

Dear Legislators, County Executives, Freeholder Directors, Mayors, and Stakeholders:

NJ TRANSIT appreciates your continued interest and support, and we have been hard at work to improve service for your constituents throughout our statewide transit system. From station improvements to new vehicles, increased service frequency, streamlined service information on mobile devices, and significant investment in capital improvements, here's a summary of our progress to improve the experience for customers at every step of their journey:

- USDOT issued an improved rating for the Portal North Bridge, a **\$1.7 billion project**— putting us one step closer to replacing this unreliable bridge and reducing delays for our customers.
- On schedule to meet the critical December 2020 PTC milestone. We recently submitted, ahead of schedule, our request to the FRA to begin Revenue Service Demonstration (RSD) testing.
- Hired **700 bus operators** since 2018, which will result in nearly **2,000 more passenger trips** each weekday - or more than **half-a-million additional passenger** trips per year.
- Added, extended, or provided enhanced bus service on **12 bus routes** over the past two years – on the 1, 86, 119, 123, 126, 128, 158, 166, 409, 412, 413, and 772.
- Reduced train cancellations by **35%** in 2019 compared to 2018.
- Ordered **113 new multilevel train cars** to replace the oldest cars in our fleet.
- Hired more than **300 engineers and conductors** since February of 2018.
- Welcomed **16 new police recruits** to the NJ TRANSIT Police Department.
- Ordered **772 new cruiser buses**, with **182 delivered** in 2019, and **193 more** coming this year. These new buses are five feet larger than the ones they replace, creating more seats for customers.
  - South Jersey customers are now riding in all-new cruiser buses, and we're rolling out more buses in Central Jersey and North Jersey.
- First of **110 new articulated buses** delivered as part of our ongoing investment in our new fleet. These new buses carry over **40 more customers** in comparison to our standard city buses.
  - This represents the first bus fleet expansion since 2006.

- **\$700+ million** in new equipment purchases, **\$185 million** in new construction work, and **\$80 million** in professional technical services authorized by the board since January 2018.
- **25% reduction** in customer wait time for Access Link pickup. Window is now 30 minutes instead of the previous 40 minutes.
- Instituted every **10-minute service** on Newark Light Rail between Newark Penn and Newark Broad during morning and evening rush hours, as a direct result of positive customer feedback on the 10-minute service operated during Amtrak's summer work at New York Penn Station.
- Upgraded customer environment at **135 train stations**, including ADA access ramps, concrete repairs, electrical upgrades, fresh paint, and landscaping.
- Upgraded LED lighting at **nine stations**, including Bay Head, Elberon, Linden, Metropark, Metuchen waiting room, Middletown, North Elizabeth, Perth Amboy, and Rahway plaza area.
- Completed platform concrete repairs at **six stations**, including Elizabeth, Clifton, Linden, Metuchen, New Brunswick, and Passaic.
- Completed Raritan Valley Line Summer Spruce-Up at **18 stations**, including concrete repairs, fresh paint, lighting upgrades, and repairs to stairs and handrails.
- **First** fully ADA-compliant ticket vending machine installed on the eastbound platform at Edison Station, with fresh user interface, all-digital display and touch screen, and a cart-based check-out.
- **40 elevators** and **10 escalators** modernized throughout the system, including: Bay St., Cranford, East Orange, Edison, Paterson, Plainfield, Rahway, South Orange, Westfield, and Woodbridge. Elevators & escalators modernized at hub stations: Newark Penn Escalator 11,12 Secaucus Escalators 1,2, 18 NYPS Track 1&2 Escalator 1B.
- **29 grade crossings** renewed throughout the system.
- Upgrading the customer environment at **six bus terminals and park & rides**. Upgrades completed at Lakewood Terminal, Old Bridge Park/Ride, North Bergen Park/Ride, and Weehawken Terminal.
- **\$30+ million** in grant funding authorized to support mobility options for seniors, persons with disabilities, and low-income residents.

- **\$40 million** construction contract approved by the board to fill the Long Slip Canal at Hoboken Terminal, eliminating it as a conduit for flood water, allowing NJ TRANSIT to operate train service longer and recover faster from storms.
- **\$39.5 million** in new FTA funding secured for multiple projects, including new platforms at Newark Penn Station (\$18.445 million), advance local ferry service (\$6 million), and acquire NJ TRANSIT's first electric buses (\$1.5 million).
- **\$173.1 million** growth in NJ TRANSIT's total operating budget, enabling us to deliver more for our customers.
- **\$61 million** in non-farebox revenue generated in FY19 through NJ TRANSIT Real Estate, Economic Development and TOD projects, including \$14M in advertising, \$300K in filming permits and licenses.

Please don't hesitate to let us know of any questions, concerns or suggestions you or your constituents may have. You can always contact me at [pwycckoff@njtransit.com](mailto:pwycckoff@njtransit.com). My phone number is (973) 491-7855.

Thank you very much,

Paul Wyckoff  
Chief, Government and External Affairs

### **About NJ TRANSIT**

NJ TRANSIT is the nation's largest statewide public transportation system providing more than 925,000 weekday trips on 253 bus routes, three light rail lines, 12 commuter rail lines and through Access Link paratransit service. It is the third largest transit system in the country with 166 rail stations, 62 light rail stations and more than 19,000 bus stops linking major points in New Jersey, New York and Philadelphia.