ Estado _____ Código postal _____

5. ¿Cómo llegó a la estación de River LINE para este viaje de ida?

- Caminando
- En bicicleta
- Conduciendo y estacionando un vehículo
- Taxi
- Autobús Capital Connection NJT
- Tren NJT (Especifique estación en la que subió) _____
- Autobús NJT (Especifique la ruta) _____
- Otro autobús (Especifique la ruta) _____
- PATCO (Especifique estación en la que subió) _____
- SEPTA (Especifique) _____

6. ¿A dónde se dirige?

- Hogar
- Trabajo
- Social Recreacional
- Viaje de negocios
- Escuela (K-12)
- Escuela (Técnico/Escuela de educación superior)
- Otro (Por favor especifique) _____

7. ¿Cuál es esa dirección?

Número y calle O Intersección O Ubicación _____

Distrito/Localidad _____ Estado _____ Código postal _____

8. ¿Cómo llegará a su destino final después de bajarse de River LINE?

- Caminar
- Ir en bicicleta
- Conducir y estacionar un vehículo
- Otro (Por favor especifique) _____
- Tren NJT (Especifique estación en la que bajó) _____
- Autobús NJT (Especifique la ruta) _____
- Autobús Capital Connection NJT
- Otro autobús (Especifique la ruta) _____
- PATCO (Especifique estación en la que bajó) _____
- SEPTA (Especifique) _____

9. ¿Generalmente, con qué frecuencia toma el River LINE?

- 5 o más días a la semana
- 4 días a la semana
- 1-3 días a la semana
- Otro (Por favor especifique) _____
- Viaje en auto compartido
- Vehículo de traslado a destino

10. ¿Qué hará para realizar este viaje si el servicio de River Line no está disponible? (Por favor marcar todas las que correspondan)

- Manejar solo hasta el destino final
- Viaje en vehículo compartido al destino final
- Otro automóvil lo trasladará/deja (Por favor especifique ubicación) _____

- Autobús (Qué ruta) _____
- Taxi
- Automóvil hacia/desde NJT Rail (qué estación de salida) _____
- Autobús hacia/desde NJT Rail (qué estación) _____
- Otro Rail (qué estación de salida) _____
- Automóvil hacia/desde PATCO (qué estación de abordaje) _____
- Otro (Por favor especifique) _____
- No hará este viaje
- Empezó a realizar este viaje por River LINE

11. ¿Cómo viajó (viajará) la otra mitad de su viaje ida y vuelta hoy?

(Por favor marque todas las que correspondan)

- River LINE
- Autobús (Especifique compañía y ruta) _____
- Tren (Por favor especifique) _____
- Automóvil/Camioneta

12. ¿Cuál de las siguientes afirmaciones se aplica mejor a usted? (Marque sólo una opción)

- No tengo otra forma de viajar
- Uso River LINE porque es la mejor opción para mí
- Normalmente uso otro tipo de transporte, pero ocasionalmente tomo River LINE

13. ¿Qué tipo de boleto de River LINE está usando para este viaje?

- Boleto de ida
- Pase mensual de River LINE
- Pase mensual de Rail
- Boleto para diez viajes
- Transferencia de autobús
- Pase mensual del autobús
- Tarifa familiar súper ahorradora
- Ciudadanos mayores/clientes con discapacidad/niños

14. ¿Dónde compró su boleto de River LINE?

- Máquina para la venta de boletos
- A bordo del autobús (Transferencia)
- Del empleador
- Otro (Por favor especifique) _____

15. ¿Su empleador le reembolsa el transporte?

- No
- Sí
- ¿Cuánto? \$ _____ por mes

16. ¿Toma las rutas de autobús de NJT N° 409, 413 y 419 al menos una vez por semana o más?

- Sí
- No

17. ¿Cuándo empezó a utilizar River LINE? (mes/año)

_____/____/_____

18. NJ TRANSIT está construyendo una nueva estación de transferencia entre River Line y Atlantic City Rail Line en Pennsauken. Esto le permitirá trabajar en Atlantic City y en la calle 30 de la estación en Filadelfia. ¿Con qué frecuencia utiliza este servicio?

- 4-5 días a la semana
- 1-3 días a la semana
- 1-3 veces al mes
- Cada 2-3 meses
- 1-3 veces al año
- Nunca

Continúa en la parte posterior >>>

Publication Title: NJ Transit River LINE Survey

Publication Number: 11057

Date Published: March, 2013

Geographic Area Covered: Mercer, Burlington, and Camden Counties

Key Words: River LINE, Transit, Survey, NJ Transit

Abstract: New Jersey Transit's River LINE light rail service has not been surveyed since it opened in spring of 2004. This survey was used to update demographic profiles and determine travel patterns of riders using the River LINE. The River LINE was surveyed in both directions, north and south, and the focus was on the AM peak period of travel.

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

