**FY2020 Budgets: More Investment and Stable Fares**

The NJ TRANSIT Board of Directors has approved the Corporation’s capital and operating budgets for FY2020 (July 1, 2019, to June 30, 2020), keeping fares stable and supporting continued investments in personnel, infrastructure and equipment, and enhancing the overall customer experience.

The budget includes an additional $150 million in general fund support from the State of New Jersey for a total subsidy of $457.5 million, the largest NJ TRANSIT general fund subsidy in state history.

The capital program continues state-of-good-repair investments in transit stations and infrastructure, investments in the Northeast Corridor, fare modernization, safety initiatives, bus and rail car purchases, Positive Train Control installation, system expansion, and support for local mobility programs.

FY2020 budget highlights include:
- No fare increase for FY2020.
- Expansion of personnel in bus, rail, light rail and police operations.
- Hiring more locomotive engineer and conductor trainees.
- More support personnel at the Access Link paratransit call center.
- Support of our new Customer Experience unit that proactively assesses all customer touchpoints to ensure deficiencies and customer needs are promptly met.
- Safety and security enhancements with the hiring of 19 additional police officers and five system safety workers.
- Investments in infrastructure, including new and/or existing bridges, tracks, substations, electric traction and signal systems, and rail yard expansion.
- Investments in rail cars, locomotives, buses, Access Link vehicles and customer facilities.
- Continued support for mobility services for senior citizens and customers with disabilities in urban and rural areas.

More than 40 percent our operating budget revenue in FY2020 is funded by customer revenue. The remaining amount comes from a combination of commercial revenue and state and federal resources. Approximately 53 percent of the capital budget comes from the State Transportation Trust Fund (TTF), with 42 percent from federal funds and five percent from other sources.

**Opening Soon — American Dream**

The newest entertainment and shopping destination in the region is set to open October 25, 2019, and NJ TRANSIT can take you there! Initial service to the American Dream complex in East Rutherford includes express bus service from the Port Authority Bus Terminal (PABT) and Secaucus Junction on a pilot basis. Three existing local bus routes are also being extended to American Dream on a pilot basis.

The new No. 355 bus route will operate daily express service to and from PABT to American Dream every 30 minutes. Another new express bus, the No. 356, will operate daily to and from Secaucus Junction to American Dream every 30 minutes.

Bus fares, schedules and gate departure information for these new services will be announced closer to the opening date.

In the meantime, NJ TRANSIT has adjusted some of its existing bus service for employees traveling to American Dream before the grand opening. Three local bus routes began offering service on a pilot basis to American Dream on August 31, with expanded operating hours.

- **The No. 85 route** between Hoboken/Union City and Secaucus.
- **The No. 703 route** between Paterson/Passaic and East Rutherford.
- **The No. 772 route** between Hackensack and the Meadowlands.

The Nos. 85, 703 and 772 buses will stop at Meadowlands Racetrack until construction of a new bus facility at American Dream is completed.

Rail service will be added once the rail system is resilient enough that doing so won’t adversely affect NJ TRANSIT commuters.

To help make your trip smooth and easy, we recommend you purchase round-trip tickets in advance. Also, download the latest version of the NJ TRANSIT mobile app, purchase tickets/passes with the app’s MyTix feature, and customize your service alert notifications.

For more information about NJ TRANSIT and its services, visit [www.njtransit.com](http://www.njtransit.com).

For more information about American Dream, visit [www.americandream.com](http://www.americandream.com).
A Message From Your Customer Advocate

I’m Stewart Mader, NJ TRANSIT’s new Customer Advocate and Chief Customer Experience Officer. During my first 100 days, I’ve focused on four key areas: in-person engagement on buses, trains, and light rail; beginning a redesign of our website; strengthening our use of social media; and using video to share the inner workings of transit with you.

Regarding onboard engagement, I met with customers on trains affected by the summer Amtrak infrastructure renewal work at Penn Station New York to provide information, answer questions and help develop alternate travel plans. I also rode with Passcack Valley Line customers to inform them of important maintenance work affecting midday and weekend train service. I rode the No. 167 bus with customers, on my way to a bus service forum in Teaneck hosted by State Senator Loretta Weinberg. I’ve also been out riding with customers on the Nos. 1, 22, 25, 89, 119, 126, 171, 175, 178 and 182 bus routes.

Along the way, the insights and questions you’re sharing with me, as well as my own observations, are informing our broader customer experience strategy. Next, I’ll be in South Jersey on buses, the River Line and the Atlantic City Rail Line.

Switching to digital, we’re building a new @njtransit.com. We’ve already released a new homepage, redesigned “System Status” by placing it front-and-center on the homepage, and redesigned DepartureVision and MyBus to put the focus on the information you need. We plan frequent releases of new website enhancements, including suggestions you share with us via the “Website Feedback” link on the homepage.

On social media, we’ve enhanced our service-specific Twitter accounts with individual line branding. Each service-specific account is now the primary place to get real-time service updates for a particular train, light rail or bus line. The @NJTRANSIT account will share broader news, updates and initiatives regarding our statewide transit system. We’re also enhancing our engagement with you, providing more context in our responses and sharing the why behind what we do.

Finally, I’m developing videos to reach as many customers as possible, helping you build resiliency into your travel habits and taking you behind the scenes to see how we get you on your way.

In my travels, I’ve been most impressed by our train crews, bus operators, mechanics, maintainers, office staff and other NJ TRANSIT colleagues who believe in the promise of public transit to connect our communities, enhance our environment and strengthen our state.

It’s a pleasure to serve you. Thanks for reading. I’ll see you onboard.

Student Pass

Full-time college students, have we got a deal for you! Save 25 percent on NJ TRANSIT monthly passes if your school participates in our University Partnership Program. Nearly 90 colleges and universities in New Jersey and the surrounding region have partnered with us for this great incentive.

Getting the discount is simple.

- Log onto your school website
- Search for “Student Pass” or NJ TRANSIT
- Follow the steps on screen
- Buy your pass by the 10th of the month to receive it for the following month

The NJ TRANSIT student monthly pass is for the personal use of the student who purchased it and is used for travel to/from stations indicated on the pass for the sole purpose of attending school. Students must present their student identification card upon request by train crew personnel or other NJ TRANSIT representatives.

For further information on the University Partnership Program, program, visit www.njtransit.com/studentpass.

Newark Penn Station Improvements

The New Jersey Congressional delegation has secured $18.4 million in federal funds for improvements at Newark Penn Station (NPS). The U.S. Department of Transportation grant will be used to repair the platform serving tracks 3 and 4 at NPS, which primarily serves westbound NJ TRANSIT and Amtrak trains on the Northeast Corridor.

Among the planned improvements: structural reinforcement work; applying a corrosion-resistant membrane on the platform surface; rebuilding platform edges; installing new tactile warning strips and timber rub rails; repairing and/or replacing the overhead canopy and lighting fixtures; and replacing platform deck joints.

When completed, the rehabilitated platform will enhance safety and the overall experience of rail customers at the station. Historic NPS is New Jersey’s busiest transportation hub, serving NJ TRANSIT, Amtrak and PATH trains, as well as Newark Light Rail, and NJ TRANSIT and private carrier buses.

Language Assistance Services

A diverse population lives, works and visits New Jersey and the surrounding region. To help customers who may need language assistance, NJ TRANSIT information is available in multiple languages, including schedules, service adjustments, fares, ticketing information, station and parking information, and more.

We utilize two main language tools to assist you in reaching your destination: the Language Line and Google Translate.

Language Line

Our Customer Service staff is trained to use the Language Line to assist customers who need information in other languages. If you or someone you know could benefit from this assistance, please call our Transit Information Center at 973-275-5555.

Google Translate

NJ TRANSIT’s website can also be translated into multiple languages with a simple click of your computer mouse. To use this feature, go to www.njtransit.com. Then, click on “Select Language,” which is located in the lower, right corner of our homepage. Numerous languages are available to convert information on our website using the Google Translate feature.