

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

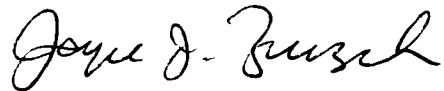
**NJ TRANSIT**  
One Penn Plaza East  
Newark, NJ 07105-2246  
973-491-7000

August 10, 2012

Dear Governor Christie:

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., NJ Transit Mercer, Inc., and NJ Transit Morris, Inc., Board of Directors held on Wednesday, August 8, 2012.

Sincerely,



Joyce J. Zuczek  
Acting Board Secretary

Enclosures

Honorable Chris Christie  
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., NJ TRANSIT Mercer, Inc., and NJ TRANSIT Morris, Inc. held at NJ TRANSIT Headquarters, One Penn Plaza East, Newark, New Jersey on Wednesday, August 8, 2012.

**Present:**

James S. Simpson, Chairman  
Bruce M. Meisel, Vice Chairman  
Nicole Crifo, Governor's Representative  
James C. Finkle Jr., Board Member  
Flora M. Castillo, Board Member  
Myron P. Shevell, Board Member (By Telephone)

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

Chairman Simpson convened the Open Session at 9:01 a.m. in accordance with the Open Public Meetings Act.

Chairman Simpson asked for a motion to adopt the minutes of the July 11, 2012 meetings. A motion was made by Board Member Myron P. Shevell seconded by Board Member James C. Finkle, Jr. and unanimously adopted.

**Public Comments on Agenda Items and Other Matters**

There were 12 public comments. Acting Board Secretary Zuczek announced public comments will be limited to five minutes in order to give everyone an opportunity to be heard.

**Stephen E. Thorpe**, Member of the Senior Citizen and Disabled Resident Transportation Advisory Committee, Chairman of the Union County Transportation Advisory Committee and a member of the Lackawanna Coalition, advised that although he has a seat on these bodies, his comments are not representative of them but instead are representative of his personal views and observations as an individual member of the traveling public and as a senior citizen. Mr. Thorpe stated that he had five items to bring to the Board's attention.

Mr. Thorpe commended three members of the customer service staff who work in New York Penn Station and were on duty August 5, 2012 at 2:00 P.M. Mr. Thorpe said that he and his wife were en-route to Port Jervis, New York and were transferring from train number 7836 from Linden to train number 77 in Secaucus. He said that upon his arrival in Secaucus he realized that he had left his bag containing numerous personal items aboard the train. Mr. Thorpe said the train had departed so he decided to catch the next train to New York Penn Station to see if he could find train number 7836 and recover his bag. He said when he arrived in New York Penn Station, a conductor informed him that train 7836 had gone to Queens to layover so he went to customer service where he met Ms. Mojdeh Moayyed and two others by the names of Jason and Kate. Mr. Thorpe said that Ms. Moayyed immediately got on the phone and attempted to contact someone at the rail yard, but was unsuccessful. She was able to find out that the train's equipment would be returning to New York Penn Station representing train number 7859 and that she checked the lost and found box in the crew room in New York Penn Station to see if anyone had turned the bag in earlier. Mr. Thorpe said that although it had not been turned in, she was able to have Trainman Jim Monroe try to contact the engineer of the equipment to see if he had found it. He advised that although the call had gone into voicemail, the conductor must have later recovered it as Ms. Moayyed brought his bag to him shortly after. Mr. Thorpe said that this is a "glory story" about good people that needs to be told. Mr. Thorpe respectfully requested that the employees be commended individually and in writing, if possible.

Mr. Thorpe said that the second item is the crowding at the Newark Airport Station. He believes that this problem has a rather simple solution. Mr. Thorpe said that he does not like pointing out a problem without offering a solution so he is providing his observation and suggestion. He said that trains going into New York Penn Station are very crowded and that having them stop at the airport exacerbates the problem as people place their luggage in the aisle and overcrowd the trains. Mr. Thorpe said NJ TRANSIT should take a set of ten or twelve multiple-unit cars, remove half of the seats in each car dedicating these sets of cars to operate for airport service only, run it as a shuttle between Newark Penn Station, Secaucus and New York Penn Station, and replace the train with another as it fills-up. He realizes that this solution will not work at all times, but that it is a practical solution that should be taken into consideration.

Mr. Thorpe said the third item is the need for quiet cars on all trains not just on peak-hour trains. He said that there is nothing that can be done to instill a sense of decorum among certain individuals of the traveling public as they behave as if they are in a bar, at a ball game or other sporting event or concert, consuming alcoholic beverages, being rude, obnoxious and loud, using constant profanity, and being generally offensive. Mr. Thorpe said that there are those who would like a peaceful and quiet trip and who would really appreciate seeing quiet cars on all trains. He asked that this be looked into.

Mr. Thorpe said his fourth item was transparency to the public and commended this Board for taking the time to listen to the public and he does believe that it really listens. Mr. Thorpe said that both the North and South Jersey Advisory Committees are closing their meetings to the public, while in the past, it was his understanding that the By-Laws allowed public participation. He said that the committees are now changing their

By-Laws to exclude public input and that if NJ TRANSIT exists and operates as a public-benefit corporation, all meetings should be open to public scrutiny and comment.

Mr. Thorpe said his fifth item was with respect to the elevators and escalators in Secaucus and New York Penn Station. He said that due to his medical condition it is becoming very difficult for him to use the stairs, especially for descending. Mr. Thorpe said this past Monday, in New York Penn Station the escalator going from track 3 to the main level was stopped and he could not find an elevator to use so he had to walk up the stairs with much pain and difficulty. He said worse yet, there was little or no warning given to passengers at Secaucus when a Northeast Corridor or Long Branch train had a track change. Mr. Thorpe said that in one case the departure board and voice announcements indicated that a train would arrive on track B, when in fact it came in on track 3. He said this type of change requires someone able to move fast enough to catch the train and since the escalators were not working when this happened, he and his wife almost missed the train. Mr. Thorpe realizes that this problem is not entirely the fault of NJ TRANSIT as Amtrak controls the railroad there and sometimes it is expedient for them to move a train at the last minute, but that the crews need to be instructed to wait for all the passengers when they arrive on a track that is different from the norm. He asked that something be done so that the escalators are also in working order.

**Orrin Getz** said he lives in Rockland County. He said two months ago Vice Chairman Meisel was late to the Board Meeting because there was a water main break on Route 3. Mr. Getz recommended that Vice Chairman Meisel use the Pascack Valley Line when coming to Board meetings.

Mr. Getz said that in 2010 the MTA, like NJ TRANSIT, cut service and raised fares due to the poor economy and that now that the economy has improved the MTA has started a program to restore service cuts and expand service. He said there will be major improvements on the Long Island Railroad and the largest improvement ever on MetroNorth. Mr. Getz said that he has provided a copy of the improvements being planned by MetroNorth in a handout from its July 23 meeting. Mr. Getz said they have to hire more engineers to run the trains that are going to be involved in these improvements. Mr. Getz said that one of the improvements being implemented is the addition of a morning weekday peak train and an evening weekday train on the Pascack Valley Line. Although MetroNorth did not give the specifics about the morning peak train being added on the Pascack Valley Line, the evening train will run one schedule from Monday through Thursday and another schedule for Fridays as an early getaway train. He is grateful that the officials of MetroNorth listened to his request to restore the morning and evening weekday trains that were cut back in 2010. Mr. Getz asked that NJ TRANSIT cooperate with MetroNorth on this project and that the trains are properly added to the October schedule change.

Vice Chairman Meisel asked what train at what time was cut in 2010. Mr. Getz said that in 2010 train 1600 in the morning was cut and that the first train is now 1602. Vice Chairman Meisel asked the time of that train. Mr. Getz said that it was the very early train that departed at about 5:00 a.m. and the evening train cut was 1639 which departed Hoboken at 6:55 p.m. Those service cuts received a negative reaction from the commuters.

**Alain Kornhauser** said that he is a long time Princeton resident and transportation professional. He reminded the Board of what they memorialized in 1984 with respect to the Princeton Dinky Station and the sale of land via a purchase agreement to Princeton University. Mr. Kornhauser said the Board established its parameter of the purchase agreement. He said it is important today because it memorializes the opportunity to continue rail transportation service. Mr. Kornhauser said that NJ TRANSIT will retain all necessary transportation easements including preservation of the ticket office, waiting area and food courts. Mr. Kornhauser said that the others address the financial terms as well as describing that it is the buyer's responsibility for maintenance of the railroad station platform and parking lot, all of which was memorialized in a formal resolution passed on September 11, 1984. Mr. Kornhauser said that the public transportation easement retained by NJ TRANSIT is a valuable public asset originally granted to the citizens of New Jersey by Conrail as part of the reorganization of the bankrupt Penn Central Railroad to continue transportation services on that property. If NJ TRANSIT wishes to discontinue transportation services along this easement and wishes to abandon service to the historic Dinky station, it has the fiduciary responsibility to conduct a formal public hearing to give other potential operators the opportunity to acquire the easement to provide public transportation services to this property. Mr. Kornhauser said that there are a number of responsible entities waiting in the wings that are willing and able to operate the Dinky and to deliver the highest quality transportation service to the existing Princeton Station without a public subsidy. He said that it is wrong for NJ TRANSIT to even consider giving away this transportation easement to accommodate its needs, however well intentioned.

Mr. Kornhauser thanked NJ TRANSIT for the improvements done to the track as well as the catenary work that has been done.

**Jenny Crumiller**, Princeton Borough Council. Ms. Crumiller attended the meeting last month and asked for a public hearing. Ms. Crumiller said she hoped that the minutes reflected her request and that it was established that there has not been a formal hearing by NJ TRANSIT on this issue of vacating the easement or moving the train station. She would like to know if NJ TRANSIT could give the courtesy and fairness to have a public hearing to give the opponents a fair chance to make their case. Ms. Crumiller said that she thinks that is fair and that it is right for the best decision of NJ TRANSIT.

**Jack May**, New Jersey Association of Railroad Passengers said that he would like to acknowledge that within the last forty-eight hours he received a letter via email and regular mail from Executive Director Weinstein and appreciates it very much. He said that he only had time to read it superficially so he will not comment on it, but would like to confirm that he has received it. Mr. May said that he did notice that a preliminary analysis was indicated and that his first impression is that it will be quite encouraging. He would like to study it and share his preliminary comments with Mr. Weinstein via email in the hopes that Mr. Weinstein will evaluate it and will transmit it to the staff.

Mr. May said he was going to talk about power cars, but the item has been removed from the agenda. He said that he is very unhappy that the item was removed because he thought NJ TRANSIT was moving ahead with this needed project to get new electric multiple-unit cars. Mr. May hopes that the pulling of the item from the agenda does not

mean that NJ TRANSIT will no longer do it or delay doing it. He is perturbed as it was on the agenda until the last moment and he would like to know why it was removed.

Chairman Simpson said he asked for the item to be removed because he is not comfortable approving it until he evaluates the long-term ramifications. He said it should be on the agenda at the next Board meeting.

**Murray Bodin** said that he was wearing a t-shirt that he got in Venice two weeks ago while he was there with his granddaughter on a vacation. He likes Venice the most because transportation there is on the water and it is a good lesson.

Mr. Bodin said that he speaks at these meeting often and has learned that his speaking points should be two to three minutes long. He said there would be no objection on his part should NJ TRANSIT wish to change the five minutes to three minutes. Mr. Bodin said that this is about change.

Mr. Bodin said that the rolling stock program of using double level cars is of interest to him and he recalled being able to walk on the upper level of a double level car through three cars somewhat like the articulated buses. He said that if this is established, the ability to walk from car to car would increase the capacity of the car. Mr. Bodin said that NJ TRANSIT should begin to think about having an exit on the upper level so that instead of coming down and exiting on the platform, people could come up and exit on the second level. This is thinking outside of the box and that if there is more movement towards double level cars people should have the ability to exit from the second level. Mr. Bodin said that Penn Station is being rebuilt and that this is something new to think about.

Mr. Bodin congratulated NJ TRANSIT on using the latest electronics, even though not everyone understands it. NJ TRANSIT is updating the way that they are communicating with people electronically and are setting the standard. Mr. Bodin said that no one is being confronted about the design of the rail cars and that the train horns are still being blown. He said that there needs to be a shift in the way that we think and that this generation should not be constrained by outdated rules. Mr. Bodin said that things are happening with electronics because there are no outdated rules to impede change. The train design is being impeded by outdated rules that were designed for trains a hundred years ago.

**Janna Chernetz**, Tri State Transportation Campaign, said that the campaign has been working with Newark for the past couple of years and holds a workshop every summer. She said that about 50 students participate in the workshop where they go out and walk around different neighborhoods in Newark and take a look at them through different lenses such as transportation, retail, economic development, urban landscapes, etc. Ms. Chernetz stated that last year these students were honored with a senatorial citation. This year the program only ran one day and the students spent a lot of time on transportation issues in Newark. Ms. Chernetz said she asked the students if they have ever contacted NJ TRANSIT with their comments or concerns and they all replied no. She asked them why and that they replied because they did not think that NJ TRANSIT would listen to them. Ms. Chernetz said she could not handle that answer, so for the past week she worked with the Director and the students to put together a letter that

they would like to present to the Board. The students also put together a two minute video, but she understood that it will be an issue if it is presented. Ms. Chernetz said she would like to invite the next three speakers up to the podium since they are with her.

Ms. Chernetz requested to present a two minute video. Chairman Simpson said that he could not allow that as he would have to provide all of the other speakers with the same opportunity. Ms. Chernetz said that she understood and that she would like to present it to him at some other time or send it to him in an email. Chairman Simpson said that would be fine. Ms. Chernetz said the next three speakers did sign up and they would be speaking with her.

Chairman Simpson addressed the public and said that NJ TRANSIT has made the meetings more transparent, but that he feels that both he and the Executive Director are being taken advantage of. Speakers are asking for immediate responses on the spot and although they try to provide everyone with as much flexibility as possible, he requested the public refrain from requesting immediate responses. Chairman Simpson said everyone has to work together or the meeting will return to its original format. He said in the future no speaker will be allowed to bring with them additional speakers.

Robert Clark, Amanda Odiase and Oumaima Oumarir introduced themselves. Ms. Chernetz said that Mr. Clark has a brief statement to read on behalf of the other students. Mr. Clark said that as patrons of NJ TRANSIT services, the Newark Youth Leadership Project Interns would like give thanks to NJ TRANSIT for providing a means of transportation so that they can travel throughout the State of New Jersey in a more efficient and affordable manner. He said that they have some suggestions that will add to the overall quality of NJ TRANSIT services.

Mr. Clark advised that Oumaima Oumarir, a media intern, takes the Number 1 bus. Her experience has been that there is always traffic, fare problems, fights and that she generally feels unsafe. Mr. Clark said that Hanifah Benson, a nutrition intern, brought a valid point to their discussion when she said that McDonalds is open 24/7 and asked why NJ TRANSIT buses could not run 24/7. He said from a safety standpoint, being able to travel from one place to another quickly and safety on a bus would help the citizens of New Jersey feel more secure when they are out late at night. Mr. Clark said that safety is a big concern for young people as they are easy targets for all types of crime.

He said the new and improved look of several city buses is worth mentioning. Mr. Clark said he does not feel like he is travelling in an outdated or malfunctioning bus and believes that NJ TRANSIT should continue using these new buses and added that bus maintenance is crucial. Mr. Clark said that when seats are broken people cannot sit, which means that there are less available seats for the people who need them such as pregnant women or riders with disabilities. This also means that there are more people standing.

Mr. Clark said that over-crowding on buses is a very dangerous thing. Buses are so full during rush hour that more than 60 people can be counted on a single bus. Mr. Clark said that they are packed in the bus and that people are standing in stairwells and

above the white safety line near the bus driver. He has felt uncomfortable many times being so close to people he does not know. Mr. Clark said that if the bus stops suddenly, someone could be seriously injured which can lead to more problems. He said that having more buses during rush hour will solve this dilemma and that correcting the time a bus passes will also help. Mr. Clark said that having five buses back to back is not very helpful to anyone.

Mr. Clark said that the MyBus system is an amazing concept. Being able to check where the bus is with a simple text is incredibly useful, but that it does have a small number of issues that needs to be worked out. You do not always get the right bus when you text the stop number. There is plenty of time to fix this, but that it is an innovative idea that he is sure many public transit companies will attempt to recreate.

Mr. Clark said he uses NJ TRANSIT public transportation daily and the Newark Youth Leadership Project interns thanked NJ TRANSIT for the services it provides to the millions of people that use it every day.

**David Peter Alan** said that it is once again time to talk about transparency. He said the lack of transparency results in bad policy and that the decision made official last month by the North and South Jersey Transportation Advisory Committees, with respect to the new bicycle policy, is case and point.

Mr. Alan said that this past spring, Manhattan-based bicycle riders who take their bicycles onto NJ TRANSIT trains for a “day on wheels” complained that they could no longer use low-level platform stations. He said Chairman Simpson assigned Suzanne Mack to address these concerns and provide a solution. Mr. Alan said that the committee operates privately without public participation and that the public had no notice or opportunity to comment on the proposed new rules. The new rules were announced in June and although the low-level platform restrictions were lifted, New Jersey bicyclists found themselves with the additional restriction that prohibited them from going to or towards New York City on weekends. Mr. Alan said bicyclists from New York riding the trains in the other direction were not affected. He said several members of the New Jersey bicycle community complained about the new restriction and about the fact that they had no opportunity to comment before the restriction was approved because the process was closed to them.

Mr. Alan said NJ TRANSIT announced more changes to the weekend bicycle policy last Monday, but that the rules are not “bicycle friendly” as bikes are still banned on the same trains to or from New York on the North East Corridor, New Jersey Coast Line, Midtown Direct and on the Morris and Essex Line including the connection from the Gladstone Line. He said that anyone on the Morris and Essex Line must be on a train no later than 7:05 a.m. from Dover in order to arrive in New York before Noon and be on the 4:11 p.m. train back into New Jersey or they will have to wait four hours for another train. Mr. Alan said when the New Jersey bicycle community raises these issues, the bicycle policy will end up before this Board yet again.

He said the two Advisory Committees will continue to waste the Board’s time. Mr. Alan said that if the committees had a practice of allowing the public to participate in their discussions, the bicycle community would not have been blindsided by the new restrictions and would have been part of the rule-making process. Mr. Alan said that the

bicyclists lost a privilege and NJ TRANSIT lost the support and allegiance of a strong, organized community of riders.

Mr. Alan was pleased that the agenda item that would hire LTK Engineering to design the multi-level power cars was postponed. Mr. Alan said that it should not be approved now, but that it should be held until the public has had an adequate opportunity to review and comment on any potential operating or service plan.

Mr. Alan said that the Lackawanna Coalition has consistently called for maximizing the use of electric multiple-unit cars. He said the use of such cars in pairs or triples is an established practice on electrified rail lines and that the existing Arrow III cars still serve well there. Mr. Alan said that some of the members of the Lackawanna Coalition believe that those cars can be overhauled and equipped for dual-voltage operation on the Northeast Corridor and the Morris and Essex Line for more years of life. He said that the technical service issues of this sort should be raised by management, submitted to the public for vetting, and only implemented after this has occurred. Mr. Alan said that no organization should spend scarce dollars designing a product and then hoping there is a product driven market for it.

He said that developing policies that benefit the public takes time, effort, and a great deal of public participation. Mr. Alan said that the weekend bicycle policy will need more and that devising the optimal plan for operating electric rail cars will require the same steps too. He said that more public input is required before money is spent.

Mr. Alan said that transparency begins at the level of the advisory committees whose purpose it is to act as intermediaries between management and the public.

**Joseph Clift** said all of the Board Members should read the article written by Karen Rouse about the Northeast Corridor. He provided a chart that shows NJ TRANSIT's spending on the Northeast Corridor. The article reported back to 1997 but that in between there is a peak of spending in 2004, 2005, and 2006 and then the spending drops down. He said the article describes the lack of funding from Congress. Mr. Clift said that NJ TRANSIT needs to take a leading role.

He said the chart shows five action items for improvements that NJ TRANSIT needs to take on the Northeast Corridor. Mr. Clift said that this was not for Amtrak, but it is for New Jersey. He said that the first item is to increase Fiscal Year 2013 funding from \$50 million to \$75 million. NJ TRANSIT needs to work with Amtrak, but that he believes that NJ TRANSIT needs to start by offering a higher level of spending. He said that the second item is to initiate a New Jersey strategic planning process for the Northeast corridor that identifies a long range plan for the quarter from a New Jersey point-of-view. This is different than Amtrak's inner city point-of-view. He said there should also be a follow-up to the Chairman's request in March to give a detailed statement depicting what it would take to get the corridor up to NJ TRANSIT standards. Mr. Clift said NJ TRANSIT should take the information and go to Amtrak and get a better deal. He said this needs to be done because in two years NJ TRANSIT will be paying more for the quarter as Section 212 requires a change in pattern in the allocation of cost. The third item is that the contract with Amtrak expires in less than twelve weeks and that it

will be an ideal time to make those changes. The fourth item is to include in the negotiations a 60Hz plan for Morristown to Trenton and north. Mr. Clift said that the power car issue becomes more difficult as they have to run on both 25Hz and 60Hz. He believes that part of the partnership allows NJ TRANSIT to pursue this. There should be a railroad that operates on one power system. The fifth item is to initiate a plan for the third trans-Hudson rail tunnel immediately. Mr. Clift said that this would be repurposing the \$19 million in NJ TRANSIT annual ARC payback to the Federal Transit Administration. He said that this is not a NJ TRANSIT only process, but a joint process where New Jersey takes the lead. Mr. Clift said that Amtrak's July release shows a plan for the quarter and will also see that Amtrak does not have any plans for improvements that will help NJ TRANSIT until 2025 when the Gateway project is completed. He said that New Jersey needs to pursue a New Jersey plan.

Mr. Clift said there was a *Star Ledger* article that states the number of portal trains delayed near the portal bridge was 75 and he thinks that was in 2011. He said that it is less than one percent of the total and that he would be focusing efforts on the tunnel rather than the bridge.

**Philip Craig**, New Jersey Association of Railroad Passengers, understands the Chairman's reservation and his need for information on the multiple-unit cars. In principle, the Association is in support of what was recommended to the Board and are in disagreement with the Lackawanna Coalition as well as Mr. Clift on the various issues raised. Mr. Craig said that through conversations with NJ TRANSIT the cars will be capable of operation on the 60Hz and 25Hz and that the transition will not occur over night. NJ TRANSIT staff has made a very thoughtful recommendation and that the firm selected is a firm that is capable of providing specifications for multiple-unit equipment. Mr. Craig said that the Association respects the Commissioner's personal need for information.

With regard to past items, in March he asked for an explanation for what the plan will be for the use of the ALP45PP dual power locomotives. Chairman Simpson asked whether he received a response. Mr. Craig said he received a response from Executive Director Weinstein this week that it is being prepared and that the Association will hear from NJ TRANSIT about what the utilization plan is. Mr. Craig asked for an update on the Lackawanna Cut-Off Project and that the Association would like information on where the project will go from here.

**Salvadore Harrison** commented on the cancellation of the Number 43 bus route. He said that people still need that route to get to work and that it is not only a disservice to those who work at the Post Office, but to all others who need the route to get to where they are going. Mr. Harrison said that not only will this benefit the public, but that it will benefit NJ TRANSIT as well. He said NJ TRANSIT should be running a more frequent route. Mr. Harrison said since the route only runs three times a day not many people know that it exists. He hopes that NJ TRANSIT does not cancel the Number 43 and hopes service is increased by running it through the weekend so that more people would be able to use it. Mr. Harrison said that the Number 1 bus from Jersey City to Newark is for the south side of Jersey City, but that the Number 43 services the north side between Jersey City and Newark. He said that increased ridership would be better for everyone.

**James Kilduff** said that he also takes the Number 43 bus and has been doing so for the last 26 years. He said it goes to the Post Office and that there is no other way to get there. Mr. Kilduff said that one cannot walk there because it is dangerous. Mr. Kilduff stated that Mr. Harrison was cut off and that no response was provided to him. Mr. Kilduff said there are a lot of cancellations. He spoke with Joyce Gallagher and she advised him that he was wasting his time by attending the meeting.

He said that there is no way for people to get to that location as it is in the middle of nowhere. There is no way to walk to the Post Office in Kearny and there is no other transportation. He said the bus route has been in existence for 30 years that he has taken it for 26 years. Mr. Kilduff said the Post Office has employees that commute from New York that take the train and then transfer to the bus. He understands that ridership has gone down, but that the postal office serves the public like NJ TRANSIT serves the public. NJ TRANSIT should not be about making money because they are not making money by running this bus three times a day five days a week. He said there have been several accidents on that road and that if people walk the route, they are going to get hurt. He said a gentleman told him the only time he feels safe is when he is on the bus.

He said NJ TRANSIT could provide the service by using a van. He believes that it is outrageous that NJ TRANSIT is cancelling the service. He said the cancellations are in Newark, Trenton, and Elizabeth and they are all inner city cancellations. He said no service was being cancelled in Bergen County.

Mr. Kilduff said the *Jersey Journal* will be writing an article and that if that does not work, he will go to the *Newark Star Ledger* and *News 12* because the cancellation is outrageous.

**Latasha Delaney** provided a written statement for the record that said the Number 43 bus route should not be cancelled.

**Beverly Allen** submitted a petition to the Board of Directors to save the Number 43 bus route from being cancelled.

### **Board Member Comments**

Chairman Simpson said that as a former Federal Transit Administration Administrator he commends Executive Director Weinstein and his 11,000 employees for not only being able to implement the Scorecard, but for getting it done in less than two and a half years. He said this is an amazing feat and is a testament to everyone's hard work at NJ TRANSIT. Chairman Simpson said this should be recognized nationally at APTA. Chairman Simpson said he has spent three years traveling around the country looking at every single major transit system and nobody comes close to what is being done at NJ TRANSIT. He thanked Executive Director Weinstein and staff on behalf of the entire Board of Directors.

### **Advisory Committee Report**

There was no Advisory Committee Report.

### **Senior Citizen and Disabled Resident Transportation Advisory Committee Report**

On behalf of Chairman Sam Podeitz, the Senior Citizen and Transportation Advisory Committee report was presented by David Peter Alan. Mr. Alan said the Committee is glad to see that NJ TRANSIT is looking for ways to make provisional service to Access Link users and other special transportation users. The Committee urges NJ TRANSIT to work with the counties who provide similar services to improve coordination and cost effectiveness. He said the Committee is in the process of reviewing the Senior Citizen and Disabled Resident Transportation Assistance Program casino revenue fund applications and that the counties are doing the best they can with less money than they had the year before. Mr. Alan said the Committee hopes to work with NJ TRANSIT to find ideas and ways to make the system more effective and provide mobility to the people who need it the most. He said Chairman Podeitz will present a report to the Board of Directors after the application process is completed.

### **Board Administration Committee Report**

Board Member James C. Finkle Jr. presented the Administration Committee report to the Board. The Administration Committee discussed the Access Link service contract extension. The time extension will allow for continued service in Region 3 while also evaluating the feasibility of providing paratransit service through alternative methods. New business approaches are being introduced to the paratransit industry that may offer potential benefits and cost reductions.

### **Board Capital Planning, Policy & Privatization Committee Report**

Vice Chairman Bruce Meisel presented the Capital Planning, Policy & Privatization report to the Board. The Capital Planning, Policy and Privatization Committee discussed the rehabilitation of the undergrade bridge over the Rockaway River on the Montclair-Boonton Line. Structural repairs and a new painting system will restore the bridge to a state-of-good-repair.

### **Executive Director's Monthly Report**

Executive Director Weinstein presented his monthly business report:

#### **Bicycle Policy**

Executive Director Weinstein said NJ TRANSIT recently announced additional improvements to the expanded "Bicycle Aboard" program. NJ TRANSIT has considered additional customer input and continued to identify where it can further increase customer satisfaction among the bicycle-riding public while enhancing their access to the multi-modal transportation network.

On Saturday, August 11, 2012, NJ TRANSIT will improve its Bicycle Aboard program to designate selected "bicycle-friendly" trains on weekends, offering expanded capacity for cyclists using the service. This expansion allows NJ TRANSIT trains to accommodate up to 7200 bicycles on Saturdays and Sundays combined.

Bicycle-friendly trains will include all weekend trains on the Raritan Valley Line and the Atlantic City Rail Line, and on rail service to and from Hoboken Terminal, providing capacity for up to 12 bicycles per train.

To help customers quickly determine which trains are designated bicycle trains, the next time NJ TRANSIT rail timetables are reprinted, which will be with the schedule change this October, bicycle trains will be identified by a special bicycle symbol in the schedule.

Executive Director Weinstein said Capital Project Manager Rob Angello, a bicycle enthusiast, will serve as a bicycle advocate within the company to ensure that NJ TRANSIT is doing all that it can to assure a bicycle-friendly system that is also safe and comfortable for other customers.

Executive Director Weinstein recognized North Jersey Transportation Advisory Committee Chair Suzanne Mack and the Transportation Advisory Committee members, transportation officials, rail planners, bicycle advocates, as well as bicycle-riding customers for their feedback.

### **Agudath**

Executive Director Weinstein said on August 1, 2012, NJ TRANSIT transported nearly 10,000 rail customers to the Agudath Israel religious celebration at MetLife Stadium. Featuring a record crowd, this event presented a number of challenges to the team, which involved significant planning and coordination among NJ TRANSIT, New Jersey Department of Transportation, New Jersey State Police, Homeland Security and the Federal Bureau of Investigation (FBI).

NJ TRANSIT Police were highly visible and a consistent presence at the transportation hubs and aboard the rail cars, while more than 60 NJ TRANSIT Ambassadors helped assist customers well into the early hours of the morning. Executive Director Weinstein said it is clear that with extensive preparation and coordination, NJ TRANSIT transported nearly 10,000 customers via the Meadowlands Rail Line and doing so safely and efficiently.

Last Friday, the Customer Service team received a message from one of the attendees, David Stern, who had traveled to the event from the Edison Station. Executive Director Weinstein briefly read a few of the words Mr. Stern was generous enough to provide: Quote: "My son and I used NJ Transit to get to the stadium. I cannot tell you how impressed I was at the quality of service we received from boarding the train in Edison until we arrived back in Edison eight hours later."

Executive Director Weinstein thanked Mr. Stern and extended his thanks to the entire team: bus, rail, customer service, communications, police and the dozens of volunteers who made Wednesday evening a success.

### **Rail On-Time Performance**

Executive Director Weinstein said July was yet another record-breaking month for NJ TRANSIT's rail division. NJ TRANSIT rail achieved an on-time performance rate of 96.4 percent during the month of July, topping the previous July record of 95.9 percent, set during July of 1996 when fewer trains operated. NJ TRANSIT was also able to reduce rail delays by 12 percent compared to the same period in 2011.

In fact, July's record month is the fourth in the past eight months, with records previously set in December, April and June. For the calendar year to date, from January 1, 2012 through July 31, 2012, NJ TRANSIT's rail division has achieved an on-time percentage of 96.6 percent meaning that nearly 97 out of every 100 trains operating across the system arrived at their destinations on-time.

Executive Director Weinstein said since the launch of Scorecard one year ago, the focus on performance measures is sharpened. The rail division has made some major changes to ensure that customers arrive at their destinations efficiently, safely and on-time; a top priority for NJ TRANSIT customers.

While significant progress has been made in modernizing the railroad, NJ TRANSIT remains steadfast in its commitment to upgrade the equipment and keep the portions of the rail system that it owns, controls and operates into a state-of-good-repair. Executive Director Weinstein said, to the customers, NJ TRANSIT is only as good as their last ride.

Executive Director Weinstein recognized Rail Vice President/General Manager Kevin O'Connor and the hard working men and women of the Rail Division who keep the trains running on time.

### **Scorecard**

Executive Director Weinstein said NJ TRANSIT has reached the first anniversary of the Scorecard initiative. He said it is not a stretch to say that Scorecard has changed the very culture of NJ TRANSIT for the better, a culture that focuses on performance metrics and absolute results.

Executive Director Weinstein introduced Janice Pepper, Director of Research to outline the customer survey results and also introduced Dennis Martin, Senior Director of Organizational Performance, to discuss key Scorecard metrics. Attached is the presentation. A brief Scorecard video presentation followed.

### **Johanna Barba Jones**

Executive Director Weinstein recognized Johanna Barba Jones who has served as a member of the NJ TRANSIT Board as designee of the Governor of the State of New

Jersey since February 2010, and who is moving on to new endeavors. Executive Director Weinstein said that Ms. Jones has been a visible, vocal and passionate presence on the board on behalf of the interests of customers and taxpayers alike. Her contributions to NJ TRANSIT will truly have lasting impact. Executive Director Weinstein presented Ms. Jones with an Expression of Appreciation.

**Action Items:**

Executive Director Weinstein presented the following Action Items for approval:

**1208-44: REHABILITATION OF THE CENTER AND SOUTH TRUSSES OF UNDERGRADE BRIDGE 29.43 OVER THE ROCKAWAY RIVER ON THE MONTCLAIR-BOONTON LINE IN THE TOWN OF BOONTON, NEW JERSEY**

NJ TRANSIT owns and maintains the undergrade bridge over the Rockaway River on the Montclair-Boonton Line. The proposed rehabilitation project will include structural repairs and to apply a new a painting system to restore the bridge to a state-of-good-repair. Train service will not be disrupted during this time. Authorization is requested to contract with Sparwick Contracting, Inc. of Lafayette, New Jersey to perform the rehabilitation to the undergrade bridge at a cost not to exceed \$1,759,775, plus five percent for contingencies.

Board Member Myron P. Shevell moved the resolution, Vice Chairman Bruce M. Meisel seconded it and it was unanimously adopted.

**1208-45: ACCESS LINK SERVICE PROVIDER CONTRACT FOR REGION 3 (ATLANTIC, CAPE MAY, CUMBERLAND AND SOUTH OCEAN COUNTIES): CONTRACT AMENDMENT FOR EXTENSION**

The introduction of new business approaches in the paratransit industry may offer potential benefits such as a lower cost per trip and cost reductions with facilities and vehicles. At the same time, it is critical that Access Link service quality be maintained for customers. NJ TRANSIT is evaluating alternative service delivery methods, however, an eight month contract extension is necessary since the Region 3 contract expires in November 2012.

Authorization is requested to extend the contract with First Transit, Inc. of Cincinnati, Ohio for the continued provision of ADA paratransit services in Region 3, Atlantic, Cape May, Cumberland and Southern Ocean Counties, for an additional eight months until July 6, 2013 with the existing previously authorized amount. No additional funding authorization is requested.

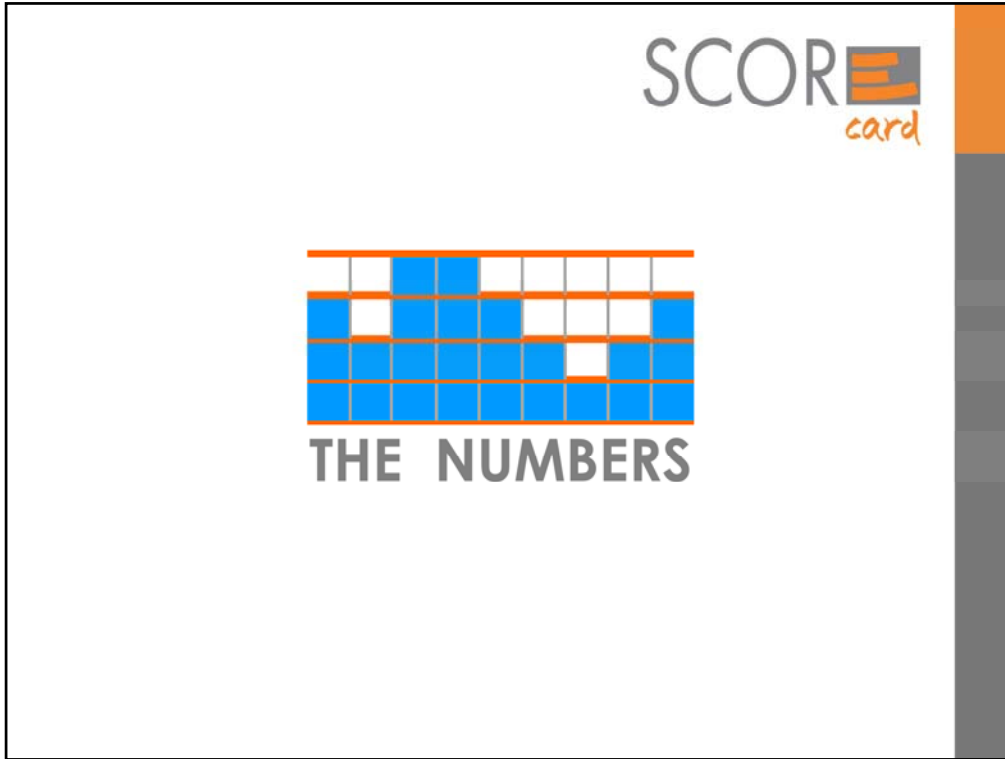
Board Member Flora M. Castillo moved the resolution, Board Member Myron P. Shevell seconded it and it was unanimously adopted.

Chairman Simpson concluded the open session agenda items at approximately 10:24 a.m. and requested a motion to enter Executive Session to discuss contract negotiations, attorney-client, litigation and personnel matters. A motion was made by Vice Chairman Bruce M. Meisel, seconded by Board Member Myron P. Shevell and unanimously adopted.

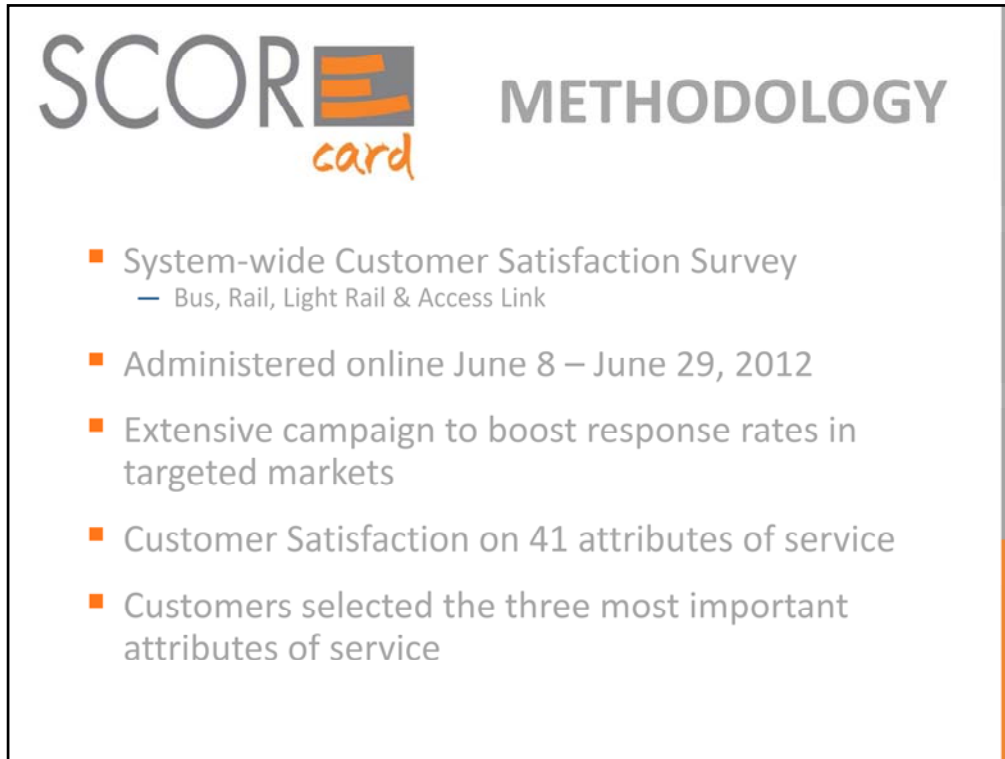
Chairman Simpson, Vice Chairman Meisel and Board Members Crifo, Finkle and Castillo returned to open session at approximately 11:40 a.m.

**Adjournment**

Since there were no further comments or business, Chairman Simpson called for adjournment and a motion to adjourn was made by Vice Chairman Bruce M. Meisel, seconded by Board Member James C. Finkle, Jr. and unanimously adopted. The meeting was adjourned at approximately 11:41 a.m.



Good morning, I am pleased to present the fourth quarter customer satisfaction results.



The slide features the 'SCORE card' logo on the left, with 'SCORE' in a large, grey, sans-serif font, a stylized orange and grey 'E' icon, and 'card' in a smaller, orange, lowercase font below it. To the right of the logo, the word 'METHODOLOGY' is written in a large, grey, sans-serif font. Below the logo and title, there is a bulleted list of five items, each preceded by a small orange square. The list describes the survey's scope, administration dates, campaign efforts, number of attributes, and the selection process for key drivers.

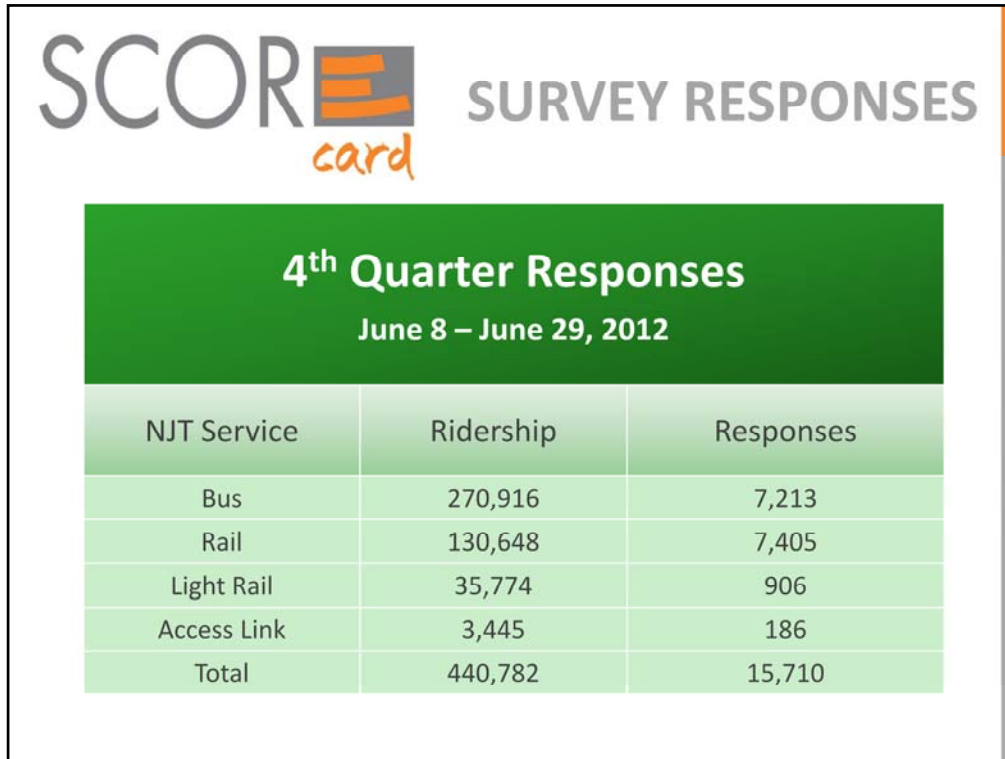
- System-wide Customer Satisfaction Survey
  - Bus, Rail, Light Rail & Access Link
- Administered online June 8 – June 29, 2012
- Extensive campaign to boost response rates in targeted markets
- Customer Satisfaction on 41 attributes of service
- Customers selected the three most important attributes of service

NJ TRANSIT conducted a system wide customer satisfaction survey among bus, rail, light rail and access link customers. The survey is designed in house and programmed by our Information Technology department.

The fourth quarter on line survey was open from June 8 – June 29, 2012.

Over forty NJ TRANSIT employees volunteered their time to help boost the response rate by distributing over 18,000 business cards to our customers at key locations. This was all organized by our Marketing & Communications Department where Customer Service recruited employee volunteers and the Creative Team prepared the business cards and flyers for distribution.

Customers were asked to rate NJ TRANSIT on forty one service attributes: attributes such as their satisfaction with our facilities, scheduling, communications, and our vehicles. Customers were also asked to go through the list of 41 service attributes and identify the three most important. This is used to develop a list of key drivers that are most important to our customers. NJ TRANSIT's goal is to focus resources on the key drivers so that we can enhance the customer experience.



Nearly 16,000 customers responded to our survey in the fourth quarter. Of the 15, 710 customers who completed the on-line survey, 6,400 provided detailed comments which are shared with the operating departments.

This excellent response can be attributed to the NJ TRANSIT team of employees helping to boost the response rate using many recruitment methods. Our Information Technology Department sent out over 160,000 email invitations to our customers, We Are Listening Forums were held at PABT, New York Penn, and Hoboken, flyers were distributed on train and light rail vehicles and posters were placed on buses.



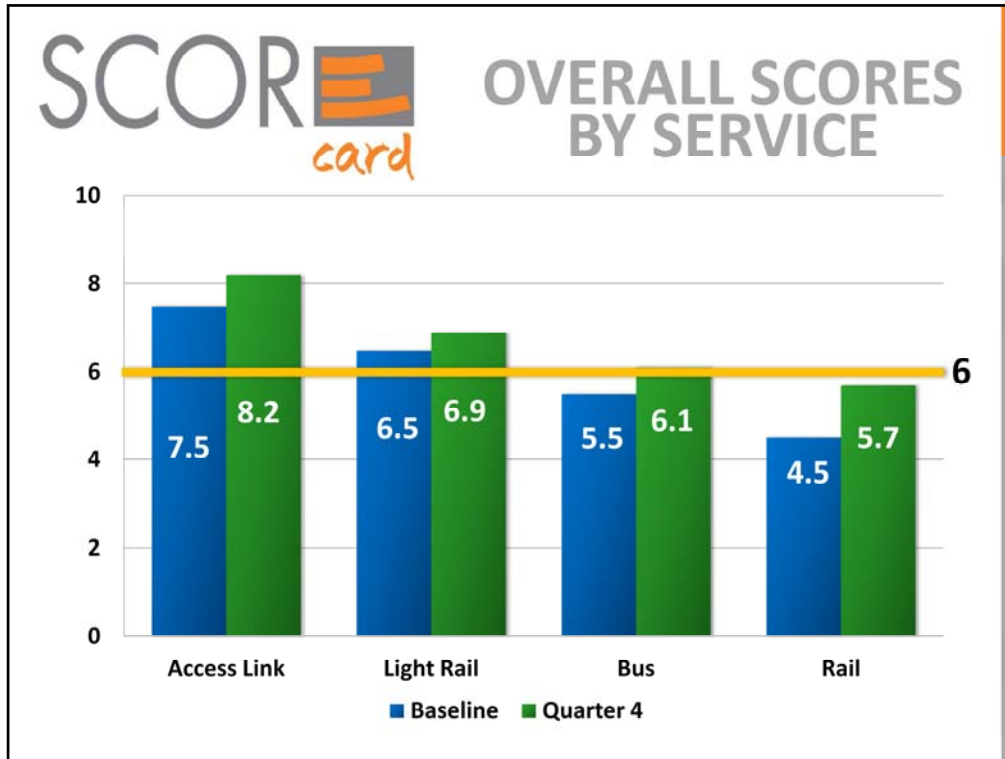
And now for the good news, in the fourth quarter, NJ TRANSIT has achieved the customer satisfaction goal of 6.0!

The score increased from a 5.2 in the baseline survey which was fielded April 18, 2011 through May 6, 2011 to a 6.0 in the current Quarter.

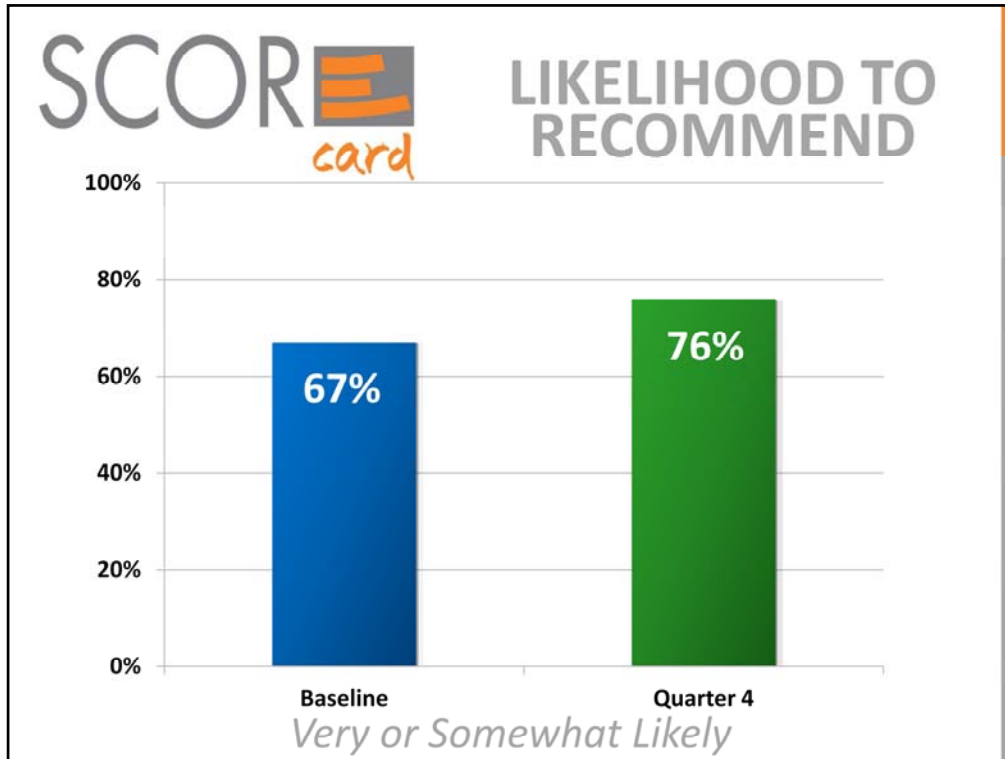
The even better news is that at the system level, every single attribute of service attained an increased score in the current quarter.

Scores for *Payment Options* and the *NJT Website* remained stable at 7.0 and consistently achieve the highest ratings.

All of these results are posted on NJT's Website for our customers and the public to view.

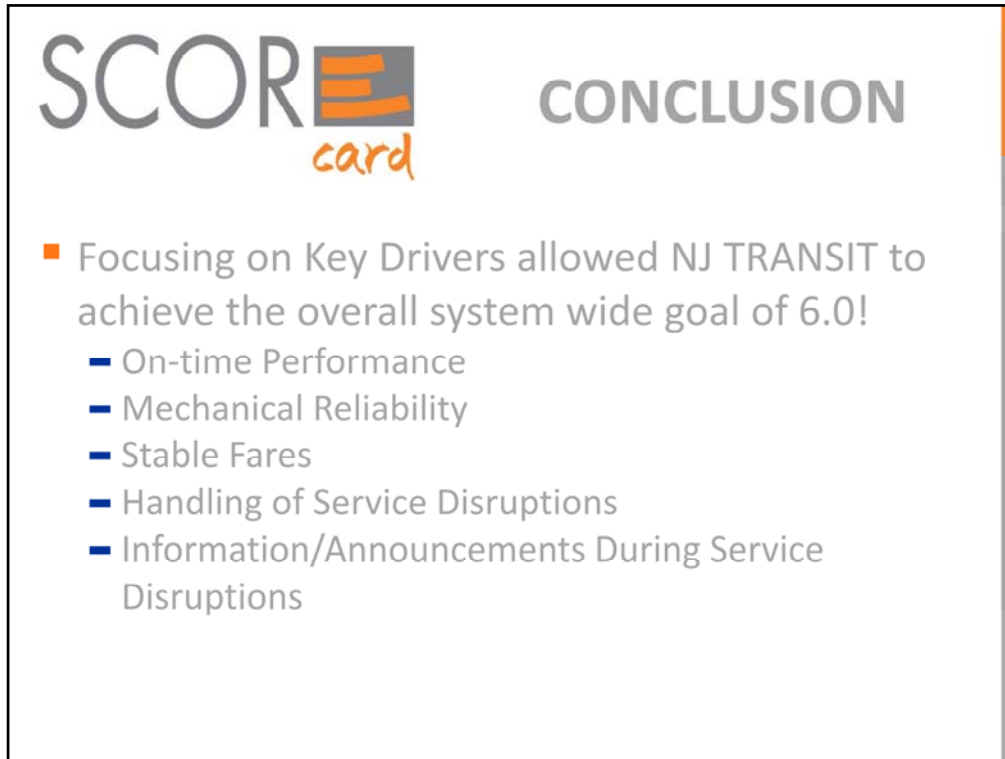


As you can see, the overall satisfaction scores for all modes-Access Link, Light Rail, Bus & Rail: have increased since the baseline, helping the corporation achieve its overall system goal of 6.0.



The best news is our ultimate question...our customers likelihood to recommend NJT to a friend or relative.

More than three out of four customers told us that they were either somewhat likely or very likely to recommend NJ TRANSIT to a friend or relative.



The slide features the 'SCORE card' logo on the left, with 'SCORE' in large grey letters and 'card' in smaller orange letters below it. To the right of the logo is the word 'CONCLUSION' in large grey letters. Below the logo and title is a bulleted list of key drivers. The list starts with a square bullet point followed by the main heading, and then five rectangular bullet points for the specific drivers.

**SCORE card** **CONCLUSION**

- Focusing on Key Drivers allowed NJ TRANSIT to achieve the overall system wide goal of 6.0!
  - On-time Performance
  - Mechanical Reliability
  - Stable Fares
  - Handling of Service Disruptions
  - Information/Announcements During Service Disruptions

In summary, the NJ TRANSIT team achieved the overall system wide goal of 6.0! This was accomplished by focusing resources on the key drivers of service that customers told us were important to improve. Let me share with you just a few of the many measures taken this past year to improve the customer experience.

Throughout all of the surveys, customers repeatedly have indicated that getting to their destination on time is very important. On-time performance scores increased from 4.7 in the baseline to 5.7 in the current survey. On the bus side, a New York bus storage facility was added. Also, pull out times from key bus storage lots serving New York were increased, as well as running times on key routes. On the rail side, on time performance and mechanical reliability were key drivers our customers wanted improved. Rail Operations worked diligently to improve protocols to mitigate the impact of delay incidents and enhanced monitoring of locomotive and passenger car systems.

Scores on fares increased from 4.5 in the baseline to 5.3 in the current survey and NJ TRANSIT is committed to holding fares stable in FY13.

Communication is key to a good customer relationship. Our customers identified, "Handling of Service Announcements" and "Information & Announcements During Service Disruptions" as two areas of service they would like to see improved. Each of these two areas of service saw big increases on our customer satisfaction surveys over the course of the past year. How did we achieve these increased scores?

A task force of NJT employees helped put in place a number of measures this past year to improve communications during disruptions.

Let me share a few of the Communication Improvements implemented over the past year:

1. Departure Vision and station variable message signs were implemented providing a count down of the minutes until a train arrives.
2. The Public Address System and new signage at Newark Penn was switched to an automated operation.
3. A brochure was prepared and distributed to bus customers which provided insights into the challenges associated with the Port Authority Bus Terminal.
4. NJ TRANSIT added a social media presence to answer customer concerns in real-time.

So what's next?

NJ TRANSIT will continue to monitor customer satisfaction and is scheduled to conduct the next quarterly survey Monday August 13<sup>th</sup> which will be open through August 31<sup>st</sup>.

Now, I will turn this presentation over to Dennis Martin who will share the Scorecard Metrics with you and the goals for the new fiscal year.



**SCORE**   
card

- Customer Experience
- Financial Performance
- Corporate Accountability
- Safety and Security
- Employee Excellence

**ONE TRIP AT A TIME**

A year ago we put forth Scorecard, an innovative, managing by metrics approach, to running the corporation.

We set before us five strategic areas of focus, and developed public metrics by which we can:

- meet customer expectations,
- improve productivity and
- increase transparency and accountability to our stakeholders.

All with the singular focus of providing quality transportation to our customers, one trip at a time.

Let's look at how were doing..

**SCORE**  
*card*

**CUSTOMER EXPERIENCE**

*"Focusing our time, talent and resources on meeting the expectations of our customers."*

Metric	FY2012 Baseline	FY2012 Goal	FYTD 2012	FY2013 Goal
Customer Satisfaction Rating	5.2	6.0	6.0	6.5 *
On-Time Performance	Bus	93.5%	91.2%	93.5%
	Rail	94.7%	95.7%	95.0%*
	Light Rail	97.0%	97.3%	97.3%*
	Access Link	97.0%	96.2%	97.0%
Customer Service Resolution Time		2.5 days	2.4 days	2.4 days*
Call Center Average Speed of Answer		< 60 seconds	65 seconds	< 60 seconds

\* Higher goal set


The key to scorecard's success is focusing our time, talent and resources on meeting the expectations of our customers. Using surveys to tell us what is important to them.

And as Janice said earlier, we met our customer satisfaction goal of 6.0. And while renewing our commitment to doing quarterly surveys, we are setting the bar higher. Our goal in the coming year is at least a 6.5 rating.

Rail and Light Rail On-time and customer service resolution time performance exceeded goal. New goals have been set.

And...In our Transit Information Center we continue to look for new ways to reduce wait times while improving access to information through increased productivity and technological innovation such as text messaging and social media.

FINANCIAL PERFORMANCE

SCORE  card

*"Meeting the financial obligations of the corporation by reducing costs, maximizing revenues and lessening dependence on subsidy."*

Metric	FY2012 Goal	FYTD 2012	FY2013 Goal
Budget Variance	0%	0%	0%
Farebox Recovery Rate	53%	47%	53%
Subsidy Per Customer Trip	\$3.15	\$3.40	\$3.15
Pension Funding	80%	80%	80%

Financial performance metrics show how we are meeting the obligations of the corporation by reducing costs, maximizing revenues and lessening dependence on subsidy.

Once again, we are under budget, meeting our fiscal obligations without a fare increase, and we are committed to keeping fares stable in the coming year.

**CORPORATE ACCOUNTABILITY**

**SCORE**   
card

*"Using our resources to maximize their benefit to our stakeholders."*

Metric		FY2012 Goal	FYTD 2012	FY2013 Goal
Revenue Per Hour	Bus	\$69	\$66	\$69
	Rail	\$1,830	\$1,883	\$1,920*
	Light Rail	\$90	\$88	\$90
Average Customers Per Trip	Bus	39	35	39
	Rail	351	333	351
	Light Rail	70	70	70
Fare Stability		0%	0%	0%
Workforce Utilization	Women	15%	15%	>15%*
	Minorities	30%	32%	>32%*
Disadvantaged Business Enterprise Goal		22%	10%	22%
Small Business Enterprise Goal		25%	31%	34%*

We define Corporate Accountability as using our resources to maximize their benefit to our stakeholders:

Service allocation measures of Rail revenue per hour and Light Rail customers per trip met goal.

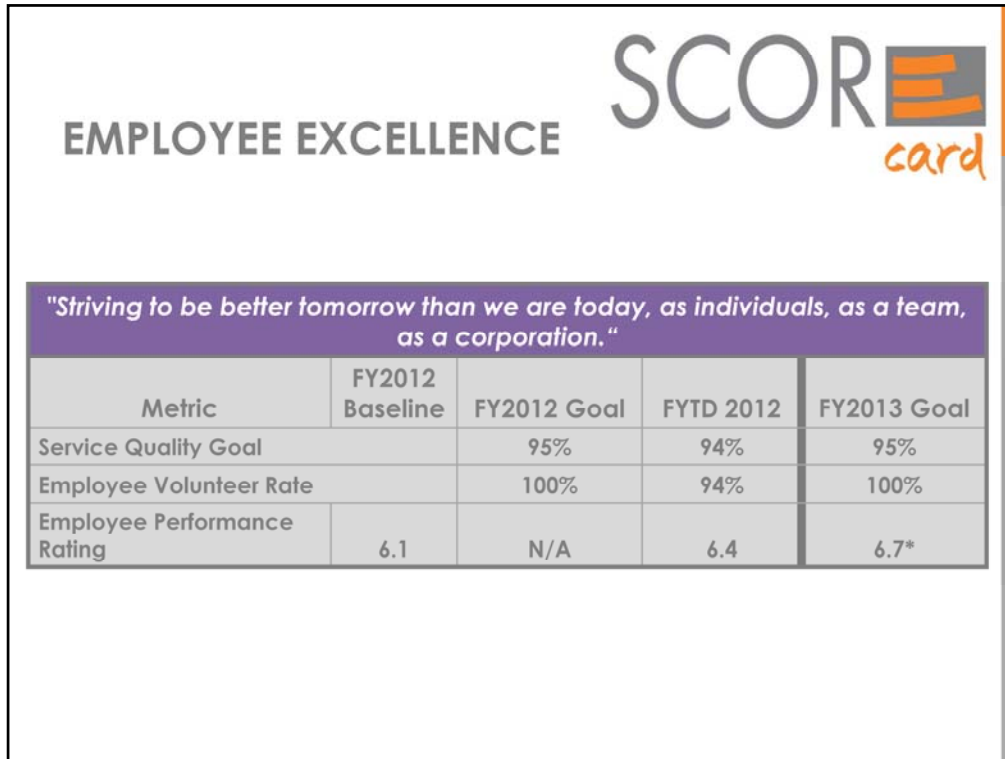
Our utilization of woman and minorities in the workforce were achieved and we are committed to increasing those levels in the coming year.

Small Business Enterprise contracts exceeded the 25% goal which has been increased for FY2013.



NJ TRANSIT is committed to providing a safe, secure environment for our customers, employees and the communities which we serve.

Overall customer satisfaction for both safety and security is high, but our Police Department remains unwavering in its commitment to prevent crime and to apprehend those who commit crime on our system. Our apprehension rate is currently at 1.5 times the national average.



The graphic features the text "EMPLOYEE EXCELLENCE" on the left and "SCORE card" on the right, with "SCORE" in large grey letters and "card" in orange script. Below this is a purple banner with the quote: "Striving to be better tomorrow than we are today, as individuals, as a team, as a corporation." Underneath the banner is a table with five columns: Metric, FY2012 Baseline, FY2012 Goal, FYTD 2012, and FY2013 Goal. The table contains three rows of data.

Metric	FY2012 Baseline	FY2012 Goal	FYTD 2012	FY2013 Goal
Service Quality Goal		95%	94%	95%
Employee Volunteer Rate		100%	94%	100%
Employee Performance Rating	6.1	N/A	6.4	6.7*

Our employees are our most valuable resource, always striving to be better tomorrow than we are today, as individuals, as a team, as a corporation.

Measuring the performance of our frontline employees through our mystery shopper program gives us the customers-eye view of how they're doing, AND, over 94% of these rides come back positive, many documenting exemplary performance.

Our non-agreement employees continue to volunteer to assist our customers during service disruptions and special events. Often working weekends and evenings away from their families, during the last 12 months covering 1288 volunteer shifts for over 130 events.

This year, we are adding a new metric to the scorecard, capturing the overall Employee Performance rating from our customer survey and setting a goal of 6.7.

Complete scorecard results are available on our website, [www.njtransit.com](http://www.njtransit.com)

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

AUGUST 8, 2012

**MINUTES**

**PAGE**

➤	CALL TO ORDER	-
➤	APPROVAL OF MINUTES OF PREVIOUS MEETINGS	44729
➤	PUBLIC COMMENTS ON AGENDA ITEMS AND OTHER MATTERS	-
➤	BOARD MEMBER COMMENTS	-
➤	ADVISORY COMMITTEE REPORT	-
➤	SENIOR CITIZEN AND DISABLED RESIDENT TRANSPORTATION ADVISORY COMMITTEE REPORT (NEXT SCHEDULED REPORT DECEMBER 2012)	-
➤	BOARD COMMITTEE REPORTS	-
	*Administration Committee	
	*Capital Planning, Policy & Privatization Committee	
➤	EXECUTIVE DIRECTOR'S MONTHLY REPORT	44730

**ACTION ITEMS**

1208-44	REHABILITATION OF THE CENTER AND SOUTH TRUSSES OF UNDERGRADE BRIDGE 29.43 OVER THE ROCKAWAY RIVER ON THE MONTCLAIR-BOONTON LINE IN THE TOWN OF BOONTON, NEW JERSEY	44746
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Authorization to enter into Contract No. 12-056X with Sparwick Contracting, Inc. of Lafayette, New Jersey to perform structural repairs, remove lead paint, and apply a new painting system to the undergrade bridge 29.43 on the Montclair–Boonton Line, in the Town of Boonton, Morris County, New Jersey at a cost not to exceed \$1,759,775, plus five percent for contingencies, subject to the availability of funds.

**1208-45 ACCESS LINK SERVICE PROVIDER CONTRACT FOR REGION 3 44751**  
**(ATLANTIC, CAPE MAY, CUMBERLAND AND SOUTH OCEAN**  
**COUNTIES): CONTRACT AMENDMENT FOR EXTENSION**

Authorization to extend Contract No. 06-008A with First Transit, Inc. of Cincinnati, Ohio, for the continued provision of ADA paratransit service in Region 3 – Atlantic, Cape May, Cumberland and South Ocean Counties for an additional eight months (238 days) until July 6, 2013 within the existing previously authorized amount. No additional funding authorization is requested.

- **EXECUTIVE SESSION AUTHORIZATION 44757**
- **ADJOURNMENT**

### APPROVAL OF MINUTES

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

**WHEREAS**, pursuant to Section 4(f) of the New Jersey Public Transportation Act of 1979, the minutes of actions taken at the July 11, 2012 Board meetings of the New Jersey Transit Corporation, NJ TRANSIT Bus Operations, Inc., NJ TRANSIT Rail Operations, Inc., NJ TRANSIT Mercer, Inc., and NJ TRANSIT Morris, Inc. were forwarded to the Governor on July 13, 2012;

**NOW, THEREFORE, BE IT RESOLVED** that the minutes of actions taken at the July 11, 2012 New Jersey Transit Corporation, NJ TRANSIT Rail Operations, Inc., NJ TRANSIT Bus Operations, Inc., NJ TRANSIT Mercer, Inc., and NJ TRANSIT Morris, Inc. Board of Directors' meetings are hereby approved.

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

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

TO: BOARD OF DIRECTORS  
FROM: JAMES W. WEINSTEIN  
DATE: AUGUST 8, 2012  
SUBJECT: EXECUTIVE DIRECTOR'S REPORT – AUGUST 2012



Last month marked another record-breaking month for NJ TRANSIT's rail division, which achieved an on-time performance rate of 96.4 percent for July, topping the previous July record of 95.9 percent set in 1996. The July performance record for rail marks the fourth monthly record the agency has set in the past eight months, with records set in December (96.6 percent), April (97.6 percent) and June (96.5 percent). This calendar year, from January 1 through July 31, NJ TRANSIT's rail division has achieved an on-time performance rate of 96.6 percent, meaning that nearly 97 out of every 100 trains operating across our system arrived at their destinations on time.

Supported by the agency's innovative *Scorecard* initiative, NJ TRANSIT has focused on key performance metrics to drive decision-making and improve those areas most important to customers. As part of *Scorecard*, customers responding to NJ TRANSIT's quarterly customer surveys have consistently cited on-time performance as a key factor in determining satisfaction. In the past year, NJ TRANSIT has implemented a number of measures which have directly impacted rail on-time performance, including enhanced monitoring of locomotive and passenger car systems, refinement of situational protocols, and continued investment in state-of-good-repair initiatives. As of July 31, NJ TRANSIT has run 128,882 trains in 2012, of which 124,472 trains arrived on time. I would like to recognize Vice President & General Manager of Rail Operations Kevin O'Connor and the hard-working men and women of the Rail Division who keep our trains running on time.

Under the leadership of Commissioner James Simpson, earlier this week, NJ TRANSIT announced additional improvements to our expanded "Bike Aboard" program. After considering additional customer input, we identified where NJ TRANSIT can further increase customer satisfaction among our bicycle-riding public while enhancing their access to our multi-modal transportation network. Starting Saturday, August 11, NJ TRANSIT will designate selected "bike-friendly" trains on weekends, offering expanded capacity for cyclists that will allow NJ TRANSIT trains to accommodate up to 7200 bicycles on Saturdays and Sundays combined. Bike-friendly trains will include all weekend trains on the Raritan Valley Line and the Atlantic City Rail Line, and on rail service to and from Hoboken Terminal, providing capacity for up to 12 bicycles per train. Special thanks to NJTAC Chair Suzanne Mack and the TAC members, transportation officials, rail planners, bicycle advocates, and our bicycle-riding customers for their feedback.

On August 1, NJ TRANSIT transported nearly ten thousand rail customers to the Agudath Israel religious celebration at MetLife Stadium. Featuring a record crowd, this event presented a number of challenges to our team and involved significant planning and coordination between NJ TRANSIT, NJDOT, State Police, Homeland Security and the FBI. Our police were a visible and consistent presence at our transportation hubs and aboard our rail cars, while more than 60 NJ TRANSIT Ambassadors helped assist customers well into the overnight hours. This extensive preparation and coordination paid off, with NJ TRANSIT safely and efficiently transporting nearly 10,000 customers via our Meadowlands Rail Line. Thank you to our team of bus, rail, customer service, communications and police personnel, as well as the dozens of volunteers who made last Wednesday's evening a success.

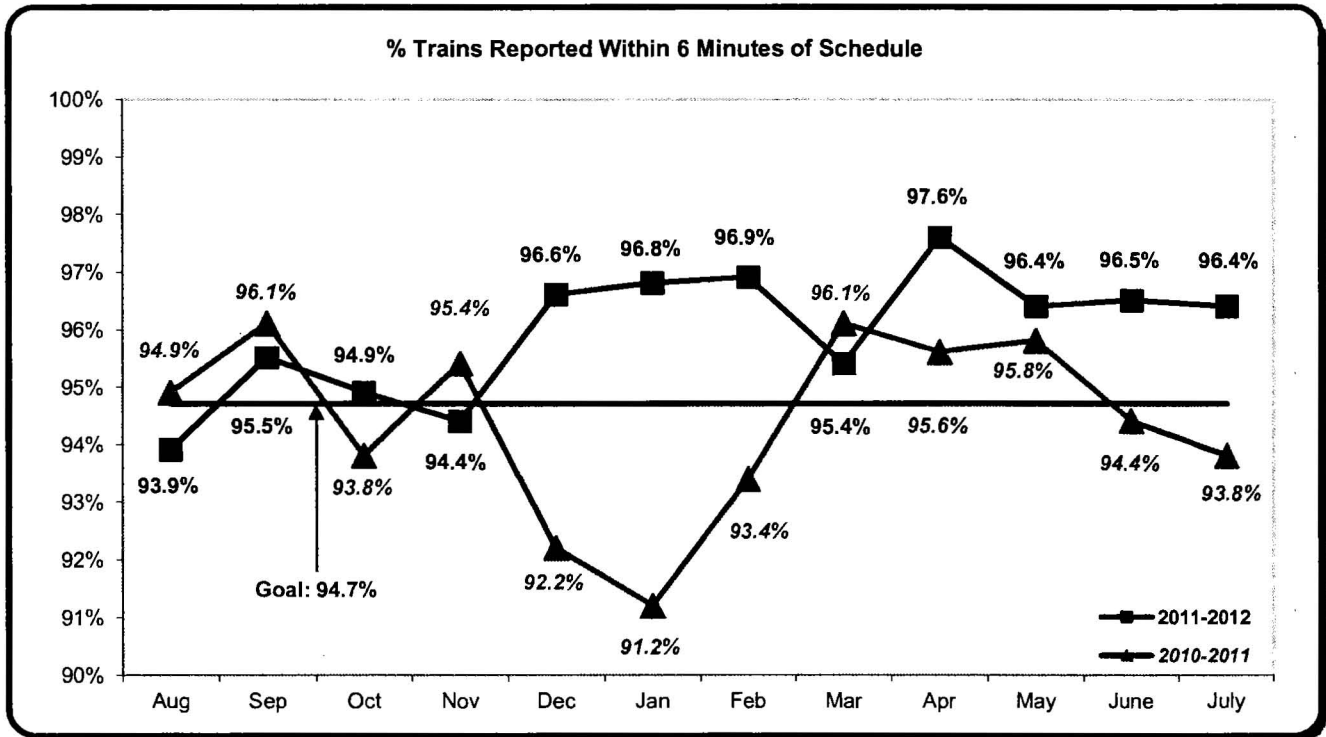
Finally, today we are marking the first complete fiscal year of *Scorecard* by announcing the results of our latest customer survey and publishing final Fiscal Year 2012 metrics in the areas of customer experience, safety and security, financial performance, corporate accountability and employee excellence. In just one year since its launch, *Scorecard* has changed the very culture of NJ TRANSIT to focus on performance standards and absolute results to best serve our customers. Through *Scorecard*, NJ TRANSIT has achieved measurable results over the last year, due to in large part to the invaluable feedback we have regularly received from the people who use our services. Detailed customer survey and *Scorecard* results are both available on [njtransit.com](http://njtransit.com).

# **EXECUTIVE DIRECTOR'S MONTHLY REPORT AUGUST 2012**

- 1. PERFORMANCE MEASURES**
- 2. DBE/MBE PROGRAM**
- 3. EMPLOYEE RECOGNITION**

# **PERFORMANCE MEASURES**

# NJ TRANSIT ON-TIME PERFORMANCE RAIL AUGUST 2010 - JULY 2012



	2011	2012	# Change
<b>July Comparison</b>	93.8%	96.4%	2.6%

	2010-2011	2011-2012	# Change
<b>12-Month Average August - July</b>	94.4%	95.9%	1.5%

### Analysis:

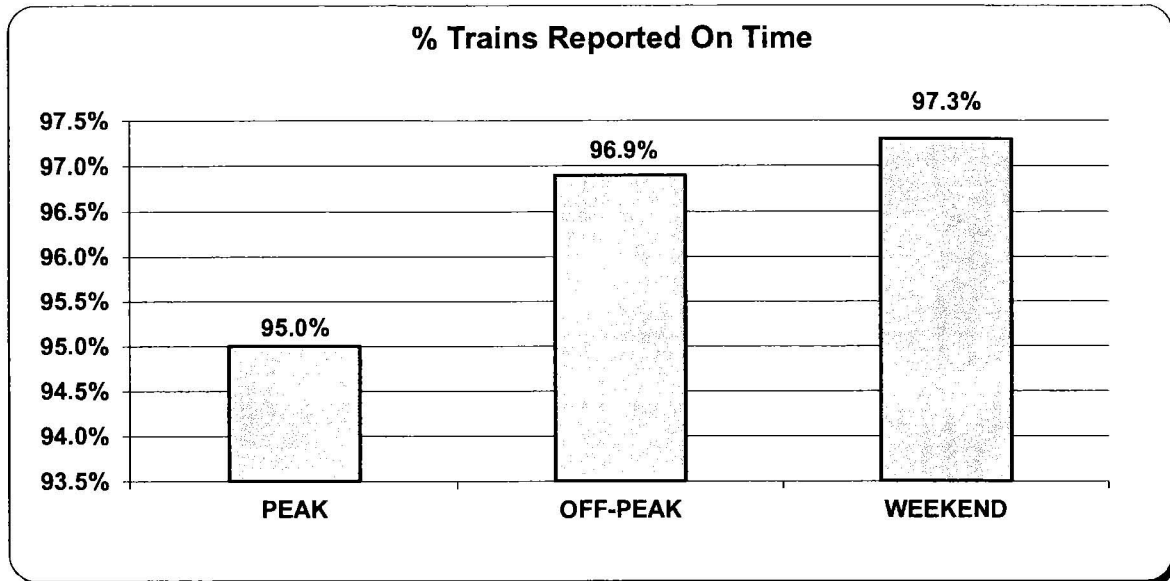
Rail On-Time Performance was 96.4% for July 2012. Of the 18,540 trains scheduled to operate, 17,877 were on time, while 663 trains (or 3.6%) were delayed. Key causes included:

- Amtrak Control Center failure on July 9.
- Amtrak signal problems, NJ TRANSIT track conditions and the opening of Portal Bridge on July 16.
- Amtrak trespasser fatality on July 28.

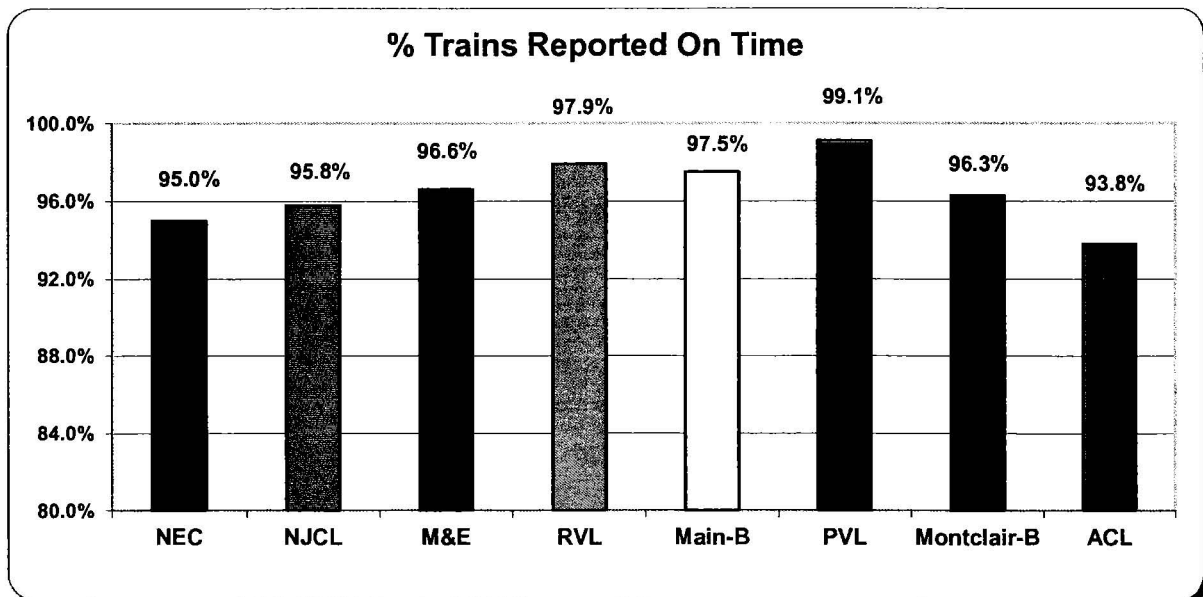
The 12-month average for Rail On-Time Performance for August 2011 - July 2012 was 95.9%.

# ON-TIME PERFORMANCE RAIL

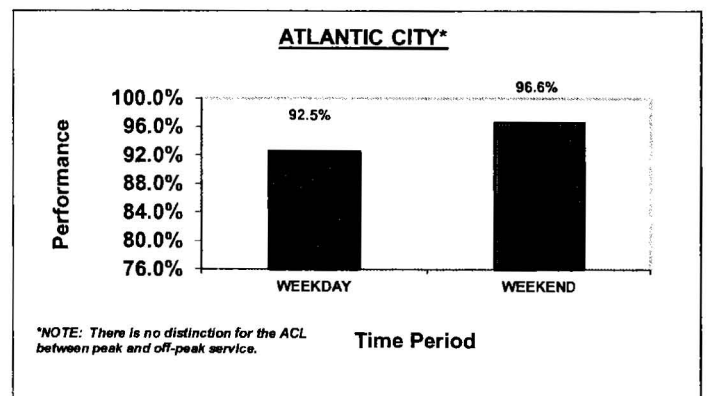
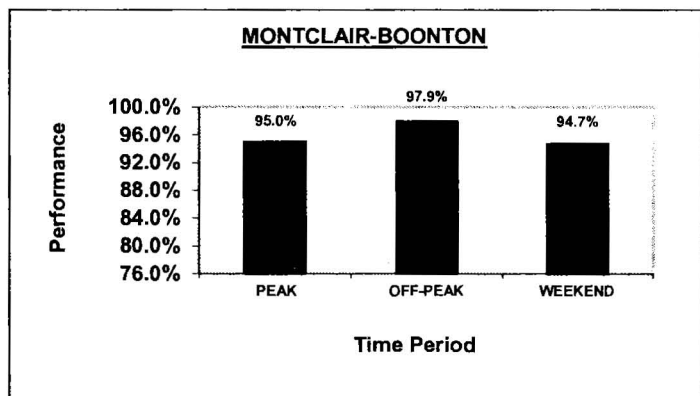
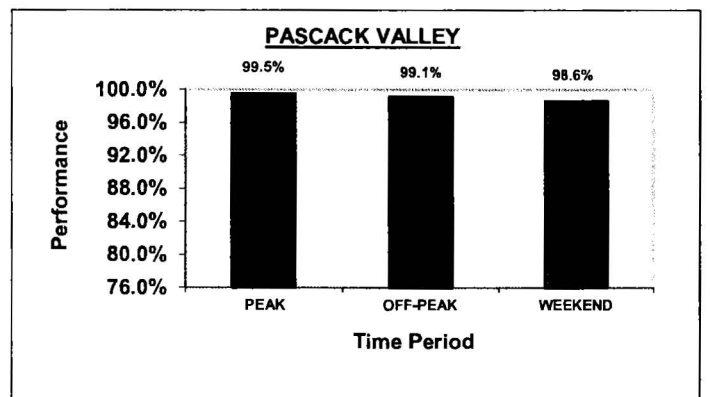
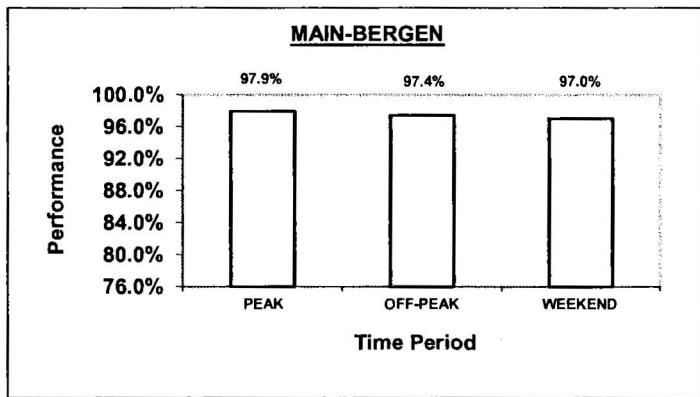
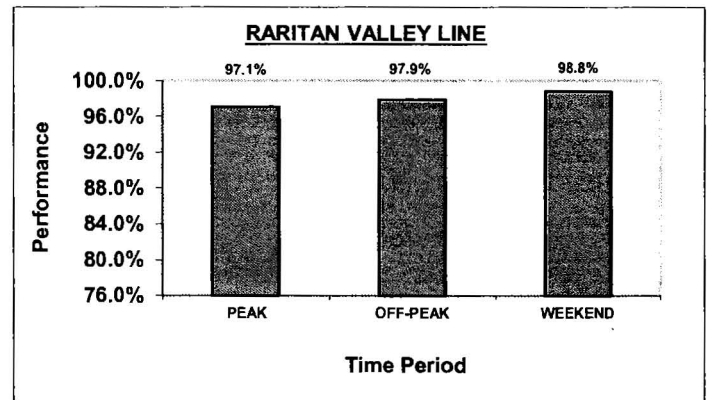
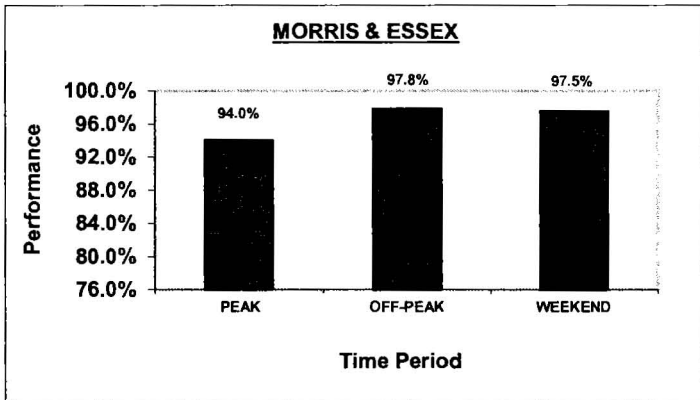
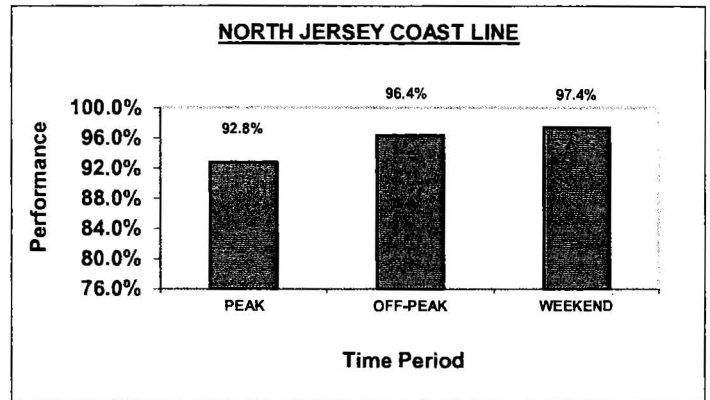
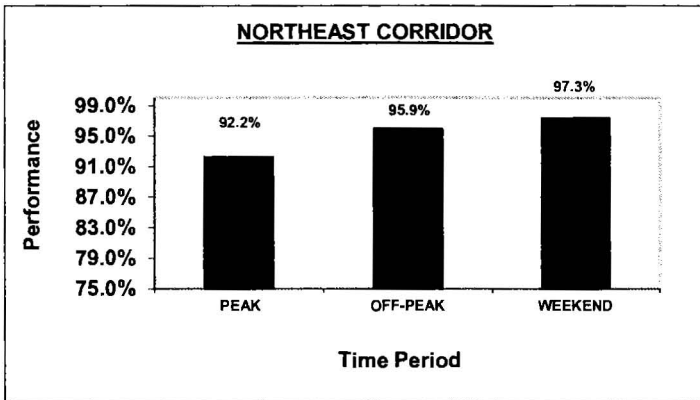
## SUMMARY BY TIME PERIOD JULY 2012



## SUMMARY BY LINE JULY 2012

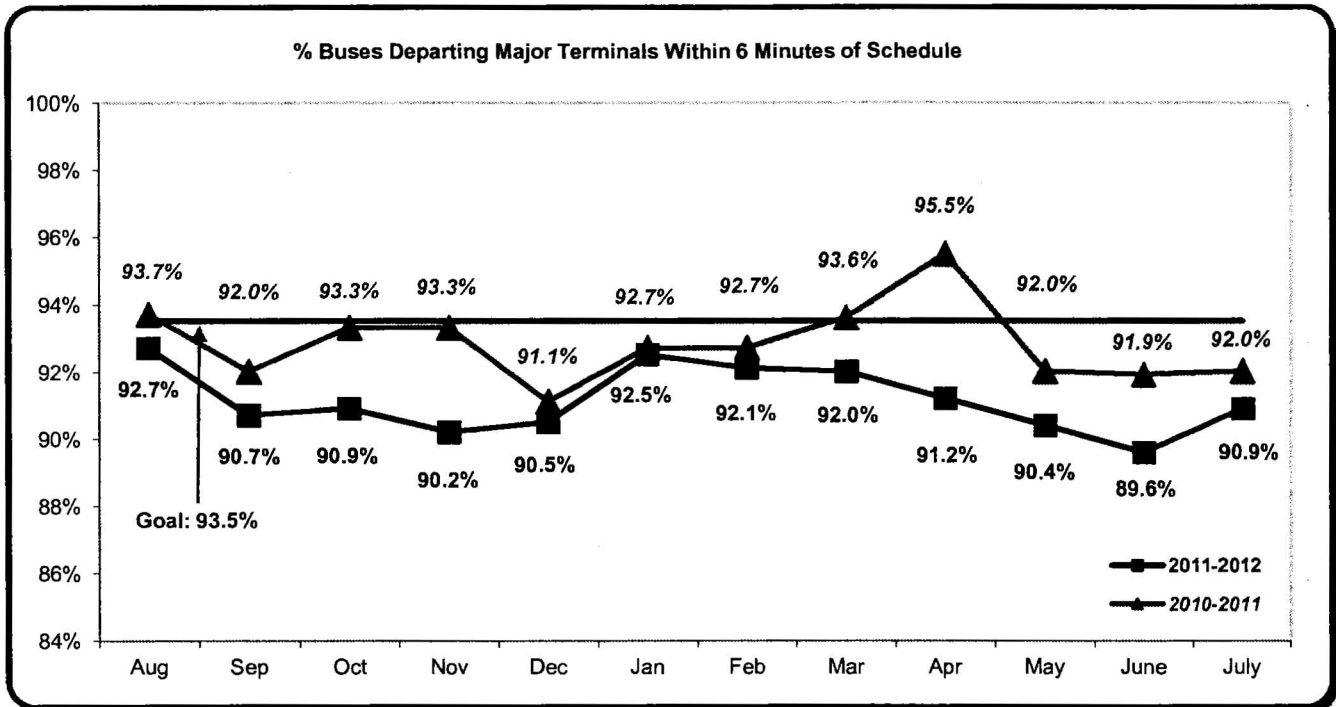


# ON-TIME PERFORMANCE BY RAIL LINE & TIME PERIOD JULY 2012



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

# NJ TRANSIT ON-TIME PERFORMANCE BUS AUGUST 2010 - JULY 2012



	2011	2012	% Change
July Comparison	92.0%	90.9%	-1.1%

	2010-2011	2011-2012	% Change
12-Month Average August - July	92.8%	91.1%	-1.7%

**Analysis:**

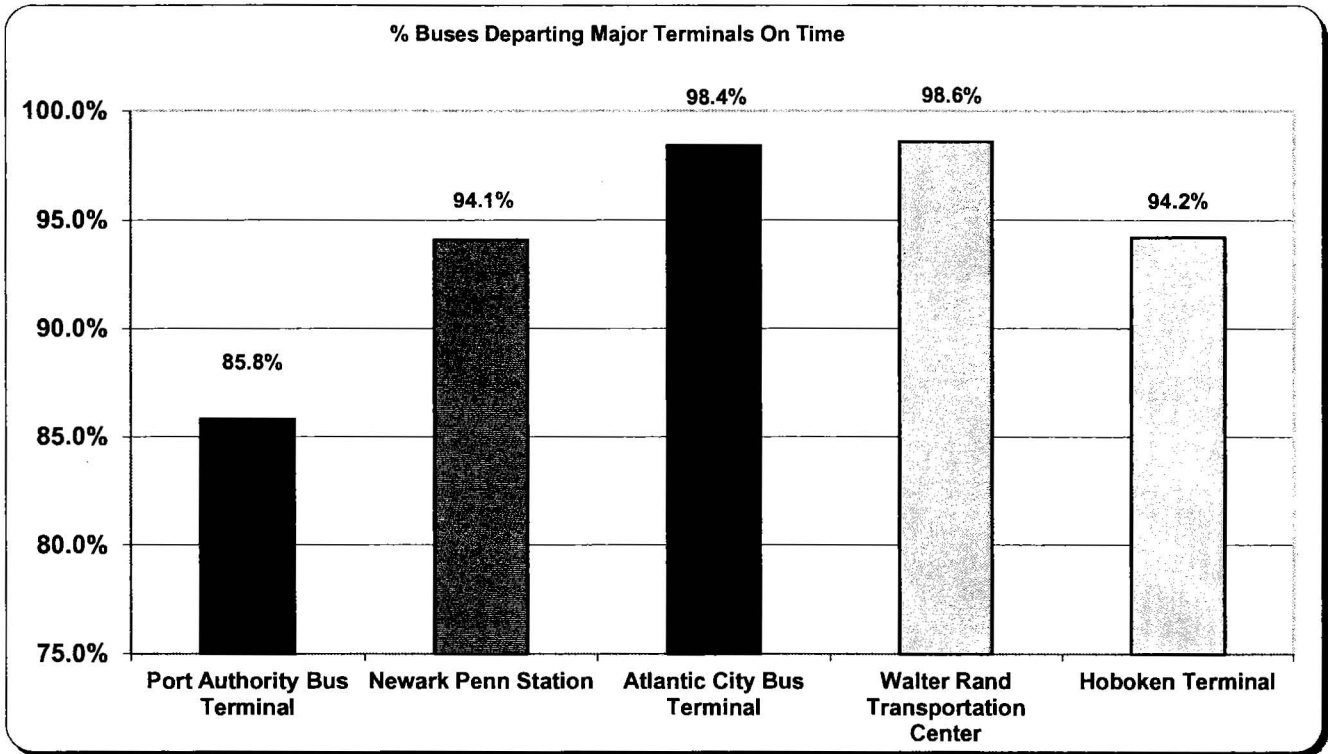
Bus On-Time Performance was 90.9% for July 2012. Of the 38,689 monitored departures, 3,508 (or 9.1%) experienced delays. Key causes included:

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

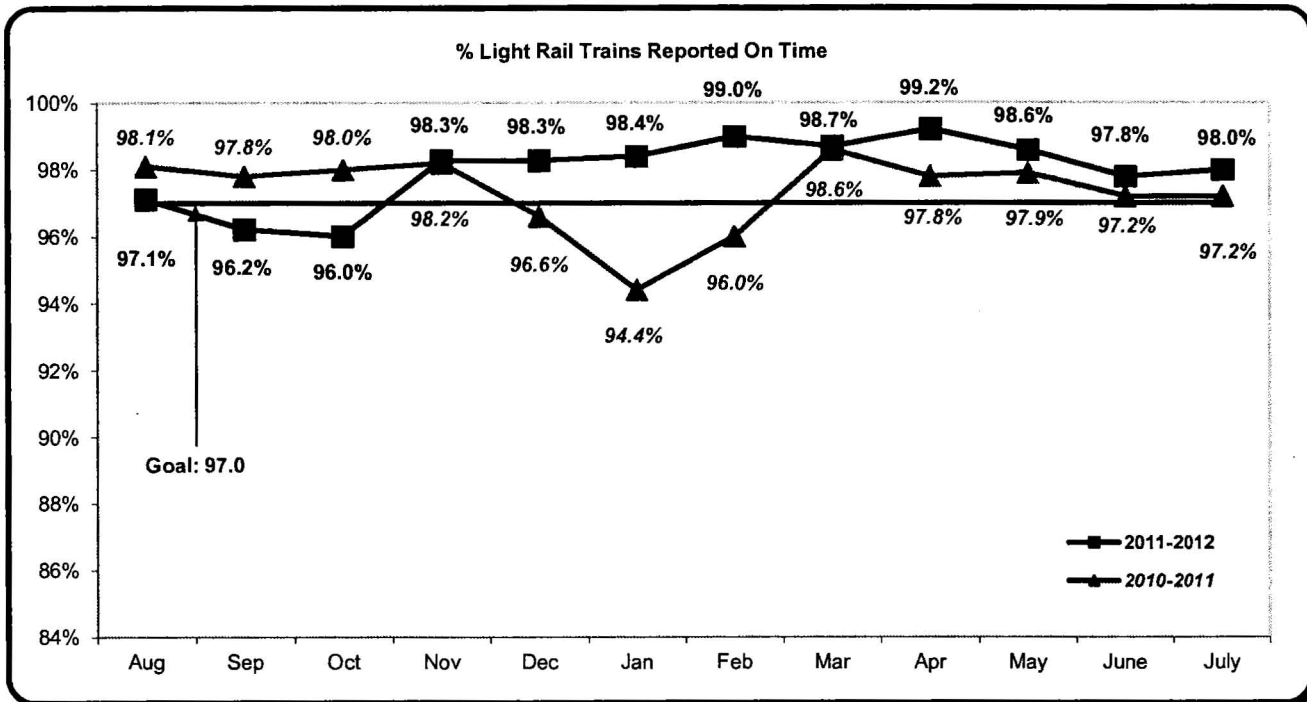
The 12-month average for Bus On-Time Performance for August 2011 - July 2012 was 91.1%.

# ON-TIME PERFORMANCE BUS

## SUMMARY BY TERMINAL JULY 2012



## NJ TRANSIT ON-TIME PERFORMANCE LIGHT RAIL AUGUST 2010 - JULY 2012



\*Note: Starting May 2007

	2011	2012	# Change
July Comparison	97.2%	98.0%	0.8%
12-Month Average August - July	2010-2011 97.3%	2011-2012 98.0%	# Change 0.7%

**Analysis:**

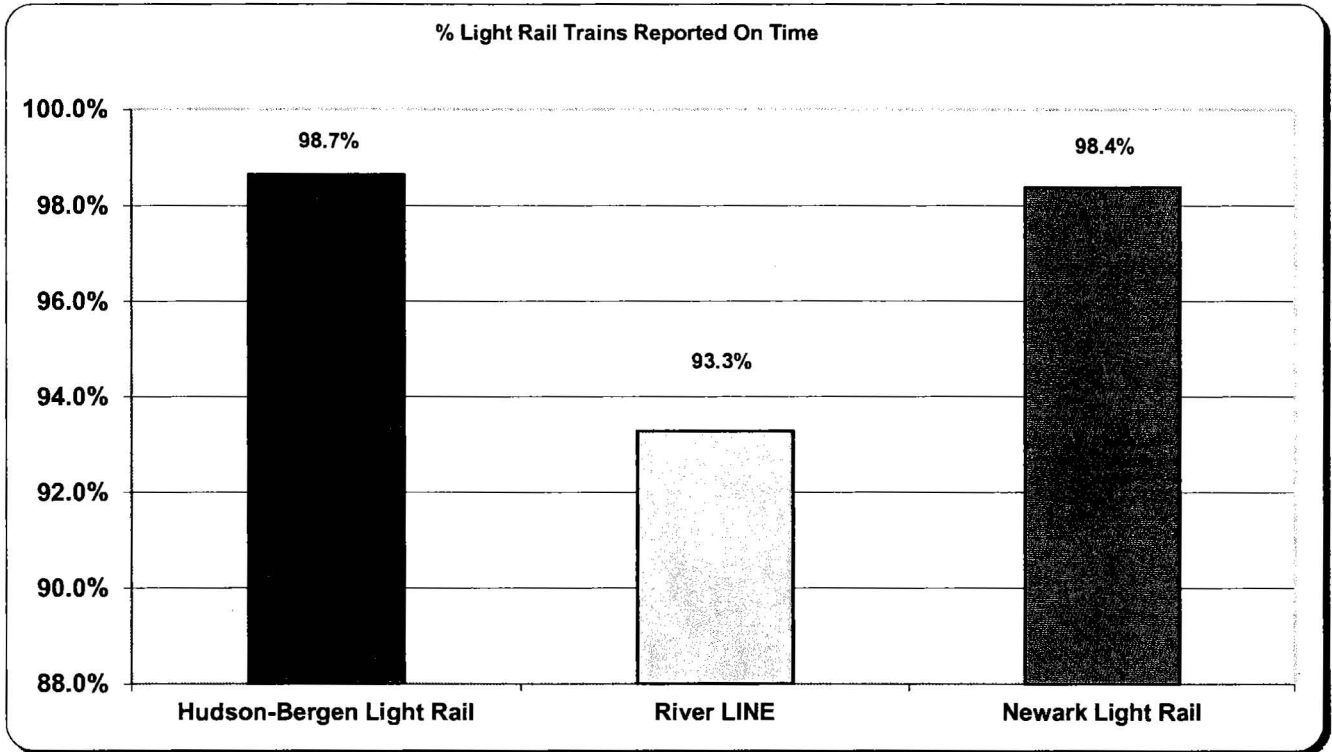
Light Rail On-Time Performance systemwide was 98.0% for the month of July 2012. Of the 26,716 scheduled trains, 534 (or 2.0%) experienced delays. Key causes included:

- Switch problems on Newark Light Rail on July 19.
- Event traffic at the Entertainment Center in Camden delaying River Line service on July 20.
- Communications system failure on Hudson-Bergen Light Rail on July 20.

The 12-month average for Light Rail On-Time Performance for August 2011 - July 2012 was 98.0%.

# ON-TIME PERFORMANCE LIGHT RAIL

## SUMMARY BY LINE JULY 2012



# **DBE/MBE PROGRAM**

**NJ TRANSIT – Office of Business Development DBE/SBE Participation**

**Federally Funded Contracts**

NJ TRANSIT awarded \$37,412,677.20 in federal funds October through July FY 12.\* Disadvantaged Business Enterprises (DBEs) received \$4,040,627.11 or 10.80 percent in federal-funded contract dollars during this period from either race conscious and race neutral awards.

**DBE Goal Attainment FY 2011 to Date July 31, 2012 10.00%**

Contracts awarded \$272,801,404.46  
DBEs Received \$27,281,399.76

**State Funded Contracts**

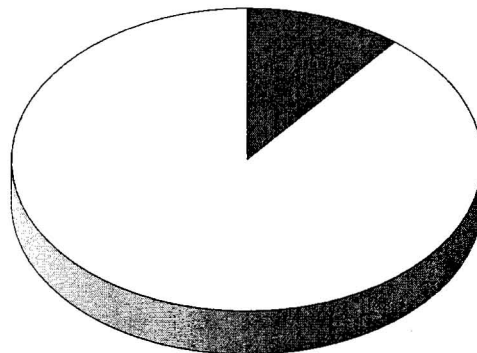
NJ TRANSIT awarded \$230,725.20 in state-funded contract dollars July FY 13. \*\* Of that total, Small Business Enterprises (SBEs) received \$0 or .0 percent. Category 1 SBEs received \$0 or .0 percent. Category 2 SBEs received \$0 or .0 percent. Category 3 SBEs received \$0 or .0 percent. Category 4 SBEs received \$0 or .0 percent. Category 5 SBEs received \$0 or .0 percent. Category 6 SBEs received \$0 or .0 percent. \*\*\*

**Federal & State Contracts Total**

NJ TRANSIT awarded \$230,725.20 in federal and state contract dollars during August reporting period. Of that total, \$0 or .0 percent of federal and state contract dollars were won by DBEs and SBEs.

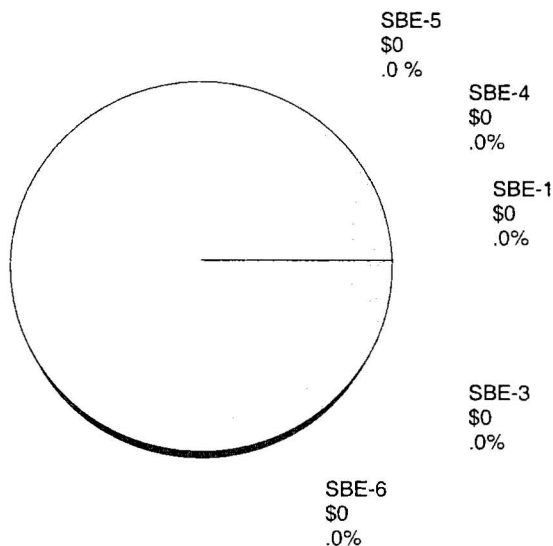
**DBE PARTICIPATION  
FEDERAL CONTRACTS  
FEDERAL FYTD (THROUGH JULY FY12)\***

NON-DBE  
FEDERAL  
\$33,372,050.09  
89.19%



**SBE PARTICIPATION  
STATE CONTRACTS  
STATE FYTD (JULY FY13) \*\***

NON-SBE STATE  
\$230,725.20  
100.0%



**Federal Fiscal Year 2012 Beginning October 1, 2011\***  
**State Fiscal Year Beginning July 1, 2013\*\***  
(This report covers contracts above \$29,000)

# **EMPLOYEE RECOGNITION**

**NJ TRANSIT employees bid farewell after outstanding careers**

Twenty-six NJ TRANSIT employees retired in July with careers ranging from 12 to 43 years of service:

1. Rita M. Lamberth (Piscataway) Group Tickets, GOB – 43 years
2. Robert Hayes (North Plainfield) Chief Regional, GOB – 38 years
3. Anthony Sinacore (Oak Ridge) Special Maintenance Man, Ferry Street – 38 years
4. Leon Matlock (Brownsmills) Bus Operator, Hamilton Garage – 36 years
5. William McCallum (Trenton) Bus Operator, Hamilton Garage – 36 years
6. Henry Gembarski (Howell) Mechanic “A,” Howell Garage – 35 years
7. Jane M. Revilla (Fairless Hill, PA) Sr. Dist. Garage Clerk, Hamilton Garage – 33 years
8. Andre L. Burgess (Waterford) Foreman Garage I, Howell Garage – 31 years
9. Edward P. Caine (Rahway) Mechanic “A,” CMF – 31 years
10. Danny A. Bentley (Willingboro) Senior Claims Administrator, Penn Plaza – 30 years
11. Bernard Windfelder, II (Mantua) Mechanic “A,” Washington Township Garage – 30 years
12. Calvin Smith (Hackensack) Repairman “A,” Oradell Garage – 29 years
13. Brillant Fennelus (South Orange) Repairman “A,” Hilton Garage – 27 years
14. Aureliano Ferreira (Colonia) Special Mechanic-Welder, Doremus Avenue – 27 years
15. Jerry L. Ross (Willingboro) Bus Operator, Hamilton Garage – 27 years
16. Harold Mulleavey (Hightstown) Sr. Construction Program Mgr., Penn Plaza – 26 years
17. Edwin Negron (Hillside) Bus Operator, Big Tree Garage – 26 years
18. Rodney M. Stowe (Lauredale) Bus Operator, Egg Harbor Garage – 22 years
19. Villamil J. Tirado (Jersey City) Bus Operator, MBC – 20 years
20. Robin L. Strickland (Union) Project Laborer, Ferry Street – 17 years
21. Eduardo Aliaga (Paterson) Bus Operator, Wayne Garage – 16 years
22. Nicholas Kopan (Hopewell) Construction Manager, Penn Plaza – 16 years
23. Carlton G. Matthews (Paterson) Bus Operator, Market Street Garage – 16 years
24. Alfonso J. Williams (Sicklerville) Mechanic “A,” Washington Township Garage – 16 years
25. Connol L. Modeste (Irvington) Repairman “A,” Orange Garage – 14 years
26. Richard McCrea (Marlton) Bus Operator, Newton Avenue Garage – 12 years

# **ACTION ITEMS**

**ITEM 1208-44: REHABILITATION OF THE CENTER AND SOUTH TRUSSES OF UNDERGRADE BRIDGE 29.43 OVER THE ROCKAWAY RIVER ON THE MONTCLAIR-BOONTON LINE IN THE TOWN OF BOONTON, NEW JERSEY**

**BENEFITS**

NJ TRANSIT owns and maintains the undergrade bridge 29.43 over the Rockaway River on the Montclair-Boonton Line. The proposed rehabilitation will restore the bridge to a state of good repair and ensure safe and reliable service for the 16 daily trains that travel this route, serving approximately 3,300 daily riders. The project will include a lead paint abatement program to remove lead-based paint from the bridge followed by application of a three-coat epoxy, polyurethane paint system, which will prevent corrosion and prolong the life of the bridge.

Train service will not be disrupted during construction because the existing in-service track will be relocated to the current out-of-service center truss while the south truss is being repaired. The project will follow established procedures and protocols for protecting the environment and river by monitoring compliance designed to minimize risk of lead exposure to the surrounding communities.

NJ TRANSIT's Environmental Services Unit will employ the services of a previously authorized environmental consultant to oversee air quality monitoring. All lead paint removal on the south truss will be done within a fully enclosed, engineered containment system.

Most of the proposed work will take place above the Rockaway River. Work on its banks will be limited to areas around the abutments. Existing conditions will be restored after any and all temporary work in the stream bed, wetlands, and embankments. No adverse hydraulic impacts to the river or water quality are anticipated.

**ACTION (Scorecard: Safety and Security, Corporate Accountability)**

Staff seeks authorization to enter into a NJ TRANSIT Contract No. 12-056X with Sparwick Contracting, Inc. of Lafayette, New Jersey to perform structural repairs, remove lead paint, and apply a new painting system to the undergrade bridge 29.43 on the Montclair-Boonton Line, in the Town of Boonton, Morris County, New Jersey at a cost not to exceed \$1,759,775, plus five percent for contingencies, subject to the availability of funds.

**PURPOSE**

The structural steel members of both the center and south trusses have experienced paint loss and varying levels of metal corrosion. The bridge bearings are rusted and appear to be frozen, and some anchor bolts are missing.

The scope of work consists of structural steel repairs to the out-of-service center truss so that it can temporarily support passenger train traffic and enable continuity of passenger service while the south truss undergoes structural repairs, as well as the removal of all existing lead paint and repainting with a non-lead, three-coat epoxy, polyurethane paint system.

## **BACKGROUND**

### History

The bridge is located just west of the original Boonton Station. It consists of three parallel, independent structures supported by a substructure of reinforced concrete and masonry abutments founded on bedrock. Each structure is a set of double trusses, consisting of steel members. Currently, the center truss is out-of-service and the south truss supports active train service, while the north truss is abandoned. The rehabilitation pertains only to the center and south trusses.

Different portions of the bridge were constructed in 1883, 1899, and 1927.

### Project Justification

NJ TRANSIT conducts in-depth bridge inspections on all of its bridges on a five-year cycle. A recent annual inspection revealed the deterioration of several top chord truss members since the last in-depth inspection, therefore, repairs are needed to restore the bridge to its original design capacity.

### Project Schedule

Invitation for Bids	April 2012
Bid Opening	June 2012
Board Approval	August 2012
Bid Award	September 2012
Project Start	November 2012
Project Completion	November 2013

Procurement

The Invitation for Bids was advertised on BID EXPRESS, NJ TRANSIT's electronic bid system, on April 18, 2012. A Pre-Bid Conference was held on May 2, 2012 at NJ TRANSIT's Headquarters, followed by a site visit in Boonton. Bids were received electronically and opened on June 6, 2012.

The Office of Business Development set a zero percent Small Business Enterprise (SBE) goal for this project. The Engineer's Estimate is \$1,800,000.

**E-BID 12-056X RESULTS**

Company	Total Bid Price
<b>Sparwick Contracting, Inc. Lafayette, New Jersey</b>	<b>\$1,759,775.00</b>
H & G Contracting Ridgewood, New Jersey	\$1,937,522.00
Merco Lebanon, New Jersey	\$1,965,965.00
IEW Construction Group, Inc. Trenton, New Jersey	\$2,342,020.29
JH Reid So. Plainfield, New Jersey	\$2,420,850.00

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

**FISCAL IMPACT**

<b>Requested Authorization:</b>	\$ 1,759,775.00 + 5% contingency
<b>Total Project Cost:</b>	\$ 4,325,000
<b>Projected Date of Completion:</b>	December 2013
<b>Anticipated Source of Funds:</b>	State
<b>DBE/SBE Goal:</b>	0%
<b><i>NJ Build</i> Amount:</b>	\$ 8,800.00
<b>Related/Future Authorizations:</b>	None
<b>Impacts on Subsequent Operating Budgets:</b>	None

**RESOLUTION**

**WHEREAS**, NJ TRANSIT owns, operates and maintains undergrade bridge No 29.43, on the Montclair-Boonton Line in the Town of Boonton, Morris County, New Jersey; and

**WHEREAS**, the rehabilitation of the bridge is necessary to ensure safe and reliable service for more than 16 trains daily; and

**WHEREAS**, the project will include structural repairs, removal of lead-based paint from the bridge followed by application of a new paint system to prevent corrosion and prolong the life of the bridge; and

**WHEREAS**, following a competitive procurement process, Sparwick Contractors, Inc. submitted the lowest responsive bid;

**NOW, THEREFORE, BE IT RESOLVED** that the Chairman or Executive Director is authorized to enter into a NJ TRANSIT Contract No. 12-056X with Sparwick Contracting, Inc. of Lafayette, New Jersey to perform structural repairs, remove lead paint and apply a new painting system to the undergrade bridge 29.43 on the Montclair–Boonton Line, in the town of Boonton, Morris County, New Jersey at a cost not to exceed \$1,759,775, plus five percent for contingencies, subject to the availability of funds.

**ITEM 1208-45: ACCESS LINK SERVICE PROVIDER CONTRACT FOR REGION 3 (ATLANTIC, CAPE MAY, CUMBERLAND AND SOUTH OCEAN COUNTIES): CONTRACT AMENDMENT FOR EXTENSION**

**BENEFITS**

Extension of the current contract for eight months (until July 6, 2013) will ensure that NJ TRANSIT remains in compliance with its federal obligation to provide Americans with Disabilities Act (ADA) paratransit service to residents and visitors in Region 3 – Atlantic, Cape May, Cumberland and South Ocean Counties in 2012 and 2013. The time extension will allow staff to issue a Request for Proposal (RFP) for continued service in Region 3 while continuing to evaluate the feasibility of providing paratransit service through alternative methods and to finalize the specifications for a competitive procurement process.

In Region 3, 2,409 customers are certified to use Access Link and approximately 195 average weekday trips are currently provided.

**ACTION (Scorecard: Corporate Accountability, Customer Experience, Financial Performance)**

Staff seeks authorization to extend Contract No. 06-008A with First Transit Inc. of Cincinnati, Ohio, for the continued provision of ADA paratransit service in Region 3 – Atlantic, Cape May, Cumberland and South Ocean Counties for an additional eight months (238 days) until July 6, 2013 within the existing previously authorized amount. No additional funding authorization is requested.

**PURPOSE**

The introduction of new business approaches in the paratransit industry – typically involving transportation providers who utilize a combination of paratransit vehicles and taxi/“for hire” subcontractors – may offer potential benefits such as lower cost per trip; cost avoidance of unused paratransit vehicle seats; and cost reductions associated with facilities, vehicles, and support staff. The use of alternative service delivery methods may result in increased efficiencies while minimizing costs. At the same time, it is critical that service quality be maintained.

NJ TRANSIT has initiated an evaluation of alternative service delivery methods throughout the State. However, it is essential to maintain paratransit service in Region 3, a contract that expires on November 9, 2012. To maintain this service during the conclusion of the evaluation, a contract extension through July 6, 2013 is proposed.

## **BACKGROUND**

### Current Access Link Service

The public transit provisions of the Americans with Disabilities Act of 1990 (ADA) (42 U.S.C. 1210 et sq.) call for mandatory accessible fixed-route systems and comparable complementary paratransit services for individuals with disabilities who cannot use accessible fixed-route systems. NJ TRANSIT provides paratransit service (known as Access Link) everywhere in the State where fixed-route local bus transportation systems are operated by NJ TRANSIT, or by private carriers under contract to NJ TRANSIT. NJ TRANSIT contracts with private vendors to provide service in five separate regions throughout the State.

Under the current Access Link contract structure, each region service provider utilizes and maintains NJ TRANSIT-owned equipment and provides direct employment of drivers and other staff. This structure has been utilized since 1993 and has been enhanced with each subsequent contract, incorporating best practices and efficiencies learned from operating the service. As a result, Access Link experiences high customer satisfaction, evident by continued growth and high scores on customer satisfaction surveys.

Current Access Link contracts have a term of seven years, comprised of a three-year base period and subsequent option-year periods. Current contracts require the service provider to:

- Lease and exclusively utilize vehicles owned by NJ TRANSIT for revenue service
- Directly employ the personnel used in the provision of service
- Provide a full range of on-site personnel – from General Manager to street supervisor to vehicle operator
- Operate from fixed garage location(s) in the service area
- Utilize existing Access Link software applications, such as Trapeze™
- Operate from schedules that have been, for the most part, constructed by NJ TRANSIT scheduling staff and systems
- Bill on a basis of daily fixed cost and billable hour variable cost
- Provide real-time trip information via use of Automatic Vehicle Locator (AVL) and the Mobile Data Computer (MDC)
- Meet or exceed standards of service (on-time performance, productivity, etc.)

### Potential Alternative Service Contracts

NJ TRANSIT staff has learned that companies who provide paratransit service using other service designs may be available to bring economic benefit to NJ TRANSIT. Service design options vary between companies as well and require analysis by

NJ TRANSIT for suitability and risk. Key differences in service design are that the service provider:

- Relies on agreements with independent contractors (either corporate business entities or individual owner/operators) to provide some or all trips on an “as needed” basis
- Employs only some personnel used in the provision of service – (scheduling, dispatch, operations supervision, etc. may all be performed by employees of the provider – but not on-site.) Drivers may, or may not, be employees of the provider. Employees may or may not be represented by labor unions.
- Provides a limited range of on-site operational personnel
- Leases none or some equipment used in revenue service from NJ TRANSIT - depending upon the size of the operation
- May or may not utilize a garage facility - depending upon the size of the operation
- Utilizes proprietary software applications
- Develops their own schedules
- Bills on a per trip cost basis

Key potential cost reduction opportunities appear to be from:

- Limiting the number of full time employees (salary/benefits) required to provide the service
- Limiting the capital investment NJ TRANSIT must make in the purchase of vehicles
- Limiting the fixed costs associated with operating from a garage location
- Limiting the costs associated with vehicle maintenance (personnel/parts/materials)
- Limiting the costs associated with vehicle insurance

#### Staff Recommendation

Given increasing transportation costs, staff has recommended continued research into the feasibility of changing the structure of Access Link contracted service. The integration of alternate technology, utilization of independent contractors, and their impact on service control, quality and customer satisfaction, however, need to be considered prior to the development of new contract specifications.

Staff believes that Region 3, given its proportion of statewide service, represents the best opportunity for NJ TRANSIT to consider and possibly transition to alternative service design and contractor(s).

<b>March 2012 Access Link Trips</b>	
Region 2	26.1%
<b>Region 3</b>	<b>6.1%</b>
Region 4	15.2%
Region 5	34.4%
Region 6	18.2%

Additional research is needed to understand the feasibility of an alternative service design before implementation. Key concerns include:

- Capabilities to integrate any proprietary software successfully with current NJ TRANSIT systems, in order for real-time information (including vehicle GPS data) to be supplied and for all NJ TRANSIT requirements and service standards to be met.
- Condition and maintenance of vehicles supplied by independent contractors, and assurance that vehicles are safe, clean and identifiable by NJ TRANSIT's customers with disabilities.
- Utilization of mobile data terminals to capture required service activity data.
- Verification of trips and revenue hours submitted for billing, as well as ability to provide billing submissions which conform to NJ TRANSIT requirements.
- Capabilities for in-vehicle safety and security video recording.
- Regulatory compliance related to driver licensing and drug and alcohol testing and reporting.

Due to the complexities of creating the appropriate criteria for providing an acceptable alternative service model, staff has proceeded with developing an RFP for providing traditional service in Region 3 beginning in July 2013 for a three-year base period. Although the RFP will also include options for four one-year extension periods, it is conceivable that before those options are exercised that the evaluation of alternative service delivery methods will result in the decision to move forward with one or more of those alternative services at the conclusion of the base period.

### Region 3 Costs

Costs for Region 3 Service are:

Fiscal Year 2006	\$ 1,640,365
Fiscal Year 2007	\$ 3,004,862
Fiscal Year 2008	\$ 3,094,588
Fiscal Year 2009	\$ 3,132,231
Fiscal Year 2010	\$ 3,242,230
Fiscal Year 2011	\$ 3,480,745

Fiscal Year 2012	\$ 3,626,431
Fiscal Year 2013 (estimated 07/12 through 11/12)	\$ 1,562,270
8-month Extension (estimated 12/12 through 07/13)	<u>\$ 2,548,587</u>
Total	\$ 25,332,309

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

**FISCAL IMPACTS**

**Requested Authorization:** Contract extension for eight months (238 days)

**Total Project Cost:** \$ 26,355,000

**Projected Date of Completion:** July 2013

**Anticipated Source of Funds:** FY 2006 through FY2014 Operating Budgets

**DBE/SBE Goal:** 5% SBE

***NJ Build* Amount:** N/A

**Related/Future Authorization:** Replacement paratransit vehicles

**Impact on Subsequent Operating Budgets:** None

**RESOLUTION**

**WHEREAS**, in July 1990, the Americans with Disabilities Act (ADA) was signed into law requiring public entities operating fixed route transportation systems to provide paratransit services for individuals with disabilities; and

**WHEREAS**, NJ TRANSIT must comply with all applicable provisions of the ADA; and

**WHEREAS**, the existing contract for Access Link paratransit service in Region 3 – Atlantic, Cape May, Cumberland and South Ocean Counties with First Transit Inc. of Cincinnati, Ohio, will expire November 9, 2012; and

**WHEREAS**, the requirement to provide Access Link service is an on-going requirement of the Federal Government which must be provided without interruption; and

**WHEREAS**, additional time is required to evaluate the feasibility of providing Access Link service through alternative methods;

**NOW, THEREFORE, BE IT RESOLVED** that the Chairman or Executive Director is authorized to extend Contract No. 06-008A with First Transit Inc. of Cincinnati, Ohio, for the continued provision of ADA paratransit service in Region 3 – Atlantic, Cape May, Cumberland and South Ocean Counties for an additional eight months (238 days) until July 6, 2013 within the existing previously authorized amount. No additional funding authorization is requested.

**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.