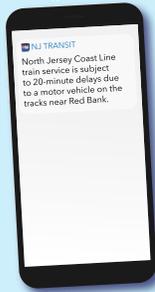


NJ TRANSIT Mobile App Enhancements

Have you signed up yet for MyTransit alerts on the NJ TRANSIT mobile app? Once you sign up, you will receive push notifications related to the trips you select. It's one of many conveniences offered to NJ TRANSIT customers who download the mobile app!

Push notifications allow you to receive real-time service alerts if your train, bus or light rail trip is delayed or cancelled. To



receive push notifications, simply open the app, select "My Transit Alerts" from the home screen, select "Customize Alerts" and then specify the train, bus and/or light rail trips you take. You will only receive My Transit alerts that are relevant to your trip (make sure notifications are turned on for the NJ TRANSIT Mobile App on your device).

The NJ TRANSIT mobile app also offers MyTix® mobile ticketing, DepartureVision® for real-time rail departure information, MyBus® and MyLightRail® for bus and light rail arrival information, updated schedules, a handy Trip Planner and direct access to our New Jersey Transit Police Department. The mobile app is periodically updated with new features. Most recently, we added Apple Pay and Google Pay MyTix® payment options.

To learn more about the app, go to www.njtransit.com and click on "Rider Tools" ---> "Mobile App." To download the mobile app, visit the App Store or Google Play.

More Ways to Save

If you're traveling with a group of 10 or more, take advantage of our group trip savings — up to 25 percent — by visiting www.njtransit.com/grouptrips or by calling (973) 491-7220. Find further savings with our partners by clicking on the "Deals and Discounts" icon at www.njtransit.com.

NJ TRANSIT Fleet Modernization Advances

NJ TRANSIT is upgrading its bus and rail fleet to enhance your customer experience.

Bus

The NJ TRANSIT Board of Directors recently authorized the purchase of 85 articulated transit buses that will primarily be used in urban areas with high ridership.



Each articulated bus is 60 feet long with a pivot mechanism in the middle of the vehicle to help negotiate traffic and sharp turns. The buses feature low flooring to speed customer boarding, wheelchair ramps, USB charging ports, onboard camera systems for safety and security, an improved intercom system, LED lighting and bicycle racks. The new buses will help improve fleet reliability, reduce operating and maintenance costs, and comply with the Americans with Disabilities Act.

The first prototype articulated bus is scheduled to arrive for testing this Fall. The first production buses are scheduled to arrive in

Spring 2020 with deliveries continuing through Summer 2020.

Meanwhile, NJ TRANSIT continues to receive delivery of new 45-foot cruiser buses that are used on our long-distance bus routes. More than 1,100 cruiser buses were ordered in a multi-year contract, equipped

with 57 seats, LED destination signs, airline-style HVAC controls for each seated customer, onboard security cameras, and a 360-degree external camera system to increase bus operator visibility.

NJ TRANSIT is also developing an electric bus pilot program. Federal grants will allow NJ TRANSIT to purchase eight electric buses, electric vehicle charging equipment, spare parts and training time. The new electric buses will be tested on eight bus routes in Camden County.

Rail

Finally, the Board of Directors also recently authorized the purchase of 113 "next-generation" multilevel rail cars (MLV III). Fifty-eight of the MLV III cars are

self-propelled electric cars, which allows them to connect with other MLV cars and operate without a locomotive. The remaining MLV III rail cars are cab cars (with a locomotive-engineer's compartment) and trailer cars, including six cars equipped with restrooms.

The new rail cars will feature two-by-two seating, similar to the existing MLV fleet, as well as USB charging ports, an onboard LED information system, an improved intercom system and bicycle storage, and will be fully compliant with the Americans with Disabilities Act. The MLV III fleet will replace our oldest Arrow III single-level rail cars that are more than 40 years old and reaching the end of their useful lives, helping to increase service reliability,



seating capacity, efficiency and customer comfort.

Testing of MLV III prototypes is scheduled for the third quarter of 2022, with revenue service debut scheduled for the 2nd quarter of 2023.

Winter Weather Travel Tips

We're not quite done with winter yet. To make sure your trip remains a safe one, please follow these winter weather tips:

- Never stand at the edge of a station platform or near a curb at a bus stop. Icy conditions may cause you to lose your balance and slip.
- Parking lots and sidewalks may also become slippery due to ice, snow and slush so watch your step.
- Proceed carefully when walking through a bus, train or light rail vehicle. Floors may become wet and slippery.

- When you're not seated, be prepared for sudden stops and use handrails.
- Use caution and grasp handrails when exiting buses or trains. Stairs may be wet and slippery.
- Do not run to catch a train, bus or light rail vehicle.

Finally, for the latest service information, go to www.njtransit.com for service updates or sign up for MyTransit alerts, listen to broadcast traffic reports, and listen closely to onboard and station announcements.

Transportation Veterans Join NJ TRANSIT

NJ TRANSIT recently welcomed two new members to its family. Raymond Kenny is our new Senior Vice President/General Manager of Rail Operations and Brian Lapp is our new Chief of the Office of System Safety.

Ray has more than 45 years of railroad experience. Most of that time was spent at the Long Island Railroad, where Ray started as a ticket agent before working his way up to Acting President of the busiest railroad in the country. Ray is an experienced professional with a demonstrated ability to lead teams of employees in passenger rail operations, training and labor relations, project and infrastructure management, and project coordination.

We also welcome our new Chief of the Office of System Safety Brian Lapp. Brian also is an accomplished transportation professional and leader with a wealth of experience, from intercity rail and environmental safety positions in both the private and public sectors, most recently at Amtrak. He is a Certified Safety and Security Director with the World Safety Organization.

An effective and experienced management team is crucial to fulfilling our goal to restore NJ TRANSIT as a national leader in the transit industry. The addition of both Ray and Brian in these critical leadership positions will serve NJ TRANSIT well as we continue to move forward.

Access Link at Your Fingertips New Features Rolling Out for Paratransit Customers

Access Link continues to move forward with a number of new and exciting initiatives to give customers easier access to information and transactions.

First, all Access Link riders can now access the status of their current scheduled trips through the Access Link Online link at www.njtransit.com. Helpful information includes viewing of estimated pick-up times and canceling rides, if needed.

Meanwhile, NJ TRANSIT is partnering with more than 900 of its Access Link customers to test a new online reservations software. To date, more than 5,000 online reservations have been made! Additional-

ly, an electronic fare pre-payment option called "EZ-Wallet" is being tested with great success.

Over the coming months, Access Link customers can look forward to the implementation of a new interactive voice-response (IVR) telephone system, allowing you to perform common transactions via self-service and receive notifications shortly before a scheduled



vehicle arrives.

More is on the way so stay tuned! We are proud of the partnership we have with our Access Link customers as we work to improve their customer experience!

Help Prevent Theft of Mobile Devices

Take good care of your electronic devices to avoid "Grab-and-Go" thefts. Many occur when a train is stopped and the doors are open. Follow these tips to ensure a safe commute:

- Keep cell phones or other electronic devices secure.
- Don't lend your device to strangers.
- Be discreet when making calls or listening to music to avoid attention.
- Keep a record of the device, including make, model and serial number.
- Password protect your devices.
- Download a tracking application that can locate your device if lost or stolen.

NJ TRANSIT maintains a lost & found inventory. To report a lost item, stop by a Customer Service Office or call (973) 275-5555. You can also go to www.njtransit.com and click on "Contact us" --> "Lost & Found."

College Students Ride and Save on NJ TRANSIT

Full-time college students can save time and money when riding NJ TRANSIT. Full-time college students who ride our bus, rail or light rail service can save 25 percent on monthly NJ TRANSIT transportation passes.

Students attending any of the more than 80 partner colleges and universities can save on the monthly commuting cost by subscribing to the NJ TRANSIT Student Pass program. Enrollment takes place through the participating college's website.

Search for "Student Pass" or "NJ TRANSIT" on your college site and complete the online steps. Sign up should be completed by the 10th of the month to receive a pass valid for travel during the following month. A complete list of participating colleges and more details are available at www.njtransit.com/studentpass.



Rail Restoration Update

NJ TRANSIT will begin restoring service in the 2nd quarter of 2019 on rail lines affected by temporary service adjustments, starting with the Atlantic City Rail Line (ACRL) and the Princeton Branch (Dinky). The agency is still working to address a continuing shortage of locomotive engineers and the availability of equipment related to installation of Positive Train Control (PTC), ongoing maintenance inspections and testing.

Alternate bus, PATCO and River LINE travel options remain in effect for ACRL customers, along with a 25 percent discount on ACRL tickets and passes used on these services until service is restored. Alternate shuttle bus service and a 25 percent discount remain in effect on the Princeton Branch between Princeton and Princeton Junction stations until service is restored. For further information on ACRL and Princeton Branch alternatives, visit www.njtransit.com.

NJ TRANSIT's goal is to restore reliable and predictable rail service for customers as quickly as possible. We will communicate further updates to customers as new information becomes available. Thank you for your patience.



Text Telephone
(800) 772-2287

Suspicious Activities
(888) TIPS-NJT

NJ TRANSIT
The Way To Go.