

**NJ TRANSIT BOARD MEETING
MINUTES
OPEN SESSION
10/13/2011**

Chris Christie, Governor
Kim Guadagno, Lieutenant Governor
James S. Simpson, Board Chairman
James Weinstein, Executive Director

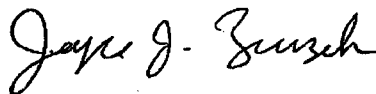
N TRANSIT
One Penn Plaza East
Newark, NJ 07105-2246
973-491-7000

October 17, 2011

Dear Governor Christie:

Pursuant to Chapter 150, Laws of 1979, I herein transmit the minutes of actions taken at the open session of the re-scheduled meetings of the New Jersey Transit Corporation, NJ Transit Rail Operations, Inc., NJ Transit Bus Operations, Inc., NJ Transit Mercer, Inc., and NJ Transit Morris, Inc., Board of Directors held on Thursday, October 13, 2011.

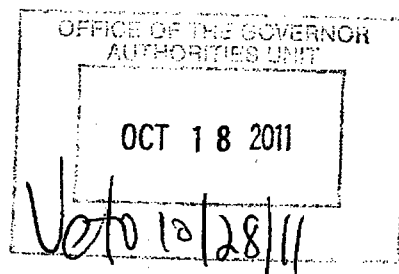
Sincerely,



Joyce J. Zuczek
Acting Board Secretary

Enclosures

Honorable Chris Christie
Governor, State of New Jersey
State House
Trenton, NJ 08625

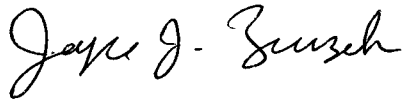


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A handwritten signature in cursive script that reads "Joyce J. Zuczek".

Joyce J. Zuczek
Acting Board Secretary

Enclosures

Honorable Chris Christie
Governor, State of New Jersey
State House
Trenton, NJ 08625

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NJ TRANSIT

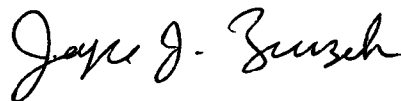
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Joyce J. Zuczek
Acting Board Secretary

Enclosures

Honorable Chris Christie
Governor, State of New Jersey
State House
Trenton, NJ 08625

**NJ TRANSIT BOARD MEETING
NARRATIVE
OPEN SESSION
10/13/2011**

(NJT Board – 10/13/2011)

Minutes of the actions taken at the Open Session of the re-scheduled Board of Directors' meetings of the New Jersey Transit Corporation, NJ TRANSIT Rail Operations, Inc., NJ TRANSIT Bus Operations, Inc., NJ TRANSIT Mercer, Inc., and NJ TRANSIT Morris, Inc. held at NJ TRANSIT Headquarters, One Penn Plaza East, Newark, New Jersey on Thursday, October 13, 2011.

Present:

James S. Simpson, Chairman
 Bruce M. Meisel, Vice Chairman
 Johanna Jones, Governor's Representative
 Steve Petrecca, Treasurer's Representative (Via Telephone)
 James C. Finkle Jr.
 Flora Castillo

James Weinstein, Executive Director
 Joyce J. Zuczek, Acting Board Secretary
 Penny Bassett Hackett, Acting Assistant Executive Director, Communications & Customer Service
 James Gigantino, Vice President & General Manager, Bus Operations
 Kevin O'Connor, Vice President & General Manager, Rail Operations
 Christopher Trucillo, Chief of Police
 Kim Vaccari, Chief Financial Officer & Treasurer
 Steve Santoro, Assistant Executive Director, Capital Planning & Programs
 Alma Scott-Buczak, Assistant Executive Director, Human Resources
 Carlos Ramirez, Assistant Executive Director, Corporate Affairs
 Leotis Sanders, Vice President, Office of Civil Rights and Diversity Programs
 Warren Hersh, Auditor General
 Martin Gill, Deputy Attorney General

Chairman James S. Simpson convened the Open Session at 9:07 a.m. in accordance with the Open Public Meetings Act and asked for a motion to enter Executive Session to discuss contract negotiations, attorney-client, litigation and personnel matters. A motion was made by Johanna Jones, seconded by Flora Castillo and unanimously adopted.

Chairman Simpson reconvened the Open Session at 9:28 a.m. and asked for a motion to adopt the minutes of the September 14 and October 4, 2011 meetings. A motion was made by Flora Castillo, seconded by Johanna Jones and adopted.

Executive Director James Weinstein highlighted the following from his monthly business report.

Customer Satisfaction Survey Results

NJ TRANSIT is conducting quarterly customer satisfaction surveys as part of the Scorecard initiative. NJ TRANSIT published the results of the first survey in July 2011, establishing a baseline from which to track progress, and conducted the second customer survey online and in the field in August 2011.

The latest survey asked customers to consider 39 attributes of the system related to facilities, service, vehicles, communications and the overall experience using

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NJ TRANSIT, ranking items on a scale of 0 to 10, zero being unacceptable and 10 being excellent. In addition, customers were asked to identify the most important aspects of NJ TRANSIT service among the items they rated.

Of the nearly 15,000 customers who participated in the survey, seven out of 10 said they would recommend NJ TRANSIT to a friend or relative. This statistic is critical to NJ TRANSIT's mission, as the ultimate goal is to have every customer continue to make the conscious decision to use NJ TRANSIT's service to conduct life's daily business and recommend NJ TRANSIT to others.

Detailed survey results are available at njtransit.com. This quarter, NJ TRANSIT's overall customer satisfaction rating increased slightly to 5.3, from the previous score of 5.2, representing an "acceptable" or "satisfactory" score.

Bus customers rated their overall satisfaction with service at a 5.6, slightly up from last quarter's score of 5.5; light rail customers gave NJ TRANSIT an overall satisfaction rating of 6.7, better than last quarter's 6.5; and Access Link, NJ TRANSIT's paratransit service for customers with disabilities, was given an overall rating of 8.1, higher than the 7.5 from last time.

Among rail customers, the overall customer satisfaction dipped from 4.5 last quarter to 4.2 this time around. The Scorecard and customer surveys will put the spotlight on the areas NJ TRANSIT needs to improve. NJ TRANSIT heard the customers, particularly on the rail side, that it needs to do better in terms of communications during service disruptions. On the rail side, NJ TRANSIT received an unacceptable rating in that area, 3.6, down from last quarter's 3.8 rating.

NJ TRANSIT wants customers to know that they are listening, and hear and they want to do better. To address the issue of communications during service disruptions, NJ TRANSIT convened a working group of employees from various departments to come up with recommendations for improvements NJ TRANSIT can implement in the short term, mid term and long term to "move the needle" and increase customer satisfaction.

Some of the recommendations from that plan are already being implemented. Going forward, immediately following a major service disruption, NJ TRANSIT will conduct post-incident customer surveys that ask specific questions about how well it did or did not communicate during the incident. This will enable NJ TRANSIT to target the specific areas that need improvement, the station or onboard announcements, My Transit alerts, website updates or other areas.

NJ TRANSIT is also streamlining internal communication processes to help ensure that key travel information is relayed to customers as quickly as possible, meaning that My Transit alerts and website updates will occur more immediately.

In addition, NJ TRANSIT will be tapping into new technology on multilevel trains that allows onboard announcements directly from the Rail Operations Center to customers onboard the train. By issuing announcements right from the source, NJ TRANSIT can ensure customers are receiving the most accurate, timely information possible.

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Executive Director Weinstein highlighted an improvement that has already gone live for customers:

DepartureVision Countdown

Last week, NJ TRANSIT implemented an improvement to the DepartureVision tool, which is a free service from njtransit.com that displays train departure screens on your desktop computer or web-enabled mobile device.

NJ TRANSIT heard from customers that it is the resource they use most often to access train information, so NJ TRANSIT changed the way DepartureVision displays train status information to make it even clearer for customers to see when a train will arrive or depart a particular station.

As a customer service improvement, DepartureVision now features a countdown to the train's arrival/departure under "Status" starting at 30 minutes before, instead of displaying the number of minutes a train is delayed. Now customers can see at a glance exactly how much time they have to catch a train, without having to do the math. Executive Director Weinstein will provide updates on future improvements as it continues to develop and implement the plan.

Executive Director Weinstein thanked the team of people led by Peter Garino -- Michele Adams, Courtney Carroll, Cecilia Dziegielewska, Anthony Grieco, Bob James, Linda Kanc, John Magdziak, Dennis Martin, Maureen McCole and Ryan Ramirez.

RIVER LINE Cameras

Executive Director Weinstein said there is an item on the agenda for the Board's consideration that will enable NJ TRANSIT to equip all 20 River Line light rail vehicles with on-board cameras, enhancing safety and security on the system. Safety and security are paramount to the agency, and are among the five strategic areas of focus of the Scorecard initiative.

Camera systems have proven to be effective tools in enhancing on-board customer security and operational safety. These cameras would run continuously during train operations, with the capability to store recordings for a period of time, and record the activity both inside and outside of the light rail vehicle.

Funding for this project is being provided as part of the Transit Security Grant Program administered by the U.S. Department of Homeland Security.

Executive Director Weinstein said the River Line will be the first NJ TRANSIT light rail system to get on-board cameras but the cameras will also migrate to the other two light rail systems.

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Plauderville

NJ TRANSIT opened the new and improved Plauderville Station, located in the City of Garfield on the Bergen County Line and used by about 400 NJ TRANSIT customers on a typical weekday.

The new station was relocated south of the previous low-level platforms to provide customers with more immediate access to the station from the parking area. It features high-level platforms that make the station accessible to customers with disabilities, as well as a new heated waiting area on the inbound platform, canopies, lighting, electronic signage, closed-circuit television cameras, ramps and sidewalks.

The platforms were constructed using an innovative material called Armor Deck, which is a structural polymer composite system used in place of concrete. This material resists corrosion and is maintenance free, and is also more durable than concrete when exposed to salt and ice melting chemicals, which ultimately will result in a substantial cost savings to NJ TRANSIT in terms of repairs and replacement over the years.

Plauderville is the first station on our system to use this product, but it will not be the last. The new Pennsauken Transit Center that is currently under construction will also incorporate an Armor Deck platform.

Executive Director Weinstein congratulated the entire project team led by Rob Angello and designed in house by Kelly Giblin for a job well done and under budget.

New Board Procedures

Executive Director Weinstein said in response to requests from the public and consistent with discussions with the Chairman, beginning in November, NJ TRANSIT will change procedures for how Board meetings are conducted in order to better accommodate members of the public.

From next month on, NJ TRANSIT will open the meeting, and immediately give members of the public the opportunity to comment on both agenda and/or non-agenda items. NJ TRANSIT will also increase the amount of time for each speaker from the current three minutes to five minutes.

Following public comment, the Transit Advisory Committees will present, followed by the Executive Director's Report and an opportunity for board members to ask follow-up questions or make comments. The action items would then be voted on by the Board.

NJ TRANSIT will then break to give members of the media the opportunity to ask questions, and lastly executive session will be convened if one is called for.

By moving the executive session to the end of the meeting, NJ TRANSIT will ensure that customers and members of the public will have a more accurate timetable for when the meeting will begin. NJ TRANSIT is unable to determine in advance exactly how long the executive session will last, which is why holding it at the beginning of the meeting has proven to be an inconvenient challenge for the public.

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Executive Director Weinstein believes these changes will increase transparency while affording a better opportunity for public input by those who choose to participate.

Customer Service Week

Executive Director Weinstein said NJ TRANSIT celebrated Customer Service Week, which is an international event devoted to recognizing the importance of customer service and honoring the people who work on the frontlines to serve and support customers day in and day out. NJ TRANSIT held a number of events at work locations across the system, including here at headquarters, as well as in Maplewood and Camden.

Customer Service Week was a good opportunity to honor and thank not only employees but customers as well. NJ TRANSIT conducted a sweepstakes online to give them the chance to win one of five free monthly transportation passes.

Extending the Customer Service Week celebration, Executive Director Weinstein was pleased to recognize the longest standing bus customer, Mr. Jay Mistry, a commuter on the No. 192X route from Clifton to New York who has been riding with NJ TRANSIT since 1981 and has been receiving his bus pass since the inception of the Tickets-by-Mail program.

On behalf of NJ TRANSIT, Executive Director Weinstein thanked Mr. Mistry for his continued patronage and hopes that he continues to choose NJ TRANSIT to conduct life's daily business. As a token of appreciation, Executive Director Weinstein presented Mr. Mistry with a Certificate of Recognition, as well as a free monthly bus pass.

Safety Initiatives

Executive Director Weinstein said under Chairman Simpson's leadership, NJ TRANSIT is taking a hard look at what more it can do to try to prevent tragic incidents like the two last week involving three teenagers on the rail system.

The Chairman and the leadership of NJ TRANSIT toured both accident locations and as a result, several recommendations have been developed for consideration.

Chairman Simpson stated that this tragedy affected him on a personal level. He said that suicide totals have been high and that as a transit agency one can say that there is not anything that can be done. He said that it is hard to protect everyone, particularly when someone is motivated to do harm to themselves. Mr. Simpson stated that in the past NJ TRANSIT has done everything that it believed might help, including adding extra patrols.

Chairman Simpson said, along with all of the leadership team, he and Executive Director Weinstein went to the site and sat where it is believed the teenagers sat and walked where the teenagers walked to try to understand what NJ TRANSIT can do to prevent accidents like this and to get the number of accidents down to zero.

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Chairman Simpson said that it is most difficult when it involves a 13 year old boy coming home from school who for some reason made a crossing while the gates were down. He said that maybe the young boy did not know that there would be an additional train passing because he had already seen one train pass. Chairman Simpson said that the team walked where they believed the young man walked and enlisted the best experts to help answer the questions as to why Michael walked through the gates while they were down. He said that there needs to be a way for NJ TRANSIT to reach out to these children. He asked NJ TRANSIT to take a look at all of the factors including education and view these locations from a point-of-view of a 6th or 7th grader. Chairman Simpson stated that the plan is to get a top to bottom review of this accident and prevent this from happening to bring accidents to a total of zero.

Executive Director Weinstein stated that he shared in the concerns and that NJ TRANSIT is committed to doing all that it can to prevent these accidents.

Commissioner Simpson stated that there must be a comprehensive re-inspection of rail and light rail to look for additional safety issues. He said the educational programs are going to include firsthand accounts from police officers and train engineers, safety summits with Boys and Girls Clubs community groups, as well as participating in Operation Life Saver with the Federal government and targeting schools around railroads. He said that NJ TRANSIT is going to make sure that short of stopping the trains, it does all that can be done to make this safe for children. Commissioner Simpson said he talked to Governor Christie and Executive Director Weinstein about this issue and they do not take these situations lightly.

ATU Recognition

Executive Director Weinstein acknowledged the Amalgamated Transit Union (ATU) for their willingness to go above and beyond the call of duty during Hurricane Irene. The bus operators assisted with evacuation efforts throughout the state, particularly in the Atlantic County region. The bus operations division faced their own evacuations, dealing with flooded facilities at Oradell and Market Street bus garages and relocating more than 350 buses to protect equipment. Executive Director Weinstein thanked the ATU for their tremendous efforts throughout an extremely challenging situation.

Board Member Flora Castillo – APTA Vice-Chair

Executive Director Weinstein congratulated Board Member Flora Castillo on her election as the new Vice Chair of the APTA Board of Directors. She will not only bring valuable insight to this role, but she will broaden her horizons as an NJ TRANSIT Board Member, which will benefit the agency and customers as NJ TRANSIT moves forward with key initiatives to improve the customer experience.

Advisory Committee

Suzanne Mack presented the Advisory Committee Report. She stated that NJ TRANSIT is taking on the grade crossing issue. She was part of a diagnostic team that looked into these issues for the light rail. She mentioned the Hudson Bergen Light

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Rail had one incident with a small child last week. Ms. Mack mentioned that it is a tribute that this issue is being addressed. She thanked Board Member James Finkle for spending an entire afternoon reviewing the history and issues related to the Light Rail.

The second point Ms. Mack raised was with respect to the second presentation regarding the survey score for the Access Link program. Ms. Mack stated that Access link customers are very dependent on NJ TRANSIT. As for the Rail survey, she wondered whether the scores were affected by the weather, disruption in rail service or other factors. She would like to know whether or not Executive Director Weinstein would be willing to share the comments made by the Rail commuters.

Ms. Mack spoke about the changes in the open session board meetings. She said they have been requesting these changes and they are a move in the right direction. She said the North Jersey and South Jersey Advisory Committees are reviewing their bylaws with the same type of prism to see what they can do to open their process.

She then went on to speak on the discontinuation of the bus lines within Hudson County and recognized NJ TRANSIT's efforts to address the issue. Ms. Mack stated that the public did not realize that Hudson County was always private carrier territory. The private carriers have gone out of business and NJ TRANSIT has been asked to pick up these routes, but there are budget issues. Ms. Mack is pleased that Board Member Finkle has taken the initiative and hopes that there will be a resolution before November 6, 2011 when the private carriers stop running the service. She said the private carriers must notify riders forty-five (45) days prior to the date the service is to be discontinued, but that has not been the situation in this case.

Board Committee Reports

Capital Planning, Policy & Privatization Committee

Vice Chairman Meisel presented the Capital Planning, Policy & Privatization report to the Board. The Committee discussed the procurement and installation of a back-up control and data acquisition system as well as an on-board camera surveillance system for the River LINE light rail system. This project will improve passenger security and operational safety.

In addition, the Committee reviewed the Customer Satisfaction Survey Results for the second quarter.

Administration Committee

Board Member Flora Castillo presented the Administration Committee report to the Board. The Committee discussed the Rail Asset Maintenance System and the need to purchase software and support services. This system tracks the maintenance history of all rail rolling stock. This software upgrade will provide an integrated maintenance and diagnostic record for each vehicle and will improve fleet availability and performance and continue the cost savings.

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In addition, the Committee discussed the monthly year-to-date budget and reviewed the Customer Satisfaction Survey Results for the second quarter.

Public Comments on Agenda Items

There were four public comments on agenda items. Acting Board Secretary Zuczek announced a three minute time limit for speakers and asked if there were any written statements for the record.

Orrin Getz stated that he is a member of New Jersey Association of Railroad Passengers and referred to Item 1110-55 stating that MetroNorth has been using the Rail Asset Maintenance System (RAMS) for years. He believes that implementing this system is a good idea for NJ TRANSIT Rail Operations. With regard to Item 1110-56, Mr. Getz endorsed the installation of security cameras as a good idea as there is a crime problem in certain areas of the River LINE.

Mr. Getz requested that NJ TRANSIT add midday service before major Jewish holidays on the Pascack Valley Line. He noted that the Long Island Railroad adds midday trains before the Jewish holidays. The next one is April 6 Passover.

With regard to the second customer satisfaction survey, Mr. Getz stated that Rail Operations' main problem is the Northeast Corridor between Newark Penn Station and Manhattan. There are daily problems with power and signals. Amtrak needs help from NJ TRANSIT to do more to solve these problems. The quoted 4.2 satisfaction result for Rail is unacceptable. That score could be raised by improving the Northeast Corridor and reducing delays.

Joseph Clift distributed a written statement at which time Chairman Simpson requested that all future written statements be given in advance to the Acting Board Secretary.

Mr. Clift stated that he was speaking for himself, not as a representative of any group. Mr. Clift said he has questions regarding the two agenda item that he thought should be answered before the board votes. He asked about the funding source for the total project costs that exceed the amount authorized by both board items. Mr. Clift questioned the total cost for the Rail Asset Maintenance System board item and stated that it seems expensive when there is already an existing database. Furthermore, Mr. Clift said he didn't understand why the backup System Control and Data Acquisition (SCADA) System wasn't purchased when the SCADA System was installed two years ago.

Mr. Clift re-stated his position that members of the public be permitted to attend the Board Committee meetings so that these questions could be raised at those meetings, thereby reducing actual Board meeting time. He requested that the Board either open the Committee meetings to the public or state why they are not open. His written statement included an excerpt from New Jersey's Open Public Meetings Act, specifically that the Act "... declares it to be the public policy of this State to insure the right of its citizens to have adequate advance notice of and the right to attend all meetings of public bodies at which any business affecting the public is discussed or acted upon in any way ...". Mr. Clift further stated that opening the Committee meetings

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to the public would be consistent with current open meetings policy of the New York Metropolitan Transit Authority (MTA). He requested that his written statement be included in the online archives and attached a copy of the New Jersey Open Public Meetings Act Statement of Purpose.

Mr. Cliff stated that he appreciates the new Board procedure outlined by Executive Director Weinstein and proposed to be followed starting with the November 2011 Board meeting.

David Peter Alan was very pleased to see the new countdown clocks now displayed on the rail notification boards. He said that they would be a cure for a lot of problems.

Mr. Alan cited Executive Director Weinstein's report that a Communications Task Force had been formed to address the issue of communications, which was rated low by rail passengers. Mr. Alan noted that no customers have been included on the task force. He stated that he has represented customers many years and that he has frequently called for full customer input and participation in task forces and committees concerning improvements.

Mr. Alan reminded the Board that he has been pushing for reforms to the way it does business for some time and complained about being ignored. He stated that with the major changes in procedure coming next month, as outlined in the Executive Director's report, such as holding the Executive Session at the end of the meeting and restoring the five minutes per speaker rule, he has finally been heard and listened to.

Mr. Alan concluded by complimenting Acting Board Secretary Joyce Zuczek for her willingness to work with the public.

Murray Bodin said that NJ TRANSIT is the best-run transit agency in the country and that he was very impressed by the proposed procedural changes to be implemented starting with the November 2011 meeting.

Mr. Bodin stated that the analog vs. digital speedometer issue is a metaphor for the inability of the agency to think about where to go and what changes to make. There is a need to get beyond "we've always done it this way".

Executive Director Weinstein presented the following Action Items for approval:

1110-55: RAIL ASSET MAINTENANCE SYSTEM (RAMS) SOFTWARE UPGRADES TO INTEGRATE CONDITION BASED MAINTENANCE ANALYSIS

Authorization is requested for the purchase of software and support services to upgrade the Rail Asset Maintenance System. This system is used at the Meadows Maintenance Complex and outlying facilities to track the maintenance history of all rail rolling stock including vehicle incidents and inspections and provides a historical view of equipment repairs. This upgrade will provide an integrated maintenance and diagnostic record for each vehicle. In addition, this system will be modified to accept GPS

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coordinates from a future automatic vehicle locator system that is being developed to track and monitor the precise location of vehicles. The proposed contractor is AssetWorks Inc. of Wayne, Pennsylvania in the amount of \$310,000 plus five percent for contingencies.

Flora Castillo moved the resolution, James C. Finkle, Jr. seconded it and it was unanimously adopted.

1110-56: RIVER LINE IMPROVEMENTS: SOLE SOURCE CONTRACT FOR BACK-UP SYSTEM CONTROL AND DATA ACQUISITION (SCADA) SYSTEM & ASSOCIATED UPGRADES AND LIGHT RAIL VEHICLE CAMERA INSTALLATION

The River LINE is a 34.5-mile light rail service operating between Camden and Trenton, serving 19 communities in three counties with a light rail fleet consisting of 20 vehicles. The procurement and installation of a Back-Up Control and Data Acquisition System for the River LINE will provide redundancy of the train control system and will improve operational reliability in the event of a major service disruption or an incident affecting the primary control center.

In addition, enhanced on-board security is a priority and camera systems have proven to be effective tools for on-board passenger security, operational safety, and claims administration. The Light Rail Vehicle Camera Installation project will equip all vehicles with on-board cameras, which will run continuously during train operations and have the capability to store recordings for 25 days.

Authorization is requested to enter into a sole source contract with the current vendor, Southern New Jersey Rail Group, LLC of Camden, New Jersey, for the installation of a Back-up Control and Data Acquisition System and for the installation of Light Rail Vehicle Cameras on the River LINE light rail system at a cost not to exceed \$797,200, plus five percent for contingencies.

In response to public comments about the board items, Assistant Executive Director for Capital Planning and Programs, Steve Santoro, explained that the entire River Line project costs are funded by the US Department of Homeland Security.

James C. Finkle, Jr. moved the resolution, Johanna Jones seconded it and it was unanimously adopted.

Public Comments on Non-Agenda Items

There were seven public comments on non-agenda items. Acting Board Secretary Zuczek announced a three minute time limit for speakers.

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Ray Greaves thanked the Board for the acknowledgement of the Amalgamated Transit Union's role in the evacuations resulting from Hurricane Irene. Mr. Greaves spoke in his role as a City Councilman in Bayonne. He thanked the mayor and council regarding their efforts in relation to the proposed elimination of the 99S bus route by Red & Tan. He added that he knows NJ TRANSIT is giving the situation their attention and he hoped that NJ TRANSIT finds a solution in the near future.

David Peter Alan stated that he had no written statement because he had to change his statement in response to the good news about the board meetings procedural change reported by the Executive Director.

Mr. Alan stated that three months ago he met with Commissioner Simpson, Executive Director Weinstein, Board Member Shevell and their Deputies to discuss his requests for more transparency and openness. At that meeting he recommended several initiatives:

- Open advisory committee meetings to the public; provide adequate notice of those meetings; and afford the public the opportunity to comment. Until recently, Mr. Alan was vice-chair of the Senior Citizens and Disabled Residents Transportation Advisory Committee (SCDRTAC), which observes these practices. He urged that the other two advisory committees do the same.
- Provide public with all the same information that the Board members receive at the same time.
- Hold the Executive Session at the end of the regular Board meeting.
- Give the Senior Citizen and Disabled Resident Transportation Advisory Committee the same opportunity as the other two advisory committees to report to the Board. He said if this was permitted, he would have reported today.
- Allow each speaker more time. He said he was glad to have the five minutes back.

Mr. Alan stated that while some of his recommendations have been implemented, he will continue to press for the remaining to also be addressed. He complimented those who helped bring about the reforms.

Joseph Clift distributed written comments. Mr. Clift, as a spokesperson for the Lackawanna Coalition, urged the Board to "take a leadership role in pursuing and paying for critically needed improvements to the Northeast Corridor – both capital and operating." Mr. Clift stated that the Northeast Corridor is the spine of NJ TRANSIT's operation and that it is in the agency's best interest to fund the required improvements.

Dan O'Connell, on behalf of the members of the United Transportation Union, congratulated Flora Castillo on her election to Vice Chair of APTA.

Mr. O'Connell addressed the issue of the customer survey and appreciated the remarks of some of the previous speakers. Regarding the subject of operational problems, he disputed the requests that New Jersey has to invest more money. Amtrak is a national resource and has been nickled-and-dimed for years. He applauded the Executive Director for noting that communication is key. He stated that the train crews are also frustrated by their inability to communicate the situations to the passengers.

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Mr. O'Connell echoed Chairman Simpson's and Executive Director Weinstein's call for increasing education to schools regarding the dangers around rail tracks. He noted that he is a certified Operation Lifesaver trainer and called for increased participation in that program.

Rose Heck stated that she was speaking in two capacities. In her capacity as the New Jersey Association of Railroad Passengers Light Rail Panel Chair she called for the opportunity to hold the public hearing on the Northern Branch Draft Environmental Impact Statement. She advised the Board that she had spoken with Bergen County Executive Donovan and Freeholder Mitchell regarding the project. They are both concerned about the lack of progress on the project which is an important factor in County economics and transportation. Ms. Heck noted that two years ago they were celebrating former Governor Corzine's designation of a Locally Preferred Alternative. She also reminded the Board that she has been assured that \$400 million had been put aside for the extension of Hudson Bergen Light Rail to Bergen County. She noted that Federal Transit Administration is being blamed for the Draft Environmental Impact Statement situation. Money has been found for other projects, it is time to build this one.

In her capacity as Mayor of Hasbrouck Heights, Ms. Heck questioned what would happen to bus service once the Wesmont development opened. There will be population growth in Wood-Ridge and she is concerned about the buses going into New York City. It is standing room only in the southern portion of Hasbrouck Heights now; the increased population will result in standing room only for years to come. The citizens of Hasbrouck Heights invite NJ TRANSIT representatives to their community to explain the situation.

Ms. Heck requested that both priorities be considered. The transportation needs of the County are great and the time has come to address them.

Jack May indicated he was speaking as the Vice President of the New Jersey Association of Railroad Passengers. He addressed the customer satisfaction survey and stated that the drop in the rail rating indicates that something is seriously wrong. Mr. May stated that the issue is reliability and that pointing the finger at Amtrak does not take NJ TRANSIT off the hook. He said the public does not care who is at fault; they just want to get to their destinations in a timely manner. The secondary concern is cost and frequency.

Mr. May asserted that communication is reactionary and is needed when things go wrong. The goal should be to prevent things from going wrong – then communication would not be as big a problem. There should be a concerted effort to solve the reliability problems. The internal task force needs to determine what it will take to get Rail Operations back into a first class operation. The public and politicians need to know.

Murray Bodin stated that everyone needs to be concerned about jobs and creating infrastructure to appeal to businesses to come into the area. He said reconfiguring the ARC Tunnel is part and parcel and needs to be done as soon as possible.

(NJT Board – 10/13/2011)

Transportation has to be looked at in a new way. For example, how do we move freight out of Port Newark without going over the George Washington Bridge? He stated that the world has changed and that we have to look at the entirety of how we think about infrastructure and job creation. At a recent Port Authority committee meeting, the reconstruction of the Lincoln Tunnel helix was discussed. Staff provided a schedule of several years and Commissioner David Steiner instructed them that he wanted it done in year. Mr. Bodin said it is a new world and things have to be done differently. He told Mr. Weinstein that he is one of the best leaders around.

Adjournment

Since there were no further comments or business, Chairman Simpson called for adjournment and a motion to adjourn was made by Johanna Jones, seconded by Bruce Meisel and unanimously adopted. The meeting was adjourned at approximately 10:40 a.m.

**NEW JERSEY TRANSIT CORPORATION
NJ TRANSIT BUS OPERATIONS, INC.
NJ TRANSIT RAIL OPERATIONS, INC.
NJ TRANSIT MERCER, INC.
NJ TRANSIT MORRIS, INC.
RE-SCHEDULED BOARD OF DIRECTORS' MEETINGS**

OCTOBER 13, 2011

MINUTES	PAGE
➤ EXECUTIVE SESSION AUTHORIZATION	43609
➤ APPROVAL OF MINUTES OF PREVIOUS MEETINGS	43610
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ACTION ITEMS

1110-55	RAIL ASSET MAINTENANCE SYSTEM (RAMS) SOFTWARE UPGRADES TO INTEGRATE CONDITION BASED MAINTENANCE ANALYSIS	43625
	Authorization to purchase software and maintenance and support services from AssetWorks Inc., of Wayne, Pennsylvania to upgrade NJ TRANSIT's Rail Asset Maintenance System (RAMS) at a cost not to exceed \$310,000, plus five percent for contingencies, subject to the availability of funds.	
1110-56	RIVER LINE IMPROVEMENTS: SOLE SOURCE CONTRACT FOR BACK-UP SYSTEM CONTROL AND DATA ACQUISITION (SCADA) SYSTEM & ASSOCIATED UPGRADES AND LIGHT RAIL VEHICLE CAMERA INSTALLATION	43628
	Authorization to enter into a sole source contract (No. 12-014) with Southern New Jersey Rail Group, LLC of Camden, New Jersey, for the installation of a back-up SCADA System on the River LINE light rail system and for the installation of Light Rail Vehicle Cameras at a cost not to exceed \$797,200, plus five percent for contingencies, subject to the availability of funds.	

PUBLIC COMMENTS ON NON-AGENDA ITEMS

EXECUTIVE SESSION AUTHORIZATION

BE IT HEREBY RESOLVED pursuant to N.J.S.A. 10:4-12 and N.J.S.A. 10:4-13 that the Board of Directors of the New Jersey Transit Corporation hold an executive session to discuss contract negotiations and attorney-client, litigation and personnel matters; and

BE IT FURTHER RESOLVED that it is expected that discussions undertaken at this executive session could be made public at the conclusion of these matters as appropriate.

APPROVAL OF MINUTES

WHEREAS, the By-Laws provide that the minutes of actions taken at meetings of the New Jersey Transit Corporation, NJ TRANSIT Rail Operations, Inc., NJ TRANSIT Bus Operations, Inc., NJ TRANSIT Mercer, Inc., and NJ TRANSIT Morris, Inc. Board of Directors be approved by the Board; and

WHEREAS, pursuant to Section 4(f) of the New Jersey Public Transportation Act of 1979, the minutes of actions taken at the September 14, 2011 and October 4, 2011 Board meetings of the New Jersey Transit Corporation, NJ TRANSIT Bus Operations, Inc., NJ TRANSIT Rail Operations, Inc., NJ TRANSIT Mercer, Inc., and NJ TRANSIT Morris, Inc. were forwarded to the Governor on September 16, 2011 and October 4, 2011;

NOW, THEREFORE, BE IT RESOLVED that the minutes of actions taken at the September 14, 2011 and October 4, 2011 New Jersey Transit Corporation, NJ TRANSIT Rail Operations, Inc., NJ TRANSIT Bus Operations, Inc., NJ TRANSIT Mercer, Inc., and NJ TRANSIT Morris, Inc. Board of Directors' meetings are hereby approved.

Chris Christie, Governor
Kim Guadagno, Lieutenant Governor
James S. Simpson, Board Chairman
James Weinstein, Executive Director

NJ TRANSIT

One Penn Plaza East
Newark, NJ 07105-2246
973-491-7000

TO: BOARD OF DIRECTORS 
FROM: JAMES W. WEINSTEIN
DATE: OCTOBER 13, 2011
SUBJECT: EXECUTIVE DIRECTOR'S REPORT – OCTOBER 2011

Today, NJ TRANSIT published the results of the agency's second customer satisfaction survey as part of "Scorecard," showing a slight uptick overall compared to the baseline that was established with the posting of the first survey results back in July. The second survey, which was conducted online and in the field in August, asked customers to consider 39 attributes of the system related to facilities, service, vehicles, communications and the overall experience using NJ TRANSIT, ranking items on a scale of 0 to 10, zero being unacceptable and 10 being excellent.

Of the nearly 15,000 customers who participated in the survey, seven out of 10 said they would recommend NJ TRANSIT to a friend or relative. This statistic is critical to our mission, as our ultimate goal is to have every customer continue to make the conscious decision to use our service to conduct life's daily business and recommend us to others.

This quarter, NJ TRANSIT's overall customer satisfaction rating increased slightly to 5.3, from the previous score of 5.2, representing an "acceptable" or "satisfactory" score. Bus customers rated their overall satisfaction with service at a 5.6, slightly up from the baseline score of 5.5; light rail customers gave a rating of 6.7, up from 6.5; and Access Link was given an overall rating of 8.1, up from 7.5. Among rail customers, however, overall customer satisfaction dipped from the 4.5 baseline to 4.2. Detailed survey results are available at njtransit.com.

As I've previously said, the Scorecard and customer surveys will put the spotlight on the areas we most need to improve, and we've heard from our customers, particularly on the rail side, that we need to do better in terms of communications during service disruptions. We want customers to know that we are listening, and we want to do better. To address the issue of communications during service disruptions, we convened a working group of employees from various departments to come up with recommendations for improvements we can implement in the short term, mid term and long term to "move the needle" and increase customer satisfaction.

Among the short-term improvements being implemented, we will conduct customer surveys immediately following a major service disruption that ask specific questions about how well we did or didn't communicate during the incident so we can target the specific areas that need improvement. We are also streamlining internal communications processes to help ensure that key travel information is relayed to customers as quickly as possible, meaning that My Transit alerts and website updates will occur more immediately. In addition, we will be tapping into new technology on multilevel trains that allows us to make onboard announcements directly from our Rail Operations Center to customers onboard the train. Issuing announcements right from the source helps to ensure customers are receiving the most accurate, timely information possible.

And, last week, we implemented an improvement to our DepartureVision tool, which is a free service from njtransit.com that displays train departure screens on your desktop computer or web-enabled mobile device. DepartureVision now features a countdown to your train's arrival/departure under "Status" starting at 30 minutes, instead of displaying the number of minutes a train is delayed, as we previously did. Now customers can see at a glance exactly how much time they have to catch a train, without having to do the math.

While NJ TRANSIT saw a slight increase in customer satisfaction overall compared to the baseline established last quarter, we want to be more than simply "acceptable" in the eyes of our customers. In the areas where our scores declined, such as overall rail customer satisfaction, we need to zero in on what our customers are bringing to our attention so that we can improve their experience on our system. I will keep the Board updated on future improvements as we continue to develop and implement our plan.

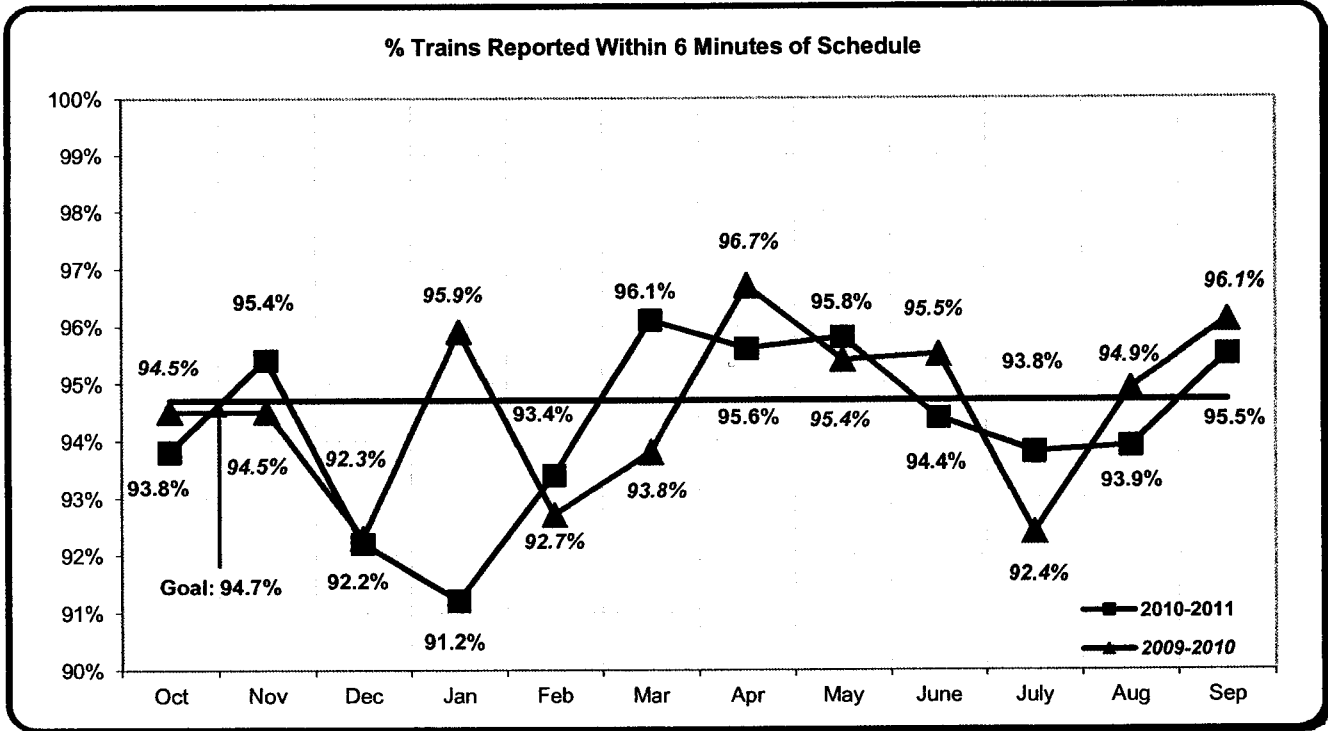
On a final note, I'd like to congratulate Flora Castillo on her election as the new Vice Chair of the American Public Transportation Association (APTA) Board of Directors. She will not only bring valuable insight to this role, but she will broaden her horizons as an NJ TRANSIT Board Member, which will benefit the agency and our customers as we move forward with key initiatives to improve the customer experience.

EXECUTIVE DIRECTOR'S MONTHLY REPORT OCTOBER 2011

- 1. PERFORMANCE MEASURES**
- 2. DBE/MBE PROGRAM**

PERFORMANCE MEASURES

NJ TRANSIT ON-TIME PERFORMANCE RAIL OCTOBER 2009 - SEPTEMBER 2011



	2010	2011	# Change
September Comparison	96.1%	95.5%	-0.6%

	2009-2010	2010-2011	# Change
12-Month Average October - September	94.6%	94.3%	-0.3%

Analysis:

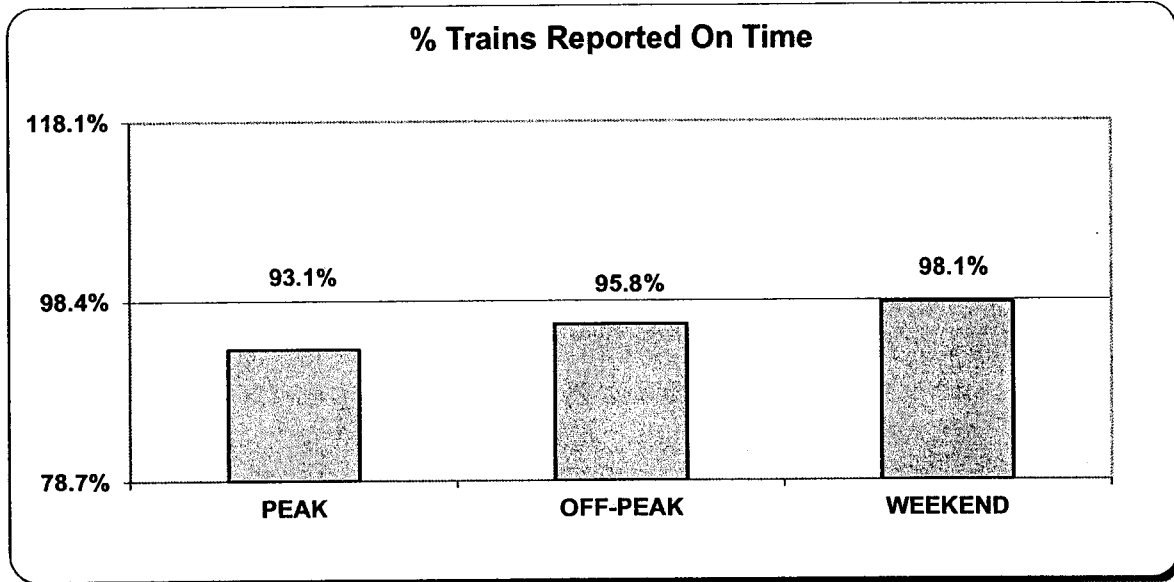
Rail On-Time Performance was 95.5% for September 2011. Of the 17,801 trains scheduled to operate, 16,994 were on time, while 807 trains (or 4.5%) were delayed. Key causes included:

- Amtrak overhead wire problem delaying trains on September 22.
- Amtrak power failure and track maintenance impacting service on September 27.

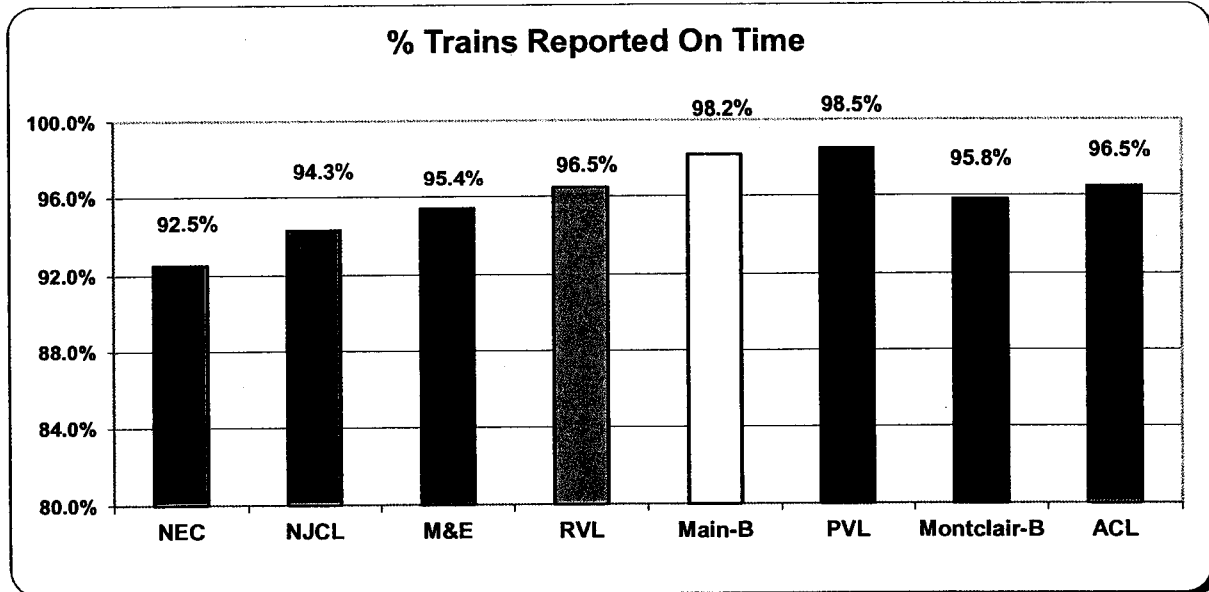
The 12-month average for Rail On-Time Performance for October 2010 - September 2011 was 94.3%.

ON-TIME PERFORMANCE RAIL

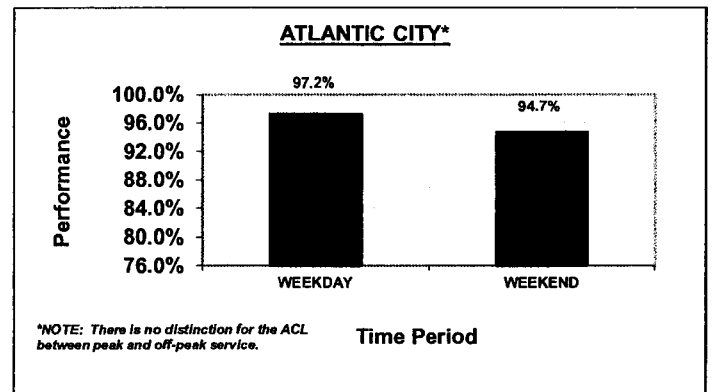
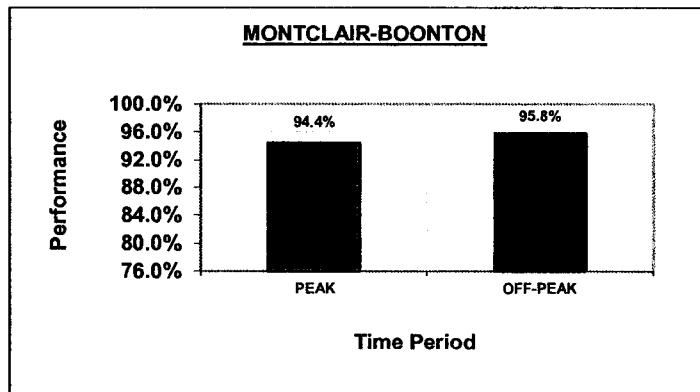
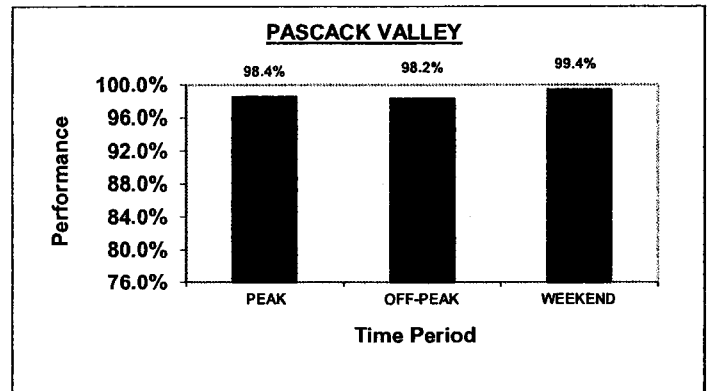
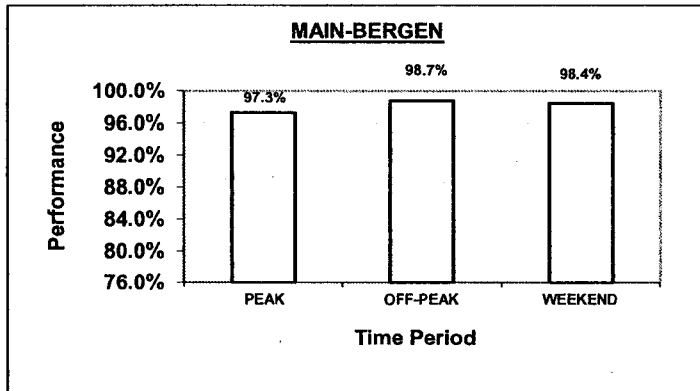
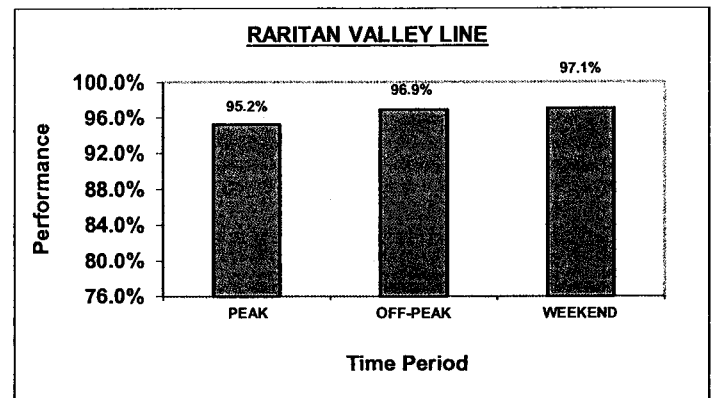
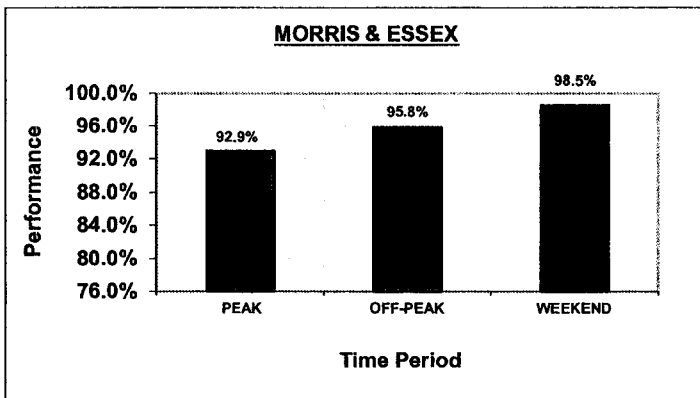
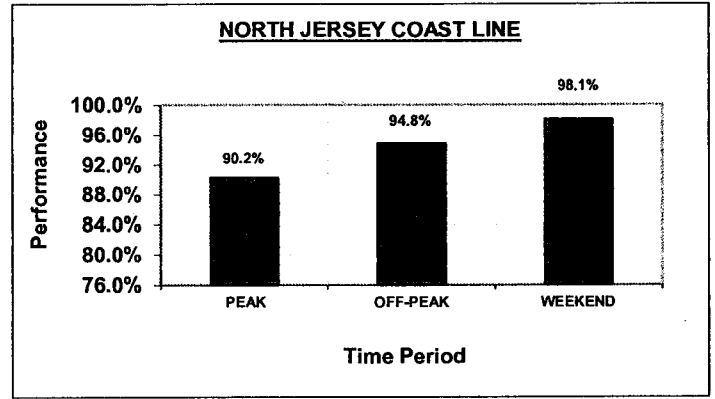
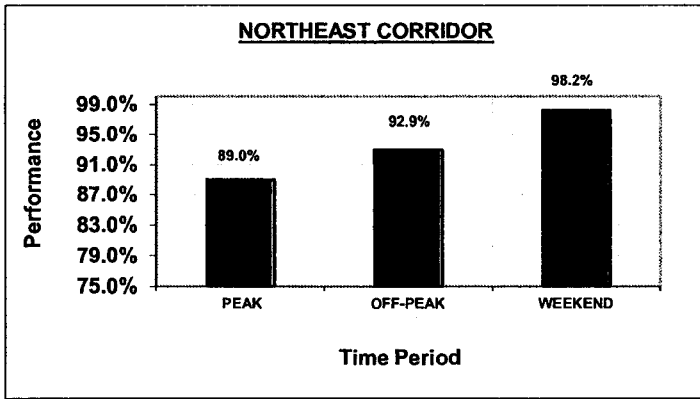
SUMMARY BY TIME PERIOD SEPTEMBER 2011



SUMMARY BY LINE SEPTEMBER 2011



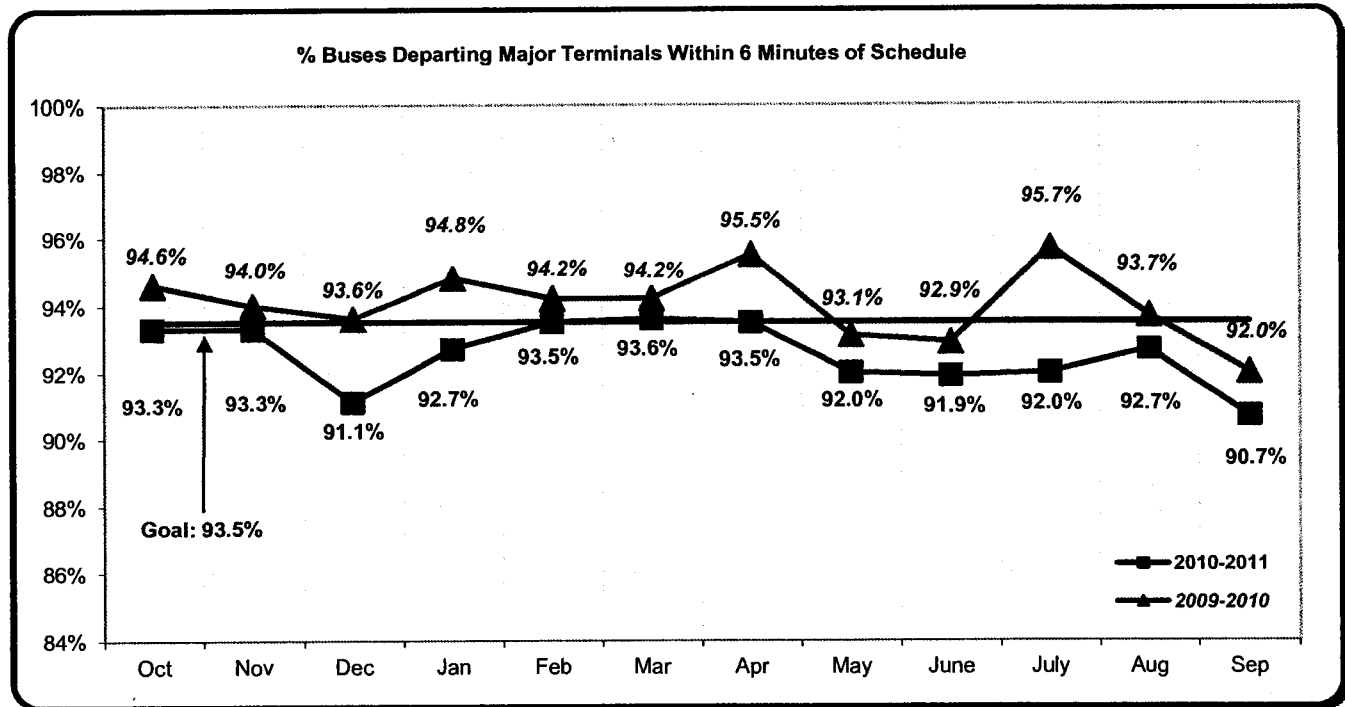
ON-TIME PERFORMANCE BY RAIL LINE & TIME PERIOD SEPTEMBER 2011



*NOTE: There is no distinction for the ACL between peak and off-peak service.

ON-TIME PERFORMANCE
BUS

OCTOBER 2009 - SEPTEMBER 2011



	2010	2011	% Change
September Comparison	92.0%	90.7%	-1.3%

	2009-2010	2010-2011	% Change
12-Month Average October - September	94.0%	92.5%	-1.5%

Analysis:

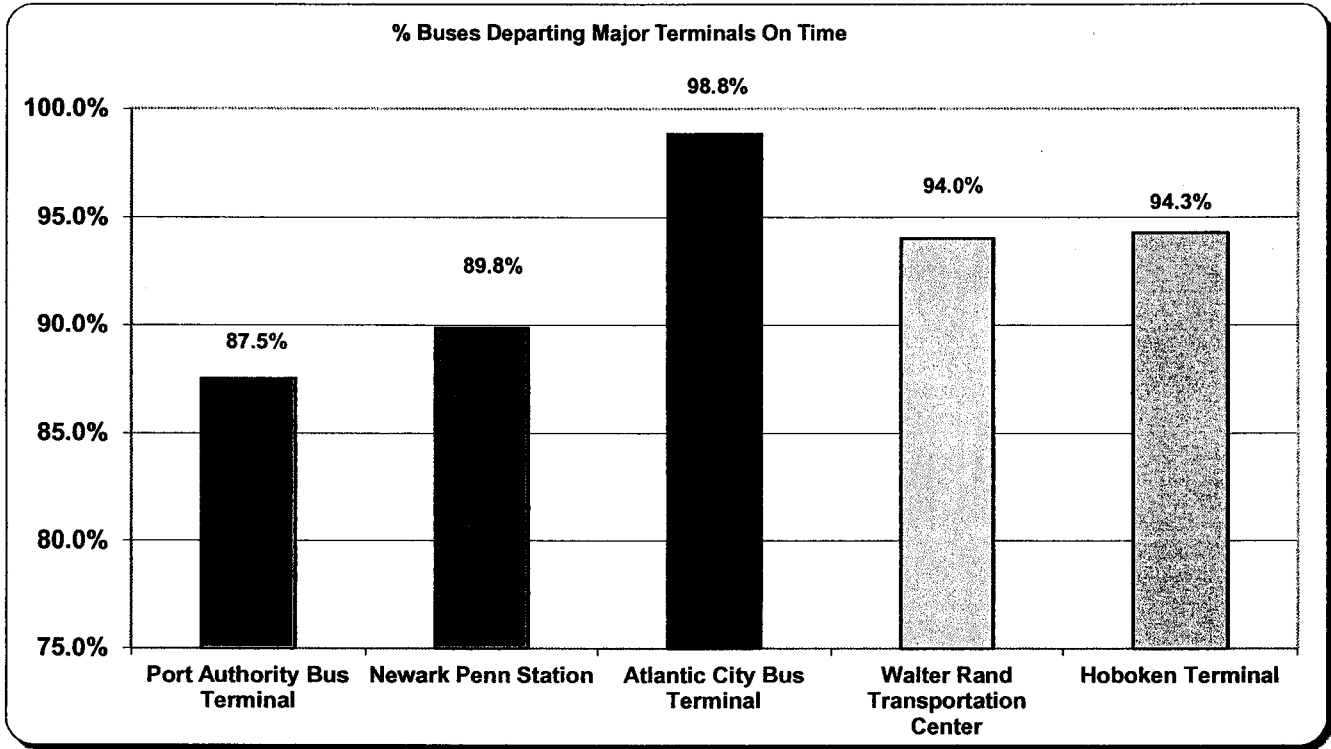
Bus On-Time Performance was 90.7% for September 2011. Of the 37,957 monitored departures, 3,514 (or 9.3%) experienced delays. Key causes included:

- Construction on an entrance ramp delaying Port Authority buses during the month of September.

The 12-month average for Bus On-Time Performance for October 2010 - September 2011 was 92.5%.

ON-TIME PERFORMANCE BUS

SUMMARY BY TERMINAL SEPTEMBER 2011

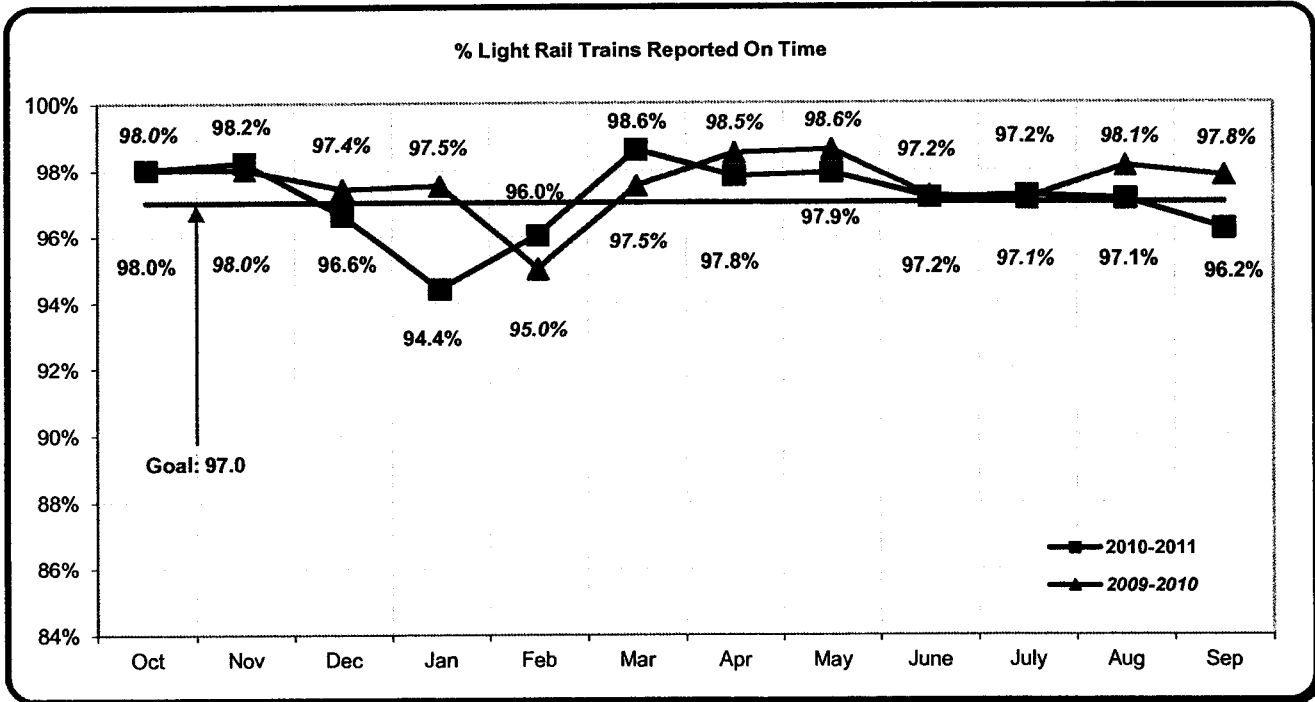


NJ TRANSIT

ON-TIME PERFORMANCE

LIGHT RAIL - SYSTEMWIDE

OCTOBER 2009 - SEPTEMBER 2011



*Note: Starting May 2007

	2010	2011	# Change
September Comparison	97.8%	96.2%	-1.6%

	2009-2010	2010-2011	# Change
12-Month Average October - September	97.6%	97.1%	-0.5%

Analysis:

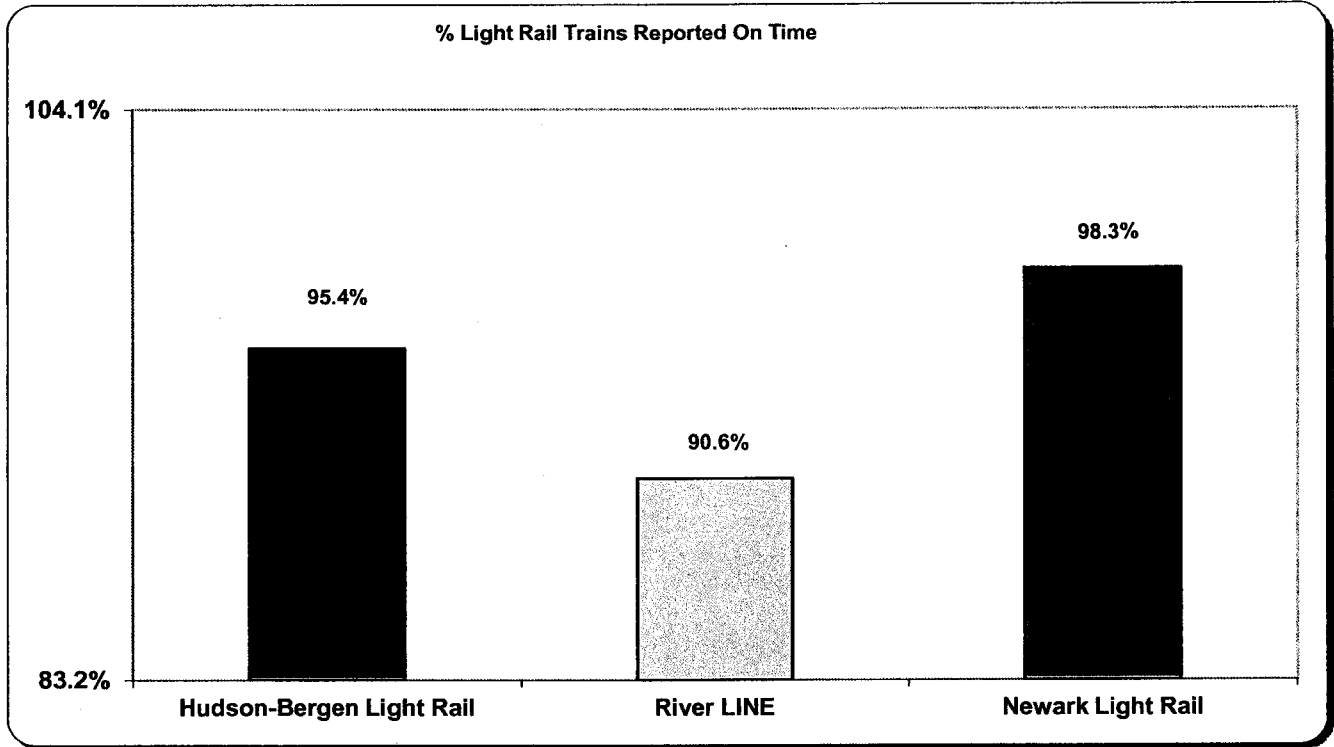
Light Rail On-Time Performance systemwide was 96.2% for the month of September 2011. Of the 25,922 scheduled trains, 996 (or 3.8%) experienced delays. Key causes included:

- Flooding in Camden affecting River Line service on September 8.
- Construction activity in Jersey City impacting HBLR service on September 13-17.
- Equipment failure delaying Newark Light Rail trains on September 29.

The 12-month average for Light Rail On-Time Performance for October 2010 - September 2011 was 97.1%.

ON-TIME PERFORMANCE LIGHT RAIL

SUMMARY BY LINE SEPTEMBER 2011



DBE/MBE PROGRAM

NJ TRANSIT – Office of Business Development DBE/SBE Participation

Federally Funded Contracts

NJ TRANSIT awarded \$187,066,394.40 in federal funds October through September of FY 11.* Disadvantaged Business Enterprises (DBEs) received \$18,207,248.82 or 9.73% in federal-funded contract dollars during this period from either race conscious and race neutral awards.

State Funded Contracts

NJ TRANSIT awarded \$25,412,968.00 in state-funded contract dollars July through September FY 12. ** Of that total, Small Business Enterprises (SBEs) received \$2,700,740.00 or 10.62 percent. Category 1 SBEs received \$0 or 0 percent. Category 2 SBEs received \$0 or 0 percent. Category 3 SBEs received \$0 or 0 percent. Category 4 SBEs received \$0 or 0 percent. Category 5 SBEs received \$1,332,740.00 or 5.24 percent. Category 6 SBEs received \$1,368,000.00 or 5.38 percent. ***

Federal & State Contracts Total

NJ TRANSIT awarded \$25,144,024.00 in federal and state contract dollars during September reporting period. Of that total, \$8,099,980.30 or 32.2 percent of federal and state contract dollars were won by DBEs and SBEs.

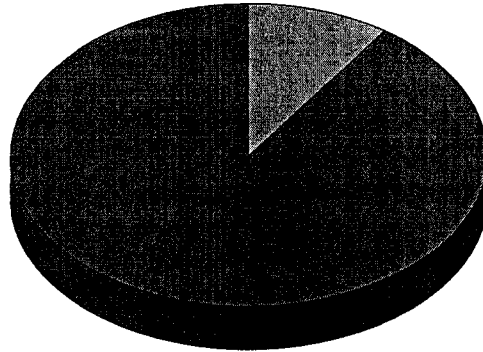
*Fiscal year beginning October 1, 2011

**Fiscal year beginning July 1, 2012

***Cat 1-Less than \$500,000 gross revenues, Cat 2-Less than \$5 million, Cat 3-Less than \$12 million, Cat 4 (construction)-Less than \$1 million, Cat 5 (construction)-Less than \$17,420,000, Cat 6 (construction)-Up to \$33.5 million

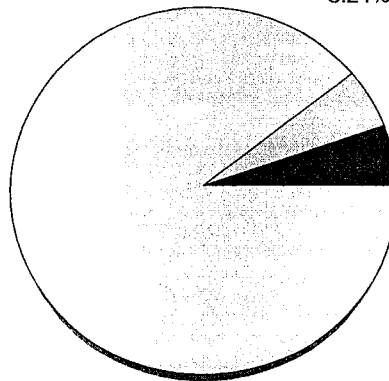
**DBE PARTICIPATION
FEDERAL CONTRACTS
FEDERAL FYTD (THROUGH SEPTEMBER FY11)***

NON-DBE
FEDERAL
\$168,859,145.58
90.27%



**SBE PARTICIPATION
STATE CONTRACTS
STATE FYTD (THROUGH SEPTEMBER FY12)****

NON-SBE STATE
\$22,712,228.00
89.37%



SBE-5
\$1,332,740.0
5.24%

SBE-4
\$0
0%

SBE-1
\$0
0%

SBE-3
\$0
0%

SBE-6
1,368,000.0
5.38%

Fiscal Year Beginning October 1, 2011*
Fiscal Year Beginning July 1, 2012**
(This report covers contracts above \$29,000)

ACTION ITEMS

ITEM 1110-55: RAIL ASSET MAINTENANCE SYSTEM (RAMS) SOFTWARE UPGRADES TO INTEGRATE CONDITION BASED MAINTENANCE ANALYSIS

BENEFITS

Since 2008, NJ TRANSIT has used a condition based maintenance approach to maintain the diesel fleet in a state of good repair. Condition based maintenance uses oil analysis, vibration analysis, and other methods to analyze the condition of a given component and predict the remaining useful life of that component. This method avoids unnecessary replacement of components which still have a remaining useful life and reduces potential equipment failures on revenue trains. In the last three fiscal years, NJ TRANSIT achieved nearly \$9 million in savings on equipment parts and labor due in large part to this new condition based maintenance method.

NJ TRANSIT uses the Rail Asset Maintenance System (RAMS) at the Meadows Maintenance Complex and outlying maintenance facilities to track the maintenance history of all rail rolling stock including vehicle incidents, inspections, and defects. It also provides staff with an historical view of equipment repairs and generates various reports to monitor and analyze failures. The RAMS software upgrade will integrate the data and analysis from the condition based maintenance program to ensure mechanical personnel have a complete record for each vehicle. This will provide employees with the knowledge to improve fleet availability and performance and continue the cost savings.

PURPOSE

The recommended upgrade to RAMS will provide staff with an integrated maintenance and diagnostic record for each vehicle. When completed, RAMS will include the vibration data and analysis and oil and fluids analysis from locomotive gearboxes, transformers, and converters. The system will automatically flag vehicles for maintenance when the analysis indicates maintenance is required.

RAMS also will be modified to accept GPS coordinates from a future automatic vehicle locator system that is being developed to track and monitor the precise location of vehicles.

ACTION (Scorecard: Corporate Accountability and Customer Experience)

Staff seeks authorization to purchase software and maintenance and support services from AssetWorks Inc., of Wayne, Pennsylvania to upgrade NJ TRANSIT's Rail Asset Maintenance System (RAMS) at a cost not to exceed \$310,000, plus five percent for contingencies, subject to the availability of funds.

This item has been reviewed and recommended by the Board Administration Committee.

FISCAL IMPACTS

Requested Authorization:	\$310,000
Total Project Cost:	\$500,000
Projected Date of Completion:	December 2012
Anticipated Source of Funds:	TTF
Diversity Goals:	None
Related/Future Authorization:	Request to implement a GPS tracking and monitoring system for equipment
Impacts of Subsequent Operating Budget:	An increase of \$12,000 per year over the existing maintenance agreement which is anticipated to be offset by resulting condition based maintenance cost savings

RESOLUTION

WHEREAS, NJ TRANSIT has used a condition based maintenance approach to maintain the rail fleet in a state of good repair; and

WHEREAS, the condition based maintenance method avoids unnecessary replacement of components which still have a remaining useful life and reduces potential equipment failures on revenue trains; and

WHEREAS, NJ TRANSIT uses the Rail Asset Maintenance System (RAMS) to track the maintenance history of all rail rolling stock including vehicle incidents, inspections, and defects; and

WHEREAS, the RAMS software upgrade will integrate the data and analysis from the condition based maintenance program to ensure mechanical personnel have a complete record for each vehicle; and

WHEREAS, the RAMS vendor, AssetWorks, Inc., offers a software upgrade for its system;

NOW, THEREFORE, BE IT RESOLVED that the Chairman or Executive Director is authorized to purchase software and maintenance and support services from AssetWorks Inc., of Wayne, Pennsylvania to to upgrade NJ TRANSIT's Rail Asset Maintenance System (RAMS) at a cost not to exceed \$310,000, plus five percent for contingencies, subject to the availability of funds.

ITEM 1110-56: RIVER LINE IMPROVEMENTS: SOLE SOURCE CONTRACT FOR BACK-UP SYSTEM CONTROL AND DATA ACQUISITION (SCADA) SYSTEM & ASSOCIATED UPGRADES AND LIGHT RAIL VEHICLE CAMERA INSTALLATION

BENEFITS

The River LINE is a 34.5-mile light rail service operating between Camden and Trenton, serving 19 communities in three counties with a light rail fleet consisting of 20 vehicles. The River LINE is operated under a Design/Build/Operate/Maintain (DBOM) contract with Southern New Jersey Rail Group, LLC (Rail Group). Revenue operations began in March 2004 for a 10-year Operations and Maintenance Period.

A Back-up System Control and Data Acquisition (SCADA) System and associated infrastructure upgrades will provide redundancy for the River LINE's train control activities. The Back-up SCADA system will be installed in Burlington City, which will allow train operations along the River LINE to continue if the current facility in Camden becomes inoperable for any reason.

Enhanced on-board security is a priority for NJ TRANSIT. Camera systems have proven effective tools in enhancing on-board passenger security, operational safety, and claims administration. The Light Rail Vehicle Camera Installation project will equip all vehicles with on-board cameras, which will run continuously during train operations with the capability to store recordings for 25 days.

Funding for these two projects is being provided as part of the Transit Security Grant Program (TSGP) administered by the US Department of Homeland Security.

PURPOSE

Rail Group installed the current train control system in 2009. NJ TRANSIT wants to ensure the back-up train control system is compatible to and integrated with the primary SCADA system and the field signal system to allow for continuity of operations.

NJ TRANSIT will directly procure the on-board camera surveillance system, WiFi connections, software and associated system components. Rail Group will provide the required labor related to the equipment layout and installation on the light rail vehicle fleet.

Rail Group's contractual obligations require they maintain the signal system and protect all construction-related activities impacting passenger safety, employee safety and quality of service. Rail Group has been certified to be the sole-source vendor for the River LINE Back-Up SCADA System and Light Rail Vehicle Camera Installation projects in accordance with NJ TRANSIT Procurement Regulations N.J.A.C. 16:72-1.5 and Executive Order No. 37.

ACTION (Scorecard: Customer Experience, Safety and Security)

Staff seeks authorization to enter into a sole source contract (No. 12-014) with Southern New Jersey Rail Group, LLC of Camden, New Jersey, for the installation of a back-up SCADA System on the River LINE light rail system and for the installation of Light Rail Vehicle Cameras at a cost not to exceed \$797,200, plus five percent for contingencies, subject to the availability of funds.

This item has been reviewed and recommended by the Board Capital Planning Policy and Privatization Committee.

FISCAL IMPACTS

Requested Authorization: \$ 797,200 + 5% contingency

Total Project Cost: \$ 820,409 SCADA
\$ 650,000 Camera Installation

Projected Date of Completion: February 2013

Anticipated Source of Funds: Transit Security Grant Program (TSGP)

Diversity Goal: Race Neutral Goal

NJ Build Amount: N/A

Future/Related Authorizations: None

Impact on Subsequent Operating Budgets: None

RESOLUTION

WHEREAS, the River LINE is a 34.5-mile light rail service operating between Camden and Trenton serving 19 communities in three counties with a light rail vehicle fleet of 20 vehicles; and

WHEREAS, NJ TRANSIT has identified the River LINE Back-Up System Control and Data Acquisition (SCADA) System Project as essential to improving the reliability of the River LINE light rail operations by providing a redundant train control system and associated infrastructure support upgrades; and

WHEREAS, NJ TRANSIT has identified the installation of an on-board camera surveillance system as an important component to providing a safe and secure travel experience for River LINE customers; and

WHEREAS, it has been determined that Southern New Jersey Rail Group, LLC is the sole source vendor for the Back-Up SCADA System and associated infrastructure support improvements and the On-Board Camera Installation projects in accordance with NJ TRANSIT Procurement Regulations N.J.A.C. 16:72-1.5 and Executive Order No.37; and

WHEREAS, funding for these projects is being provided by the Transit Security Grant Program administered by the US Department of Homeland Security;

NOW, THEREFORE, BE IT RESOLVED that the Chairman or Executive Director is authorized to enter into a sole source contract (No. 12-014) with Southern New Jersey Rail Group, LLC of Camden, New Jersey, for the installation of a back-up SCADA System on the River LINE light-rail system and for the installation of Light Rail Vehicle Cameras at a cost not to exceed \$797,200, plus five percent for contingencies, subject to the availability of funds.

Chris Christie, Governor
Kim Guadagno, Lieutenant Governor
James S. Simpson, Board Chairman
James Weinstein, Executive Director

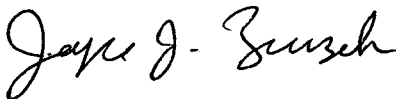
N TRANSIT
One Penn Plaza East
Newark, NJ 07105-2246
973-491-7000

October 17, 2011

Dear Governor Christie:

Pursuant to Chapter 150, Laws of 1979, I herein transmit the minutes of actions taken at the open session of the re-scheduled meetings of the New Jersey Transit Corporation, NJ Transit Rail Operations, Inc., NJ Transit Bus Operations, Inc., NJ Transit Mercer, Inc., and NJ Transit Morris, Inc., Board of Directors held on Thursday, October 13, 2011.

Sincerely,



Joyce J. Zuczek
Acting Board Secretary

Enclosures

Honorable Chris Christie
Governor, State of New Jersey
State House
Trenton, NJ 08625

(NJT Board – 10/13/2011)

Minutes of the actions taken at the Open Session of the re-scheduled Board of Directors' meetings of the New Jersey Transit Corporation, NJ TRANSIT Rail Operations, Inc., NJ TRANSIT Bus Operations, Inc., NJ TRANSIT Mercer, Inc., and NJ TRANSIT Morris, Inc. held at NJ TRANSIT Headquarters, One Penn Plaza East, Newark, New Jersey on Thursday, October 13, 2011.

Present:

James S. Simpson, Chairman
 Bruce M. Meisel, Vice Chairman
 Johanna Jones, Governor's Representative
 Steve Petrecca, Treasurer's Representative (Via Telephone)
 James C. Finkle Jr.
 Flora Castillo

James Weinstein, Executive Director
 Joyce J. Zuczek, Acting Board Secretary
 Penny Bassett Hackett, Acting Assistant Executive Director, Communications & Customer Service
 James Gigantino, Vice President & General Manager, Bus Operations
 Kevin O'Connor, Vice President & General Manager, Rail Operations
 Christopher Trucillo, Chief of Police
 Kim Vaccari, Chief Financial Officer & Treasurer
 Steve Santoro, Assistant Executive Director, Capital Planning & Programs
 Alma Scott-Buczak, Assistant Executive Director, Human Resources
 Carlos Ramirez, Assistant Executive Director, Corporate Affairs
 Leotis Sanders, Vice President, Office of Civil Rights and Diversity Programs
 Warren Hersh, Auditor General
 Martin Gill, Deputy Attorney General

Chairman James S. Simpson convened the Open Session at 9:07 a.m. in accordance with the Open Public Meetings Act and asked for a motion to enter Executive Session to discuss contract negotiations, attorney-client, litigation and personnel matters. A motion was made by Johanna Jones, seconded by Flora Castillo and unanimously adopted.

Chairman Simpson reconvened the Open Session at 9:28 a.m. and asked for a motion to adopt the minutes of the September 14 and October 4, 2011 meetings. A motion was made by Flora Castillo, seconded by Johanna Jones and adopted.

Executive Director James Weinstein highlighted the following from his monthly business report.

Customer Satisfaction Survey Results

NJ TRANSIT is conducting quarterly customer satisfaction surveys as part of the Scorecard initiative. NJ TRANSIT published the results of the first survey in July 2011, establishing a baseline from which to track progress, and conducted the second customer survey online and in the field in August 2011.

The latest survey asked customers to consider 39 attributes of the system related to facilities, service, vehicles, communications and the overall experience using

(NJT Board – 10/13/2011)

NJ TRANSIT, ranking items on a scale of 0 to 10, zero being unacceptable and 10 being excellent. In addition, customers were asked to identify the most important aspects of NJ TRANSIT service among the items they rated.

Of the nearly 15,000 customers who participated in the survey, seven out of 10 said they would recommend NJ TRANSIT to a friend or relative. This statistic is critical to NJ TRANSIT's mission, as the ultimate goal is to have every customer continue to make the conscious decision to use NJ TRANSIT's service to conduct life's daily business and recommend NJ TRANSIT to others.

Detailed survey results are available at njtransit.com. This quarter, NJ TRANSIT's overall customer satisfaction rating increased slightly to 5.3, from the previous score of 5.2, representing an "acceptable" or "satisfactory" score.

Bus customers rated their overall satisfaction with service at a 5.6, slightly up from last quarter's score of 5.5; light rail customers gave NJ TRANSIT an overall satisfaction rating of 6.7, better than last quarter's 6.5; and Access Link, NJ TRANSIT's paratransit service for customers with disabilities, was given an overall rating of 8.1, higher than the 7.5 from last time.

Among rail customers, the overall customer satisfaction dipped from 4.5 last quarter to 4.2 this time around. The Scorecard and customer surveys will put the spotlight on the areas NJ TRANSIT needs to improve. NJ TRANSIT heard the customers, particularly on the rail side, that it needs to do better in terms of communications during service disruptions. On the rail side, NJ TRANSIT received an unacceptable rating in that area, 3.6, down from last quarter's 3.8 rating.

NJ TRANSIT wants customers to know that they are listening, and hear and they want to do better. To address the issue of communications during service disruptions, NJ TRANSIT convened a working group of employees from various departments to come up with recommendations for improvements NJ TRANSIT can implement in the short term, mid term and long term to "move the needle" and increase customer satisfaction.

Some of the recommendations from that plan are already being implemented. Going forward, immediately following a major service disruption, NJ TRANSIT will conduct post-incident customer surveys that ask specific questions about how well it did or did not communicate during the incident. This will enable NJ TRANSIT to target the specific areas that need improvement, the station or onboard announcements, My Transit alerts, website updates or other areas.

NJ TRANSIT is also streamlining internal communication processes to help ensure that key travel information is relayed to customers as quickly as possible, meaning that My Transit alerts and website updates will occur more immediately.

In addition, NJ TRANSIT will be tapping into new technology on multilevel trains that allows onboard announcements directly from the Rail Operations Center to customers onboard the train. By issuing announcements right from the source, NJ TRANSIT can ensure customers are receiving the most accurate, timely information possible.

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Executive Director Weinstein highlighted an improvement that has already gone live for customers:

DepartureVision Countdown

Last week, NJ TRANSIT implemented an improvement to the DepartureVision tool, which is a free service from njtransit.com that displays train departure screens on your desktop computer or web-enabled mobile device.

NJ TRANSIT heard from customers that it is the resource they use most often to access train information, so NJ TRANSIT changed the way DepartureVision displays train status information to make it even clearer for customers to see when a train will arrive or depart a particular station.

As a customer service improvement, DepartureVision now features a countdown to the train's arrival/departure under "Status" starting at 30 minutes before, instead of displaying the number of minutes a train is delayed. Now customers can see at a glance exactly how much time they have to catch a train, without having to do the math. Executive Director Weinstein will provide updates on future improvements as it continues to develop and implement the plan.

Executive Director Weinstein thanked the team of people led by Peter Garino -- Michele Adams, Courtney Carroll, Cecilia Dziegielewska, Anthony Grieco, Bob James, Linda Kanc, John Magdziak, Dennis Martin, Maureen McCole and Ryan Ramirez.

RIVER LINE Cameras

Executive Director Weinstein said there is an item on the agenda for the Board's consideration that will enable NJ TRANSIT to equip all 20 River Line light rail vehicles with on-board cameras, enhancing safety and security on the system. Safety and security are paramount to the agency, and are among the five strategic areas of focus of the Scorecard initiative.

Camera systems have proven to be effective tools in enhancing on-board customer security and operational safety. These cameras would run continuously during train operations, with the capability to store recordings for a period of time, and record the activity both inside and outside of the light rail vehicle.

Funding for this project is being provided as part of the Transit Security Grant Program administered by the U.S. Department of Homeland Security.

Executive Director Weinstein said the River Line will be the first NJ TRANSIT light rail system to get on-board cameras but the cameras will also migrate to the other two light rail systems.

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Plauderville

NJ TRANSIT opened the new and improved Plauderville Station, located in the City of Garfield on the Bergen County Line and used by about 400 NJ TRANSIT customers on a typical weekday.

The new station was relocated south of the previous low-level platforms to provide customers with more immediate access to the station from the parking area. It features high-level platforms that make the station accessible to customers with disabilities, as well as a new heated waiting area on the inbound platform, canopies, lighting, electronic signage, closed-circuit television cameras, ramps and sidewalks.

The platforms were constructed using an innovative material called Armor Deck, which is a structural polymer composite system used in place of concrete. This material resists corrosion and is maintenance free, and is also more durable than concrete when exposed to salt and ice melting chemicals, which ultimately will result in a substantial cost savings to NJ TRANSIT in terms of repairs and replacement over the years.

Plauderville is the first station on our system to use this product, but it will not be the last. The new Pennsauken Transit Center that is currently under construction will also incorporate an Armor Deck platform.

Executive Director Weinstein congratulated the entire project team led by Rob Angello and designed in house by Kelly Giblin for a job well done and under budget.

New Board Procedures

Executive Director Weinstein said in response to requests from the public and consistent with discussions with the Chairman, beginning in November, NJ TRANSIT will change procedures for how Board meetings are conducted in order to better accommodate members of the public.

From next month on, NJ TRANSIT will open the meeting, and immediately give members of the public the opportunity to comment on both agenda and/or non-agenda items. NJ TRANSIT will also increase the amount of time for each speaker from the current three minutes to five minutes.

Following public comment, the Transit Advisory Committees will present, followed by the Executive Director's Report and an opportunity for board members to ask follow-up questions or make comments. The action items would then be voted on by the Board.

NJ TRANSIT will then break to give members of the media the opportunity to ask questions, and lastly executive session will be convened if one is called for.

By moving the executive session to the end of the meeting, NJ TRANSIT will ensure that customers and members of the public will have a more accurate timetable for when the meeting will begin. NJ TRANSIT is unable to determine in advance exactly how long the executive session will last, which is why holding it at the beginning of the meeting has proven to be an inconvenient challenge for the public.

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Executive Director Weinstein believes these changes will increase transparency while affording a better opportunity for public input by those who choose to participate.

Customer Service Week

Executive Director Weinstein said NJ TRANSIT celebrated Customer Service Week, which is an international event devoted to recognizing the importance of customer service and honoring the people who work on the frontlines to serve and support customers day in and day out. NJ TRANSIT held a number of events at work locations across the system, including here at headquarters, as well as in Maplewood and Camden.

Customer Service Week was a good opportunity to honor and thank not only employees but customers as well. NJ TRANSIT conducted a sweepstakes online to give them the chance to win one of five free monthly transportation passes.

Extending the Customer Service Week celebration, Executive Director Weinstein was pleased to recognize the longest standing bus customer, Mr. Jay Mistry, a commuter on the No. 192X route from Clifton to New York who has been riding with NJ TRANSIT since 1981 and has been receiving his bus pass since the inception of the Tickets-by-Mail program.

On behalf of NJ TRANSIT, Executive Director Weinstein thanked Mr. Mistry for his continued patronage and hopes that he continues to choose NJ TRANSIT to conduct life's daily business. As a token of appreciation, Executive Director Weinstein presented Mr. Mistry with a Certificate of Recognition, as well as a free monthly bus pass.

Safety Initiatives

Executive Director Weinstein said under Chairman Simpson's leadership, NJ TRANSIT is taking a hard look at what more it can do to try to prevent tragic incidents like the two last week involving three teenagers on the rail system.

The Chairman and the leadership of NJ TRANSIT toured both accident locations and as a result, several recommendations have been developed for consideration.

Chairman Simpson stated that this tragedy affected him on a personal level. He said that suicide totals have been high and that as a transit agency one can say that there is not anything that can be done. He said that it is hard to protect everyone, particularly when someone is motivated to do harm to themselves. Mr. Simpson stated that in the past NJ TRANSIT has done everything that it believed might help, including adding extra patrols.

Chairman Simpson said, along with all of the leadership team, he and Executive Director Weinstein went to the site and sat where it is believed the teenagers sat and walked where the teenagers walked to try to understand what NJ TRANSIT can do to prevent accidents like this and to get the number of accidents down to zero.

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Chairman Simpson said that it is most difficult when it involves a 13 year old boy coming home from school who for some reason made a crossing while the gates were down. He said that maybe the young boy did not know that there would be an additional train passing because he had already seen one train pass. Chairman Simpson said that the team walked where they believed the young man walked and enlisted the best experts to help answer the questions as to why Michael walked through the gates while they were down. He said that there needs to be a way for NJ TRANSIT to reach out to these children. He asked NJ TRANSIT to take a look at all of the factors including education and view these locations from a point-of-view of a 6th or 7th grader. Chairman Simpson stated that the plan is to get a top to bottom review of this accident and prevent this from happening to bring accidents to a total of zero.

Executive Director Weinstein stated that he shared in the concerns and that NJ TRANSIT is committed to doing all that it can to prevent these accidents.

Commissioner Simpson stated that there must be a comprehensive re-inspection of rail and light rail to look for additional safety issues. He said the educational programs are going to include firsthand accounts from police officers and train engineers, safety summits with Boys and Girls Clubs community groups, as well as participating in Operation Life Saver with the Federal government and targeting schools around railroads. He said that NJ TRANSIT is going to make sure that short of stopping the trains, it does all that can be done to make this safe for children. Commissioner Simpson said he talked to Governor Christie and Executive Director Weinstein about this issue and they do not take these situations lightly.

ATU Recognition

Executive Director Weinstein acknowledged the Amalgamated Transit Union (ATU) for their willingness to go above and beyond the call of duty during Hurricane Irene. The bus operators assisted with evacuation efforts throughout the state, particularly in the Atlantic County region. The bus operations division faced their own evacuations, dealing with flooded facilities at Oradell and Market Street bus garages and relocating more than 350 buses to protect equipment. Executive Director Weinstein thanked the ATU for their tremendous efforts throughout an extremely challenging situation.

Board Member Flora Castillo – APTA Vice-Chair

Executive Director Weinstein congratulated Board Member Flora Castillo on her election as the new Vice Chair of the APTA Board of Directors. She will not only bring valuable insight to this role, but she will broaden her horizons as an NJ TRANSIT Board Member, which will benefit the agency and customers as NJ TRANSIT moves forward with key initiatives to improve the customer experience.

Advisory Committee

Suzanne Mack presented the Advisory Committee Report. She stated that NJ TRANSIT is taking on the grade crossing issue. She was part of a diagnostic team that looked into these issues for the light rail. She mentioned the Hudson Bergen Light

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Rail had one incident with a small child last week. Ms. Mack mentioned that it is a tribute that this issue is being addressed. She thanked Board Member James Finkle for spending an entire afternoon reviewing the history and issues related to the Light Rail.

The second point Ms. Mack raised was with respect to the second presentation regarding the survey score for the Access Link program. Ms. Mack stated that Access link customers are very dependent on NJ TRANSIT. As for the Rail survey, she wondered whether the scores were affected by the weather, disruption in rail service or other factors. She would like to know whether or not Executive Director Weinstein would be willing to share the comments made by the Rail commuters.

Ms. Mack spoke about the changes in the open session board meetings. She said they have been requesting these changes and they are a move in the right direction. She said the North Jersey and South Jersey Advisory Committees are reviewing their bylaws with the same type of prism to see what they can do to open their process.

She then went on to speak on the discontinuation of the bus lines within Hudson County and recognized NJ TRANSIT's efforts to address the issue. Ms. Mack stated that the public did not realize that Hudson County was always private carrier territory. The private carriers have gone out of business and NJ TRANSIT has been asked to pick up these routes, but there are budget issues. Ms. Mack is pleased that Board Member Finkle has taken the initiative and hopes that there will be a resolution before November 6, 2011 when the private carriers stopping running the service. She said the private carriers must notify riders forty-five (45) days prior to the date the service is to be discontinued, but that has not been the situation in this case.

Board Committee Reports

Capital Planning, Policy & Privatization Committee

Vice Chairman Meisel presented the Capital Planning, Policy & Privatization report to the Board. The Committee discussed the procurement and installation of a back-up control and data acquisition system as well as an on-board camera surveillance system for the River LINE light rail system. This project will improve passenger security and operational safety.

In addition, the Committee reviewed the Customer Satisfaction Survey Results for the second quarter.

Administration Committee

Board Member Flora Castillo presented the Administration Committee report to the Board. The Committee discussed the Rail Asset Maintenance System and the need to purchase software and support services. This system tracks the maintenance history of all rail rolling stock. This software upgrade will provide an integrated maintenance and diagnostic record for each vehicle and will improve fleet availability and performance and continue the cost savings.

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In addition, the Committee discussed the monthly year-to-date budget and reviewed the Customer Satisfaction Survey Results for the second quarter.

Public Comments on Agenda Items

There were four public comments on agenda items. Acting Board Secretary Zuczek announced a three minute time limit for speakers and asked if there were any written statements for the record.

Orrin Getz stated that he is a member of New Jersey Association of Railroad Passengers and referred to Item 1110-55 stating that MetroNorth has been using the Rail Asset Maintenance System (RAMS) for years. He believes that implementing this system is a good idea for NJ TRANSIT Rail Operations. With regard to Item 1110-56, Mr. Getz endorsed the installation of security cameras as a good idea as there is a crime problem in certain areas of the River LINE.

Mr. Getz requested that NJ TRANSIT add midday service before major Jewish holidays on the Pascack Valley Line. He noted that the Long Island Railroad adds midday trains before the Jewish holidays. The next one is April 6 Passover.

With regard to the second customer satisfaction survey, Mr. Getz stated that Rail Operations' main problem is the Northeast Corridor between Newark Penn Station and Manhattan. There are daily problems with power and signals. Amtrak needs help from NJ TRANSIT to do more to solve these problems. The quoted 4.2 satisfaction result for Rail is unacceptable. That score could be raised by improving the Northeast Corridor and reducing delays.

Joseph Cliff distributed a written statement at which time Chairman Simpson requested that all future written statements be given in advance to the Acting Board Secretary.

Mr. Cliff stated that he was speaking for himself, not as a representative of any group. Mr. Cliff said he has questions regarding the two agenda item that he thought should be answered before the board votes. He asked about the funding source for the total project costs that exceed the amount authorized by both board items. Mr. Cliff questioned the total cost for the Rail Asset Maintenance System board item and stated that it seems expensive when there is already an existing database. Furthermore, Mr. Cliff said he didn't understand why the backup System Control and Data Acquisition (SCADA) System wasn't purchased when the SCADA System was installed two years ago.

Mr. Cliff re-stated his position that members of the public be permitted to attend the Board Committee meetings so that these questions could be raised at those meetings, thereby reducing actual Board meeting time. He requested that the Board either open the Committee meetings to the public or state why they are not open. His written statement included an excerpt from New Jersey's Open Public Meetings Act, specifically that the Act "... declares it to be the public policy of this State to insure the right of its citizens to have adequate advance notice of and the right to attend all meetings of public bodies at which any business affecting the public is discussed or acted upon in any way ...". Mr. Cliff further stated that opening the Committee meetings

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to the public would be consistent with current open meetings policy of the New York Metropolitan Transit Authority (MTA). He requested that his written statement be included in the online archives and attached a copy of the New Jersey Open Public Meetings Act Statement of Purpose.

Mr. Cliff stated that he appreciates the new Board procedure outlined by Executive Director Weinstein and proposed to be followed starting with the November 2011 Board meeting.

David Peter Alan was very pleased to see the new countdown clocks now displayed on the rail notification boards. He said that they would be a cure for a lot of problems.

Mr. Alan cited Executive Director Weinstein's report that a Communications Task Force had been formed to address the issue of communications, which was rated low by rail passengers. Mr. Alan noted that no customers have been included on the task force. He stated that he has represented customers many years and that he has frequently called for full customer input and participation in task forces and committees concerning improvements.

Mr. Alan reminded the Board that he has been pushing for reforms to the way it does business for some time and complained about being ignored. He stated that with the major changes in procedure coming next month, as outlined in the Executive Director's report, such as holding the Executive Session at the end of the meeting and restoring the five minutes per speaker rule, he has finally been heard and listened to.

Mr. Alan concluded by complimenting Acting Board Secretary Joyce Zuczek for her willingness to work with the public.

Murray Bodin said that NJ TRANSIT is the best-run transit agency in the country and that he was very impressed by the proposed procedural changes to be implemented starting with the November 2011 meeting.

Mr. Bodin stated that the analog vs. digital speedometer issue is a metaphor for the inability of the agency to think about where to go and what changes to make. There is a need to get beyond "we've always done it this way".

Executive Director Weinstein presented the following Action Items for approval:

1110-55: RAIL ASSET MAINTENANCE SYSTEM (RAMS) SOFTWARE UPGRADES TO INTEGRATE CONDITION BASED MAINTENANCE ANALYSIS

Authorization is requested for the purchase of software and support services to upgrade the Rail Asset Maintenance System. This system is used at the Meadows Maintenance Complex and outlying facilities to track the maintenance history of all rail rolling stock including vehicle incidents and inspections and provides a historical view of equipment repairs. This upgrade will provide an integrated maintenance and diagnostic record for each vehicle. In addition, this system will be modified to accept GPS

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coordinates from a future automatic vehicle locator system that is being developed to track and monitor the precise location of vehicles. The proposed contractor is AssetWorks Inc. of Wayne, Pennsylvania in the amount of \$310,000 plus five percent for contingencies.

Flora Castillo moved the resolution, James C. Finkle, Jr. seconded it and it was unanimously adopted.

1110-56: RIVER LINE IMPROVEMENTS: SOLE SOURCE CONTRACT FOR BACK-UP SYSTEM CONTROL AND DATA ACQUISITION (SCADA) SYSTEM & ASSOCIATED UPGRADES AND LIGHT RAIL VEHICLE CAMERA INSTALLATION

The River LINE is a 34.5-mile light rail service operating between Camden and Trenton, serving 19 communities in three counties with a light rail fleet consisting of 20 vehicles. The procurement and installation of a Back-Up Control and Data Acquisition System for the River LINE will provide redundancy of the train control system and will improve operational reliability in the event of a major service disruption or an incident affecting the primary control center.

In addition, enhanced on-board security is a priority and camera systems have proven to be effective tools for on-board passenger security, operational safety, and claims administration. The Light Rail Vehicle Camera Installation project will equip all vehicles with on-board cameras, which will run continuously during train operations and have the capability to store recordings for 25 days.

Authorization is requested to enter into a sole source contract with the current vendor, Southern New Jersey Rail Group, LLC of Camden, New Jersey, for the installation of a Back-up Control and Data Acquisition System and for the installation of Light Rail Vehicle Cameras on the River LINE light rail system at a cost not to exceed \$797,200, plus five percent for contingencies.

In response to public comments about the board items, Assistant Executive Director for Capital Planning and Programs, Steve Santoro, explained that the entire River Line project costs are funded by the US Department of Homeland Security.

James C. Finkle, Jr. moved the resolution, Johanna Jones seconded it and it was unanimously adopted.

Public Comments on Non-Agenda Items

There were seven public comments on non-agenda items. Acting Board Secretary Zuczek announced a three minute time limit for speakers.

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Ray Greaves thanked the Board for the acknowledgement of the Amalgamated Transit Union's role in the evacuations resulting from Hurricane Irene. Mr. Greaves spoke in his role as a City Councilman in Bayonne. He thanked the mayor and council regarding their efforts in relation to the proposed elimination of the 99S bus route by Red & Tan. He added that he knows NJ TRANSIT is giving the situation their attention and he hoped that NJ TRANSIT finds a solution in the near future.

David Peter Alan stated that he had no written statement because he had to change his statement in response to the good news about the board meetings procedural change reported by the Executive Director.

Mr. Alan stated that three months ago he met with Commissioner Simpson, Executive Director Weinstein, Board Member Shevell and their Deputies to discuss his requests for more transparency and openness. At that meeting he recommended several initiatives:

- Open advisory committee meetings to the public; provide adequate notice of those meetings; and afford the public the opportunity to comment. Until recently, Mr. Alan was vice-chair of the Senior Citizens and Disabled Residents Transportation Advisory Committee (SCDRTAC), which observes these practices. He urged that the other two advisory committees do the same.
- Provide public with all the same information that the Board members receive at the same time.
- Hold the Executive Session at the end of the regular Board meeting.
- Give the Senior Citizen and Disabled Resident Transportation Advisory Committee the same opportunity as the other two advisory committees to report to the Board. He said if this was permitted, he would have reported today.
- Allow each speaker more time. He said he was glad to have the five minutes back.

Mr. Alan stated that while some of his recommendations have been implemented, he will continue to press for the remaining to also be addressed. He complimented those who helped bring about the reforms.

Joseph Clift distributed written comments. Mr. Clift, as a spokesperson for the Lackawanna Coalition, urged the Board to "take a leadership role in pursuing and paying for critically needed improvements to the Northeast Corridor – both capital and operating." Mr. Clift stated that the Northeast Corridor is the spine of NJ TRANSIT's operation and that it is in the agency's best interest to fund the required improvements.

Dan O'Connell, on behalf of the members of the United Transportation Union, congratulated Flora Castillo on her election to Vice Chair of APTA.

Mr. O'Connell addressed the issue of the customer survey and appreciated the remarks of some of the previous speakers. Regarding the subject of operational problems, he disputed the requests that New Jersey has to invest more money. Amtrak is a national resource and has been nickled-and-dimed for years. He applauded the Executive Director for noting that communication is key. He stated that the train crews are also frustrated by their inability to communicate the situations to the passengers.

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Mr. O'Connell echoed Chairman Simpson's and Executive Director Weinstein's call for increasing education to schools regarding the dangers around rail tracks. He noted that he is a certified Operation Lifesaver trainer and called for increased participation in that program.

Rose Heck stated that she was speaking in two capacities. In her capacity as the New Jersey Association of Railroad Passengers Light Rail Panel Chair she called for the opportunity to hold the public hearing on the Northern Branch Draft Environmental Impact Statement. She advised the Board that she had spoken with Bergen County Executive Donovan and Freeholder Mitchell regarding the project. They are both concerned about the lack of progress on the project which is an important factor in County economics and transportation. Ms. Heck noted that two years ago they were celebrating former Governor Corzine's designation of a Locally Preferred Alternative. She also reminded the Board that she has been assured that \$400 million had been put aside for the extension of Hudson Bergen Light Rail to Bergen County. She noted that Federal Transit Administration is being blamed for the Draft Environmental Impact Statement situation. Money has been found for other projects, it is time to build this one.

In her capacity as Mayor of Hasbrouck Heights, Ms. Heck questioned what would happen to bus service once the Wesmont development opened. There will be population growth in Wood-Ridge and she is concerned about the buses going into New York City. It is standing room only in the southern portion of Hasbrouck Heights now; the increased population will result in standing room only for years to come. The citizens of Hasbrouck Heights invite NJ TRANSIT representatives to their community to explain the situation.

Ms. Heck requested that both priorities be considered. The transportation needs of the County are great and the time has come to address them.

Jack May indicated he was speaking as the Vice President of the New Jersey Association of Railroad Passengers. He addressed the customer satisfaction survey and stated that the drop in the rail rating indicates that something is seriously wrong. Mr. May stated that the issue is reliability and that pointing the finger at Amtrak does not take NJ TRANSIT off the hook. He said the public does not care who is at fault; they just want to get to their destinations in a timely manner. The secondary concern is cost and frequency.

Mr. May asserted that communication is reactionary and is needed when things go wrong. The goal should be to prevent things from going wrong – then communication would not be as big a problem. There should be a concerted effort to solve the reliability problems. The internal task force needs to determine what it will take to get Rail Operations back into a first class operation. The public and politicians need to know.

Murray Bodin stated that everyone needs to be concerned about jobs and creating infrastructure to appeal to businesses to come into the area. He said reconfiguring the ARC Tunnel is part and parcel and needs to be done as soon as possible.

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Transportation has to be looked at in a new way. For example, how do we move freight out of Port Newark without going over the George Washington Bridge? He stated that the world has changed and that we have to look at the entirety of how we think about infrastructure and job creation. At a recent Port Authority committee meeting, the reconstruction of the Lincoln Tunnel helix was discussed. Staff provided a schedule of several years and Commissioner David Steiner instructed them that he wanted it done in year. Mr. Bodin said it is a new world and things have to be done differently. He told Mr. Weinstein that he is one of the best leaders around.

Adjournment

Since there were no further comments or business, Chairman Simpson called for adjournment and a motion to adjourn was made by Johanna Jones, seconded by Bruce Meisel and unanimously adopted. The meeting was adjourned at approximately 10:40 a.m.

NEW JERSEY TRANSIT CORPORATION
NJ TRANSIT BUS OPERATIONS, INC.
NJ TRANSIT RAIL OPERATIONS, INC.
NJ TRANSIT MERCER, INC.
NJ TRANSIT MORRIS, INC.
RE-SCHEDULED BOARD OF DIRECTORS' MEETINGS

OCTOBER 13, 2011

MINUTES

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ACTION ITEMS

1110-55 RAIL ASSET MAINTENANCE SYSTEM (RAMS) SOFTWARE UPGRADES TO INTEGRATE CONDITION BASED MAINTENANCE ANALYSIS 43625

Authorization to purchase software and maintenance and support services from AssetWorks Inc., of Wayne, Pennsylvania to upgrade NJ TRANSIT's Rail Asset Maintenance System (RAMS) at a cost not to exceed \$310,000, plus five percent for contingencies, subject to the availability of funds.

1110-56 RIVER LINE IMPROVEMENTS: SOLE SOURCE CONTRACT FOR BACK-UP SYSTEM CONTROL AND DATA ACQUISITION (SCADA) SYSTEM & ASSOCIATED UPGRADES AND LIGHT RAIL VEHICLE CAMERA INSTALLATION 43628

Authorization to enter into a sole source contract (No. 12-014) with Southern New Jersey Rail Group, LLC of Camden, New Jersey, for the installation of a back-up SCADA System on the River LINE light rail system and for the installation of Light Rail Vehicle Cameras at a cost not to exceed \$797,200, plus five percent for contingencies, subject to the availability of funds.

PUBLIC COMMENTS ON NON-AGENDA ITEMS

EXECUTIVE SESSION AUTHORIZATION

BE IT HEREBY RESOLVED pursuant to N.J.S.A. 10:4-12 and N.J.S.A. 10:4-13 that the Board of Directors of the New Jersey Transit Corporation hold an executive session to discuss contract negotiations and attorney-client, litigation and personnel matters; and

BE IT FURTHER RESOLVED that it is expected that discussions undertaken at this executive session could be made public at the conclusion of these matters as appropriate.

APPROVAL OF MINUTES

WHEREAS, the By-Laws provide that the minutes of actions taken at meetings of the New Jersey Transit Corporation, NJ TRANSIT Rail Operations, Inc., NJ TRANSIT Bus Operations, Inc., NJ TRANSIT Mercer, Inc., and NJ TRANSIT Morris, Inc. Board of Directors be approved by the Board; and

WHEREAS, pursuant to Section 4(f) of the New Jersey Public Transportation Act of 1979, the minutes of actions taken at the September 14, 2011 and October 4, 2011 Board meetings of the New Jersey Transit Corporation, NJ TRANSIT Bus Operations, Inc., NJ TRANSIT Rail Operations, Inc., NJ TRANSIT Mercer, Inc., and NJ TRANSIT Morris, Inc. were forwarded to the Governor on September 16, 2011 and October 4, 2011;

NOW, THEREFORE, BE IT RESOLVED that the minutes of actions taken at the September 14, 2011 and October 4, 2011 New Jersey Transit Corporation, NJ TRANSIT Rail Operations, Inc., NJ TRANSIT Bus Operations, Inc., NJ TRANSIT Mercer, Inc., and NJ TRANSIT Morris, Inc. Board of Directors' meetings are hereby approved.

Chris Christie, Governor
Kim Guadagno, Lieutenant Governor
James S. Simpson, Board Chairman
James Weinstein, Executive Director

NJ TRANSIT
One Penn Plaza East
Newark, NJ 07105-2246
973-491-7000

TO: BOARD OF DIRECTORS 
FROM: JAMES W. WEINSTEIN
DATE: OCTOBER 13, 2011
SUBJECT: EXECUTIVE DIRECTOR'S REPORT – OCTOBER 2011

Today, NJ TRANSIT published the results of the agency's second customer satisfaction survey as part of "Scorecard," showing a slight uptick overall compared to the baseline that was established with the posting of the first survey results back in July. The second survey, which was conducted online and in the field in August, asked customers to consider 39 attributes of the system related to facilities, service, vehicles, communications and the overall experience using NJ TRANSIT, ranking items on a scale of 0 to 10, zero being unacceptable and 10 being excellent.

Of the nearly 15,000 customers who participated in the survey, seven out of 10 said they would recommend NJ TRANSIT to a friend or relative. This statistic is critical to our mission, as our ultimate goal is to have every customer continue to make the conscious decision to use our service to conduct life's daily business and recommend us to others.

This quarter, NJ TRANSIT's overall customer satisfaction rating increased slightly to 5.3, from the previous score of 5.2, representing an "acceptable" or "satisfactory" score. Bus customers rated their overall satisfaction with service at a 5.6, slightly up from the baseline score of 5.5; light rail customers gave a rating of 6.7, up from 6.5; and Access Link was given an overall rating of 8.1, up from 7.5. Among rail customers, however, overall customer satisfaction dipped from the 4.5 baseline to 4.2. Detailed survey results are available at njtransit.com.

As I've previously said, the Scorecard and customer surveys will put the spotlight on the areas we most need to improve, and we've heard from our customers, particularly on the rail side, that we need to do better in terms of communications during service disruptions. We want customers to know that we are listening, and we want to do better. To address the issue of communications during service disruptions, we convened a working group of employees from various departments to come up with recommendations for improvements we can implement in the short term, mid term and long term to "move the needle" and increase customer satisfaction.

Among the short-term improvements being implemented, we will conduct customer surveys immediately following a major service disruption that ask specific questions about how well we did or didn't communicate during the incident so we can target the specific areas that need improvement. We are also streamlining internal communications processes to help ensure that key travel information is relayed to customers as quickly as possible, meaning that My Transit alerts and website updates will occur more immediately. In addition, we will be tapping into new technology on multilevel trains that allows us to make onboard announcements directly from our Rail Operations Center to customers onboard the train. Issuing announcements right from the source helps to ensure customers are receiving the most accurate, timely information possible.

And, last week, we implemented an improvement to our DepartureVision tool, which is a free service from njtransit.com that displays train departure screens on your desktop computer or web-enabled mobile device. DepartureVision now features a countdown to your train's arrival/departure under "Status" starting at 30 minutes, instead of displaying the number of minutes a train is delayed, as we previously did. Now customers can see at a glance exactly how much time they have to catch a train, without having to do the math.

While NJ TRANSIT saw a slight increase in customer satisfaction overall compared to the baseline established last quarter, we want to be more than simply "acceptable" in the eyes of our customers. In the areas where our scores declined, such as overall rail customer satisfaction, we need to zero in on what our customers are bringing to our attention so that we can improve their experience on our system. I will keep the Board updated on future improvements as we continue to develop and implement our plan.

On a final note, I'd like to congratulate Flora Castillo on her election as the new Vice Chair of the American Public Transportation Association (APTA) Board of Directors. She will not only bring valuable insight to this role, but she will broaden her horizons as an NJ TRANSIT Board Member, which will benefit the agency and our customers as we move forward with key initiatives to improve the customer experience.

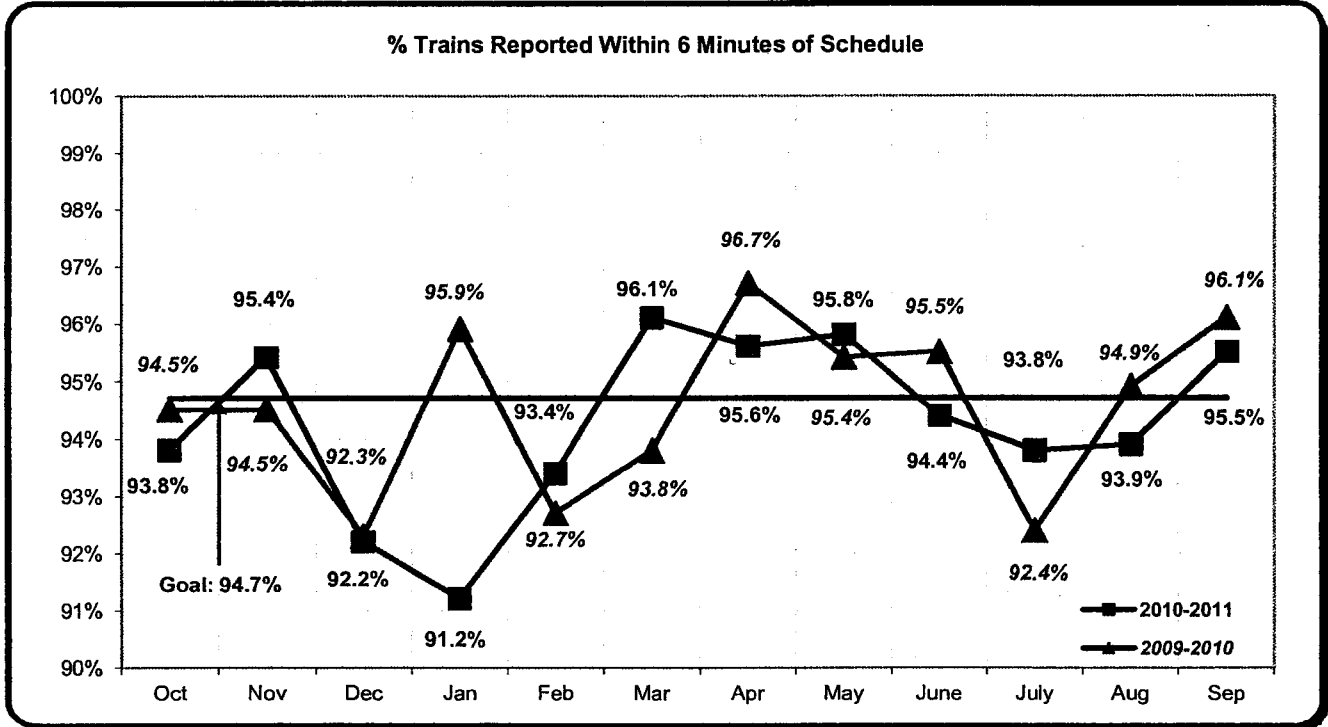
EXECUTIVE DIRECTOR'S MONTHLY REPORT OCTOBER 2011

- 1. PERFORMANCE MEASURES**
- 2. DBE/MBE PROGRAM**

PERFORMANCE MEASURES

ON-TIME PERFORMANCE
RAIL

OCTOBER 2009 - SEPTEMBER 2011



	2010	2011	# Change
September Comparison	96.1%	95.5%	-0.6%

	2009-2010	2010-2011	# Change
12-Month Average October - September	94.6%	94.3%	-0.3%

Analysis:

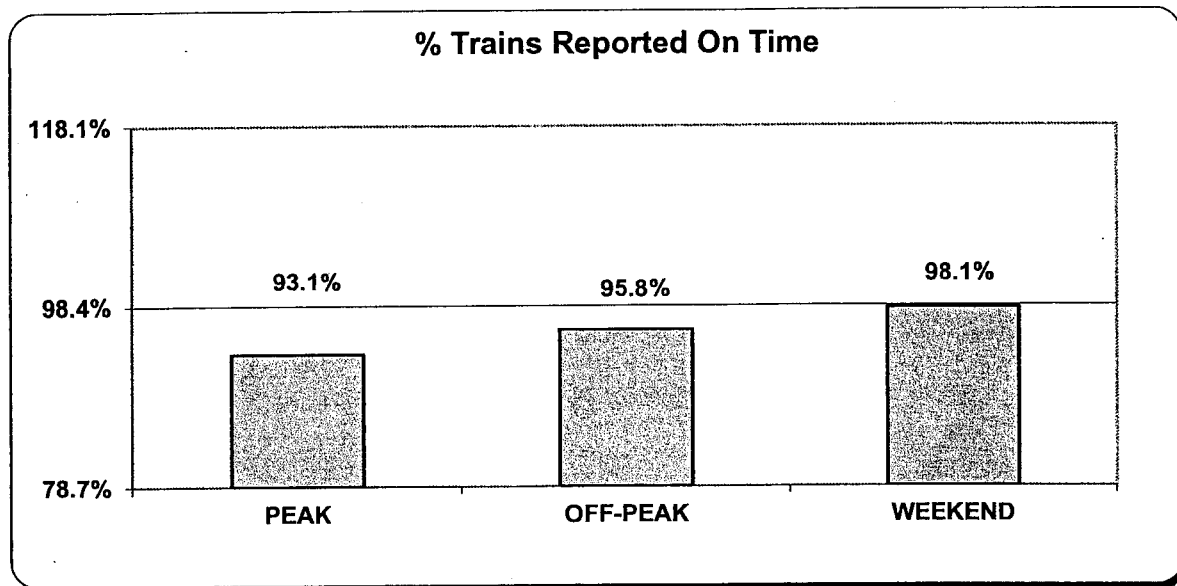
Rail On-Time Performance was 95.5% for September 2011. Of the 17,801 trains scheduled to operate, 16,994 were on time, while 807 trains (or 4.5%) were delayed. Key causes included:

- Amtrak overhead wire problem delaying trains on September 22.
- Amtrak power failure and track maintenance impacting service on September 27.

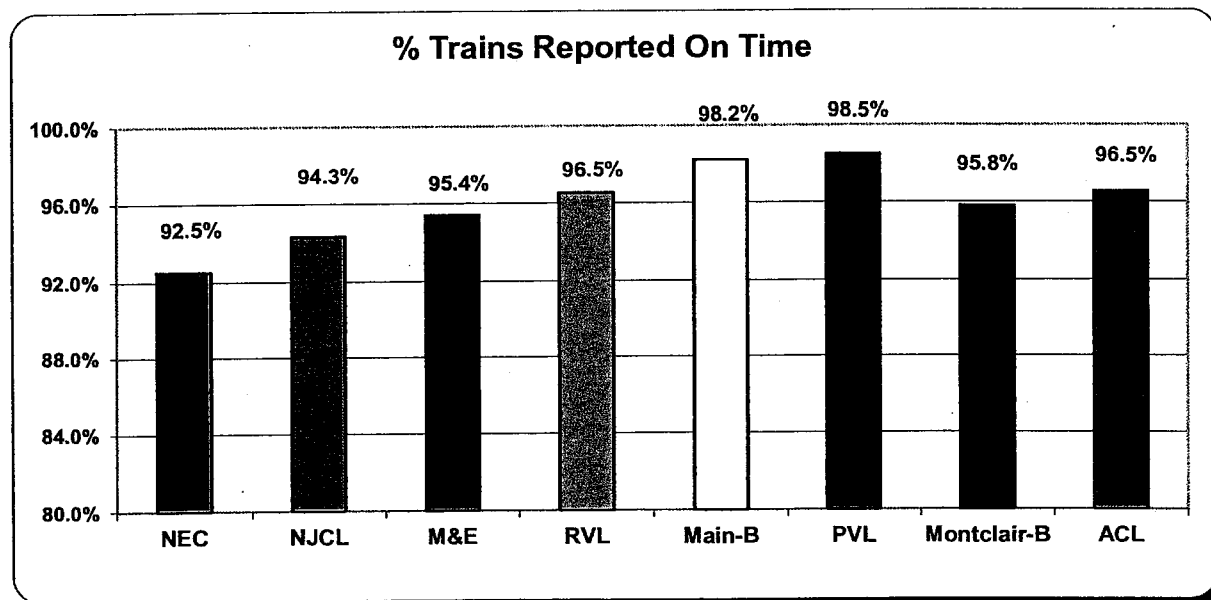
The 12-month average for Rail On-Time Performance for October 2010 - September 2011 was 94.3%.

ON-TIME PERFORMANCE RAIL

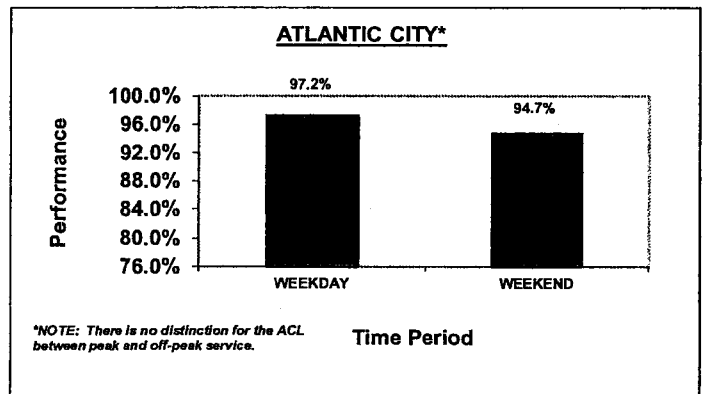
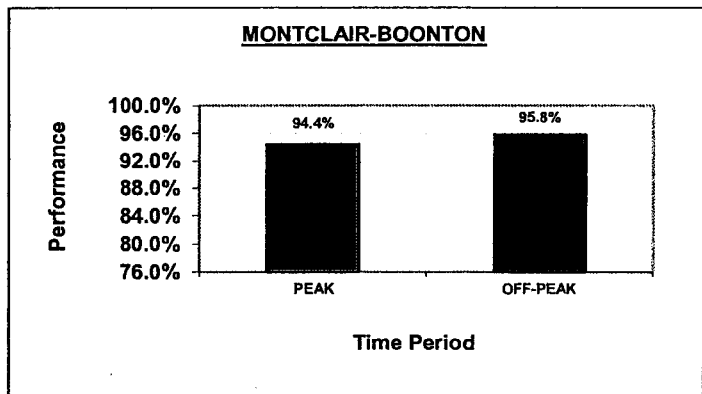
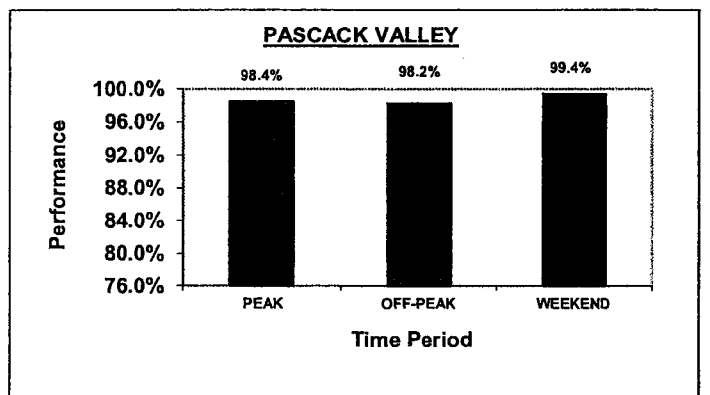
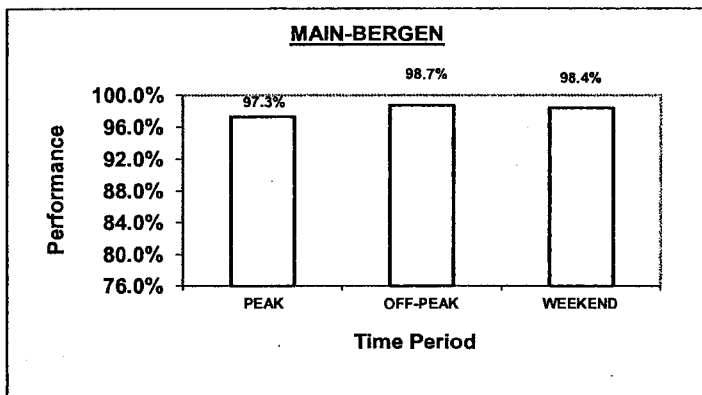
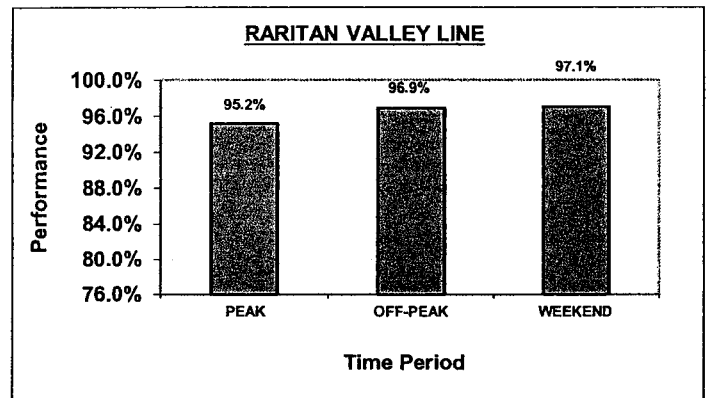
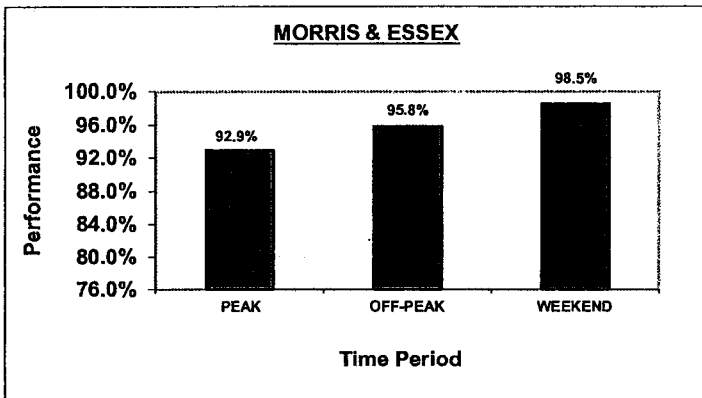
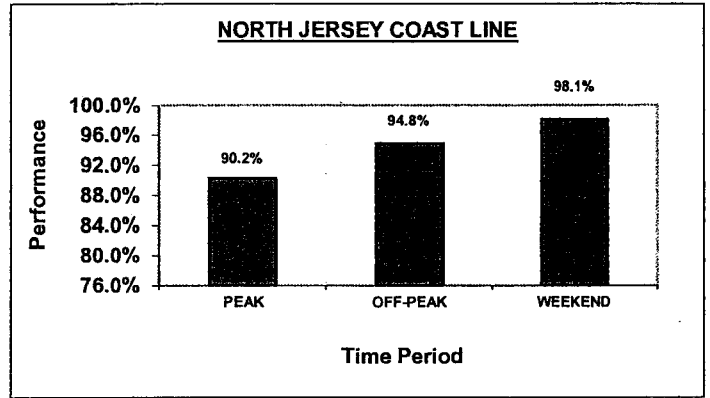
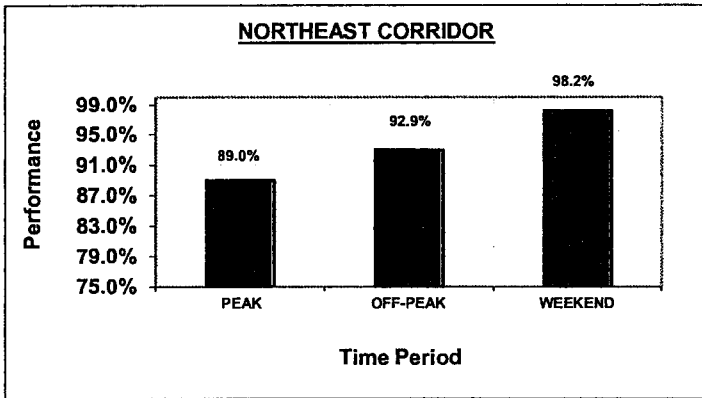
SUMMARY BY TIME PERIOD SEPTEMBER 2011



SUMMARY BY LINE SEPTEMBER 2011

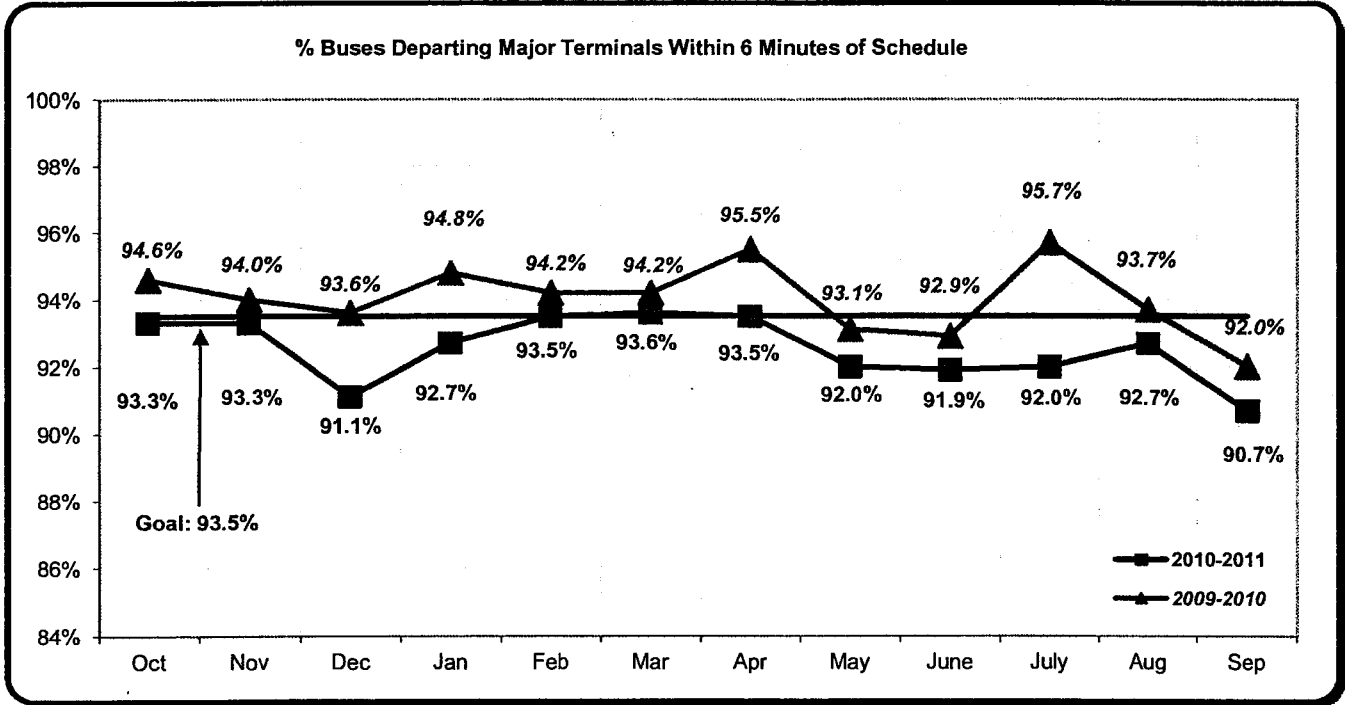


ON-TIME PERFORMANCE BY RAIL LINE & TIME PERIOD SEPTEMBER 2011



*NOTE: There is no distinction for the ACL between peak and off-peak service.

ON-TIME PERFORMANCE
BUS
OCTOBER 2009 - SEPTEMBER 2011



	2010	2011	% Change
September Comparison	92.0%	90.7%	-1.3%

	2009-2010	2010-2011	% Change
12-Month Average October - September	94.0%	92.5%	-1.5%

Analysis:

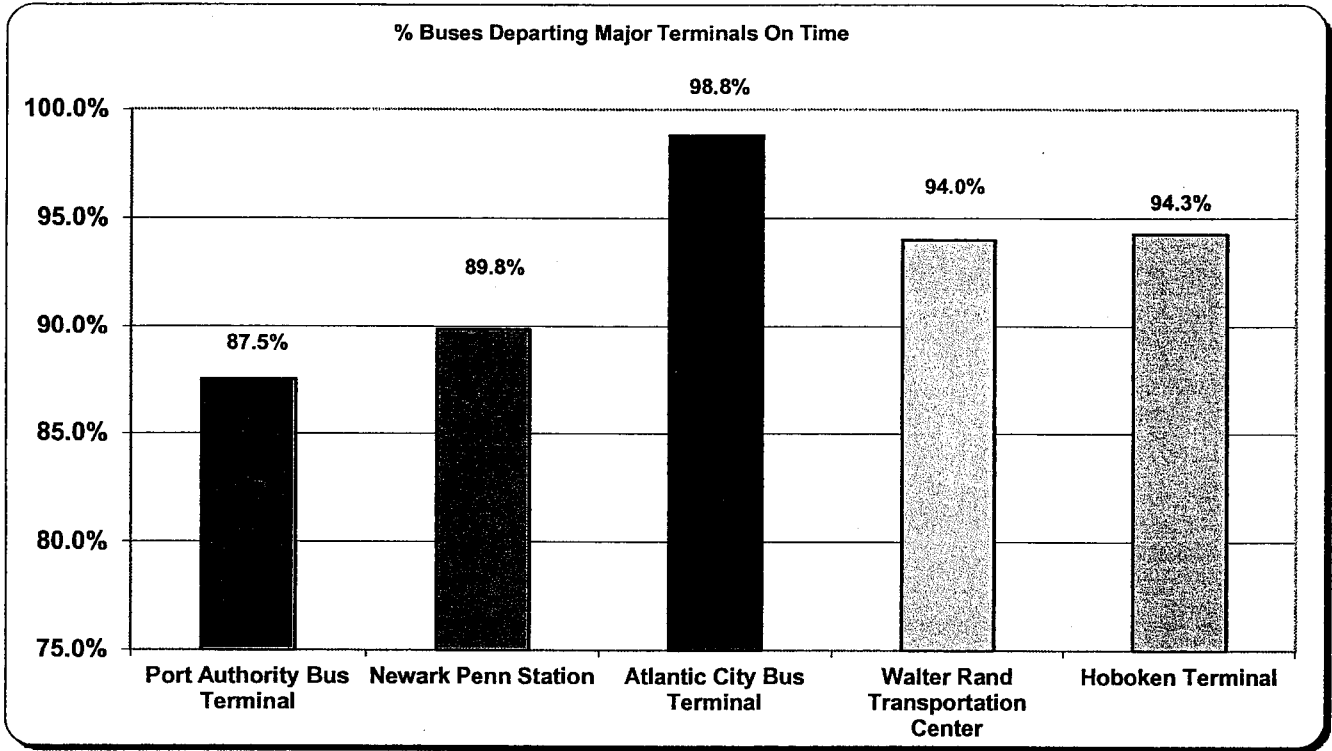
Bus On-Time Performance was 90.7% for September 2011. Of the 37,957 monitored departures, 3,514 (or 9.3%) experienced delays. Key causes included:

- Construction on an entrance ramp delaying Port Authority buses during the month of September.

The 12-month average for Bus On-Time Performance for October 2010 - September 2011 was 92.5%.

ON-TIME PERFORMANCE BUS

SUMMARY BY TERMINAL SEPTEMBER 2011

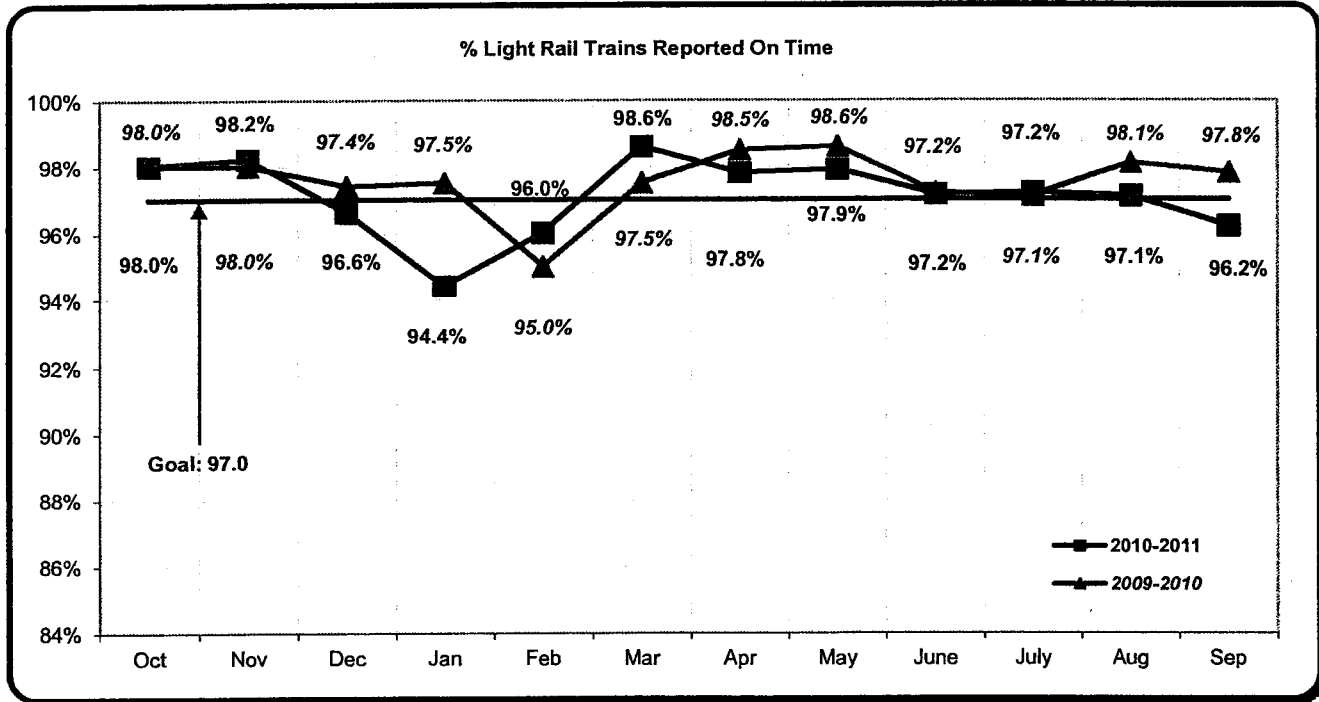


NJ TRANSIT

ON-TIME PERFORMANCE

LIGHT RAIL - SYSTEMWIDE

OCTOBER 2009 - SEPTEMBER 2011



*Note: Starting May 2007

	2010	2011	# Change
September Comparison	97.8%	96.2%	-1.6%

	2009-2010	2010-2011	# Change
12-Month Average October - September	97.6%	97.1%	-0.5%

Analysis:

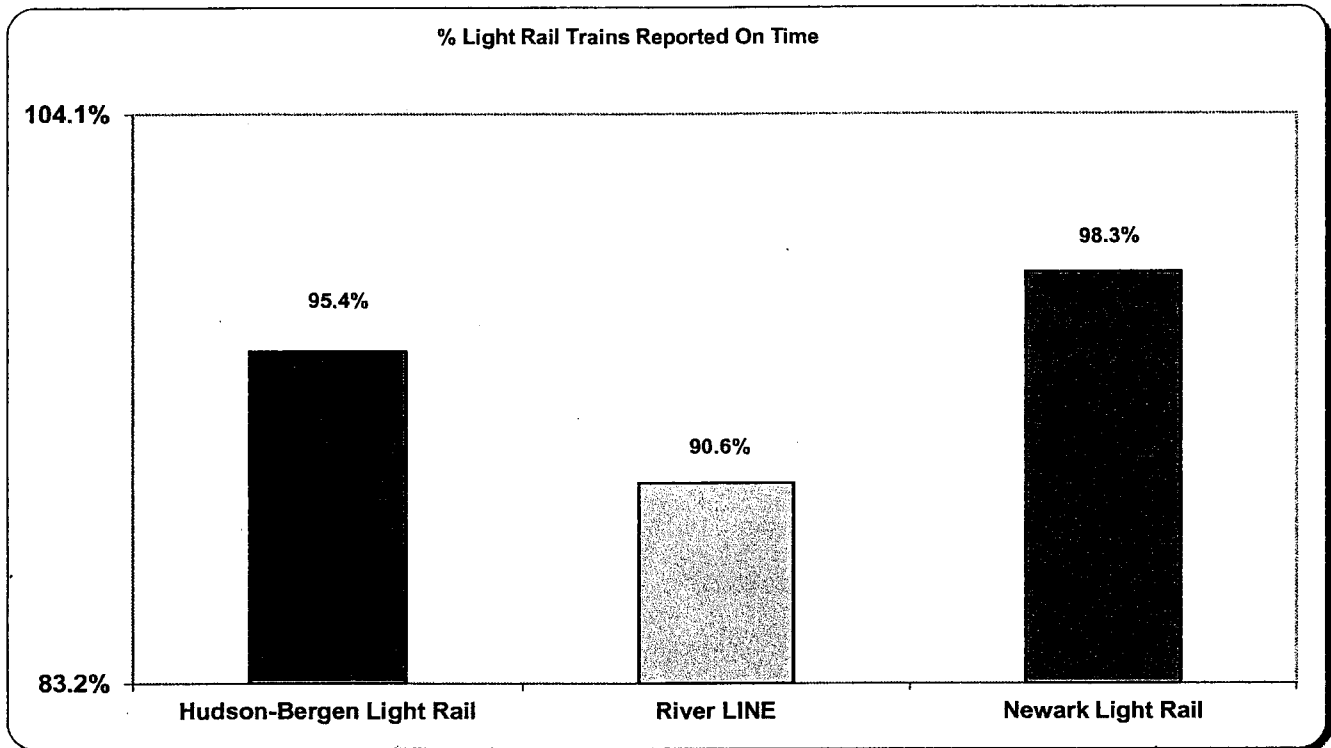
Light Rail On-Time Performance systemwide was 96.2% for the month of September 2011. Of the 25,922 scheduled trains, 996 (or 3.8%) experienced delays. Key causes included:

- Flooding in Camden affecting River Line service on September 8.
- Construction activity in Jersey City impacting HBLR service on September 13-17.
- Equipment failure delaying Newark Light Rail trains on September 29.

The 12-month average for Light Rail On-Time Performance for October 2010 - September 2011 was 97.1%.

ON-TIME PERFORMANCE LIGHT RAIL

SUMMARY BY LINE SEPTEMBER 2011



DBE/MBE PROGRAM

NJ TRANSIT – Office of Business Development DBE/SBE Participation

Federally Funded Contracts

NJ TRANSIT awarded \$187,066,394.40 in federal funds October through September of FY 11.* Disadvantaged Business Enterprises (DBEs) received \$18,207,248.82 or 9.73% in federal-funded contract dollars during this period from either race conscious and race neutral awards.

State Funded Contracts

NJ TRANSIT awarded \$25,412,968.00 in state-funded contract dollars July through September FY 12. ** Of that total, Small Business Enterprises (SBEs) received \$2,700,740.00 or 10.62 percent. Category 1 SBEs received \$0 or 0 percent. Category 2 SBEs received \$0 or 0 percent. Category 3 SBEs received \$0 or 0 percent. Category 4 SBEs received \$0 or 0 percent. Category 5 SBEs received \$1,332,740.00 or 5.24 percent. Category 6 SBEs received \$1,368,000.00 or 5.38 percent. ***

Federal & State Contracts Total

NJ TRANSIT awarded \$25,144,024.00 in federal and state contract dollars during September reporting period. Of that total, \$8,099,980.30 or 32.2 percent of federal and state contract dollars were won by DBEs and SBEs.

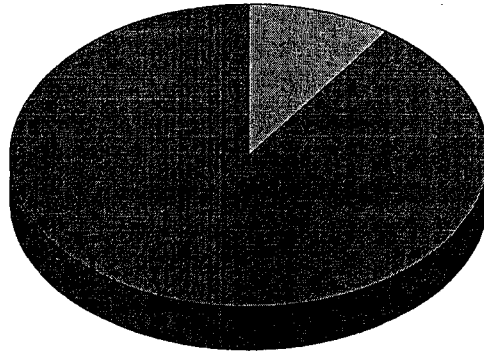
*Fiscal year beginning October 1, 2011

**Fiscal year beginning July 1, 2012

***Cat 1-Less than \$500,000 gross revenues, Cat 2-Less than \$5 million, Cat 3-Less than \$12 million, Cat 4 (construction)-Less than \$1 million, Cat 5 (construction)-Less than \$17,420,000, Cat 6 (construction)-Up to \$33.5 million

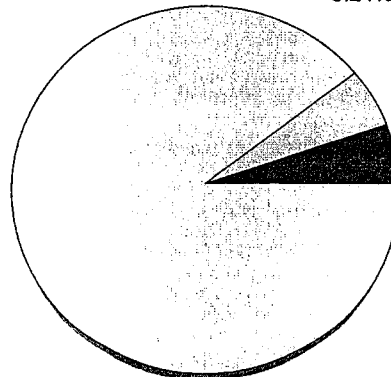
**DBE PARTICIPATION
FEDERAL CONTRACTS
FEDERAL FYTD (THROUGH SEPTEMBER FY11)***

NON-DBE
FEDERAL
\$168,859,145.58
90.27%



**SBE PARTICIPATION
STATE CONTRACTS
STATE FYTD (THROUGH SEPTEMBER FY12)****

NON-SBE STATE
\$22,712,228.00
89.37%



SBE-5
\$1,332,740.0
5.24%

SBE-4
\$0
0%

SBE-1
\$0
0%

SBE-3
\$0
0%

SBE-6
1,368,000.0
5.38%

Fiscal Year Beginning October 1, 2011*
Fiscal Year Beginning July 1, 2012**
(This report covers contracts above \$29,000)

ACTION ITEMS

ITEM 1110-55: RAIL ASSET MAINTENANCE SYSTEM (RAMS) SOFTWARE UPGRADES TO INTEGRATE CONDITION BASED MAINTENANCE ANALYSIS

BENEFITS

Since 2008, NJ TRANSIT has used a condition based maintenance approach to maintain the diesel fleet in a state of good repair. Condition based maintenance uses oil analysis, vibration analysis, and other methods to analyze the condition of a given component and predict the remaining useful life of that component. This method avoids unnecessary replacement of components which still have a remaining useful life and reduces potential equipment failures on revenue trains. In the last three fiscal years, NJ TRANSIT achieved nearly \$9 million in savings on equipment parts and labor due in large part to this new condition based maintenance method.

NJ TRANSIT uses the Rail Asset Maintenance System (RAMS) at the Meadows Maintenance Complex and outlying maintenance facilities to track the maintenance history of all rail rolling stock including vehicle incidents, inspections, and defects. It also provides staff with an historical view of equipment repairs and generates various reports to monitor and analyze failures. The RAMS software upgrade will integrate the data and analysis from the condition based maintenance program to ensure mechanical personnel have a complete record for each vehicle. This will provide employees with the knowledge to improve fleet availability and performance and continue the cost savings.

PURPOSE

The recommended upgrade to RAMS will provide staff with an integrated maintenance and diagnostic record for each vehicle. When completed, RAMS will include the vibration data and analysis and oil and fluids analysis from locomotive gearboxes, transformers, and converters. The system will automatically flag vehicles for maintenance when the analysis indicates maintenance is required.

RAMS also will be modified to accept GPS coordinates from a future automatic vehicle locator system that is being developed to track and monitor the precise location of vehicles.

ACTION (Scorecard: Corporate Accountability and Customer Experience)

Staff seeks authorization to purchase software and maintenance and support services from AssetWorks Inc., of Wayne, Pennsylvania to upgrade NJ TRANSIT's Rail Asset Maintenance System (RAMS) at a cost not to exceed \$310,000, plus five percent for contingencies, subject to the availability of funds.

This item has been reviewed and recommended by the Board Administration Committee.

FISCAL IMPACTS

Requested Authorization:	\$310,000
Total Project Cost:	\$500,000
Projected Date of Completion:	December 2012
Anticipated Source of Funds:	TTF
Diversity Goals:	None
Related/Future Authorization:	Request to implement a GPS tracking and monitoring system for equipment
Impacts of Subsequent Operating Budget:	An increase of \$12,000 per year over the existing maintenance agreement which is anticipated to be offset by resulting condition based maintenance cost savings

RESOLUTION

WHEREAS, NJ TRANSIT has used a condition based maintenance approach to maintain the rail fleet in a state of good repair; and

WHEREAS, the condition based maintenance method avoids unnecessary replacement of components which still have a remaining useful life and reduces potential equipment failures on revenue trains; and

WHEREAS, NJ TRANSIT uses the Rail Asset Maintenance System (RAMS) to track the maintenance history of all rail rolling stock including vehicle incidents, inspections, and defects; and

WHEREAS, the RAMS software upgrade will integrate the data and analysis from the condition based maintenance program to ensure mechanical personnel have a complete record for each vehicle; and

WHEREAS, the RAMS vendor, AssetWorks, Inc., offers a software upgrade for its system;

NOW, THEREFORE, BE IT RESOLVED that the Chairman or Executive Director is authorized to purchase software and maintenance and support services from AssetWorks Inc., of Wayne, Pennsylvania to to upgrade NJ TRANSIT's Rail Asset Maintenance System (RAMS) at a cost not to exceed \$310,000, plus five percent for contingencies, subject to the availability of funds.

ITEM 1110-56: RIVER LINE IMPROVEMENTS: SOLE SOURCE CONTRACT FOR BACK-UP SYSTEM CONTROL AND DATA ACQUISITION (SCADA) SYSTEM & ASSOCIATED UPGRADES AND LIGHT RAIL VEHICLE CAMERA INSTALLATION

BENEFITS

The River LINE is a 34.5-mile light rail service operating between Camden and Trenton, serving 19 communities in three counties with a light rail fleet consisting of 20 vehicles. The River LINE is operated under a Design/Build/Operate/Maintain (DBOM) contract with Southern New Jersey Rail Group, LLC (Rail Group). Revenue operations began in March 2004 for a 10-year Operations and Maintenance Period.

A Back-up System Control and Data Acquisition (SCADA) System and associated infrastructure upgrades will provide redundancy for the River LINE's train control activities. The Back-up SCADA system will be installed in Burlington City, which will allow train operations along the River LINE to continue if the current facility in Camden becomes inoperable for any reason.

Enhanced on-board security is a priority for NJ TRANSIT. Camera systems have proven effective tools in enhancing on-board passenger security, operational safety, and claims administration. The Light Rail Vehicle Camera Installation project will equip all vehicles with on-board cameras, which will run continuously during train operations with the capability to store recordings for 25 days.

Funding for these two projects is being provided as part of the Transit Security Grant Program (TSGP) administered by the US Department of Homeland Security.

PURPOSE

Rail Group installed the current train control system in 2009. NJ TRANSIT wants to ensure the back-up train control system is compatible to and integrated with the primary SCADA system and the field signal system to allow for continuity of operations.

NJ TRANSIT will directly procure the on-board camera surveillance system, WiFi connections, software and associated system components. Rail Group will provide the required labor related to the equipment layout and installation on the light rail vehicle fleet.

Rail Group's contractual obligations require they maintain the signal system and protect all construction-related activities impacting passenger safety, employee safety and quality of service. Rail Group has been certified to be the sole-source vendor for the River LINE Back-Up SCADA System and Light Rail Vehicle Camera Installation projects in accordance with NJ TRANSIT Procurement Regulations N.J.A.C. 16:72-1.5 and Executive Order No. 37.

ACTION (Scorecard: Customer Experience, Safety and Security)

Staff seeks authorization to enter into a sole source contract (No. 12-014) with Southern New Jersey Rail Group, LLC of Camden, New Jersey, for the installation of a back-up SCADA System on the River LINE light rail system and for the installation of Light Rail Vehicle Cameras at a cost not to exceed \$797,200, plus five percent for contingencies, subject to the availability of funds.

This item has been reviewed and recommended by the Board Capital Planning Policy and Privatization Committee.

FISCAL IMPACTS

Requested Authorization: \$ 797,200 + 5% contingency

Total Project Cost: \$ 820,409 SCADA
\$ 650,000 Camera Installation

Projected Date of Completion: February 2013

Anticipated Source of Funds: Transit Security Grant Program (TSGP)

Diversity Goal: Race Neutral Goal

NJ Build Amount: N/A

Future/Related Authorizations: None

Impact on Subsequent Operating Budgets: None

RESOLUTION

WHEREAS, the River LINE is a 34.5-mile light rail service operating between Camden and Trenton serving 19 communities in three counties with a light rail vehicle fleet of 20 vehicles; and

WHEREAS, NJ TRANSIT has identified the River LINE Back-Up System Control and Data Acquisition (SCADA) System Project as essential to improving the reliability of the River LINE light rail operations by providing a redundant train control system and associated infrastructure support upgrades; and

WHEREAS, NJ TRANSIT has identified the installation of an on-board camera surveillance system as an important component to providing a safe and secure travel experience for River LINE customers; and

WHEREAS, it has been determined that Southern New Jersey Rail Group, LLC is the sole source vendor for the Back-Up SCADA System and associated infrastructure support improvements and the On-Board Camera Installation projects in accordance with NJ TRANSIT Procurement Regulations N.J.A.C. 16:72-1.5 and Executive Order No.37; and

WHEREAS, funding for these projects is being provided by the Transit Security Grant Program administered by the US Department of Homeland Security;

NOW, THEREFORE, BE IT RESOLVED that the Chairman or Executive Director is authorized to enter into a sole source contract (No. 12-014) with Southern New Jersey Rail Group, LLC of Camden, New Jersey, for the installation of a back-up SCADA System on the River LINE light-rail system and for the installation of Light Rail Vehicle Cameras at a cost not to exceed \$797,200, plus five percent for contingencies, subject to the availability of funds.