

July 2019

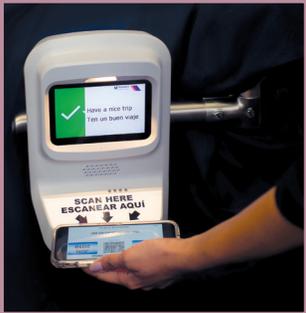
Fare Modernization

Customers on select bus routes are getting the first look at a pilot program that represents the next step in revolutionizing fare payment technology at NJ TRANSIT. Customers traveling on these Morris County bus routes are using a new onboard ticket validation system. This enhancement will simplify the boarding process and is the first step towards the future acceptance of contactless payments on buses.

During this initial phase, customers will scan the barcode on paper or mobile tickets or passes when boarding the No. 871, 872, 873, 874, 875 and 880 bus routes. A validator located near the operator will display a “Welcome” message. The ticket or pass must be presented face up so the barcode can be scanned. Valid tickets or passes will display a green indicator with a “Have A Nice Trip” message.

Meanwhile, the recent launch of Access Link’s online cashless payment application, EZ Wallet, is another example of digital advancements in fare collection for NJ TRANSIT. The innovative Access Link Online allows for cashless, electronic fare payments through EZ-Wallet for paratransit customers when reserving Access Link services. More than 53,000 customers can use Access Link Online to pay fares, make Access Link reservations, check the status of their trip, get real-time estimated pickup times, cancel a trip, communicate with staff, and more.

Access Link customers can find Access Link Online by visiting our homepage — www.njtransit.com — and clicking on “Accessibility” ---> “Access Link Online.”



Four Decades of Service, Customers First

Forty years and counting! NJ TRANSIT has been your state public transportation agency for four decades, and it’s been an amazing ride! We would like to thank our customers and employees who have supported our progress over the years, with more to come!

Our Story

Once upon a time, in the early morning hours of July 17, 1979, the New Jersey Legislature passed the New Jersey Public Transportation Act, which was signed into law by Governor Brendan Byrne. Passage of the legislation created NJ TRANSIT, which would begin running buses and the Newark City Subway on January 1, 1980, and rail service on January 1, 1983.

The decision by the state to take over bus and rail service in New Jersey was made after years of declining service provided by private companies. Many were on their way to bankruptcy, and customers were demanding action.

In the early years that followed, NJ TRANSIT began rebuilding a transit system that was neglected and unreliable. Locomotives, rail cars, buses, supporting infrastructure and facilities were modernized or replaced, inefficient bus and rail lines were discontinued, administrative functions were centralized and our police department was formed.

Gradually, the customer experience went through a transformation process as the bus and rail systems became more seamless, new services were offered, new or refurbished stations and terminals were opened, and technology became more customer friendly. While our accessibility improvements began in 1982 with the arrival of wheelchair-accessible buses, the Americans with Disabilities Act (ADA) became the law of the land in 1990, leading to the launch of our Access Link paratransit service, the construction of ADA-accessible high-level platforms, the expansion of an ADA-accessible fleet and other initiatives for customers with disabilities.

The customer experience continued to accelerate in the 1990s and into the 2000s with the creation of Midtown Direct rail service, the launch of new light rail services, the opening of the Frank R. Lautenberg Rail Station at Secaucus Junction, new rail service to Newark Liberty International Airport and the Meadowlands, the opening of new multimodal

stations and more.

NJ TRANSIT also began partnering with the New Jersey Department of Transportation to establish Transit Villages. Thirty-three communities are now in the program, focused on economic development around rail, light rail and bus stations throughout the state.

The evolution of technology has been at the forefront of enhancing your customer experience. That includes the development of Ticket Vending Machines, the MyTix mobile ticketing app and the NJ TRANSIT website, improved communications through the website, social media platforms, MyTransit travel alerts and DepartureVision real-time departure information, and the increasing popularity of the NJ TRANSIT mobile app that puts all of our popular customer tools into the palm of your hand, including customized service alert push notifications.

What’s Next

We think you’ll agree that “Life Begins at 40!” NJ TRANSIT is in the midst of rebuilding again after nearly a decade of underfunding and neglect. Many of you will benefit from our fleet overhaul over the next several years, which includes the ongoing replacement of long-distance cruiser buses, and the purchase of new articulated buses, new “self-propelled” multilevel rail cars, additional dual-power locomotives and more Access Link minibuses. We’re also modernizing more stations and terminals, testing new fare-collection technology and “express-hiring” frontline employees to fill vacancies that will gradually give you more predictable and reliable service.

We’re adding another layer of safety to our rail system with the ongoing installation of Positive Train Control, exploring more light rail extension projects and doing more to protect our system from future storms thanks to a proactive resiliency program.

Meanwhile, we continue to work with Amtrak on the Gateway Program, a series of rail projects that will increase rail capacity between New Jersey and New York with new tracks, a second two-track tunnel beneath the Hudson River, a new fixed-span bridge over the Passaic River, additional station capacity in New York and other supporting infrastructure improvements.

We’re working hard to improve your ride. Thank you for the opportunity to serve you.



Sponsored by



Surf, Sand and Savings – Your Summer Adventure Awaits

Summer is in full swing, but it's not too late to plan your next getaway! During the summer season, special deals on round-trip excursion fares will be offered on select lines. All aboard, next stop – summer!

Philadelphia, Wildwood, Cape May

Wildwood and Cape May offer many great amenities for the whole family to enjoy.



From the boardwalk, where you can do a little shopping and play games, to the beach, where you can soak up the sun and surf, there is something for everyone in these shore towns.

An affordable express bus service from Philadelphia (30th Street Rail Station at JFK Boulevard and Greyhound Bus Terminal) can whisk you away to either beach destination. Take Bus Route No. 316 and save more than 25 percent on tickets purchased at round-trip excursion fares. The fare from Philadelphia to Wildwood is just \$30 and \$33 from Philadelphia to Cape May. This bus route makes travel between these destinations easy. Hop aboard to enjoy a day of summer fun!

Atlantic City

For an exciting getaway, head off to Atlantic City. Enjoy amenities such as free beach admission, boardwalk activities, outlet shopping, world class dining, concert

events, the nightlife scene and more, all offered in this unique city.

There are many benefits of choosing the Atlantic City Rail Line to reach your vacation destination. NJ TRANSIT offers affordable travel between Philadelphia and Atlantic City, and easy connections with SEPTA and PATCO. Make Atlantic City your next summer adventure with NJ TRANSIT!



For more information on summer travel options visit www.njtransit.com/summer, or for all NJ TRANSIT deals and discounts, visit www.njtransit.com and scroll to the bottom of the page. Then, click on "Deals & Discounts" under "Tools."

Penn Station New York Improvements

Repair work continues at Penn Station New York, where Amtrak is rehabilitating tracks, switches and other critical infrastructure that supports train service in and out of the busiest rail terminal in the country.

During this time, select Midtown Direct trains on the Montclair-Boonton and North Jersey Coast lines are being diverted to Hoboken. Additionally, some reverse-peak Midtown Direct trains are originating in Hoboken. Other Midtown Direct trains along the Morris & Essex Lines will bypass Newark Broad Street Station during the morning and afternoon rush hours to avoid crowd-



ing conditions on the platforms at Newark Broad Street Station.

Amtrak is repairing or renewing two railroad interlockings at the east end of Penn Station New York which are used by NJ TRANSIT, Amtrak and Long Island Rail Road trains every day. The current service changes are scheduled to continue through the summer. Ambassadors are directing customers at

Hoboken Terminal and Penn Station New York while the work is underway.

NJ TRANSIT thanks you for your patience as we work with Amtrak to improve the safety and reliability of your service.

Hudson-Bergen Light Rail Service Outage

Our Hudson-Bergen Light Rail West Side Avenue Branch in Jersey City is temporarily out of service until further notice due to a Jersey City Municipal Utilities Authority (JCMUA) project. The JCMUA is repairing a sewer line that passes beneath the Hudson-Bergen Light Rail tracks, requiring the closure of the West Side Avenue, Martin Luther King Drive and Garfield Avenue stations.

During the outage, NJ TRANSIT is providing express substitute bus service between the three closed stations and Liberty State Park Station, where connecting Hudson-Bergen Light Rail service is

available. Shuttle buses will also provide local bus service between each of the three stations.

Electrical power will be shut off at the three affected stations. To purchase tickets, customers can use Ticket Vending Machines at Liberty State Park Station or West Side Avenue Station Park & Ride. Monthly tickets are also available on the NJ TRANSIT mobile app.

As the utility work nears completion, customers will be advised of a reopening date for the three stations. For further information, visit our website at www.njtransit.com.

Your Customer Advocate



Keep an eye out for our new Customer Advocate and Chief Customer Experience Officer, Stewart Mader. Stewart's role is to serve you by monitoring and improving your experience at every customer touchpoint.

He's been busy since day one riding the system and getting valuable feedback from many of you. Stewart will be using that information and his personal observations to implement a broader customer experience strategy. Keep an eye out for future issues of FYI where Stewart will be speaking with you about new initiatives he is working on to improve your travel experience.

Live Racing

May-October
Sat/Sun: First Race 12:50pm
Fri: First Race 1:15pm

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Save \$5.50 with an NJ TRANSIT Monmouth Park Package