



## Progress

NJ TRANSIT is hard at work making major improvements to your service. We've invested billions of dollars in infrastructure projects and innovated to find new ways to enhance your experience, all while running our full schedule of bus, train and light rail services safely.

We're focused on six key areas and invite you to take a look below at the progress we've made.

Improving Service, Reliability & Safety

Enhancing Our Customer Experience

Advancing Major Capital Projects

Setting A Vision for the Future

Providing Nationally-Recognized Security

Responding to COVID-19

### IMPROVING SERVICE, RELIABILITY & SAFETY

- Continued to run full weekday service throughout the COVID pandemic.
- Added over 100 trains to the schedule.
- FY2022 vs. FY2019 On-Time Performance:
  - [Rail improved](#) from 90.0% in FY19 to 92.5% in FY22.
  - [Bus improved](#) from 91.3% in FY19 to 95.0% in FY22.
  - [Light Rail](#) maintained 96.3% in FY21.
- Rail cancellations [down](#) 13% in FY22 vs. FY19.
- Introduced greater transparency with a public [performance dashboard](#) available on our website – complete with OTP, cancellations and a host of other performance data.
- NJ TRANSIT won APTA 2021 [Bus Safety Gold Award and Rail Safety Certificate of Merit.](#)

- We have [fully restored](#) our depleted ranks of engineers.
- We have hired more than 1,000 [bus operators](#) since 2018.
- We continue to [recruit, hire and train for critical frontline positions](#), including locomotive engineers, conductors and bus operators.
- Accelerated Positive Train Control testing to achieve [full certification](#) on December 18, 2020 – despite only being 12% complete toward an interim December 2018 installation milestone in January 2018.
- Completed deployment of 110 new articulated buses – the first expansion of the bus fleet in a decade.
- Over 300 new buses received and deployed over the past 2 years.
- Purchased 113 new multi-level rail cars in 2018 – the first of which are expected to arrive in 2024; additional 25 cars [purchased](#) in 2022.
- Nine of 25 new dual-mode locomotives delivered since January 2021, continuing our efforts to improve mechanical reliability and operational flexibility.
- Upgraded [Access Link fleet](#) with over 300 new minibuses and hybrid sedans.
- Newer buses and trains have improved customer amenities and improve reliability by reducing mechanical failures.
- In coordination with [Hoboken](#), relocated bus stops on the No. 126 Route, added capacity and enhanced customer experience.
- Increased weekday train service at our Avenel station by more than 40 percent, running a full schedule of weekend service there for the first time in 34 years.
- Added, extended, or provided enhanced bus service on 100 bus routes over the past two years including the 1, 86, 119, 123, 126, 128, 158, 166, 409, 412, 413, and 772 Routes.
- Upgrading RiverLINE vehicles' engines that are expected to improve reliability for customers and reduce nitrogen oxide (NOx) emissions by at least 57 percent and lower particulate matter by 90 percent.
- Increased weekday peak period service on Newark Light Rail's Broad Street extension to allow trains to operate every 10 minutes to improve train connections and convenience.
- Enhanced weekend rail service at five stations.
- Improved procurement times, giving operations personnel the parts and materials they need to keep the fleet running and reliable for our customers faster than before.
- Introduced two safety education initiatives: [Special SEAT \(Safety Education Awareness Training\)](#) for students with special needs, and [Protecting our Pedestrians \(POP\)](#) to encourage pedestrian safety for students in K-12.
- Made our Children's Rail Safety Program for schools available [virtually](#).
- Developed a lifesaving partnership with [Waze](#) which identifies the location of grade crossings on the Waze app. The new feature automatically alerts drivers that they are nearing a railroad crossing and reminds them to proceed with caution.

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## ENHANCING OUR CUSTOMER EXPERIENCE

- Fifth consecutive year without a [fare hike](#) under the Murphy administration.
- Made significant improvements to our customer communications infrastructure, systems and services to deliver timely service information, including:
  - 24/7/365 staffing of Customer Service & Communications operations to alert customers about service impacts.
  - Expanded social media staffing hours to provide service updates via popular social media platforms.
  - Piloting new, high-quality digital station announcement systems at five stations.
- Made numerous upgrades to the NJ TRANSIT Mobile app, which currently has a 4.8 rating out of 5 with over 132,000 reviews:
  - Completed redesign to improve functionality and access to information.
  - Introduced customized push notifications with service information.
  - Added ["How Full Is My Ride?"](#) feature to inform customers about crowding conditions on vehicles.
  - Launched ["Arrival Alerts"](#) to provide notifications when customers begin arriving at their destination.
  - Introduced a new [Map My Ride](#) feature to allow customers to track the locations of their buses and trains in real-time.
  - Added Light Rail single-ride tickets for purchase.

- Launched [NJ Transit Rewards](#) program to allow riders to earn points for their NJ TRANSIT ticket purchases, redeemable for special offers with businesses throughout the state.
- Introduced [Transit to Trails](#) program, an online map application which easily identifies over 60 national, state and county parks throughout New Jersey that are accessible by NJ TRANSIT service.
- Piloting a new [FLEXPASS](#) ticketing option to accommodate customers whose commuting patterns have changed due to COVID-19
  - 20-trip ticket discounted 20% off the one-way fare and good for 30-days.
- As part of our ongoing efforts to engage and expand inclusion for our customers with disabilities, NJ TRANSIT held its first ever [Accessibility Forums](#).
- Made numerous improvements to Access Link, including:
  - Launched [Access Link Online](#) to enable online reservations, cancellations and cashless payments for trips via EZ-Wallet.
  - New NJ Transit Access Link [mobile app](#) launched in March 2021.
  - Introduced Access Link Twitter account at [@NJTRANSIT\\_AL](#) to provide information and service updates.
- Encouraged area employers to [see what NJ TRANSIT has done](#) to ensure their employees can get back to their offices safely.
- Welcomed back area college and university students with a special promotion for our [Student Pass](#), and [expanded eligibility to part-time, degree-seeking students](#).
- Resumed service to major events at [MetLife Stadium](#), including seamless transportation of more than 10,000 customers to the iconic [Army-Navy Game](#)
- Introduced [First Run](#), our NJ TRANSIT blog for sharing news, information and behind-the-scenes insights about NJ TRANSIT
- Integrated SEPTA ticket purchasing into the NJ TRANSIT Mobile App and ticket vending machines, enabling customers to buy end-to-end tickets from New Jersey to Philadelphia.
- Modernizing fare collection systems to improve customer experience, including:
  - Rolling out handheld mobile validation units for rail crews to scan tickets.
  - Systemwide installation of new electronic validators on buses to scan and validate paper and mobile tickets/passes.
  - Completed installation of 550 new, modernized ticket vending machines (TVMs) throughout the system, offering faster transaction times and new contactless payment options.
  - Initiated purchase of required stock of cards which will become NJ TRANSIT [fare cards](#).
- Continued to install modern new screens and kiosks to provide up-to-date travel information, including new kiosks in Rahway, Morristown and Red Bank stations.
- Completed refresh of new Ticketed Waiting Area at PSNY in coordination with Amtrak to provide additional space and amenities to NJ TRANSIT customers.
- Unveiled first [solar-powered bus shelter](#) with lights and USB charging ports.
- Ongoing enhancements and improvements to [www.njtransit.com](#).
- Updated [our policy](#) on personal vehicles to allow e-bikes, e-scooters and hoverboards on board vehicles, under existing bicycle regulations offering environmentally friendly alternatives for first-mile/last-mile access to transit.
- Introduced two new technology-focused initiatives to help customers navigate travel on the system as safely and efficiently as possible, including efforts aimed at improving [accessibility](#) on NJ TRANSIT for neurodiverse customers and customers with mobility challenges.
- Relaunched [Adopt-A-Station](#) program in partnership with American Express.
- Launched [NJ TRANSIT SHOPPE](#), an online store, offering a wide range of NJ TRANSIT-branded clothing, beverage ware and more.

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## ADVANCING MAJOR CAPITAL PROJECTS

- Since 2018, we have more than \$4 billion in [capital projects](#) underway or soon to enter procurement – up from just \$60 million in hard money contracts on the street in 2017.
- Secured over \$500 million in federal funding over five years for capital projects under the Infrastructure Investment and Jobs Act.
- Broke ground in August 2022 on the new \$1.6 billion [Portal North Bridge](#), the largest single construction contract in the agency's history and a key element of the [Gateway Program](#), which will improve service, reliability, and capacity for rail travel along the Northeast Corridor by replacing the existing 110-year-old swing bridge.

- Facilitating and supporting key projects withing the [Gateway Program](#), including:
  - Federal issuance of the Final Environmental Impact Statement (EIS) and Record of Decision (ROD), clearing the way for the project to work toward final design and construction.
  - Submission of the [new financial plan](#) with project partners that should qualify the Hudson Tunnel Project for advancement to the next phase of the Federal Transit Administration (FTA)'s Capital Investment Grants (CIG) Program.
- Advancing other key projects to improve overall system performance, including:
  - Raritan River Bridge Replacement Project
    - [Awarded construction contract](#) for new \$600 million Raritan River Bridge which broke ground in September of 2020.
    - Issued an invitation for Bid (IFB) for the second Construction Contract GC.02 in December 2021.
  - [Walter Rand Transportation Center](#) Improvement Project continues to advance with \$250 million investment.
  - Commenced \$190 million effort to renovate and reimagine [Newark Penn Station](#), awarded [first contract](#) for modernization and commenced project to [upgrade air conditioning](#) system.
  - Advancing enhancements to the [Trenton Transit Center](#).
  - Hoboken - Broke ground on [Hoboken Connect](#) project, \$195 million Long Slip Project underway, [resiliency upgrades](#) in progress.
  - [Elizabeth Station](#) (\$70 million) and [Lyndhurst Station](#) (\$31.5 million) where construction has commenced.
  - [Perth Amboy Station](#) (\$45.5 million), where construction has commenced, with ground breaking in April 2022.
  - Awarded contract to rehabilitate the [Roseville Tunnel](#), a crucial element in restoring passenger rail service to Sussex County along the Lackawanna Cutoff, from Port Morris to a new proposed station in Andover.
  - Advancing the Morris & Essex Lines Sawtooth Bridge replacement project to improve trans-Hudson capacity.
  - New North Brunswick Train Station project continues to advance.
  - Glassboro-Camden Light Rail line continues to advance.
  - Completed early-action construction work at Hudson-Bergen Light Rail's West Side Avenue Station for Route 440 Extension project.
  - \$557 million, our newly-reimagined, [TRANSITGRID](#) project.
  - The County Yard / [Delco Lead Storage and Inspection Facility](#) (\$246 million).
  - \$232 million Mason Substation.
- Reduced average procurement cycle time for federal and state construction projects.
- In collaboration with the North Jersey Transportation Planning Authority (NJTPA), [programmed \\$43.6 million](#) in federal funding to seven projects which advance sustainability, bus garage electrification and first/last mile transportation solutions.

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## SETTING A VISION FOR THE FUTURE

- Released the agency's first-ever [10-year Strategic Plan](#) and [5-year Capital Plans](#) to provide a roadmap for improvements
- Developed a Capital Plan that is expected to drive [economic activity](#), including:
  - Generating nearly **\$55 billion of economic output** within the state.
  - **Supporting 245,000 full-time employee job-years** of New Jersey employment.
  - **Providing \$15 billion of earnings** for New Jersey employees.
- **ZERO-EMISSION BUS PROGRAM**
  - Aggressively [executing](#) the transition to a 100% [zero-emissions bus](#) fleet by 2040, with [infrastructure projects](#) and electric bus purchases, all while helping to realize Governor Murphy's [Energy Master Plan](#) and fulfill legislative requirements, including:
    - Advanced its zero-emissions bus program with the [launch of the agency's first electric bus](#) as part of its [purchase of eight battery-powered electric buses](#), deploying in the City of Camden.
    - Advanced electric bus program in Camden with the [completion](#) of an infrastructure improvement construction contract at Newton Avenue Garage.
    - Advancing new [Northern Bus Garage](#) construction, which will include the necessary charging infrastructure to support an all-electric bus fleet.
    - Received [\\$44.6mm grant](#) from the Federal Transportation Administration (FTA) for the Union City Garage and Bus Terminal Reconstruction Project, which will improve connectivity for the city's residents and be capable of supporting battery-electric

buses.

- Awarded a contract for a [Zero-Emission Bus System Design and Investment Planning Study](#) that will develop and create standards and best practices that will be critical as the agency continues to move toward a 100% zero-emission bus fleet.
- Through the Northeast Corridor Commission, in collaboration with the state governments of the Northeast, the federal government, other commuter rail agencies, and Amtrak, developed [CONNECT NEC 2035 \(C35\)](#), a detailed and efficient 15-year sequencing of infrastructure investment covering 150 projects along the corridor, which will result in a modern and resilient railroad with safe, reliable, and more frequent service, connections to new markets, and reduced travel times between communities.
- Commenced development of the Agency's first [sustainability plan](#).
- Educating customers about NJ TRANSIT's sustainability focus, with [new content and resources](#).
- Reimagined the [TransitGrid](#) project to maximize potential use of renewable energy sources.
- Awarded our first contract for the [Secaucus-Meadowlands Transitway](#), which seeks new ideas for travel to/from the Meadowlands.
- Commenced the [NEWBUS Newark](#) Bus Network Redesign Study to better align service with demand, creating a bus network in Newark that best serves the needs of customers, businesses and employers.
- Commenced the [NEWBUS BCG Burlington - Camden - Gloucester](#) to better align service for southern New Jersey.
- Received a federal grant from the U.S. Department of Transportation's Federal Transit Administration (FTA) for a study to examine the current bus network in [Hudson County](#) and surrounding areas.
- Embraced [Transit-Oriented Development](#) to better serve New Jersey communities, including advancing [projects](#) in Jersey City, Somerville, Aberdeen-Matawan, Metropark, Waldwick Station on Main Line, and Bayonne at 34<sup>th</sup> St. Station on the Hudson-Bergen Light Rail.
- Awarded [\\$34 million FTA grant](#) to study transit-oriented development along the proposed HBLR extension into Bergen County, known as the Northern Branch.
- Published [Transit Friendly Planning: A Guide for New Jersey Communities](#) (2022) and updated the [NJ TRANSIT Friendly Data Application](#), tool that assist community members, elected and appointed officials, members of planning and zoning boards, technical planning staff, community groups, and those who are interested in making land use decisions around transit facilities that assist in improving mobility and access to transit.
- Established a 3-year year partnership with BetMGM that includes renaming NJ TRANSIT's Meadowlands Rail Line as the [BetMGM Meadowlands Rail Line](#), a first of its kind agreement that will generate significant non-farebox revenue, helping keep fares stable.
- Named one of America's Best Employers in [2021](#) and [2022](#) by Forbes & Statista.

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#### PROVIDING NATIONALLY-RECOGNIZED SECURITY

- Expanded the [New Jersey Transit Police Outreach Unit](#) from two to five officers to work with at-risk individuals throughout the state to help connect them with housing and social services.
- Conducted numerous Mask Enforcement Details throughout the system to ensure compliance with safe riding behaviors.
- Federal grants received to add 500 security cameras throughout the system and pilot safety technology to detect pedestrians on tracks.
- Took delivery of a new state-of-the-art Command Vehicle for use during special events and emergency incidents, replacing an aging command vehicle manufactured over 20 years ago.
- NJ TRANSIT [Police Chief](#) named Chair of TSA's Transit Policing and Security Peer Advisory Group.
- Became the first Transit Agency in America to be [ISO-certified for Cyber Security](#).
- Achieved a prestigious accreditation from the **New Jersey State Association of Chiefs of Police**, which exemplifies professional excellence in law enforcement.
- Initiated rule-making process to [strengthen protections](#) for transit workers.

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## RESPONDING TO COVID

- One of the first transit agencies in the country to begin disinfecting vehicles and major stations daily before the first COVID case was identified in NJ
- Published [Ride to Recovery: NJ TRANSIT's COVID-19 Response & Path Forward](#), a comprehensive document describing both the actions taken by NJ TRANSIT to manage the challenges faced during the pandemic, and our path forward as we continue to plan for the future.
- Secured an estimated \$4 billion in federal Coronavirus relief funding to maintain full service levels for customers throughout the pandemic.
- Implemented [VAXRIDE](#) initiative to provide detailed transit information to vaccine sites, along with free rides sponsored by corporate partners.
- Prioritized employee vaccination and maximized vaccine access through hospital partnerships and on-site clinics.
- Collaborated with regional transit agencies (e.g., MTA, PATH, SEPTA) to establish a [MASKFORCE](#) to assist with encouraging proper transit customer behaviors.
- Instituted a pilot program to install [PPE Vending Machines](#) in select stations to provide Personal Protective Equipment (PPE) options for customers.
- Distributed over 140,000 free masks to customers through our Customer Service offices and MASKFORCE program.
- Launched [SAFE NJ](#) customer awareness campaign to promote safe behavior and remind customers of safe travel practices.
- Regularly disinfecting employee work locations.
- Conducted [4 technology pilots](#) to combat COVID through the [Transit Tech Lab](#).
- Cosponsored with Rutgers the [COVID-19 and the Future of Economic Activity and Transportation COVID Symposium](#), which brought together sector leaders to share information and perspectives on the post-pandemic environment.
- Installed acrylic barriers on more than 2,200 buses to protect drivers and employees.
- Executed pilot with Rutgers to explore effectiveness of [Ultraviolet \(UV\) Light](#) against COVID.

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