

Jon S. Corzine
Governor

Kris Kolluri, Esq.
Board Chairman

Richard R. Sarles
Executive Director



May 16, 2008

Dear Governor Corzine:

Pursuant to Chapter 150, Laws of 1979, I herein transmit the minutes of actions taken at the open session of the regularly scheduled meetings of the New Jersey Transit Corporation, NJ Transit Rail Operations, Inc., NJ Transit Bus Operations, Inc., and NJ Transit Mercer, Inc. Board of Directors held on Wednesday, May 14, 2008.

Sincerely,

A handwritten signature in black ink, appearing to read "Gwen A. Watson". The signature is fluid and cursive, with a long horizontal stroke at the end.

Gwen A. Watson
Board Secretary

Enclosures

Honorable Jon S. Corzine
Governor, State of New Jersey
State House
Trenton, NJ 08625

Minutes of the actions taken at the Open Session of the regularly scheduled Board of Directors' meetings of the New Jersey Transit Corporation, NJ TRANSIT Rail Operations, Inc., NJ TRANSIT Bus Operations, Inc. and NJ TRANSIT Mercer, Inc. held at NJ TRANSIT Headquarters, One Penn Plaza East, Newark, New Jersey on Wednesday, May 14, 2008.

Present:

Kris Kolluri, Chairman
Robert Shane, Governor's Representative
Robert Smartt, Treasurer's Representative
Kenneth E. Pringle
Susan Hayes
Flora Castillo

Richard R. Sarles, Executive Director
Gwen A. Watson, Board Secretary
Warren A. Hersh, Auditor General
Lynn Bowersox, Assistant Executive Director, Corporate
Communications & External Affairs
James Gigantino, Vice President & General Manager, Bus Operations
William Duggan, Vice President & General Manager, Rail Operations
Mala Narayanan, Deputy Attorney General
Donald Murphy, Acting Assistant Executive Director, Procurement & Support Services
James Redeker, Assistant Executive Director, Policy, Technology & Customer Services
Steve Santoro, Assistant Executive Director, Capital Planning and Programs
H. Charles Wedel, Chief Financial Officer & Treasurer
Alma Scott-Buczak, Assistant Executive Director, Human Resources
Jan Walden, Assistant Executive Director, Diversity

Chairman Kris Kolluri convened the Open Session at 9:05 a.m. in accordance with the Open Public Meetings Act and asked for a motion to enter Executive Session to discuss contract negotiations and attorney-client, litigation and personnel matters. A motion was made by Flora Castillo, seconded by Kenneth E. Pringle and unanimously adopted.

Chairman Kolluri reconvened the Open Session at 10:00 a.m. and asked for a motion to adopt the minutes of the April 17, 2008 meeting. A motion was made by Flora Castillo, seconded by Susan Hayes and unanimously adopted.

Executive Director Richard R. Sarles highlighted the following from his monthly business report.

Good News

Executive Director Sarles said a MidTOWN DIRECT peak period train was added on the Morris & Essex Lines that stops at Maplewood at 8:05 a.m. and at South Orange at 8:10 a.m. and then expresses to New York Penn Station. This service provides benefits to all customers who board at two of the busiest stations on the Morris & Essex Lines during the height of the rush hour every day. This will help alleviate overcrowding on the

6620 MidTOWN DIRECT, which makes stops at those same stations a few minutes later.

Amtrak tie-replacement project

Executive Director Sarles said the Amtrak tie-replacement project began last Sunday night. Track 4, a local outbound track, is out of service between Jersey Avenue and Trenton, greatly constricting capacity. Four tracks become three, with a 25 percent reduction in track capacity. He committed to keeping customers informed throughout the project with the first-ever online chat last week in which Bill Duggan responded to questions from customers. About 500 people participated in the chat. He heard that customers want to be frequently updated on the tie replacement progress which will be done through media, seat drops, station posters, website and email alerts. Executive Director Sarles is keenly aware that the project will create inconveniences, especially when operating issues arise, which they inevitably will, but is gratified with the response of customers who seem to understand the need to get the work done to ensure long-term reliability.

Other projects and updates

Executive Director Sarles joined Commissioner Kolluri to testify at recent legislative budget hearings on the importance of replenishing the Transportation Trust Fund, as well as increased state assistance to balance NJ TRANSIT's operating budget.

Executive Director Sarles said last week NJ TRANSIT dedicated Warrington Plaza at Hoboken Terminal with a ceremonial plaque and clock-lighting ceremony. Work at the terminal continues to restore the ferry portion and advance transit-oriented development.

Executive Director Sarles said it is a busy time at Metropark where the station rehabilitation project is progressing. Next week, NJ TRANSIT will be ready to open the east end of the new inbound platform and then work begins on replacing the west ends of both inbound and westbound platforms. Renovations and expansion of the station building are set to start next month.

Executive Director Sarles said for the Board's consideration today is a contract for the rehabilitation of the Navesink River Bridge, which carries 97 North Jersey Coast Line trains a day. Two smaller but also important projects before the Board today that highlight the commitment to maintain facilities in a state-of-good-repair are the exterior restoration of Rutherford Station on the Bergen County Line and the final phase of the rehabilitation of Paterson Station on the Main Line.

Customer Service Initiatives

Executive Director Sarles said the online chat was one example of a new series of initiatives designed to improve dialogue with customers and, importantly, to incorporate their good ideas. Last month NJ TRANSIT opened the Exclusive Bus Lane at Newark Penn Station to benefit 3,000 customers during the afternoon peak period. More than

130 buses now can roll past traffic to McCarter Highway, avoiding congestion delays for customers at the start of their trips home. Also, the Bus Operations Communications Center is in development and that will give a new level of real-time service information to customers which builds on the successful rail operations communication model.

Executive Director Sarles said when fully operational, all bus customers, not just the New York and Philadelphia-bound customers, will be able to receive peak-period service updates pertaining to their trips via cell phones, PDAs, laptops and other web-enabled devices. He said the start up is scheduled for June and should be fully operational in August.

Executive Director Sarles said on light rail, new protocols have been established for the River LINE and the rail control centers to coordinate connections at Trenton. Also, NJ TRANSIT is partnering with the Delaware Valley Regional Planning Commission on customer ridership patterns to better predict future needs. These initiatives are under development with the Customer Advocate and Rail, Bus and Light Rail operations, together delivering tangible improvements for customers.

Executive Director Sarles announced a new customer service partnership with Salesforce.com. NJ TRANSIT is the first public transportation system to utilize this program that records, catalogs and creates searchable databases for every contact initiated by a customer, whether by telephone, letter, email, or an in-person visit to a customer service representative. It is capturing and managing thousands of customer contacts per year. NJ TRANSIT is taking the next step to pilot a new program with Salesforce.com, to test an Internet idea exchange, a virtual customer suggestion box promoting the sharing of ideas of how to improve service.

Executive Director Sarles introduced James Redeker, Assistant Executive Director of Policy, Technology and Customer Services, to make a brief presentation. Mr. Redeker said this program creates an interface with the customer and NJ TRANSIT. A copy of the presentation is attached.

Mr. Redeker introduced Salesforce Regional Vice President Barton Phillips. Mr. Phillips said he is truly impressed with NJ TRANSIT's customer service and was excited to see staff using Salesforce. Mr. Phillips announced the launching of a government-to-government application exchange and is pleased NJ TRANSIT is part of this project.

Driver's Safety Programs

Executive Director Sarles said NJ TRANSIT makes hundreds of safety presentations to thousands of school children throughout New Jersey every year and is now going to the next level in high schools with the launch of a driver's education module on rail safety. Six high schools, Burlington City, Palmyra, Cinnaminson, Bordentown, Dr. Charles E. Brimm Medical Arts in Camden and Create Charter in Jersey City, will pilot the program and instructors will be giving feedback on the curriculum NJ TRANSIT developed. The program includes video from Operation Lifesaver and a New Jersey-specific PowerPoint presentation to work as companion tools with current driver's education curriculum.

Schools have the option of having teachers use the materials, or have NJ TRANSIT representatives visit schools and present information. With respect to adults, both drivers and pedestrians, NJ TRANSIT is partnering with the New Jersey Division of Highway Safety to conduct focused public outreach at two locations with historically high numbers of safety incidents. This is made possible through a federal grant. The NJ TRANSIT Police Department will pass out fliers, be available to talk to customers and promote safety messages at Walnut Street in Montclair and Aberdeen-Matawan stations. Communities will also see posters and other local materials with provocative messages reminding people about the importance of rail awareness and safety.

There was no Advisory Committee report.

Board Member Flora Castillo presented the Administration Committee report to the Board. The Committee was updated on the Atlantic City Rail Terminal Shuttle Service item which requests authorization to contract with the Atlantic City Jitney Association. The Association operates the bus service for the Atlantic City Rail Line riders who rely on the connecting shuttle bus service between various hotel and casino locations and the Atlantic City Rail Terminal and Convention Center. The Committee reviewed the progress on the revenue generating Advertising Agreements and the requested authorization to extend those contracts for Titan Worldwide and All Vision. Staff provided an update on the issuance of a renewal of a fiber optic permit along the Atlantic City Rail Line which includes a payment of \$173,000 to NJ TRANSIT plus five year CPI adjustments.

Board Member Kenneth Pringle presented the Capital Planning, Policy & Privatization Committee report to the Board. He said the Capital Planning meeting reviewed the board items as well as an update on the agency's Fiscal Year 2009 Operating Budget. The Committee had a presentation on a new system implemented by the Customer Service Department, Salesforce, which is a customer relationship management program, a one stop shop for both customers and employees. There has been a 500 percent increase in the number of cases handled that is 50,000 cases each year. The response time is down 60 percent to three business days on average. All this with no increase in staff. It is a very effective management tool. Mr. Pringle congratulated James Redeker and his team.

There were no public comments on agenda items.

Executive Director Sarles presented the following Action Items for approval:

**0805-27: RUTHERFORD STATION EXTERIOR REHABILITATION:
CONSTRUCTION CONTRACT AWARD**

Authorization is requested to approve a contract to rehabilitate the exterior of Rutherford Station on the Bergen County Line. The station, built in 1898 and serving over 900 daily riders, needs this facelift in order to arrest deterioration and to secure the structure for decades to come. The masonry components, gazebo and taxi stand will all be restored, and the brick building thoroughly cleaned. Exterior columns and soffits will be

repaired and exterior doors and copper clad windows will be restored. The proposed contractor is DMR Construction Services Inc. in the amount of \$1,382,000, plus five percent for contingencies.

Robert Shane moved the resolution, Kenneth E. Pringle seconded it and it was unanimously adopted.

0805-28: PATERSON STATION PASSENGER COMMUNICATIONS UPGRADES: CONSTRUCTION CONTRACT AWARD

Paterson rail station on NJ TRANSIT's Main Line is one of the 35 key stations as well as a historic site. To complement an earlier station area rehabilitation, approval is requested to contract to upgrade the communications system with a new public address system and LED and LCD signage at the station as well as install safety features such as CCTV's and remote elevator monitoring. The proposed contractor is Daidone Electric and the amount will not exceed \$1,394,000 plus five percent for contingencies.

Kenneth E. Pringle moved the resolution, Flora Castillo seconded it and it was unanimously adopted.

0805-29: NEWARK BUS COMPLEX ELECTRICAL UPGRADE CONSTRUCTION CONTRACT AWARD

The Newark Bus Complex was established in 1986 as the central vehicle repair facility for northern New Jersey. Expansions and improvements have been made to meet operational needs for a growing fleet. The building's electrical substation and switchgear have never been replaced and frequent electrical failures necessitate replacement. Approval is requested to contract with Barrier Electric for the construction and installation of an electrical upgrade at the Newark Bus Complex at a cost not to exceed \$1,997,248 plus five percent for contingencies.

Kenneth E. Pringle moved the resolution, Susan Hayes seconded it and it was unanimously adopted.

0805-30: NORTH JERSEY COAST LINE, REHABILITATION OF RAILROAD BRIDGE OVER NAVESINK RIVER, MONMOUTH COUNTY, NEW JERSEY

The railroad bridge over the Navesink River on the North Jersey Coast Line between Middletown and Red Bank carries 97 passenger trains each weekday. In order to maintain reliable and safe train service, the bridge requires some improvements which include repair and replacement of deteriorating concrete pier pedestals, replacement of steel plates and anchor bolts. The proposed contractor is Midlantic Construction LLC and the amount will not exceed \$5,191,200 plus five percent for contingencies.

Kenneth E. Pringle moved the resolution, Flora Castillo seconded it and it was unanimously adopted.

0805-31: UNDERGRADE RAILROAD BRIDGES: ENGINEERING SERVICES TO PERFORM IN-DEPTH INSPECTIONS, EVALUATIONS, AND RATINGS

NJ TRANSIT's 658 rail-carrying bridges are inspected on an annual basis by in-house staff and in depth structural inspections, evaluations and load ratings are performed on a regular basis by firms with technical expertise in bridge infrastructure. These inspections are critical to prioritization of capital improvement investments. Authorization of three contracts is requested to inspect 110 undergrade bridges. The requests are with Dewberry-Goodkind for \$662,021; KS Engineers for \$641,369 and HNTB Corporation for \$572,953. I ask your approval.

Flora Castillo moved the resolution, Susan Hayes seconded it and it was unanimously adopted.

0805-32: TRAIN MANAGEMENT AND CONTROL SYSTEM ANNUAL MAINTENANCE CONTRACT

The Train Management and Control system, or TMAC, used by rail operations provides the tools to control train movements throughout 11 rail lines. Software for the TMAC system is provided by ARINC Incorporated and they are the sole proprietor. Due to new projects such as Morrisville Yard, the South Amboy track realignment and other track configuration changes, the software is in need of upgrades. Approval is requested for a contract amendment with ARINC to provide these upgrades at a cost not to exceed \$750,000. At the same time, approval is sought to execute a three year extension option with ARINC to continue to provide maintenance for the OverView display system used by dispatchers which provides the graphic movements of these trains. The cost will not exceed \$344,189 plus five percent for contingencies.

Robert Shane moved the resolution, Flora Castillo seconded it and it was unanimously adopted.

0805-33: ISSUANCE OF RENEWAL OF FIBER OPTIC PERMIT ALONG NJ TRANSIT'S ATLANTIC CITY LINE RIGHT-OF-WAY TO SPRINT COMMUNICATIONS COMPANY L.P.

Since 1987, NJ TRANSIT has had an agreement with Sprint Communications in which the company utilizes almost 30 miles along the Atlantic City Line right of way for fiber optic and telecommunications purposes. Approval is requested to exercise an option with Sprint Communications for another 30 year permit which will yield \$173,859.84 annually with a cumulative five year CPI adjustments thereafter.

Flora Castillo moved the resolution, Susan Hayes seconded it and it was unanimously adopted.

0805-34: ADVERTISING AGREEMENTS EXTENSION

Since contracting with Titan Outdoor advertising in June 2004, NJ TRANSIT realized over \$33 million from sales of advertising space on equipment and buildings. All Vision LLC is the manager of licensing of advertising billboards on property and from AllVision NJ TRANSIT has generated over \$8 million. Both companies have already surpassed their contractual guarantees, with two years remaining on the Titan contract and one year remaining on the All Vision contract. Approval is requested to exercise the contract options for these advertisers so the companies can plan future sales. Approval is requested to extend Titan Outdoor's contract for 27 months with a \$19 million minimum guarantee in revenue and barter, and with All Vision through August of 2011 with a \$3.9 million minimum guarantee. These contracts will then expire at the same time, allowing simultaneous bidding of the contracts upon expiration.

Kris Kolluri recused himself from voting on item #0805-3 and left the room during consideration. Flora Castillo moved the resolution, Susan Hayes seconded it and it was adopted.

0805-35: ATLANTIC CITY RAIL TERMINAL SHUTTLE SERVICE

NJ TRANSIT provides for shuttle service from the Atlantic City Rail Station to employment and entertainment locations 24/7 and 365 days per year. The operation has been served by the Atlantic City Jitney Association under contract with NJ TRANSIT since 1998. Following a competitive procurement, approval is requested to continue service operated by the Atlantic City Jitney Association for a period of 30 months at a cost not to exceed \$5,369,469 plus five percent for contingencies and authorization to exercise options to extend the contract for two 36 month periods at a cost of \$7,083,902 for the first option period and \$8,054,258 for the second option period plus five percent for contingencies.

Flora Castillo moved the resolution, Susan Hayes seconded it and it was unanimously adopted.

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

Michele Vigh, Amalgamated Transit Union, attended the meeting on behalf of her members regarding the Attendance Policy as outlined in the agreement between NJ TRANSIT Bus Operations, Inc. and the Amalgamated Transit Union for the period July 1, 2005 through June 30, 2008. Ms. Vigh said she thought a fair policy was negotiated between management and the union, but the union members have

experienced tremendous problems. Ms. Vigh cited several examples of union members requesting personal time to attend graduations or to deal with emergencies, only to be told they can leave early but it is considered an 'occurrence'. Ms. Vigh requested a meeting between management and the union to address this issue and asked for compassion for the union members. Ms. Vigh asked the Board to review the Attendance Policy that was negotiated between management and the union.

Gary Johnson commented on the GO BUS service and said he likes the limited number of stops. Mr. Johnson said customers are to board at the front of the bus and exit at the back of the bus, but people do not comply. People are getting off at the front of the bus and everyone has to wait to get on the bus and it slows up the flow considerably. Mr. Johnson said this rule is not printed on the timetables and suggested when new timetables are printed, they contain this rule. Mr. Johnson also suggested that announcements be made to exit at the back of the bus. He also suggested that the Washington Station and Mulberry stops are unnecessary and not used as frequently since all the other stops are close in proximity.

Executive Director Sarles thanked Mr. Johnson and said his comments are well taken and his suggestions would be considered.

Rose Heck, Chair of the Light Rail Panel and the New Jersey Association of Railroad Passengers, spoke about the decision that NJ TRANSIT will be required to make in the near future concerning the Northern Branch Corridor Project. Work on the Draft Environmental Impact Statement (DEIS) for this project is nearing completion and a preliminary version of the DEIS will be submitted to the Federal Transit Administration for review and approval before being released to local governments and the public.

She said that draft document is likely to contain a recommendation on whether the revived Northern Branch rail passenger service shall be based on either a diesel multiple-unit (DMU) shuttle service between North Bergen and Tenafly, requiring passengers wishing to travel between Eastern Bergen County and either the rapidly increasing New Jersey Waterfront or New York City to endure transfers to and from the Hudson Bergen Light Rail System; or an extension of the Hudson Bergen Light rail system from North Bergen to Tenafly, based substantially on a time separation arrangement with the CSX Railroad's five days a week local freight train.

Ms. Heck said she continues to appear before the Board to champion the light rail alternative, knowing that it will result in the highest ridership and farebox revenue, lowest operating costs and deficit per passenger carried and is the wisest use of scarce capital investment funds.

She was happy that NJ TRANSIT posted comparative ridership and other significant data on the Northern Branch's project website. The data confirms the position they have taken all along that an extension of the Hudson Bergen Light Rail system into Eastern Bergen County as originally planned and promised is the superior alternative.

Ms. Heck said the work of NJ TRANSIT and its consultants indicates: 1) a light rail extension will attract 24,000 passengers per day, compared to only 8,150 for the diesel

multiple unit shuttle. That is three times the number of riders, tens of thousands compared to less than 10,000; 2) 12,750 of these passengers will start and end their trips in New Jersey if the line is light rail, while only 2,850 will do so if the diesel multiple unit shuttle is built. In other words, four and a half times more people will use the line to work, shop and play in the communities; 3) Only 5,300 trips will be made to New Jersey City if the diesel multiple units are operated, compared to 11,250 with light rail, that is more than twice as many for light rail, no doubt a result of having to transfer twice instead of once; 4) more than five times as many new transit trips will be generated by a light rail extension, 9,000, compared to only 1,730 for the diesel multiple unit shuttle; and 5) the light rail extension will remove 108,000 automobile vehicle miles from New Jersey's congested and pollution filled roadways every day. This compares to a mere 36,900 for the diesel multiple unit shuttle, only one third as many as a light rail extension to Tenafly.

Ms. Heck said the New Jersey Association of Railroad Passengers believes that these statistical projections make a very persuasive case for selecting an extension of the Hudson Bergen Light Rail system into Eastern Bergen County as the locally preferred alternative for the Northern Branch Corridor Project. Ms. Heck provided a detailed written statement, ridership information and an article from the Bergen News, "Addressing the Price of Gasoline".

Al Cafiero, on behalf of Senator Cardinale's office, said the website "railroad.net" has a forum that contains a lot of NJ TRANSIT complaints and suggested that the Customer Service Department review that website. Mr. Cafiero said he was excited to go to New York using the ferry service and he came down Tonnel Avenue. He said if there were light rail to Tenafly, he would not have to go through the trouble. Mr. Cafiero said there is a problem crossing the boulevard at the Waterfront. It is extremely dangerous and is difficult to cross the street. He suggested that this crossing be made safer.

Michael Lattif, Bergen County Transit Committee, said Bergen County does not have an office that advocates for the transit needs among municipalities and that is a void that Bergen County intends to fill. His mission is to understand the collective needs of Bergen County and categorize them and recommend solutions for Bergen County residents. He is concerned with all modes of transportation and looks forward to working with NJ TRANSIT.

Mr. Lattif, speaking as an elected official, concurred with Ms. Heck's comments. Tenafly has not served its community. Some Bergen County residents want passenger rail and some residents do not want passenger rail. Among the individuals he spoke with, a considerable number have a strong desire for electric light rail and he is bringing that message to the Board today.

John Costa on behalf of the Amalgamated Transit Union, said Lakeland Bus ratified its contract and a strike was avoided. Mr. Costa thanked Chairman Kolluri and the Governor's office for their support and asked the Board to review that contract.

Mr. Costa said on Monday, the Amalgamated Transit Union testified before a Transportation Committee regarding a bill that describes the process of bidding out

work to private carriers. Mr. Costa was concerned that H. Charles Wedel, NJ Transit's Chief Financial Officer's testimony before the Transportation Committee was opposing the Amalgamated Transit Union's position. Mr. Costa said this was an insult to the union. The union strongly supports NJ TRANSIT and he expected a mutual position on the bill. Mr. Costa said they went through two and one-half years of hard negotiations only to be told that work was going to be privatized. Mr. Costa expressed concern that the Executive Director is the sole person to decide on privatizing work and said he feels an independent audit needs to be done to ensure safety procedures are in place.

Chairman Kolluri thanked Mr. Costa for his leadership and said he does a remarkable job for NJ TRANSIT. Chairman Kolluri said he and Executive Director Sarles worked hard with Mr. Costa to be fair and equitable and he read Mr. Wedel's testimony and thinks he did not take a position but only stated the facts and hopes this does not interfere with the work they do together.

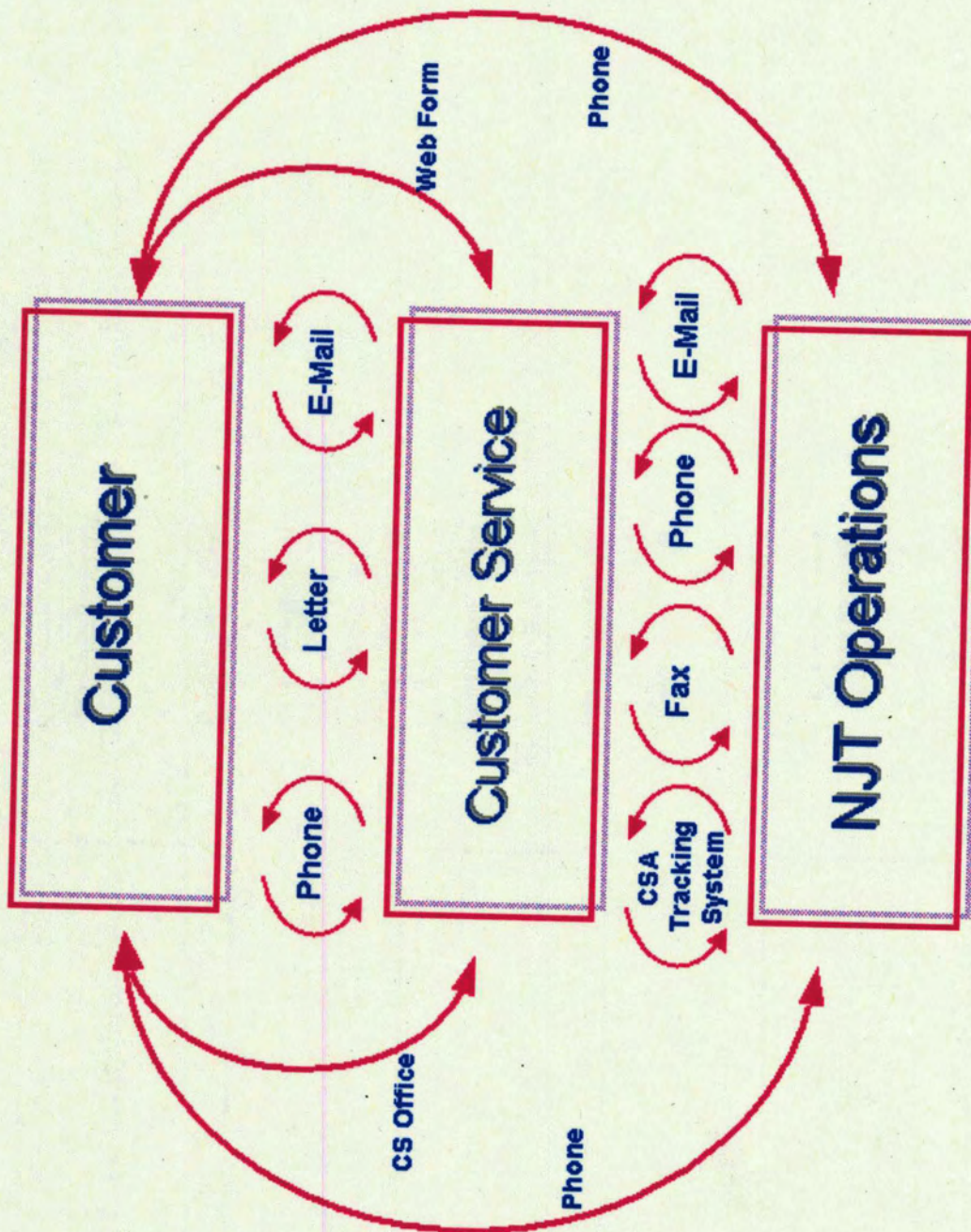
Mr. Costa replied that he hopes in the future the Board approves the bill.

Since there were no further comments or business, Chairman Kolluri called for adjournment and a motion to adjourn was made by Flora Castillo, seconded by Kenneth E. Pringle and unanimously adopted.

The meeting was adjourned at approximately 10:45 a.m.

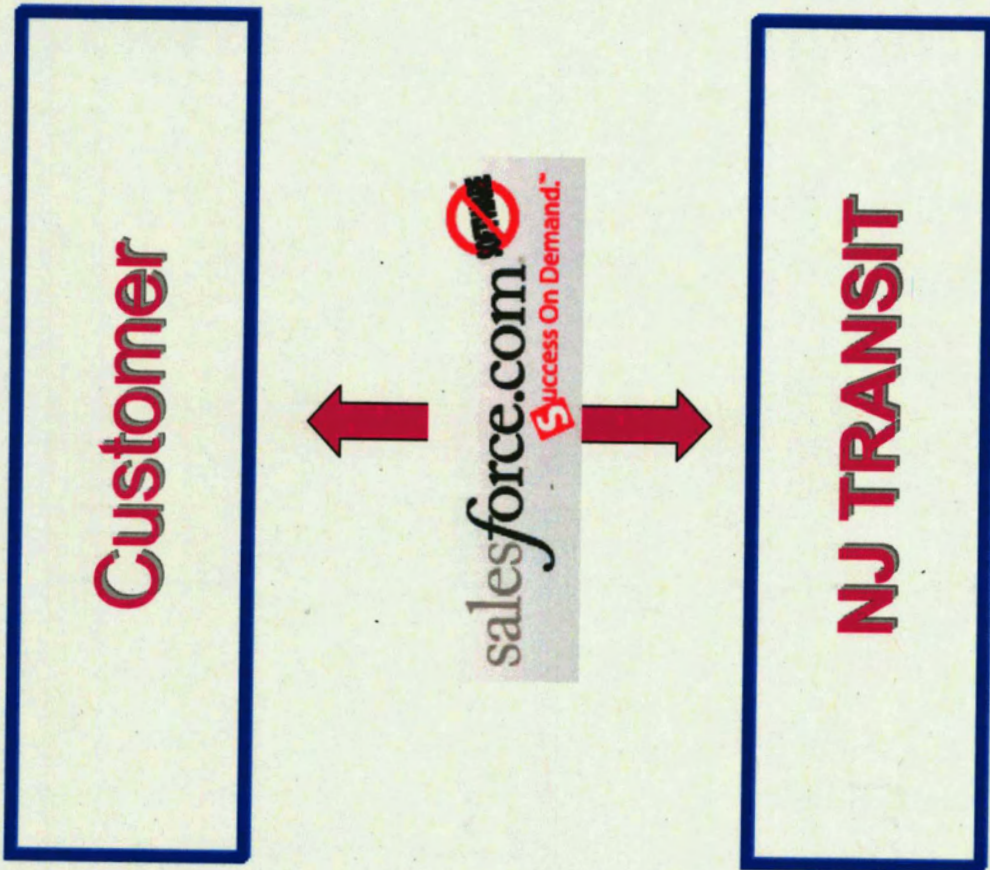
NJ TRANSIT
Customer Relationship Management

Where We Were



NJ TRANSIT Customer Service

**“Listening is the essence of
excellent customer service.”**



NJ TRANSIT Customer Service

RESULTS

- Almost 50,000 cases a year
- Up almost 500% since before implementing CRM
- Response time down 60% to an average of 3 days
- Customer feedback shows improvement
 - Timeliness
 - Quality of response
 - Overall satisfaction with customer service
- No increase in staff

Individual Customer History


[Home](#)
[Accounts](#)
[Contacts](#)
[Cases](#)
[Console](#)
[Solutions](#)
[Documents](#)
[HR Employees](#)
[Issues](#)
[Operations Responses](#)
[Reports](#)
[Dashboards](#)
[Specials](#)


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[Call Center](#)

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[Contact Mr. John Public](#) | [Open Activities](#) | [Activity History](#) | [HTML Email Status](#) | [Notes & Attachments](#) | [Survey Responses](#) | [Contact History](#)

[Back to List: Cases](#)

Contact Detail

Name: Mr. John Public
Account: NJ TRANSIT Customer
Contact Owner: Roberto Rios [Change]
Last Stay-in-Touch Request Date:
Last Stay-in-Touch Save Date:
Contact Record Type: Customer [Change]
Contact's Company:
Mailing Address: 85 Main Street, Union, New Jersey 07115
Customer Type: 2 - Daily commuter on public transportation
Contact Channel: Web
Custom Links: Merge Duplicates
Created By: Roberto Rios, 4/21/2008 9:42 AM
Total Case Count: 3
Last Survey Date:
Invitation Count: 0
Response Count: 0

Phone: (973) 987-6543
Home Phone: (973) 345-1234
Mobile:
Fax: (212) 456-7893
Do Not Call:
Email: john.public@testing.com
Email Opt Out:

Opinion of our company: 4 Neutral
Least Modified By: Roberto Rios, 4/21/2008 10:06 AM
Bus Rider:
Rail Rider:
Light Rail Rider:

Cases

Action	Case	Type	Subject	Priority	Incident Date and Time	Date/Time Opened	Date/Time Closed	Status	Owner
Edit Clis	00251748	Commendation	Employee performance	Normal	4/17/2008 10:06 AM	4/21/2008 10:06 AM		New	Tim Wierzbicki
Edit Clis	00251740	Complaint	Not able to catch connection due to late train	Normal	4/19/2008 9:47 AM	4/21/2008 9:50 AM		New	Tim Wierzbicki
Edit Clis	00251736	Complaint	Door Problems = Delays	Normal	4/21/2008 9:43 AM	4/21/2008 9:46 AM		New	Tim Wierzbicki

Executive Dashboard - ED



Setup System Log Help & Training Logout **AppExchange** Call Center

Home Accounts Contacts Cases Console Solutions Documents HR Employees Issues Operations Responses Reports Dashboards Specials Blu

Dashboard Executive Dashboard - Customer Service Department

Go To Dashboard List

View Dashboard Executive Dashboard - Customer Service Department

Edit Clone Refresh

As of 4/17/2008 2:02 PM

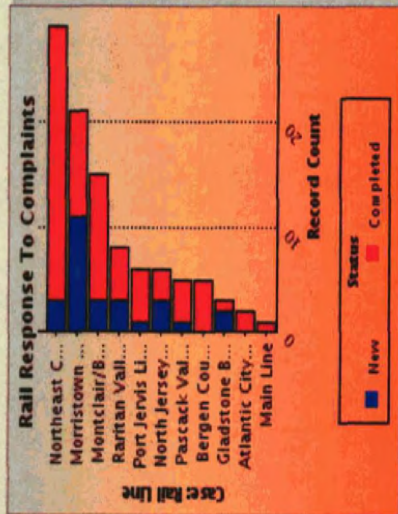
[Help for this Page](#)

Customer Support System Summary - shows Customer Service and Service Quality information for all locations, and across all NJ TRANSIT Divisions. Click on a component to drill down to the detailed report, then use underlined links to see more details.

Rail - Last 7 Days

Train Number	Record Count
6918	18
3926	11
3231	7
5408	6
3830	5

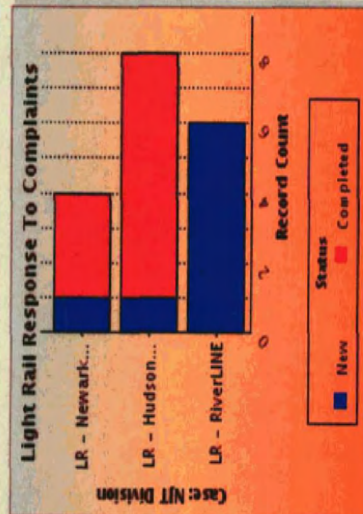
Issue: Issue Name	Record Count
Trip - Delayed	62
Trip - Annulled / Cancelled	29
Equipment Reliability	26
Scheduled Service	19
Facility/Station Condition	18



Light Rail - Last 7 Days

NJT Division	Record Count
LR - Hudson Bergen Light Rail	18
LR - RiverLINE	14
LR - Newark Light Rail	8

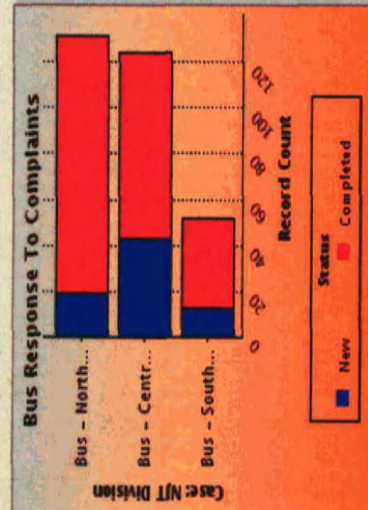
Issue: Issue Name	Record Count
Ticket Purchase	14
Facility/Station Condition	7
Parking	6
Employee Performance	4
Trip - Delayed	4



Bus - Last 7 Days

Bus Route	Record Count
001 - Newark	11
115 - Rahway - New York	9
161 - Paterson - Passaic - NY	8
163 - Ridgewood - New York	8
139 - Lakewood - Old Bridge - NY	7

Issue: Issue Name	Record Count
Bypassed Commuter / Station	61
Employee Performance	48
Trip - Delayed	45
Inappropriate Behavior	28
Trip - No Show	24



Complaints By Mode

Complaints - Last 7 Days

Key Customer-Based Initiatives

- AMTRAK concrete tie project/service impacts
- Raritan Valley – Automated Passenger Signs and Public Address
- Bus diversions to Secaucus Junction and Newark during major delays into NY
- Hudson-Bergen Light Rail late night service changes

[post](#) [view](#) [vote](#)

riders PLATFORM

welcome to the nj transit customer interface. this site is a test, designed as a tool to improve service. log in here to share your IDEAS and vote on the IDEAS you find important.



customer portal

complaint department

manage my transit alerts

current alerts & advisories



nj transit home page

post



Post your NJ TRANSIT idea
 - from ways we could
 improve, to things we've
 never even thought of.

view



Check out other people's ideas

vote



Vote on the ideas you like best.



Government-to-Government AppExchange

What if government agencies saved millions of dollars
and avoided years of redundant effort by sharing applications?



Business One-Stop

NJTRANSIT
The Way To Go.



Wyoming
BUSINESS COUNCIL
Business Development &
Grants Management

Join the visionaries. Test drive their apps. Run them as-is, or customize them to meet your own needs. Then give back by posting your own apps on the Government-to-Government AppExchange.

Government Transformation. Powered by salesforce.com.



**New Jersey Association
of Railroad Passengers**

Rose M. Heck • 501 Collins Avenue • Hasbrouck Heights, NJ 07604

May 14, 2008 New Jersey Transit Board Meeting

I am here today as Chair of the Light Rail Panel of the New Jersey Association of Railroad Passengers. I want to speak to you about a decision that you will be required to make in the near future concerning the Northern Branch Corridor Project.

As the Board is aware, work on the Draft Environmental Impact Statement (DEIS) for this project is nearing completion. Soon a preliminary version of the DEIS will be submitted to the Federal Transit Administration for review and approval before being released to local governments and the public.

That draft document is likely to contain a recommendation on whether the revived Northern Branch rail passenger service shall be based on either:

- A diesel multiple-unit (DMU) shuttle service between North Bergen and Tenafly, requiring passengers wishing to travel between Eastern Bergen County and either the rapidly increasing New Jersey Waterfront or New York City to endure transfers to and from the Hudson Bergen Light Rail system; or
- An extension of the Hudson Bergen Light Rail system from North Bergen to Tenafly, based substantially on a time separation arrangement with the CSX Railroad's five-days-a-week local freight train.

We continue to appear before you to champion the light rail alternative, knowing that it will result in the highest ridership and fare box revenue, lowest operating costs and deficit per passenger carried, and is the wisest use of scarce capital investment funds.

We were happy when NJT posted comparative ridership and other significant data on the Northern Branch project's website. The data (which we will distribute) confirms the position we have taken all along that an extension of the Hudson Bergen Light Rail system into Eastern Bergen County, as originally planned and promised, is the superior alternative.

The work of NJT and its consultants indicates:

- A light rail extension will attract 24,000 passengers per day, compared to only 8,150 for the DMU shuttle. That's **three** times the number of riders - tens of thousands compared to less than 10,000;
- 12,750 of these passengers will start and end their trips in New Jersey if the line is light rail, while only 2,850 will do so if the DMU shuttle is built. In other words **four and a half** times more people will use the line to work, shop and play in our local communities;
- Only 5,300 trips will be made to New York City if DMUs are operated, compared to 11,250 with light rail – that's more than **twice** as many for light rail, no doubt a result of having to transfer twice instead of once;
- More than **five** times as many **new** transit trips will be generated by a light rail extension - 9,000, compared to only 1,730 for the DMU shuttle; and

- The light rail extension will remove 108,000 automobile vehicle miles from New Jersey's congested and pollution filled roadways every day. This compares to a mere 36,900 for the DMU shuttle, only **one third** as many as a light rail extension to Tenafly.

AND these projections were made before we were headed for \$4.00 per gallon or more gasoline.

A recent editorial of *Bergen News*, discussing the recent dramatic rise in gasoline prices, observed:

“It is mind-boggling to realize, when one studies New Jersey Transit's figures, that just along the Northern Branch from Tenafly, to Englewood, to Leonia, to Palisades Park, to Ridgefield and on to North Bergen, 24,000 commuters are ready to get out of their cars each and every workday and board a light rail train as soon as possible.”

Thus NJ-ARP believes that these statistical projections make a very persuasive case for selecting an extension of the Hudson Bergen Light Rail system into Eastern Bergen County as the Locally Preferred Alternative for the Northern Branch Corridor Project.

We also wish to respectfully point out to the Board that the Federal Transit Administration's New Starts Criteria places considerable emphasis on higher ridership, attracting new transit riders and reducing auto vehicle miles as part of its grant application review process. You may recall that a few years ago the FTA gave a “**Not Recommended**” rating to a proposed DMU project that would have connected Raleigh and Durham, North Carolina because of the applicant's projections of low ridership, comparatively few new transit riders, and low reduction in motor vehicle usage in that corridor. As a result, the project has been abandoned by its sponsor.

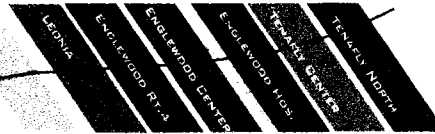
The Hudson Bergen Light Rail system is a highly acclaimed and very successful addition to Northern New Jersey's public transportation network. Its incremental phases have been approved repeatedly for federal funding by the FTA. Rather than introduce a different vehicle technology to the Northern Branch that will produce only minimal results, we urge New Jersey Transit to opt for the “tried and proven” approach. We are confident that selecting light rail, instead of DMUs, for this project will substantially increase the probability that the federal funding need to implement it will be forthcoming.

With these thoughts ever in mind, NJ-ARP continues to believe that by recommending the technology alternative for the Northern Branch that meets the FTA's criteria, New Jersey Transit will serve the interests of the people of our state and, in particular, the residents of Eastern Bergen County.

Thank you.

Attachments:

Northern Branch Corridor RIDERSHIP INFORMATION: New Jersey Transit,
Addressing The Price of Gasoline: *Bergen News* Editorial, May 2, 2008



Northern Branch Corridor RIDERSHIP INFORMATION

Daily Boardings by Station

STATION	Alt. 1 DMU - Tenafly	Alt. 1A DMU - Route 4	Alt. 2 LRT - Tenafly	Alt. 2A LRT - Route 4
Tenafly North	1,950		2,340	
Tenafly Center	1,350		2,630	
Englewood Hospital	170		300	
Englewood Center	600		2,000	
Englewood Route 4	1,270	2,600	1,680	3,500
Leonia	870	980	6,400	7,790
Palisades Park	1,100	1,120	3,690	3,600
Ridgefield	510	530	2,880	2,920
91st Street	150	160	2,080	2,310
DMU Transfer Station (Reverse Trips)	180	150		
TOTAL TRIPS	8,150	5,540	24,000	20,120

Parking Demand by Station

STATION	Alt. 1 DMU - Tenafly	Alt. 1A DMU - Route 4	Alt. 2 LRT - Tenafly	Alt. 2A LRT - Route 4
Tenafly North	550		570	
Tenafly Center	0		0	
Englewood Hospital	0		0	
Englewood Center*	0		0	
Englewood Route 4	370	850	480	870
Leonia	230	230	550	550
Palisades Park	280	280	420	400
Ridgefield	110	110	350	350
91st Street	40	40	40	40
TOTAL	1,580	1,510	2,410	2,210

* Informal Parking May Occur at Englewood Center

Destinations of Northern Branch Trips

	Alt. 1 DMU - Tenafly	Alt. 1A DMU - Route 4	Alt. 2 LRT - Tenafly	Alt. 2A LRT - Route 4
Trips with New Jersey Destinations	2,850	2,140	12,750	11,545
Trips with New York Destinations	5,300	3,400	11,250	8,575

System Impacts of Northern Branch Alternatives

	Alt. 1 DMU - Tenafly	Alt. 1A DMU - Route 4	Alt. 2 LRT - Tenafly	Alt. 2A LRT - Route 4
New Transit Trips	1,730	700	9,000	6,600
Daily Auto Vehicle Miles Traveled Reduction	-36,900	-17,850	-108,600	-80,100

Bergen News ~~Sun~~ Bulletin

Addressing The Price of Gasoline

Written by Administrator

Friday, 02 May 2008

As we watch gasoline prices skyrocket toward \$4, \$5 and maybe \$6 a gallon before the summer is out, it is maddening that state and federal bureaucracies plod along on a local mass transit plan that, according to NJ Transit, could save as much as 108,600 auto vehicle miles on a daily basis.

This plan to provide light rail service from the current Hudson-Bergen Light Rail terminus in North Bergen at Tonnelle Avenue and 51st Street to Tenafly has been stalled in various ways since 1996.

Any reasonable observer has to be angry when one considers the gasoline savings involved in a daily reduction of 108,600 automobile miles over the 12 years (4,380 days) that this light rail line has languished.

Assuming that the average car gets 20 miles to the gallon, that's 7.4 million gallons of gasoline.

And when one considers the generally agreed upon effort of our society to expand a "green" movement and rely less on fossil fuel, one must ask why NJ Transit is even bothering with a comparative study of diesel-powered passenger rail cars vs. light rail powered by electrification of the Northern Branch line.

Considering the rising cost of diesel fuel in tandem with gasoline, one might expect NJ Transit not to consider new uses for diesel-powered trains, but to expect our state mass transit system to work on ways to replace diesel power on existing rail lines.

While a desperately-needed light rail service will take several years to build, even if all needed approvals were granted tomorrow, such a system will not be available for several years.

It is mind boggling to realize, when one studies the NJ Transit figures, that just along the Northern Branch from Tenafly, to Englewood, to Leonia, to Palisades Park, to Ridgefield and on to North Bergen, 24,000 commuters are ready to get out of their cars each and every workday and board a light rail train as soon as possible. If only we had the leadership of our government to provide this.

In the meantime, there is little to suggest short of a light rail system, but more busses would help and encouraging car pooling would be of some value.

The cost of gasoline itself could be attacked by the Securities & Exchange Commission could be prodded to put the screws to the speculators in the futures commodities markets so that the speculators in gasoline, which after all is a commodity, will stop driving up the price of the stuff. The rising gas prices are not being driven up by U.S. oil barons or Middle Eastern sheiks. It's the speculators, and the SEC can and should crack down on them.

Then there is the option that if one lives only a few blocks from work, one could walk the distance, at least on sunny days.

**NEW JERSEY TRANSIT CORPORATION
NJ TRANSIT BUS OPERATIONS, INC.
NJ TRANSIT RAIL OPERATIONS, INC.
NJ TRANSIT MERCER, INC.
REGULARLY SCHEDULED BOARD OF DIRECTORS MEETING**

MAY 14, 2008

MINUTES

- **EXECUTIVE SESSION AUTHORIZATION**
- **APPROVAL OF MINUTES OF PREVIOUS MEETINGS**
- **EXECUTIVE DIRECTOR'S MONTHLY REPORT**
- **ADVISORY COMMITTEE REPORTS**
- **BOARD COMMITTEE REPORTS**
 - *Capital Planning, Policy & Privatization Committee-Shevell
 - *Administration Committee-Castillo
- **PUBLIC COMMENTS ON AGENDA ITEMS**

ACTION ITEMS

**0805-27 RUTHERFORD STATION EXTERIOR REHABILITATION:
CONSTRUCTION CONTRACT AWARD**

Authorization to contract (No. 08-090X) with DMR Construction Services Inc. of Waldwick, New Jersey, for rehabilitation of the Rutherford Station exterior in the amount of \$1,382,000, plus five percent for contingencies, subject to the availability of funds.

**0805-28 PATERSON STATION PASSENGER COMMUNICATIONS
UPGRADES: CONSTRUCTION CONTRACT AWARD**

Authorization to contract (No. 08-093X) with Daidone Electric, Incorporated of Newark, New Jersey, for the construction of communications upgrades at Paterson Station in an amount not to exceed \$1,394,000, plus five percent for contingencies, subject to the availability of funds.

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**0805-29 NEWARK BUS COMPLEX ELECTRICAL UPGRADE:
CONSTRUCTION CONTRACT AWARD**

Authorization to contract (No. 08-081X) with Barrier Electric of Bayonne, New Jersey, for the construction and installation of the electrical upgrade work at Newark Bus Complex located in Newark, New Jersey, at a cost not to exceed \$1,997,248, plus five percent for contingencies, subject to the availability of funds.

**0805-30 NORTH JERSEY COAST LINE, REHABILITATION OF RAILROAD
BRIDGE OVER NAVESINK RIVER, MONMOUTH COUNTY, NEW
JERSEY**

Authorization to contract with Midlantic Construction LLC of Manasquan, New Jersey to perform rehabilitation of the railroad bridge over the Navesink River on NJ TRANSIT's North Jersey Coast Line, in the Borough of Red Bank, Monmouth County. The cost is not to exceed \$5,191,200, plus five percent for contingencies, subject to the availability of funds.

**0805-31 UNDERGRADE RAILROAD BRIDGES: ENGINEERING SERVICES
TO PERFORM IN-DEPTH INSPECTIONS, EVALUATIONS, AND
RATINGS**

Authorization to enter into three separate contracts with Dewberry-Goodkind, Inc. of Bloomfield, New Jersey (No. 07-043D); KS Engineers, P.C. of Newark, New Jersey (No. 07-043E); and HNTB Corporation of Wayne, New Jersey (No. 07-043F) to perform in-depth structural inspections, evaluations, and load ratings of 110 undergrade bridges, at costs not to exceed \$662,021, \$641,369 and \$572,953 respectively, for a total cost of \$1,876,343 plus five percent for contingencies, subject to the availability of funds.

**0805-32 TRAIN MANAGEMENT AND CONTROL SYSTEM ANNUAL
MAINTENANCE CONTRACT**

Sole source authorization to amend the contract (No. 98EH154) with ARINC Incorporated of Annapolis, Maryland to provide services to revise NJ TRANSIT's Train Management and Control software and associated services as directed for a period of two years at a cost not to exceed \$750,000.

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Authorization to execute the three year extension option in contract (No. 02-123) with ARINC Incorporated to provide professional services to maintain NJ TRANSIT's OverView Display system at a cost not to exceed \$344,189 plus five percent for contingencies, subject to the availability of funds.

0805-33 ISSUANCE OF RENEWAL OF FIBER OPTIC PERMIT ALONG NJ TRANSIT'S ATLANTIC CITY LINE RIGHT-OF-WAY TO SPRINT COMMUNICATIONS COMPANY L.P.

Authorization to take all actions necessary to enter into a 30 year permit renewal agreement with Sprint Communications Company L.P. retroactively effective September 29, 2007, for an existing longitudinal fiber optic occupancy of 29.4 miles mainly on NJ TRANSIT's Atlantic City Line, between Mileposts 27.5 to 56.0, in consideration of an annual occupancy rate of \$1.12 per foot with an annual payment of \$173,859.84 plus cumulative five year CPI adjustments thereafter.

0805-34 ADVERTISING AGREEMENTS EXTENSION

Authorization to exercise options and to extend for 27 months the revenue-generating advertising agreements with Titan Worldwide, LLC, of New York City, NY, for Bus, Rail and Light Rail advertising with a minimum guarantee of \$17,000,000, \$2,000,000 in media barter and a capital contribution of \$125,000 for the extended contract term; and with All Vision, LLC, for signboard licensing with a minimum guarantee of \$3,900,000 for the extended contract term until August 31, 2011.

0805-35 ATLANTIC CITY RAIL TERMINAL SHUTTLE SERVICE

Authorization to contract with the Atlantic City Jitney Association to operate the Atlantic City Rail Terminal Shuttle Service, as set forth in Exhibit A, for 30 months, at a total cost not to exceed \$5,369,469, plus five percent for contingencies, and authorization to exercise options to extend this contract for two 36-month periods, in accordance with the Request for Proposal and the carrier's proposal, at a cost not to exceed \$7,083,902 for the first option period and \$8,054,258 for the second option period, plus five percent for contingencies.

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. and NJ TRANSIT Mercer, 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 April 17, 2008 Board meetings of the New Jersey Transit Corporation, NJ TRANSIT Bus Operations, Inc., NJ TRANSIT Rail Operations, Inc. and NJ TRANSIT Mercer, Inc. were forwarded to the Governor on April 21, 2008;

NOW, THEREFORE, BE IT RESOLVED that the minutes of actions taken at the April 17, 2008 New Jersey Transit Corporation, NJ TRANSIT Rail Operations, Inc., NJ TRANSIT Bus Operations, Inc. and NJ TRANSIT Mercer, Inc. Board of Directors' meetings are hereby approved.


Jon S. Corzine
Governor

Kris Kolluri, Esq.
Board Chairman

Richard R. Sarles
Executive Director

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



TO: BOARD OF DIRECTORS
FROM: RICHARD R. SARLES 
DATE: MAY 14, 2008
SUBJECT: EXECUTIVE DIRECTOR'S REPORT – MAY 2008

As you know, Amtrak began work on their Northeast Corridor tie-replacement project Sunday night. The local outbound track is currently out of service between Jersey Avenue and Trenton, which equates to a 25 percent reduction in track capacity. As part of our commitment to keeping customers informed throughout the project, we conducted our first online chat last week, with VP/GM of Rail Operations Bill Duggan responding to questions from approximately 500 customers who participated in the chat.

We heard from customers that they want frequent updates on project status, which we will provide through seat drops, station posters, website and email alerts, and notices to the media. While we are keenly aware that the project will create inconveniences, especially when operating issues arise, we are gratified that customers seem to understand the necessity of getting the work done to ensure long-term reliability.

The online chat is one example of a new series of initiatives designed to improve dialogue with customers and incorporate their good ideas. For instance, a customer suggested diverting New York-bound buses off of the NJ Turnpike to Secaucus Junction or Newark Penn Station when there is severe congestion at the Lincoln Tunnel, giving bus customers rail service options to complete their trip instead of sitting in traffic. We have implemented this twice since February, and we expect to expand this practice where appropriate.

We are also developing a Bus Operations Communications Center that will give a new level of real-time service information to our customers, building on the successful Rail Operations Communications model. When fully operational, bus customers will be able to receive peak-period service updates pertaining to their trips via cell phones, PDAs, laptops and other web-enabled devices. We plan to phase in this program over several months starting in July.

On the light rail side, we have established a new protocol for our River LINE and rail control centers for the coordination of connections at Trenton. We are also partnering with the Delaware Valley Regional Planning Commission to look at customer ridership patterns in order to better predict future regional needs.

These initiatives are under development with our Customer Advocate and Rail, Bus and Light Rail Operations, who together are delivering tangible improvements for customers.

We also have a new customer service partnership with Salesforce.com. NJ TRANSIT is the first public transportation system to utilize this program that records, catalogs and creates searchable databases for every contact initiated by a customer—whether by telephone, letter, email, or in person. It is helping us capture and manage thousands of customer contacts per year, and we are taking the next step to pilot a new “virtual ideas café” with Salesforce.com.

As part of our ongoing safety initiatives, NJ TRANSIT makes hundreds of safety presentations to thousands of school children throughout the state every year. In our efforts to reach more students and motorists, we are launching a driver's education module on rail safety as part of a pilot program with six participating high schools. We are also partnering with the NJ Division of Highway Safety to conduct focused public outreach at two locations in particular—Walnut Street in Montclair and Aberdeen-Matawan stations.

Finally, last week, we dedicated the Hoboken Terminal grand entrance and newly restored clock tower to the late George D. Warrington, with a plaque unveiling and clock tower lighting ceremony. The cobblestone plaza has been renamed “Warrington Plaza” in his honor.

EXECUTIVE DIRECTOR'S MONTHLY REPORT MAY 2008

- 1. HIGHLIGHTS**
- 2. CUSTOMER AND COMMUNITY INITIATIVES**
- 3. EMPLOYEE RECOGNITION**
- 4. DBE/MBE PROGRAM**
- 5. PERFORMANCE MEASURES**

HIGHLIGHTS

NJ TRANSIT advances project to extend Hudson-Bergen Light Rail to 8th Street in Bayonne

Plans to extend Hudson-Bergen Light Rail service farther into Bayonne advanced last month, with the NJ TRANSIT Board of Directors awarding a contract for the final design and construction of a one-mile extension of the track alignment and a new station at 8th Street.

The Board awarded a \$58.4 million contract to George Harms Construction, Inc. of Howell, NJ, for work to extend the light rail line from its current southern terminus at 22nd Street that includes the design and construction of foundations, viaduct structure, track work, intersection improvements, a new station building, landscaping, lighting and customer amenities.

In September 2006, the Board authorized the work needed to advertise a design/build contract, including completion of preliminary design work on the track alignment and the new station, as well as environmental work and other tasks associated with preparation of the design/build package.

From the elevated 22nd Street Station, the light rail tracks will be extended south, hugging the existing Conrail right-of-way along Avenue E. A viaduct will carry light rail vehicles over local streets to an elevated platform at the new 8th Street Station, which will feature an elevator and stairs between street and platform levels.

As a result of community meetings, the station will be located at Avenue C and 8th Street, with architecture reminiscent of the old Central Railroad of New Jersey (CNJ) station that once stood near the site.

Construction is expected to start later this year with completion in 2010.

Free road trip sweepstakes launches car-sharing program

NJ TRANSIT and Zipcar, the nation's largest car-sharing company, have teamed up to add the flexibility of car-rental service at five NJ TRANSIT locations across the state. The pilot program, announced by NJ TRANSIT Executive Director Richard Sarles, kicked off last month.

The new partnership with Zipcar extends the reach of the NJ TRANSIT system by enabling customers to use a combination of rail service and rental car to reach their destinations. Using

Zipcar, customers can access business meetings, run errands or reach leisure destinations that are outside the immediate area of a NJ TRANSIT station.

Customers can get behind the wheel of a Zipcar at:

- Liberty State Park Station (Hudson-Bergen Light Rail)
- Montclair State University Station (Montclair-Boonton Line)
- Metropark Station (Northeast Corridor)
- Princeton Junction Station (Northeast Corridor)
- Morristown Station (Morris & Essex Lines)

Zipcar enables members to reserve a vehicle online or by phone and pick it up at a reserved parking location of the driver's choice. Members are given an access card, called a "Zipcard," which will open the vehicle at the time of the reservation and also serves as the ignition key. Rental includes insurance, a gas card and reimbursements for typical car maintenance needs.

- A Zipcar member, for example, can take rail service to Princeton Junction, pick up a reserved vehicle and travel to a business meeting at the Merrill Lynch office building located about five miles from the station, or head off to quaint Delaware River towns for a day of antiquing.
- From Morristown Station, nature-lovers can use a Zipcar to complete a trip to the Great Swamp National Wildlife Refuge in Basking Ridge. Cultural and heritage tourists can zip to the Stickley Museum at Craftsman Farms in Parsippany.
- The Zipcars at Liberty State Park Station on the Hudson-Bergen Light Rail Line will be especially handy for those nearby urban residents who only occasionally have a need for a car. For a flea market excursion or trip to a home furnishings store, a Zipcar is a great way to haul purchases home.
- Customers can step off a Northeast Corridor train in Metropark and use a Zipcar to visit relatives, shop at Woodbridge Center Mall or Menlo Park Mall in Edison, or immerse themselves in Indian culture along the Oak Tree Road shopping district in Iselin and Edison.
- Zipcars available at Montclair State University Station will be a great way for out-of-towners to make the last leg of a trip to visit friends or relatives, to shop or dine along the Montclair Mile or reach such cultural destinations as the Presby Memorial Iris Gardens, the Montclair Art Museum or Luna Stage Company.

With service in Boston; New York; Washington, D.C.; Minneapolis; Portland, Ore.; Chapel Hill, N.C.; Oakland; San Francisco; Pittsburgh; Toronto; London; Chicago; Ann Arbor, Mich. and Vancouver, Zipcar is the world's largest car-sharing provider.

CUSTOMER AND COMMUNITY INITIATIVES

NJ TRANSIT customers get instant access to senior railroad official in first-ever web chat

NJ TRANSIT customers with questions about the May 11 schedule changes on the Northeast Corridor had the opportunity to get answers directly from a senior railroad official as the corporation hosted its first-ever live online chat at 12:30 p.m. Wednesday, May 7.

The online chat focused on service impacts associated with a long-term Amtrak project to replace prematurely worn concrete ties on the Northeast Corridor. NJ TRANSIT Vice President and General Manager William B. Duggan hosted the online discussion and responded to questions from customers participating in the live event.

The online chat supplemented an array of more conventional communication channels—including fliers, posters, website postings and electronic updates sent to My Transit email alert subscribers—that the corporation has used to publicize the impact of the Amtrak project, which starts May 11.

The tie-replacement project, which is expected to continue through the end of this year and into 2009, will have an impact on Northeast Corridor service because it requires closure of one of the four tracks between Jersey Avenue and Trenton stations.

While efforts have been made to minimize service impact to customers traveling in the peak direction during peak hours, adjustments have been built into new timetables that account for the loss of 25 percent of the capacity on what is one of the busiest passenger railroads in the world. New timetables went into effect May 11 on all NJ TRANSIT rail lines.

Among the impacts:

- As of May 11, Track 4—closest to the outbound station platforms—is closed between Jersey Avenue and Trenton.
- Customers will use platform bridges to board and alight from outbound trains at Princeton Junction and Hamilton stations. The platform bridges will serve the end doors of train cars. Middle doors will remain closed at those stations, lengthening boarding and de-boarding procedures.
- Trip times will be longer, and any unplanned operational problems that arise will be more difficult to work around.
- Customers traveling in the reverse-peak direction (toward Trenton in the morning and toward Newark/New York in the afternoon) will have fewer trains.
- Customers traveling between intermediate stations on the NEC will have fewer trains at certain times of the day.

- Connections to SEPTA or Princeton Shuttle (Dinky) service will be affected.
- Departure times for most NEC trains have been adjusted in the new timetable.

Customers are encouraged to check new timetables to understand how the project will affect their commute. Project updates will be provided on the NJ TRANSIT website (njtransit.com) and will be delivered automatically to customers who have signed up to receive service advisories through “My Transit,” a free NJ TRANSIT service that provides up-to-the-minute travel advisories tailored to each customer’s daily commute.

History comes to ‘light’ in City of Hoboken

On Friday, May 9, NJ TRANSIT dedicated Hoboken Terminal’s grand entrance and newly restored clock tower to the late George D. Warrington, the agency’s former Executive Director who championed innovative services and ground-breaking projects, including one to allow for the restoration of the historic terminal. That project reached a significant milestone Friday evening with the ceremonial lighting of a replica of Hoboken Terminal’s original 1907 clock tower.

Elected officials joined the transportation leader’s colleagues, family and friends for a dedication ceremony and plaque unveiling at Hoboken Terminal’s cobblestone plaza—renamed Warrington Plaza in his memory.

As twilight fell, attendees gathered along Pier A to watch the newly restored clock tower light up the Waterfront, reclaiming its rightful place among the most celebrated New Jersey landmarks.

A celebrated landmark returns

Hoboken Terminal was constructed in 1907 by the Delaware, Lackawanna & Western Railroad with the clock tower as part of the original Beaux-Arts design. Standing 230 feet tall, the tower was lit at night with thousands of incandescent lamps and featured four-foot-tall illuminated letters spelling the word “Lackawanna” on all four sides, as well as four pediment clock faces and a large hipped roof topped by a flagpole.

The terminal and clock tower were clad entirely in copper, patinated for dramatic decorative effects. By the post World War II period, the clock tower had lost much of its copper sheathing to high winds, and after weakened in a storm, it was removed from the building around 1950. It

was replaced by a radio tower that stood for more than half a century, until it was dismantled in June 2006 to make way for the new clock tower.

The new clock tower was modeled after the original 1907 design by architect Kenneth Murchison. The tower was replicated using the same exterior copper cladding as in the original tower, but the inner steel and aluminum structure of the new tower is engineered in accordance with current wind and building code requirements. The exterior cladding will age to a green patina to match the copper on the terminal building.

While resurrected as a replica of the historic landmark, the new clock tower is engineered with the latest fiber optic technology in place of the once incandescent lighting. This technology is more energy efficient and allows the clock to stay lit from twilight to midnight daily.

In homage to the original, it includes four-foot-high copper letters spelling out the word "Lackawanna" and is surmounted by an illuminated clock with four 12-foot diameter faces, one on each side of the tower.

A historic terminal reborn

In early 2003, NJ TRANSIT and the Port Authority entered into an agreement to allow for the rehabilitation of the Hoboken Terminal ferry slips and supporting infrastructure, ultimately to restore permanent ferry service to the historic building and create a new ferry waiting area for customers.

The project was divided into three phases. The first phase, which began in April 2004 and was completed in September 2005, included repairs to the terminal's substructure and superstructure.

Work on the second phase, which is nearing completion and included construction of the clock tower replica, began in December 2005. It included marine construction of five of the original six ferry slips, as well as restoration of the exterior copper facade and lighting on the river side of the terminal, structural repairs, roof repairs and demolition of the finger piers and wooden fenders.

Construction of the ferry loading area will be completed in the third phase, which will include work on the ferry service ticket offices and waiting area, passenger amenities, utilities, ferry barges and gangways. The overall project is expected to be completed in 2010.

Hoboken Terminal currently provides travelers multiple transit options including commuter rail, light rail, PATH and bus service. More than 50,000 people use the terminal daily. Ferry service at a temporary facility was reintroduced in 1989, but the current project will restore service at the original ferry slips.

A visionary transportation leader

Born in Bayonne and raised in Ridgefield Park, NJ, Mr. Warrington graduated from Syracuse University and went on to receive a Master's degree in Public Administration from Syracuse's Maxwell School.

In 1975, Mr. Warrington became a New Jersey Department of Transportation (NJDOT) official, working to pass a bond referendum that would fund the creation of NJ TRANSIT. During that time, he also delivered the check for \$322,000 to the federal government from the state that enabled NJ TRANSIT to acquire historic Hoboken Terminal.

Mr. Warrington later held various positions with NJ TRANSIT, NJDOT, the Delaware River Port Authority and Amtrak. He served as NJ TRANSIT's Executive Director from 2002 to 2007, returning to the corporation he helped create.

During his tenure, Mr. Warrington led the agency's project to allow for the restoration of permanent ferry service to Hoboken Terminal, with funding secured by New Jersey's congressional delegation and the Port Authority of New York and New Jersey.

EMPLOYEE RECOGNITION

NJ TRANSIT Police Officer receives valor award

On Thursday, May 8, NJ TRANSIT Police Department Detective Michael Bavosa was awarded the Valor Award by the prestigious 200 Club of Essex County. Detective Bavosa was awarded this distinguished award for his heroic efforts on November 10, 2006.

The detective was off duty and witnessed an overturned tractor trailer leaking fuel and on fire. Acting in an expedient manner and disregarding his own life and safety, he ran to the track to rescue the driver, who was pinned in the vehicle with his clothes on fire. Bavosa, with the help of two others, freed the driver and treated the man's burns and broken leg until Emergency Medical Crews arrived.

Detective Bavosa donated the \$1,000 award to the Burn Unit at St. Barnabas Hospital in Livingston. The 200 Club of Essex County honors men and women from law enforcement agencies and fire departments around Essex County.

NJ TRANSIT welcomes new employees

We welcome Deputy General Manager of Bus Operations Carol Wise and Senior Director of Real Estate and Economic Development Jeff Nadell to NJ TRANSIT.

Carol, who is from Columbus, Ohio, holds BA and MA degrees from the University of Pittsburgh. She served as Vice President of Operations for the Central Ohio Transit Authority (COTA). Prior to her position at COTA, Carol worked at Southeastern Pennsylvania Transportation Agency, Washington Metropolitan Area Transit Authority and the private sector. Her extensive background includes operational analysis, marketing and business development for transportation consulting firms and feasibility studies at the South Jersey Transportation Authority.

Jeff Nadell has more than 20 years experience in real estate, redevelopment, land use, residential operations and transactions, community relations and marketing. He served as the mayor's assistant in Long Branch for the city's redevelopment initiatives. He also worked as Director of Urban Opportunities for K. Hovnanian Homes. Jeff, who holds a J.D. degree from Syracuse University, is a member of the New Jersey State Bar Association and a Director with the New Jersey Shore Builders Association. He served as a member of the Ocean Township Planning Board.

DBE/MBE PROGRAM

NJ TRANSIT – Office of Business Diversity DBE/SBE Participation

Federally Funded Contracts

\$59,342,061 in federal funds were awarded during October through April of FY 08.* Disadvantaged Business Enterprises (DBEs) were awarded \$10,787,024 or 18.2 percent, which includes both race conscious and race neutral awards.

State Funded Contracts

\$133,180,826 in state-funded contract dollars were awarded during July through April FY 08. ** Of that total, Small Business Enterprises (SBEs) received \$29,997,362 or 22.5 percent. Category 1 SBEs received \$767,549 or 0.6 percent. Category 2 SBEs received \$3,044,845 or 2.3 percent. Category 3 SBEs received \$1,653,247 or 1.2 percent. Category 4 SBEs received \$1,061,915 or 0.8 percent. Category 5 SBEs received \$23,449,806 or 17.6 percent ***

Federal & State Contracts Total

\$192,522,887 in federal and state contract dollars were awarded by NJ TRANSIT during this reporting period. Of that total, \$40,784,386 or 21.2 percent of federal and state contract dollars was won by DBEs and SBEs.

Hudson-Bergen Light Rail Transit System Project

Of \$1,433,024,411 in contract dollars awarded for the Hudson-Bergen Light Rail Transit System project****, \$180,729,496 or 12.6 percent has been received by DBEs. Of the \$180,729,496, 6 percent or \$86,823,647 has been won by Women Business Enterprises (WBEs) who are classified as DBEs.

*Fiscal year beginning October 1, 2007

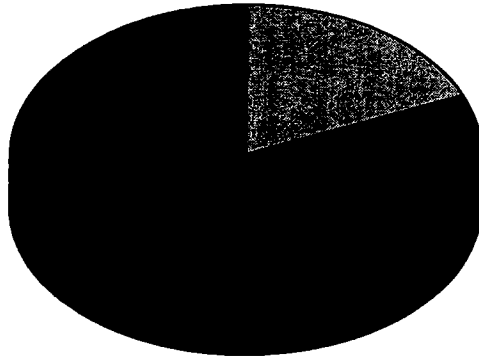
**Fiscal year beginning July 1, 2007

***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

****This YTD figure reflects federal dollars expended on an annual basis; including change orders, for the period from December, 1996 through April 2005.

**DBE PARTICIPATION
FEDERAL CONTRACTS
FEDERAL FYTD (THROUGH APRIL 08)***

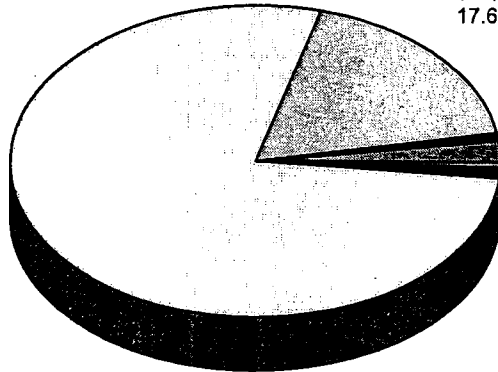
NON-DBE
FEDERAL
\$48,467,534
81.8%



DBE RACE
NEUTRAL & RACE
CONSCIOUS
\$10,787,024
18.2%

**SBE PARTICIPATION
STATE CONTRACTS
STATE FYTD (THROUGH APRIL 08)****

NON-SBE STATE
\$103,183,464
77.5%



SBE-5
\$23,449,806
17.6%

SBE-4
\$1,061,915
0.8%

SBE-2
\$3,044,845
2.3%

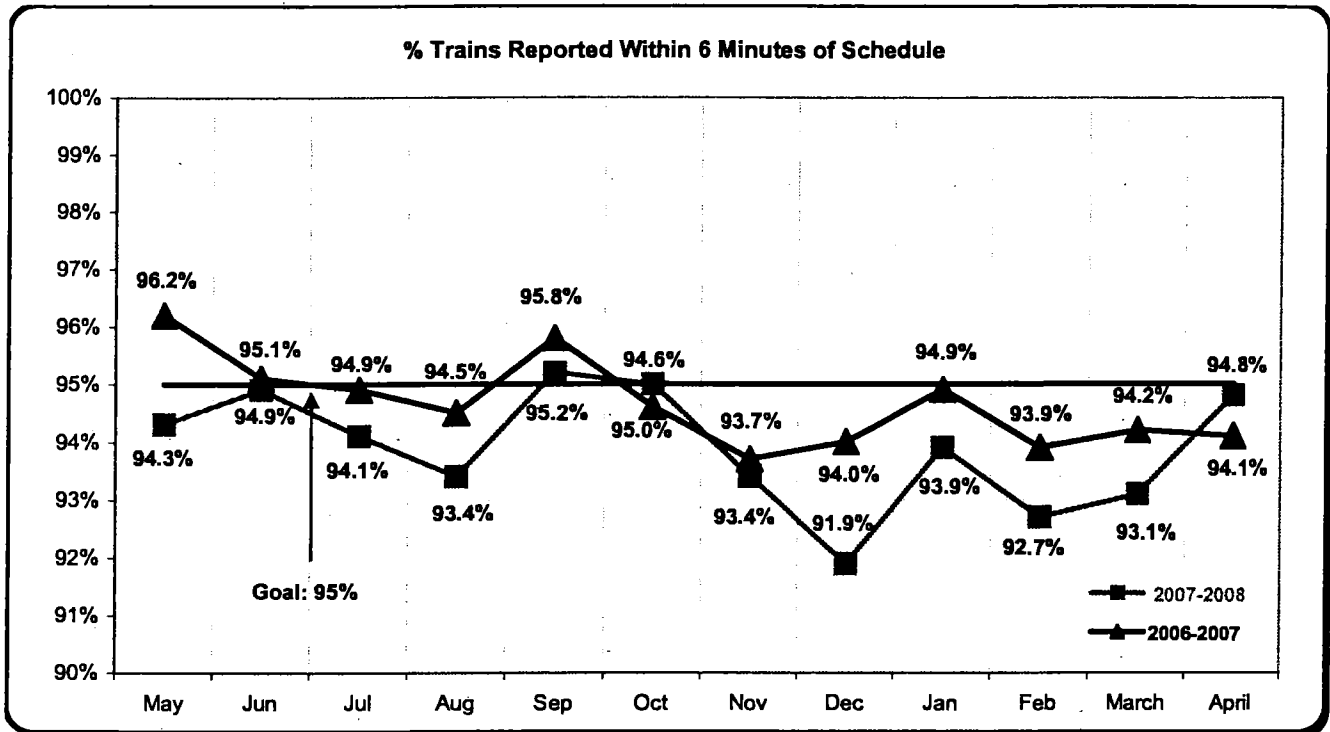
SBE-1
\$767,549
0.6%

SBE-3
\$1,653,247
1.2%

Fiscal Year Beginning October 1, 2007*
Fiscal Year Beginning July 1, 2007**

PERFORMANCE MEASURES

NJ TRANSIT ON-TIME PERFORMANCE RAIL MAY 2006 - APRIL 2008



	2006-2007	2007-2008	# Change
April Comparison	94.1%	94.8%	0.7%

	2006-2007	2007-2008	# Change
12-Month Average May-April	94.7%	93.9%	-0.8%

Analysis:

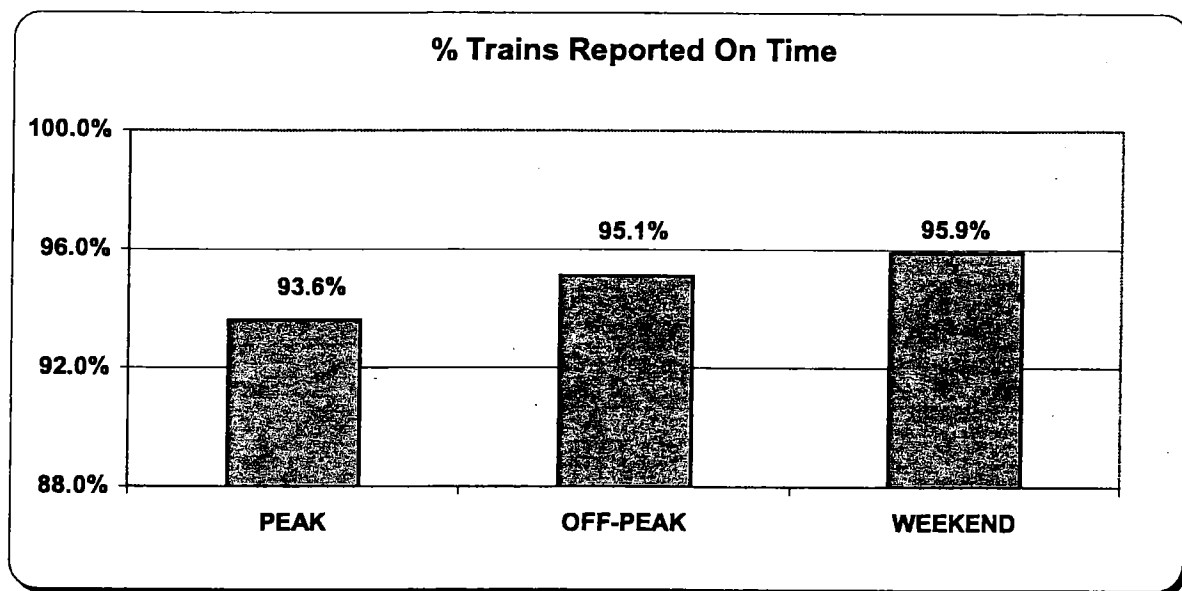
Rail On-Time Performance for April 2008 was 94.8%. Of the 19,926 trains that were scheduled to operate, 18,884 were on-time, while 1,042 trains (or 5.2%) were delayed. Key causes of delay included:

- Ongoing speed restrictions due to Amtrak concrete ties showing premature wear.
- Amtrak problems with the overhead wires in the tunnel leading to Penn Station New York on April 10th.
- An equipment inspection of a non-revenue train outside the tunnel to Penn Station New York on April 24th.
- Amtrak signal problems outside the tunnel leading to Penn Station New York on April 25th.

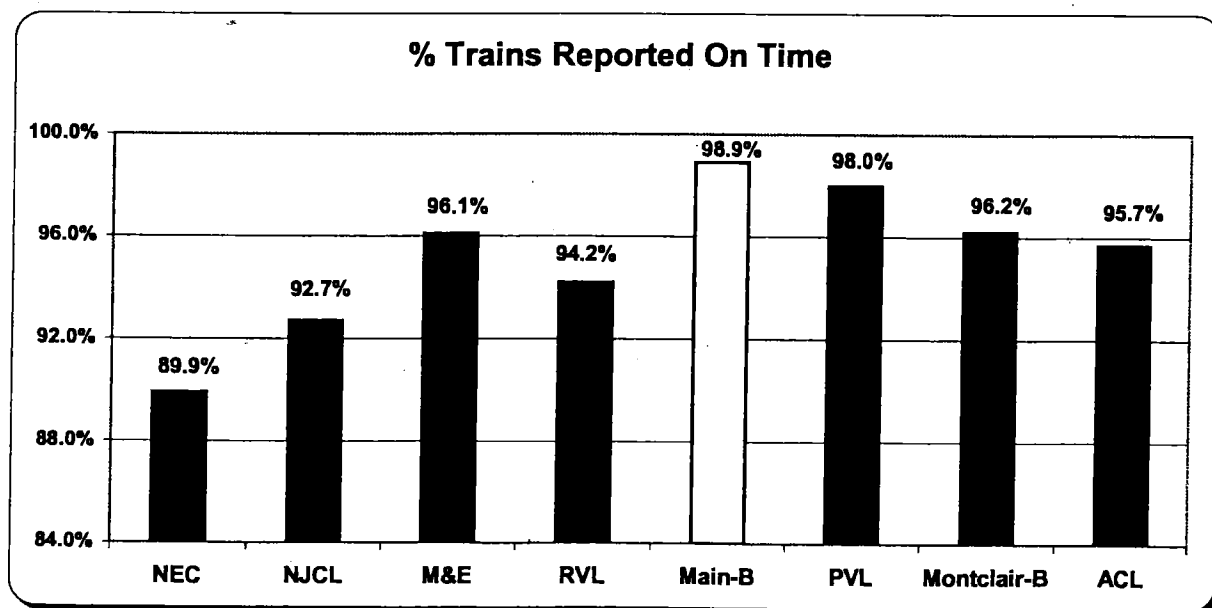
The 12-month average for Rail On-Time Performance for May 2007-April 2008 was 93.9%.

ON-TIME PERFORMANCE RAIL

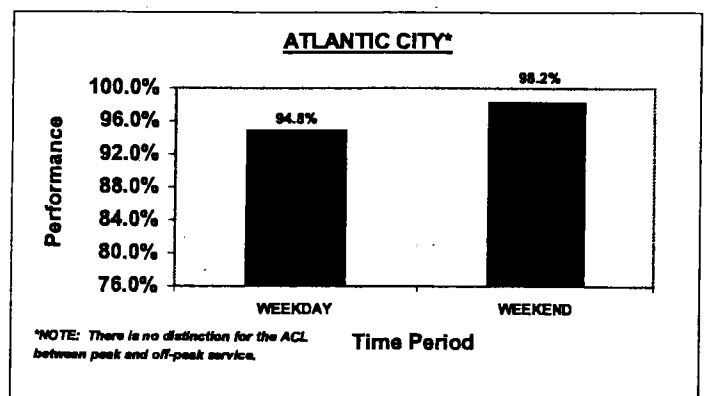
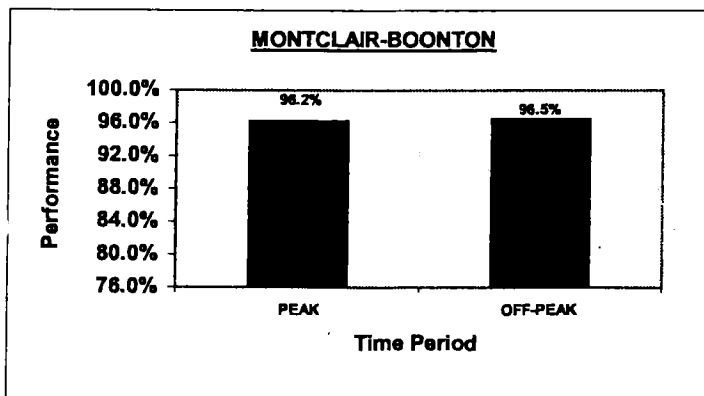
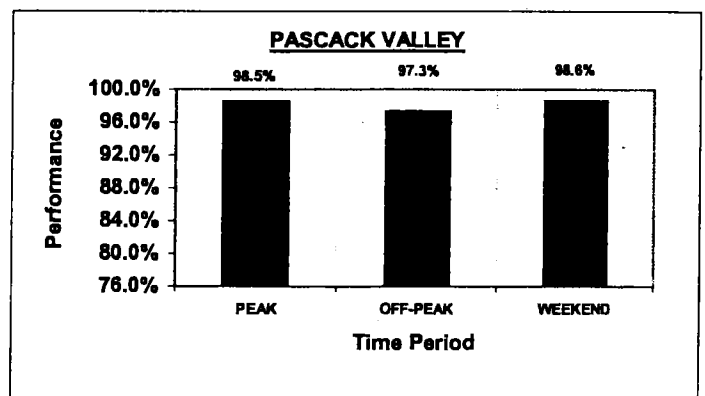
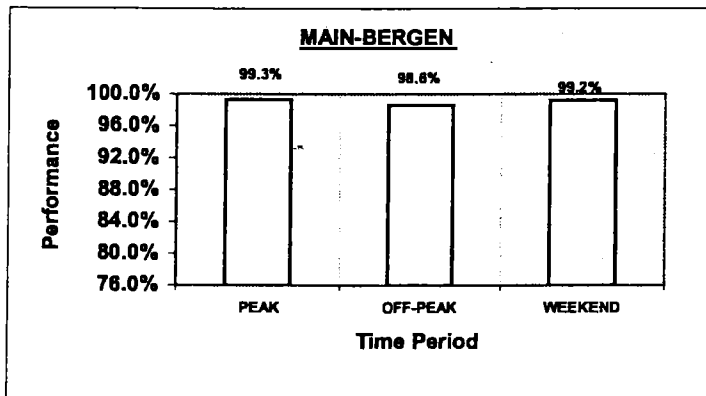
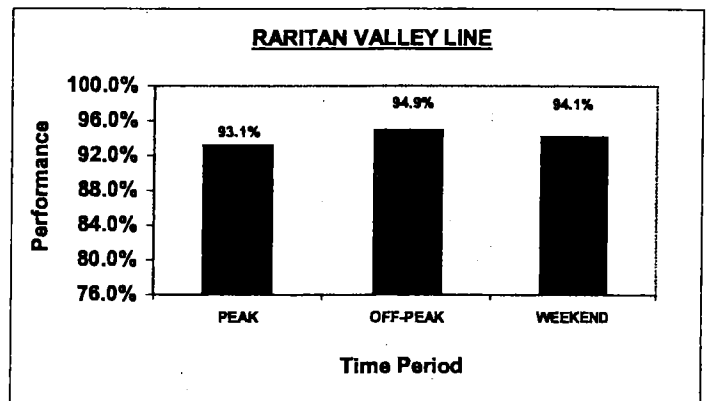
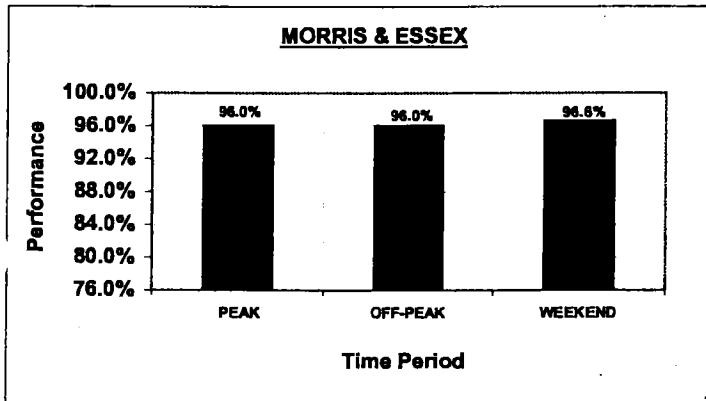
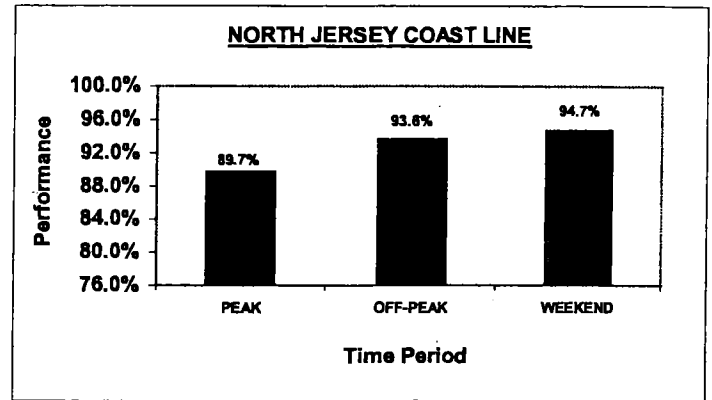
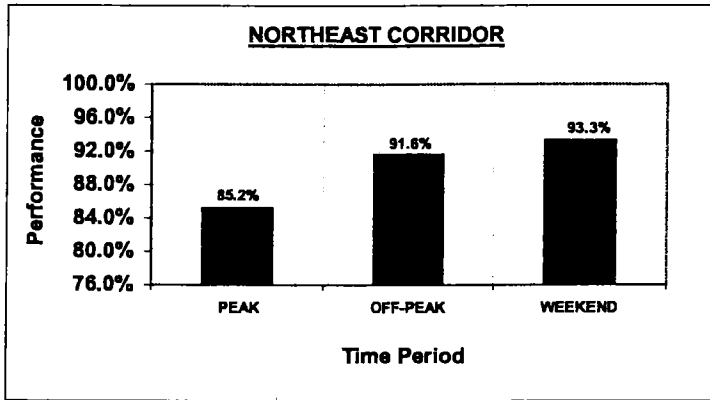
SUMMARY BY TIME PERIOD APRIL 2008



SUMMARY BY LINE APRIL 2008

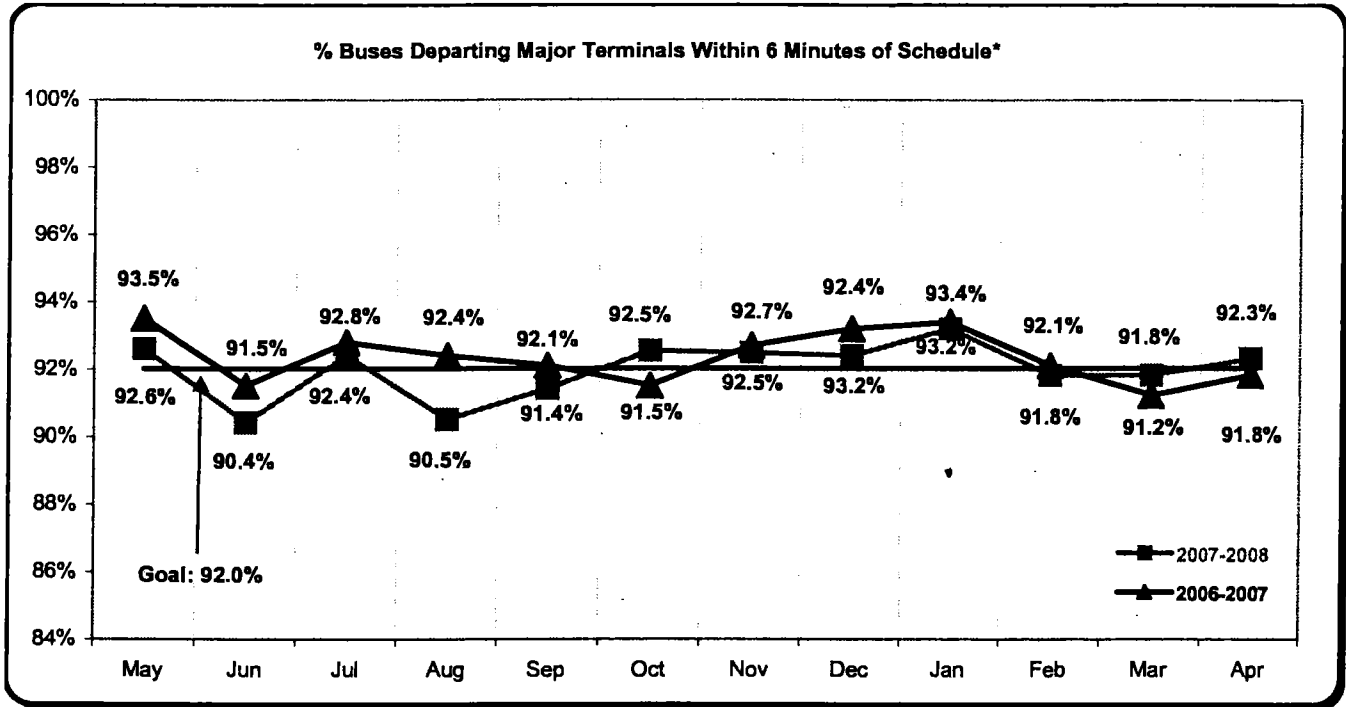


ON-TIME PERFORMANCE BY RAIL LINE & TIME PERIOD April 2008



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

NJ TRANSIT ON-TIME PERFORMANCE BUS MAY 2006 - APRIL 2008



*Note: Includes the Walter Rand Transportation Center, Atlantic City Bus Terminal, Port Authority Bus Terminal, and Newark Penn Station

	2006-2007	2007-2008	% Change
April Comparison	91.8%	92.3%	0.5%

	2006-2007	2007-2008	% Change
12-Month Average May-April	92.4%	92.0%	-0.4%

Analysis:

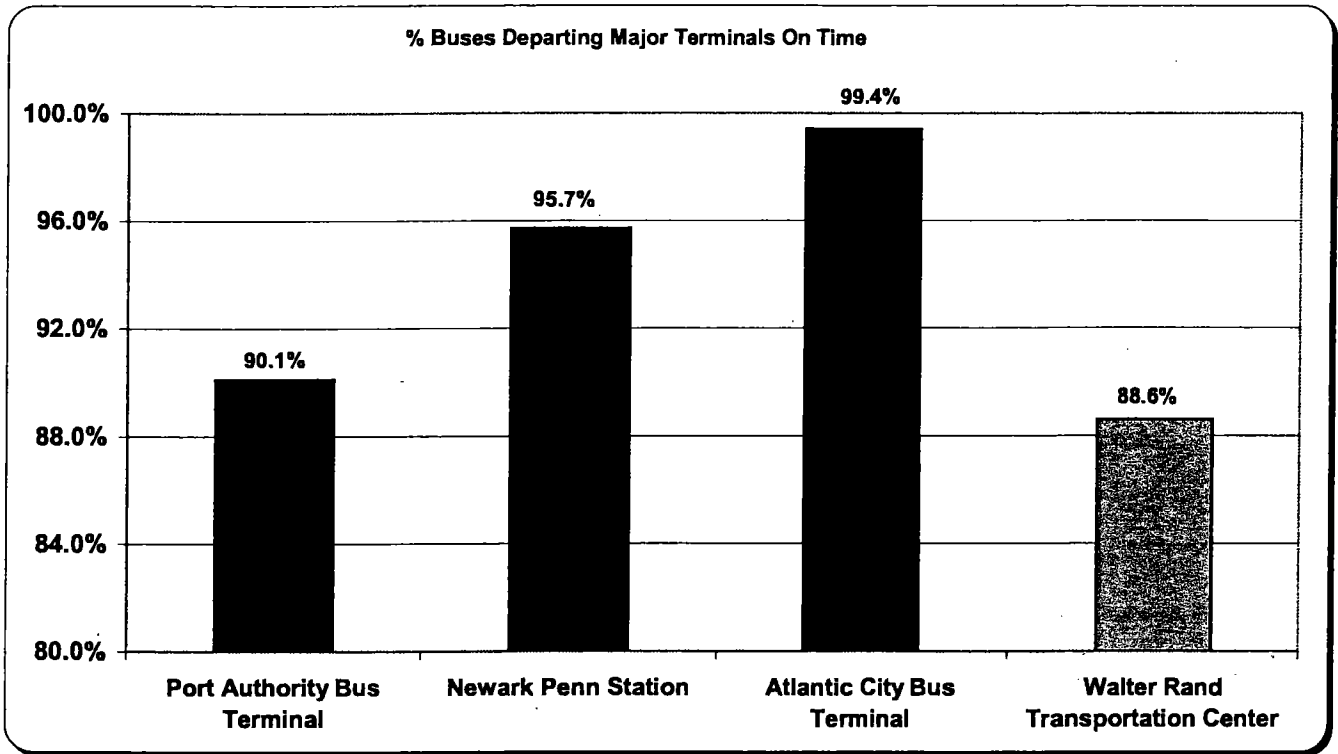
Bus On-Time Performance for April 2008 was 92.3%. Of the 31,778 monitored departures, 2,450 (or 7.7%) experienced delays. Key sources of delay included:

- Traffic diversions inbound to the Port Authority Bus Terminal during rush hour on April 16th.
- Heavy traffic resulting from the Presidential Candidate Debate held in Philadelphia on April 16th.
- Heavy traffic on the Ben Franklin Bridge on several days of the month.

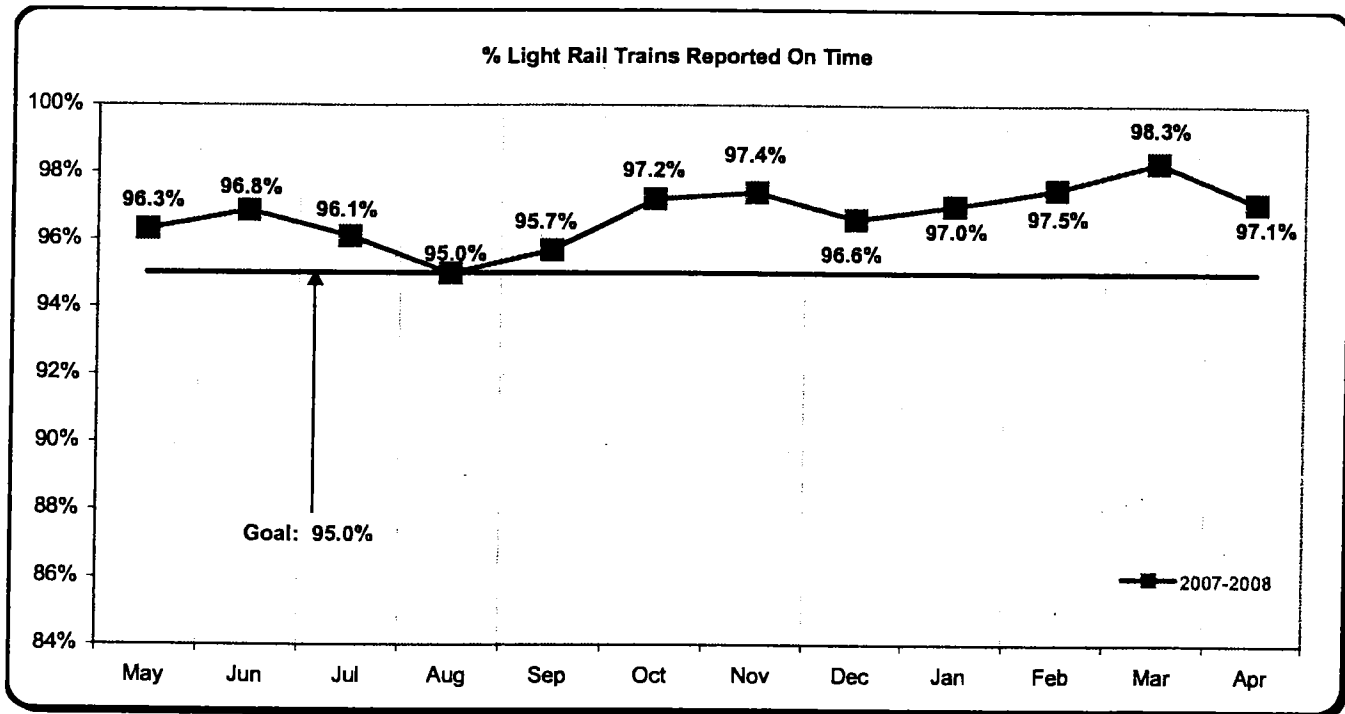
The 12-month average for Bus On-Time Performance for May 2007- April 2008 was 92.0%.

ON-TIME PERFORMANCE BUS

SUMMARY BY TERMINAL APRIL 2008



NJ TRANSIT ON-TIME PERFORMANCE LIGHT RAIL - SYSTEMWIDE MAY 2007-APRIL 2008



*Note: Starting May 2007

	2006-2007	2007-2008	# Change
April Comparison	N/A	97.1%	N/A
12-Month Average	N/A	96.7%	N/A

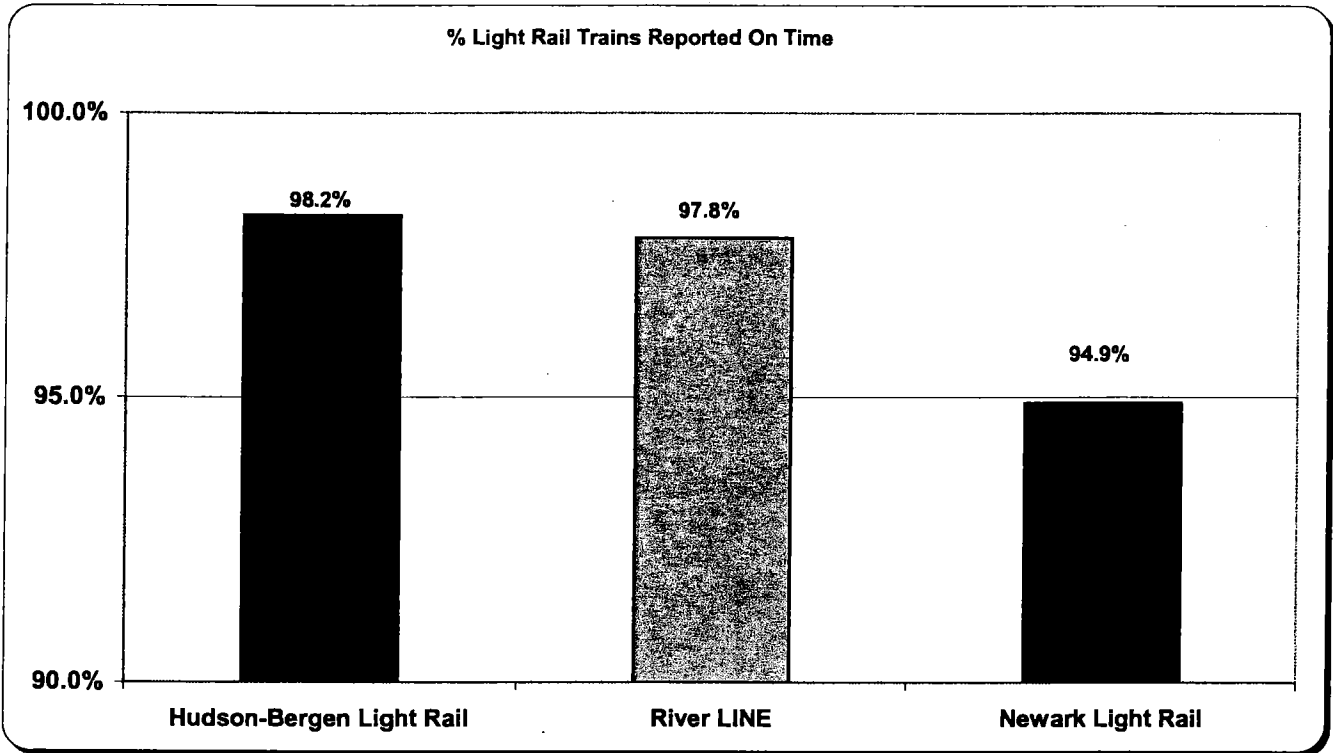
Analysis:

Light Rail On Time Performance systemwide was 97.1% for the month of April 2008. Of the 29,446 scheduled trains, 841 (or 2.9%) experienced delays. Causes of delay during the month included:

- Policy activity in Camden on the River LINE on April 1st.
- A loss of power on the Newark Light Rail at Newark Penn Station on April 11th.
- Catenary damage on the Hudson-Bergen Light Rail on April 19th.

ON-TIME PERFORMANCE LIGHT RAIL

SUMMARY BY LINE APRIL 2008



ACTION ITEMS

**ITEM 0805-27: RUTHERFORD STATION EXTERIOR REHABILITATION:
CONSTRUCTION CONTRACT AWARD**

BENEFITS

Constructed on the Bergen County Line in 1898, Rutherford Station is listed on both the State and the National Registers of Historic Places, and has become a community landmark. At the juncture of NJ TRANSIT's Main and Bergen commuter rail lines, the station boards approximately 940 daily riders, and offers 35-minute travel time to Hoboken Terminal or New York Penn Station in midtown Manhattan. The station is an excellent example of late 19th Century Renaissance Revival architecture with Queen Anne elements. Restoration of the exterior will arrest deterioration and secure the structure, and provide an attractive and useful centerpiece for the city's central business district.

PURPOSE

Authorization of this contract will allow for the restoration or replacement of aged and deteriorated exterior building components to achieve a state of good repair and forestall further decay. As the building is on the New Jersey Register of Historic Places, the work will comply with State Historic Preservation Office requirements for the rehabilitation of historic structures.

ACTION (Justification: State-of-Good Repair)

Staff seeks authorization to enter into a contract (No. 08-090X) with DMR Construction Services Inc. of Waldwick, New Jersey, for rehabilitation of the Rutherford Station exterior in the amount of \$1,382,000, 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 Amount: \$ 1,382,000 + 5% contingency

Total Project Cost: \$ 1,715,000

Projected Date of Completion: June 2010

Anticipated Source of Funds: Transportation Trust Fund

Diversity Goal: 22% SBE

Future/Related Authorizations: Phase II Interior Restoration construction

**Impact on Subsequent
Operating Budgets:** None

RESOLUTION

WHEREAS, restoration of the exterior of Rutherford Station will arrest deterioration and secure the structure; and

WHEREAS, the station is on the State and National Registers of Historic Places and requires stewardship; and

WHEREAS, upon completion of a competitive procurement process, it was determined that DMR Construction Services Inc. was the lowest responsive, responsible bidder;

NOW, THEREFORE, BE IT RESOLVED, that the Chairman or Executive Director is authorized to enter into a contract (No. 08-090X) with DMR Construction Services Inc. of Waldwick, New Jersey, for the repair, replacement and restoration of the exterior of the Rutherford Station in the amount of \$1,382,000, plus five percent for contingencies, subject to the availability of funds.

ITEM 0805-28: PATERSON STATION PASSENGER COMMUNICATIONS UPGRADES: CONSTRUCTION CONTRACT AWARD

BENEFITS

Paterson Station is located on NJ TRANSIT's Main Line in the City of Paterson, Passaic County, and is one of NJ Transit's 35 designated key stations. In the mid-1990's, as part of an earlier phase of construction, the overall station area and viaduct infrastructure was rehabilitated and made compliant with the American with Disabilities Act (ADA) requirements. The station currently consists of a single accessible high-level center island platform on an elevated viaduct structure serving two tracks. The station is also eligible for historic designation.

Paterson Station serves approximately 520 customers each weekday. The proposed communications upgrades are a component of NJ TRANSIT's state of good repair program and will provide communications and security features benefiting all patrons. The installation of these communications and security upgrades will complete the Paterson Station rehabilitation project.

PURPOSE

Authorization of this contract will allow for the construction of various communications and security upgrades at the Paterson Station. The contract will include upgrades of the public address system, static and variable message (LED and LCD) signs, CCTV system and remote elevator monitoring and control systems.

ACTION (Justification: State-of -Good Repair)

Staff seeks authorization to contract (No. 08-093X) with Daidone Electric, Incorporated of Newark, New Jersey, for the construction of communications upgrades at Paterson Station in an amount not to exceed \$1,394,000, 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 Amount: \$ 1,394,000 + 5% contingency

Total Project Cost: \$ 11,807, 000

Projected Date of Completion: February 2009

Anticipated Source of Funds: Federal Transit Administration - \$11,376,000
Transportation Trust Fund - \$431,000

Diversity Goal: 10% DBE

Future/Related Authorizations: None

**Impact on Subsequent
Operating Budgets:** \$15,000 annually

RESOLUTION

WHEREAS, Paterson Train Station, an NJ TRANSIT key station, is located in the City of Paterson and serves approximately 520 customers each weekday; and

WHEREAS, the upgrade of the communications and elevator systems at Paterson Station will provide improved facilities and security for customers; and

WHEREAS, the construction contract will include upgrades of the public address system, static and variable message (LED and LCD) signs, CCTV system and remote elevator monitoring and control systems; and

WHEREAS, upon completion of a competitive procurement process, it was determined that Daidone Electric was the lowest responsive, responsible bidder;

NOW, THEREFORE, BE IT RESOLVED, that the Chairman or Executive Director is authorized to contract (No. 08-093X) with Daidone Electric, Incorporated of Newark, New Jersey, for the upgrade of communications systems at Paterson Station in an amount not to exceed \$1,394,000, plus five percent for contingencies, subject to the availability of funds.

**ITEM 0805-29: NEWARK BUS COMPLEX ELECTRICAL UPGRADE:
CONSTRUCTION CONTRACT AWARD**

BENEFITS

NJ TRANSIT leased a portion of the former CBS/Ideal Toy Factory in 1986 with the intent to establish a central vehicle repair facility to serve the Northern New Jersey area. The building was originally constructed in 1970. From 1990 through 1995, the facility was reconstructed and expanded in two phases to house the central vehicle repair shops, central parts storage, and a bus garage. However, the electrical substation, main switchgear, and main load centers date back to the original construction.

Over the past several years, the original electrical substation, main switchgear, and main load centers have experienced more frequent failure occurrences. Replacement parts for this equipment have become increasingly difficult and more expensive to locate and obtain. As such, NJ TRANSIT is seeking to upgrade this equipment to provide improved reliability and availability of replacement parts. The Newark Bus Complex, portions of which operate on a 24/7 schedule, plays a major role in bus maintenance, repair and servicing operations for the bus fleet serving the northern New Jersey area. As such, interruptions to the electric power serving this complex can result in significant impacts to the entire bus system.

PURPOSE

The award of this contract will allow for replacement and upgrade of major electrical components such as load centers, panels, and the substation building, that have degraded due to age and weather. The new equipment will provide the reliability needed and extend the useful life of the distribution system serving this complex, in addition to minimizing disruption to the complex's operation due to power loss.

ACTION (Justification: State-of-Good Repair)

Staff seeks authorization to contract (No. 08-081X) with Barrier Electric of Bayonne, New Jersey, for the construction and installation of the electrical upgrade work at Newark Bus Complex located in Newark, New Jersey, at a cost not to exceed \$1,997,248, 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: \$ 1,997,248 + 5% contingency

Total Project Cost: \$ 3,810,000

Projected Date of Completion: June 2009

Anticipated Source of Funds: Transportation Trust Fund

Diversity Goal: 20% SBE

Related/Future Authorizations: None

**Impacts on Subsequent
Operating Budgets:** Annual savings of \$10,000-\$50,000 in repair work

RESOLUTION

WHEREAS, NJ TRANSIT leased a portion of the former CBS/Ideal Toy Factory in 1986 with the intention of relocating its central vehicle repair facilities to the site; and

WHEREAS, this complex now houses the central vehicle repair shops, central parts storage, and a bus garage; and

WHEREAS, over the past several years, the original electrical system equipment has experienced more frequent failures, and replacement parts for the approximately 35-year-old equipment has become increasingly difficult and more expensive to obtain; and

WHEREAS, replacement and upgrade of this equipment are necessary to provide for improved reliability and minimized disruption to NJ TRANSIT bus operations; and

WHEREAS, upon completion of a competitive procurement process, it was determined that Barrier Electric was the lowest responsive, responsible bidder;

NOW, THEREFORE, BE IT RESOLVED that the Chairman or Executive Director is authorized to contract (No. 08-081X) with Barrier Electric of Bayonne, New Jersey, to perform the electrical upgrades at the Newark Bus Complex, at a cost not to exceed \$1,997,248, plus five percent for contingencies, subject to the availability of funds.

ITEM 0805-30: NORTH JERSEY COAST LINE, REHABILITATION OF RAILROAD BRIDGE OVER NAVESINK RIVER, MONMOUTH COUNTY, NEW JERSEY

BENEFITS

NJ TRANSIT owns and maintains the Railroad Bridge over the Navesink River located on the North Jersey Coast Line. Rehabilitation of the foundations on this bridge will continue to maintain the structural integrity of the bridge and ensure reliable train service. Each weekday a total of 97 passenger trains utilize the bridge which is located near Red Bank station.

PURPOSE

Staff is requesting authorization for construction of the project. The scope of work includes repair and replacement of deteriorated concrete pier pedestals that support the steel piers of the bridge. It also includes the repair and replacement of the rusted steel base plates, masonry plates, clip angles, and anchor bolts at the base of the steel piers.

ACTION (Capital Program Justification: State-of-Good Repair and Safety)

Staff seeks authorization to contract with Midlantic Construction LLC of Manasquan, New Jersey to perform rehabilitation of the railroad bridge over the Navesink River on NJ TRANSIT's North Jersey Coast Line, in the Borough of Red Bank, Monmouth County. The cost is not to exceed \$5,191,200, 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 IMPACT

Requested Contract Authorization:	\$5,191,200 + 5% contingency
Total Project Cost	\$7.8 Million
Projected Date of Completion:	February 15, 2009
Anticipated Source of Funds:	State
Diversity Goal:	25%
Future/Related Authorization:	No

RESOLUTION

WHEREAS, NJ TRANSIT owns and maintains the Railroad Bridge on its North Jersey Coast Line over the Navesink River in the Borough of Red Bank, Monmouth County; and

WHEREAS, the concrete pedestals that support the steel piers of the bridge are deteriorated; and

WHEREAS, the steel base plates, masonry plates of the steel columns are rusted and corroded. Repair of these structural elements will maintain the structural integrity and ensure reliable train service; and

WHEREAS, following a competitive procurement process, Midlantic Construction LLC of Manasquan, NJ submitted the lowest responsive bid;

NOW, THEREFORE, BE IT RESOLVED that the Chairman or Executive Director is authorized to contract with Midlantic Construction LLC of Manasquan, New Jersey, to perform of rehabilitation of NJ TRANSIT's Bridge over Navesink River at a cost not to exceed \$5,191,200, plus five percent for contingency.

ITEM 0805-31: UNDERGRADE RAILROAD BRIDGES: ENGINEERING SERVICES TO PERFORM IN-DEPTH INSPECTIONS, EVALUATIONS, AND RATINGS

BENEFITS

Inspections, evaluations, and ratings of our undergrade railroad bridges provide crucial information to the Capital Bridge Repair and Painting Programs. Maintaining our bridge infrastructure in a state-of-good repair is a key component to service reliability and ensuring the safety of our passengers and the general public. NJ TRANSIT is responsible for maintaining 658 rail-carrying (undergrade) bridges.

PURPOSE

NJ TRANSIT is responsible for maintaining a safe and reliable bridge infrastructure throughout its system. Bridges are inspected on an annual basis by in-house staff; however, in-depth structural inspections, evaluations and load-ratings are critical elements of the infrastructure maintenance program. The results of the inspections provide NJ TRANSIT with the basis for developing a repair and replacement program. These contracts will provide in-depth structural inspections, evaluations, and load-ratings for 110 undergrade railroad bridges. Detail inspections of this sort allow for periodic condition assessment, monitoring degrees of deterioration, optimization of maintenance effort, and prioritization for capital improvements. These inspections are a necessary step in our maintenance program and will allow NJ TRANSIT to achieve maximum return on its investments.

ACTION (Capital Program Justification: State-of-Good Repair)

Staff seeks authorization to enter into three separate contracts with Dewberry-Goodkind, Inc. of Bloomfield, New Jersey (No. 07-043D); KS Engineers, P.C. of Newark, New Jersey (No. 07-043E); and HNTB Corporation of Wayne, New Jersey (No. 07-043F) to perform in-depth structural inspections, evaluations, and load ratings of 110 undergrade bridges, at costs not to exceed \$662,021, \$641,369 and \$572,953 respectively, for a total cost of \$1,876,343 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:	\$ 1,876,343 plus 5% contingencies
	\$ 662,021 (Contract No. 07-043D)
	\$ 641,369 (Contract No. 07-043E)
	\$ 572,953 (Contract No. 07-043F)

Total Project Cost:	(continuing project)
Projected Date of Completion:	June 2009
Anticipated Source of Funds:	TTF-07/08
Diversity Goal:	1 of 3 SBE Set Aside contracts
Future/Related Authorizations:	None

RESOLUTION

WHEREAS, NJ TRANSIT is responsible for maintaining 658 rail-carrying (undergrade) bridges; and

WHEREAS, the evaluation of all undergrade bridges is necessary to ensure service reliability and safe train operations; and

WHEREAS, the results of these bridge inspections provide the basis for capital bridge repair and painting programs; and

WHEREAS, upon completion of a competitive procurement process, it was determined that Dewberry-Goodkind, Inc., KS Engineers P.C., and HNTB Corporation submitted the most advantageous proposal that provided the best value and were in the best interest of NJ TRANSIT;

NOW, THEREFORE, BE IT RESOLVED that the Chairman or Executive Director is authorized to award separate contracts to Dewberry-Goodkind, Inc. of Bloomfield, New Jersey (No. 07-043D); KS Engineers, P.C. of Newark, New Jersey (No. 07-043E); and HNTB Corporation of Wayne, New Jersey (No. 07-043F) to perform in-depth structural inspections, evaluations, and load ratings of 110 undergrade bridges, at costs not to exceed \$662,021, \$641,369 and \$572,953 respectively, for a total cost of \$1,876,343 plus five percent for contingencies, subject to the availability of funds.

ITEM 0805-32: TRAIN MANAGEMENT AND CONTROL SYSTEM ANNUAL MAINTENANCE CONTRACT

BENEFITS

NJ TRANSIT's contract with ARINC Incorporated ensures proper software maintenance support of the TMAC (Train Management and Control) system. TMAC provides Rail Operations the tools to control the movement of trains on NJ TRANSIT's eleven rail lines via the train dispatcher's direct control of railroad switches and signals. The system provides real time control of the high voltage electric overhead wire system, automated passenger information to the 152 rail stations and remote control of movable bridges. The TMAC system is required to operate at 100 percent availability for the train and power dispatchers. The TMAC system has performed to date at close to 99.99 percent availability.

Annual TMAC maintenance responsibilities include making changes to the software as new projects are completed such as new track requirements for Morrisville Yard, South Amboy track re-alignment, Interlocking improvements, enhancements to passenger information delivery and regular improvements in sharing data between NJ TRANSIT, Amtrak and Conrail.

Also, the train and power dispatchers rely upon the OverView Display (OVD) system to graphically present to dispatchers the track and power infrastructure in order to manipulate train movement as the dispatchers require.

PURPOSE

NJ TRANSIT holds licenses with ARINC Incorporated for the use of their software (of which they are the sole proprietor) to operate the TMAC system, providing train movement management and the control of high voltage overhead wire power distribution. Staff is seeking a sole source authorization for a period of two years with ARINC Inc. to perform future software changes needed that are the result of new projects. Funding for the changes will be included in the overall funding for the specific project.

Staff is also seeking to execute the three year contract extension option with ARINC Incorporated to provide maintenance of the OVD.

ACTION (Justification: Customer Service and Business Efficiency)

Staff seeks sole source authorization to amend the contract (No. 98EH154) with ARINC Incorporated of Annapolis, Maryland to provide services to revise NJ TRANSIT's Train Management and Control software and associated services as directed for a period of two years at a cost not to exceed \$750,000.

Staff also seeks authorization to execute the three year extension option in contract (No. 02-123) with ARINC Incorporated to provide professional services to maintain NJ TRANSIT's OverView Display system at a cost not to exceed \$344,189 plus five percent for contingencies, subject to the availability of funds.

FISCAL IMPACTS

Requested Authorization: \$750,000
\$344,189 + 5% contingency
FY09 – FY10

Projected Date of Completion: July 2010

Anticipated Source of Funds: FY06 – FY10 Capital

Diversity Goal: N/A

**Impact on Subsequent
Operating Budgets:** None

RESOLUTION

WHEREAS, Rail Operations currently utilizes the TMAC system, which provides centralized train traffic control, high voltage power distribution control, remote operation of movable span bridges and automated customer information distribution, and

WHEREAS, NJ TRANSIT holds licenses with ARINC, Incorporated for the use of their proprietary software to run the TMAC system, and

WHEREAS, ARINC provides maintenance of the OverView Display system;

NOW, THEREFORE, BE IT RESOLVED, that the Chairman or Executive Director is authorized to amend the contract with ARINC, Incorporated of Annapolis, Maryland for professional services to revise NJ TRANSIT's TMAC software and associated services as directed for a period of two years at a cost not to exceed \$750,000; and

BE IT FURTHER RESOLVED, that the Chairman or Executive Director is authorized to execute the three year extension option with ARINC, Incorporated to maintain NJ TRANSIT's OverView Display system at a cost not to exceed \$344,189 plus five percent for contingencies subject to the availability of funds.

ITEM 0805-33: ISSUANCE OF RENEWAL OF FIBER OPTIC PERMIT ALONG NJ TRANSIT'S ATLANTIC CITY LINE RIGHT-OF-WAY TO SPRINT COMMUNICATIONS COMPANY L.P.

BENEFITS

The issuance of a 30 year renewal agreement to Sprint Communications Company L.P. (hereinafter referred to as "Sprint"), a communications provider, for 29.4 mile longitudinal occupancy along NJ TRANSIT's Atlantic City Line will generate non-farebox revenue of \$1.12 per foot with an annual payment of \$173,859.84 plus cumulative five year CPI adjustments thereafter.

PURPOSE

The Sprint Permit was executed on September 29, 1987 for a term of 20 years with an option to renew for one additional term of 30 years at a negotiated occupancy fee. Sprint proposes to exercise the 30 year renewal option retroactively effective September 29, 2007.

This authorization provides for NJ TRANSIT to enter into a 30 year occupancy permit renewal agreement with Sprint for an existing longitudinal fiber optic occupancy of 29.4 miles mainly on NJ TRANSIT's Atlantic City Line, between mileposts 27.5 and 56.0.

ACTION (Justification: Business Efficiencies)

Staff seeks authorization to take all actions necessary to enter into a 30 year permit renewal agreement with Sprint Communications Company L.P. retroactively effective September 29, 2007, for an existing longitudinal fiber optic occupancy of 29.4 miles mainly on NJ TRANSIT's Atlantic City Line, between Mileposts 27.5 to 56.0, in consideration of an annual occupancy rate of \$1.12 per foot with an annual payment of \$173,859.84 plus cumulative five year CPI adjustments thereafter.

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

FISCAL IMPACTS

Requested Authorization:

To take all actions necessary to enter into a 30 year permit renewal agreement with Sprint Communications Company L.P. for an existing longitudinal fiber optic occupancy of 29.4 miles mainly on NJ TRANSIT's Atlantic City Line, between Mileposts 27.5 to 56.0, in consideration of an annual occupancy rate of \$1.12 per foot with an annual payment of \$173,859.84 plus cumulative five year CPI adjustments thereafter.

Total Project Cost: N/A

Projected Date of Completion: September 2037

Anticipated Source of Funds: N/A

Diversity Goal: N/A

Related/Future Authorizations: N/A

**Impacts on Subsequent
Operating Budgets:**

Initial annual payment of \$173,859.84 with cumulative
five year CPI adjustments thereafter.

RESOLUTION

WHEREAS, the New Jersey Public Transportation Act of 1979, P.L. 1979, c. 150 authorizes NJ TRANSIT to lease, purchase and sell, or otherwise dispose of, on terms which NJ TRANSIT may prescribe, real and personal property; and

WHEREAS, Sprint, a communications provider, has interest in exercising renewal option of Permit No. P0401-2723-01 for existing longitudinal occupation mainly on NJ TRANSIT's Atlantic City Line (29.4 miles); and

WHEREAS, Sprint will pay \$1.12 per foot with an annual payment of \$173,859.84 with cumulative CPI adjustments every five years for existing longitudinal occupancy mainly along the Atlantic City Line;

NOW, THEREFORE, BE IT RESOLVED that the Chairman or Executive Director or his designee is authorized to take all actions necessary to enter into a 30 year permit renewal agreement with Sprint Communications Company L.P. retroactively effective September 29, 2007, for an existing longitudinal fiber optic occupancy of 29.4 miles mainly on NJ TRANSIT's Atlantic City Line, between Mileposts 27.5 to 56.0, in consideration of an annual occupancy rate of \$1.12 per foot with an annual payment of \$173,859.84 plus cumulative five year CPI adjustments thereafter.

ITEM 0805-34: ADVERTISING AGREEMENTS EXTENSION

BENEFITS

The sale of bus, rail, light rail and signboard advertising space provides significant non-farebox revenue to NJ TRANSIT on an annual basis to help underwrite and subsidize operating expenses. Revenue is generated from the sale and posting of national, regional and local advertising messages on appropriate surfaces, such as exterior and interior bus frames, interior rail and light rail frames, station and platform posters, partial and full vehicle wraps, and freestanding signboards located along railroad rights of way. The responsible display of aesthetically appropriate advertising within and upon NJ TRANSIT assets is a vital component in our efforts to leverage private sector revenues for the benefit of commuters and is consistent with the nationwide use of transit facilities for advertising messages.

PURPOSE

On June 1, 2004, NJ TRANSIT contracted with Titan Outdoor LLC (d/b/a Titan Worldwide) to sell revenue-producing advertising space on our bus and rail equipment, railroad stations and platforms and with All Vision LLC (d/b/a All Vision) to manage the licensing of advertising signboards located on NJ TRANSIT property. In order to assist with the transition from the previous advertising contractor, NJ TRANSIT agreed to a 3-month transition period at the beginning of the contract term for Titan, making September 1, 2004 the effective start date of the first Minimum Guarantee period.

Titan Worldwide has already generated in excess of \$33 million for NJ TRANSIT with more than one year remaining on its contract, well above its minimum guarantee of \$30 million for the full five-year term. All Vision has also exceeded its minimum guarantee of \$8 million. NJ TRANSIT has received more than \$8.2 million with one year remaining on the contract. In addition, All Vision has continued to assist NJ TRANSIT with the competitive licensing of signboard locations on our property, a program that is expected to produce substantial incremental revenue over the next 20 years.

Both the Titan and All Vision contracts included options for the extension of the contract terms for two additional years. Due to the long lead times required for both the advance sale of NJ TRANSIT's advertising space and the bidding and relocation of signboards on our property, staff recommends that the contract options for both contracts be exercised now. Staff also recommends that three additional months be added to the full contract term for both contracts to account for the 3-month transition period at the beginning of the Titan contract and to align the expiration date of the contracts to facilitate future competitive bidding.

ACTION (Justification: Business Efficiencies)

Staff seeks authorization to exercise options and to extend for 27 months the revenue-generating advertising agreements with Titan Worldwide, LLC, of New York City, NY, for

Bus, Rail and Light Rail advertising with a minimum guarantee of \$17,000,000, \$2,000,000 in media barter and a capital contribution of \$125,000 for the extended contract term; and with All Vision, LLC, for signboard licensing with a minimum guarantee of \$3,900,000 for the extended contract term until August 31, 2011.

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

FISCAL IMPACTS

Anticipated Source of Funds:	None Required; Revenue-generating contract
Projected Date of Completion:	August 31, 2011
Diversity Goal:	20% Goal
Related Future Authorizations:	None
Impacts on Subsequent Operating Budgets:	Annual Revenues of \$12 million +

RESOLUTION

WHEREAS, NJ TRANSIT generates considerable non-farebox advertising revenue to help underwrite and subsidize operating expenses; and

WHEREAS, the responsible display of aesthetically appropriate advertising leverages private sector revenues to the benefit of commuters and is consistent with the historical nationwide use of transit facilities for marketing messages;

NOW, THEREFORE, BE IT RESOLVED that the Chairman or Executive Director is authorized to exercise options and to extend for 27 months revenue-generating advertising contractor services with Titan Worldwide for Bus, Rail and Light Rail advertising with a minimum guarantee of \$17,000,000, \$2,000,000 in media barter and \$125,000 capital contribution over the extended contract term; and with All Vision, LLC, for Signboard licensing with a minimum guarantee of \$3,900,000 over the extended contract term until August 31, 2011.

ITEM 0805-35: ATLANTIC CITY RAIL TERMINAL SHUTTLE SERVICE

BENEFITS

This contract will provide for the operation of bus service for NJ TRANSIT's Atlantic City Rail Line riders which rely on connecting shuttle bus service between various hotel and casino locations and the Atlantic City Rail Terminal and Convention Center (Exhibit A) for a base contract period of 30 months and for two 36-month option periods. The service meets each arriving and departing train, operates 23 hours per day, 365 days per year, and has estimated annual ridership of 435,000 passengers. Continuation of this service is important to our riders and to the Atlantic City community and it is consistent with our mission to provide for the operation of a coherent public transportation system in the most efficient and effective manner.

PURPOSE

Authorization will continue the Atlantic City Rail Terminal Shuttle Service which staff has identified as appropriate service that might be operated more economically by seeking competitive bids for its performance. The carrier will comply with New Jersey's Conscientious Employee Protection Act.

A Request for Proposals (RFP) was issued to request proposals for private motorbus carriers to provide bus service for the Atlantic City Rail Terminal and Convention Center for an initial contract period of four years and for two 36-month option periods. The RFP required prospective carriers to provide a proposed price for the operation of the service, including the required revenue vehicles, for the base contract period and both 36-month option periods that may be exercised solely at the discretion of NJ TRANSIT. NJ TRANSIT staff reviewed the private carrier proposals received in response to the RFP and the benchmark cost established by NJ TRANSIT Bus Operations for the operation of the service. The initial contract period included in the RFP was from January 1, 2007 through December 31, 2010. However, due to concerns with funding the cost of this service, NJ TRANSIT has been extending the prior agreement for this service with the Atlantic City Jitney Association in six-month intervals. The current extension will expire on June 30, 2008. These extensions of the prior agreement result in the reduction of the initial contract period of the new agreement from 48 months to 30 months.

ACTION (Justification: Cost Efficiencies)

Staff seeks authorization to contract with the Atlantic City Jitney Association to operate the Atlantic City Rail Terminal Shuttle Service, as set forth in Exhibit A, for 30 months, at a total cost not to exceed \$5,369,469, plus five percent for contingencies, and authorization to exercise options to extend this contract for two 36-month periods, in accordance with the Request for Proposal and the carrier's proposal, at a cost not to exceed \$7,083,902 for the first option period and \$8,054,258 for the second option period, plus five percent for contingencies.

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

FISCAL IMPACTS

Requested Authorization:	\$20,507,629 (102-month operations) plus 5% for contingencies
Projected Date of Completion:	December 30, 2016 for the base contract period plus the two 36-month option periods
Anticipated Source of Funds:	FY2009-2017 Operating Budgets
Diversity Goal:	Carriers is required to make a good faith effort to expend 2% of the value of the contract (excluding wages) on goods/services provided by Disadvantaged Business Enterprises
Impact on Subsequent Operating Budgets:	None

RESOLUTION

WHEREAS, staff has determined that it is appropriate to provide shuttle bus service between various hotel and casino locations in Atlantic City and the Atlantic City Rail Terminal and Convention Center and a Request for Proposals (RFP) was issued to seek competitive proposals from private motorbus carriers to provide the service under contract; and

WHEREAS, NJ TRANSIT's Selection Committee has reviewed the private carrier proposals received for the operation of the Atlantic City Rail Terminal Shuttle Service, as well as the NJ TRANSIT Bus Operations benchmark cost for the service; and

WHEREAS, NJ TRANSIT's Selection Committee has determined the proposal from the Atlantic City Jitney Association to be advantageous to NJ TRANSIT and recommends that the carrier operate the Atlantic City Rail Terminal Shuttle Service;

NOW, THEREFORE, BE IT RESOLVED that the Chairman or Executive Director is hereby authorized to execute all agreements and to take other actions necessary consistent with this Board action to contract with the Atlantic City Jitney Association to operate the Atlantic City Rail Terminal Shuttle Service, as set forth in Exhibit A, for 30 months, at a total cost not to exceed \$5,369,469, plus five percent for contingencies; and

BE IT FURTHER RESOLVED that the Chairman or Executive Director is hereby authorized to exercise the options to extend this contract for two 36-month periods, in accordance with the RFP and the carrier's proposal, at a cost not to exceed \$7,083,902 for the first option period and \$8,054,258 for the second option period, plus five percent for contingencies; and

BE IT FURTHER RESOLVED that funding of this agreement shall be subject to the availability of funds and Board approval of NJ TRANSIT's operating budgets; and

BE IT FURTHER RESOLVED that the carrier shall comply, as a condition of the present and future contracts, with New Jersey's Conscientious Employee Protection Act.

EXHIBIT A

ATLANTIC CITY RAIL TERMINAL SHUTTLE SERVICE

LIST OF ROUTES

<u>Route No.</u>	<u>Description</u>	<u>Days Operated</u>
1	Caesar's, Hilton, Tropicana, Trump Plaza	Monday-Sunday
2	Bally's Park Place, Claridge, Sands	Monday-Sunday
3	Atlantic County Offices, Resorts, Showboat, Taj Mahal	Monday-Sunday
4	Borgata, Harrah's, Trump Marina,	Monday-Sunday