

# **Appendix A**

## **Project Web Site Screen Capture**

# Northeast New Jersey Metro Mobility Study

a study to enhance regional interconnectivity



[Project Overview](#) | [Public Outreach & Meetings](#) | [Project Materials](#) | [Other Initiatives](#) | [Contact Us](#)

## Project Overview

Welcome to the Northeast New Jersey Metro Mobility Study (NENJMMS) web site!

[New Jersey Transit](#) has partnered with the [North Jersey Transportation Planning Authority \(NJTPA\)](#) and [Coach USA](#) to examine the existing bus transit network and service, identify areas of improvement, and recommend options for meeting the current and future needs of the residents and employees of the greater Bergen-Passaic study area, which includes Bergen County, Passaic County, and adjacent communities located along transportation corridors.

### Why is this study needed?

The bus service network and services in the greater Bergen-Passaic region have not been evaluated in more than 20 years. Bus transit services in Bergen and Passaic counties have not been evaluated in close to 25 years. With record numbers of riders being reported on all bus routes and building on recent requests for regional transit improvements, this study will look at current and future bus transit services to identify changes that are needed to best get people where they need to go.


Building on recent local efforts and requests for transit improvements in the region, this study will focus on new and improved bus service and connections to new rail service



Northeast New Jersey Metro... x + Google


http://www.fhriplan.com/bp/pub\_outreach.html

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## Public Outreach and Meetings

An extensive stakeholder public outreach effort is being conducted throughout the study process. The public engagement effort will involve an on-going exchange of information between the project team and the public to appropriately identify solutions that are likely to carry public support.

**How to Get Involved**

Please continue to visit this page for updates about meeting dates and documents.

To be added to the project mailing list, e-mail the study team at [NENJMMS@jacobs.com](mailto:NENJMMS@jacobs.com).




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Northeast New Jersey Metro... x

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# Northeast New Jersey Metro Mobility Study

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[Project Overview](#) [Public Outreach & Meetings](#) [Project Materials](#) [Other Initiatives](#) [Contact Us](#)


## Contact Us

We are interested in hearing from anyone with input on this study. If you have any comments or questions, please contact the project study team at:

**E-Mail:** [NENJMMS@Jacobs.com](mailto:NENJMMS@Jacobs.com)  
**Fax:** (973) 267-3555

Or Contact:

**Mr. James Gilligan**  
NJ TRANSIT Project Manager  
**E-Mail:** [JGilligan@NJTRANSIT.com](mailto:JGilligan@NJTRANSIT.com)



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## **Appendix B**

### **TAC Meeting Materials**

# **TAC Agenda**



# Northeast New Jersey Metro Mobility Study

## Technical Advisory Meeting #1 October 28, 2009 AGENDA

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### Welcome – NJTPA and NJ Transit

- I. **Project Introduction – *presented by study team***
  - a. Introduction of the Study Team (*J. Gilligan*)
  - b. Northeast New Jersey Metro Mobility Study Goals and Challenges (*J. Pavlovich*)
  - c. Study Scope and Products (*J. Pavlovich*)
  - d. Project Schedule (*J. Pavlovich*)
  
- II. **Work Completed to Date – *presented by study team***
  - a. NJ TRANSIT Staff Workshops (*J. Pavlovich*)
  - b. Bus Operator Interviews – Major Themes (*J. Pavlovich*)
  - c. Origin/Destination Data Collection (Phase 1) (*J. Pavlovich*)
  - d. Website Development (*J. Yost*)
  
- III. **Discussion – *TAC membership and study team***
  - a. Role of the TAC and Advisory Committee (*J. Pavlovich*)
  - b. Advisory Committee membership (*J. Pavlovich*)
  - c. Areas of local concern or emphasis (*J. Pavlovich*)
  - d. Other suggestions, questions, or concerns (*J. Pavlovich*)
  
- IV. **Next Steps – *TAC membership and study team***
  - a. Public Outreach Events (*M. Kelly*)
    - i. Advisory Committee
    - ii. Public Forum
    - iii. Meetings with Local Jurisdictions
  - b. Data Analysis (*J. Pavlovich*)
    - i. Analysis of O&D Data (Phase 2)
    - ii. Compilation of Bus Operator Data into preliminary guide for improvements
  - c. Bus Route Analysis (*J. Pavlovich*)
  - d. Potential for BRT Initiatives (*J. Gilligan*)
    - i. Analysis of Bergen County Efforts
    - ii. Other BRT potential corridors in study area
  - e. Next TAC meeting time, place, and topics (*J. Gilligan*)

# **TAC Presentation**



# Northeast New Jersey Metro Mobility Study

## Technical Advisory Committee Meeting #1

October 28, 2009  
NJTPA



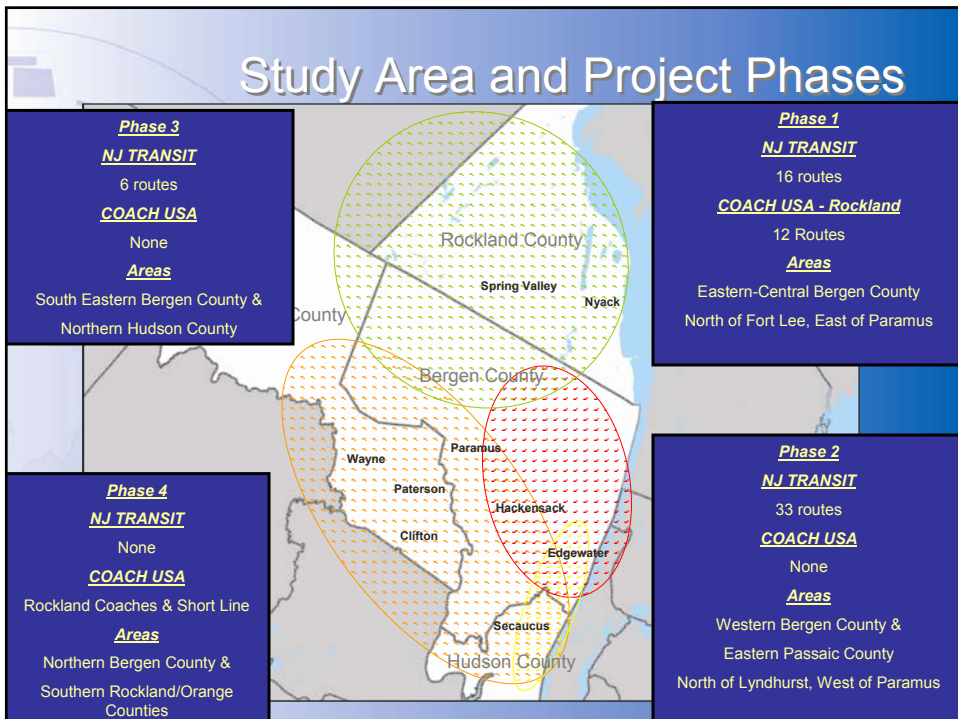
# Meeting Agenda

- 1. Project Introduction**
- 2. Project Overview**
- 3. Work Completed to Date**
- 4. Discussion**
- 5. Next Steps**

# Project Team

- **Study Sponsors**
  - NJ TRANSIT
  - NJTPA
  - Coach USA
- **Consultant Team**
  - Jacobs Engineers
  - TranSystems
  - Fitzgerald & Halliday
  - Malick and Scherer

# Study Area and Project Phases





## Goals

- **Inventory and Survey existing bus transit service in Bergen and southeast Passaic County**
  - Bus service has not been comprehensively evaluated in 20 years
  - Economic and residential development patterns have changed
  - Infrastructure has not changed as much
- **Identify service gaps and underserved areas**
- **Adjust service patterns to provide improved service by efficiently using existing fleet and facilities to better serve the public**



## Goals continued

- **Effectively reach the commuter population**
  - Many regular bus commuters are not native speakers of English
  - Non-English speaking population often holds jobs that represent gaps in transit service (overnight, swing shifts, weekends, etc.)
- **Effectively reach non-transit users**
  - How do we reach workers who drive to work locations served by transit?
- **Coordinate with local jurisdictions**
  - Signage and bus stops require municipal approval
  - Outreach programs are more successful with municipal support

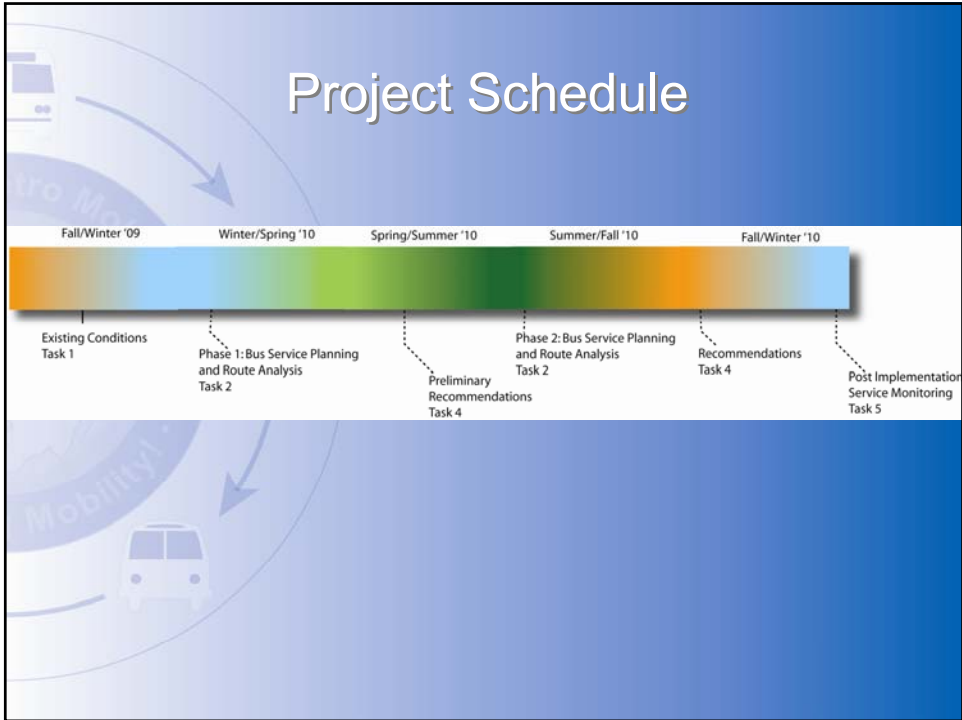
## Project Philosophy

- **Focused on Efficiencies:**  
*Doing More with Less*
- **Maximizing Connectivity & Mobility**
- **Engaging Stakeholders**
- **Employing Creative Solutions**

## Study Scope and Products

<b>Task</b>	<b>Deliverable</b>
<b>1: Establish Existing Conditions</b>	Database and GIS file
<b>2: Bus Service Planning Analysis</b>	Assessment of Needs and Preliminary Recommendations
<b>3: Public Outreach</b>	Public Outreach Plan Documentation of Outreach Initiatives (data collection)
<b>4: Recommendations</b>	Draft and Final Report
<b>5: Service Monitoring Plan</b>	Handheld PDA Devices and Software for Ride Checks, etc.





- # Work Completed to Date
- **NJ TRANSIT Staff Workshops**
    - 5 Sessions on management and operations
    - Staff through management level
    - Visioning session to identify ideal goals for the future
    - GIS Mapping



## Work Completed to Date

- **NJ TRANSIT Staff Workshop**

- **Major Themes**

- Bus Fleet: GPS modules for buses
- Infrastructure
  - PABT Capacity
  - G.W. Bridge Bus Station Deterioration
- Service
  - Delineation of Principal Bus Corridors
  - Innovative Services (“GoBus,” “BRT Lite”)
  - Route Structure and Schedules



## Work Completed to Date

- **NJ TRANSIT Staff Workshop, continued**

- **Policy**

- Fare Policy
- Public image of bus transit

- **System Integration**

- Intermodal Coordination
- Jitney Bus Operations
- Post-ARC Duplication


- **Technology**

- Real time bus monitoring
- Real time communication to riders



## Work Completed to Date

- **Bus Operator Interview Sessions**
  - Informal interviews/ brainstorming sessions held at NJ TRANSIT and Private Operator garages in the study area
  - Over 500 comments, observations, and suggestions submitted by operators



## Work Completed to Date

- **Bus Operator Interview Sessions: Major Themes**
  - PABT Operations
  - Fare Policies
  - Service Expansion
  - Bus Operations
    - bus stops, bottlenecks, jitneys
  - Rider Information (bus stop signs, schedule information)

## Work Completed to Date: Mapping

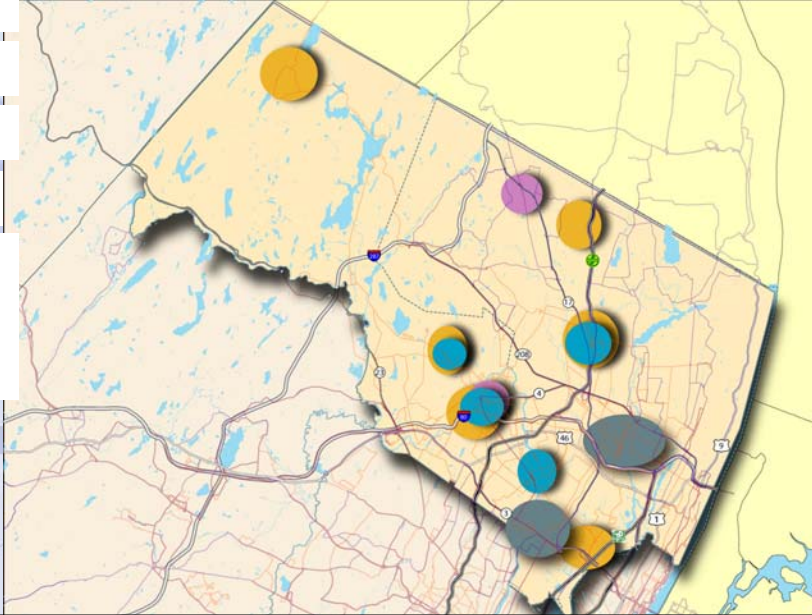
Transit linkage opportunities

Intermodal opportunities

Institutional clusters

Activity centers

Transit linkages, intermodal opportunities, institutional and activity centers



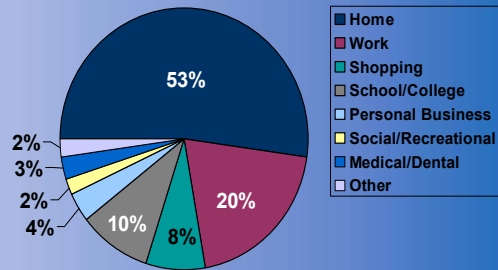
## Work Completed to Date

- **Origin/Destination Data Collection- Phase 1**

- NJ TRANSIT conducted a survey of bus routes in Bergen and Passaic Counties to help improve transit service in both counties.
- Survey is part of a comprehensive study to support the opening of the ARC Tunnel.
- Survey included routes pertinent to potential BRT route opportunities.

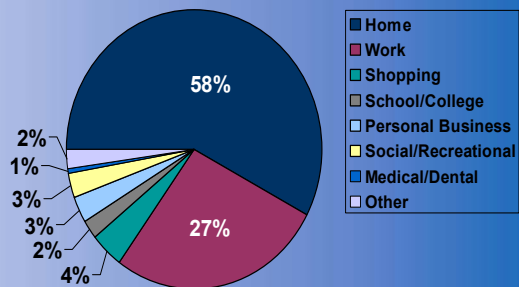
# Work Completed to Date

## Origin/Destination Data Collection: Local Bus Trip Origin Types



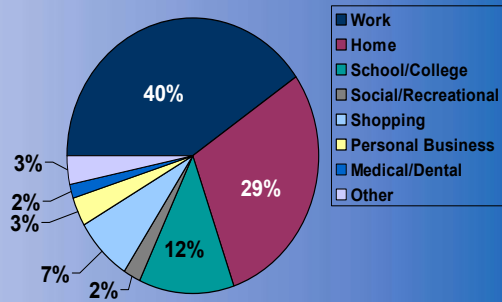
# Work Completed to Date

## Origin/Destination Data Collection: Intercity Bus Trip Origin Types



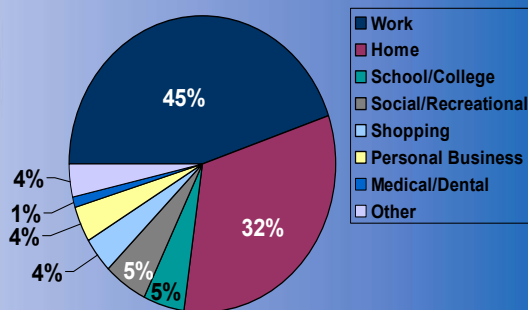
# Work Completed to Date

## Origin/Destination Data Collection: Local Bus Trip Destination Types



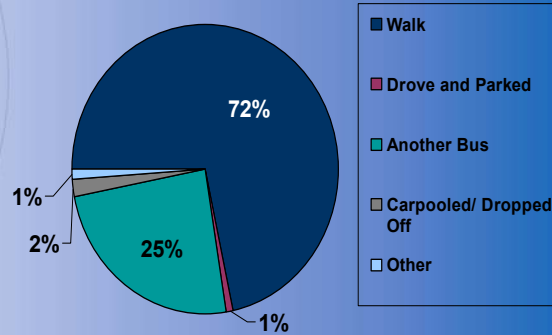
# Work Completed to Date

## Origin/Destination Data Collection: Intercity Bus Trip Destination Types



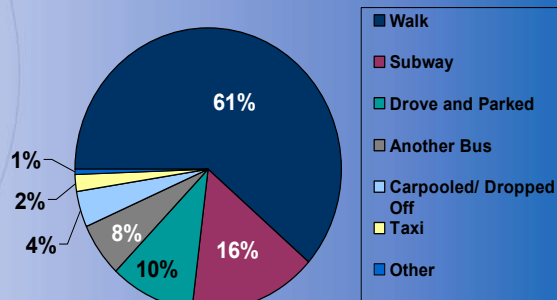
# Work Completed to Date

## Origin/Destination Data Collection: Local Bus Trip Access Mode



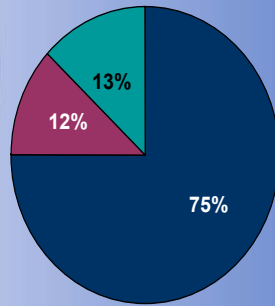
# Work Completed to Date

## Origin/Destination Data Collection: Intercity Bus Trip Access Mode



# Work Completed to Date

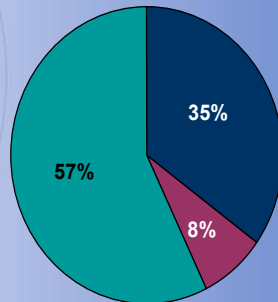
## Origin/Destination Data Collection: Local Bus Trip Rider Captivity



- I have no other way to travel, so I use the bus
- I usually use another type of transportation, but I occasionally take the bus
- I use the bus because it is the best choice for me

# Work Completed to Date

## Origin/Destination Data Collection: Intercity Bus Trip Rider Captivity

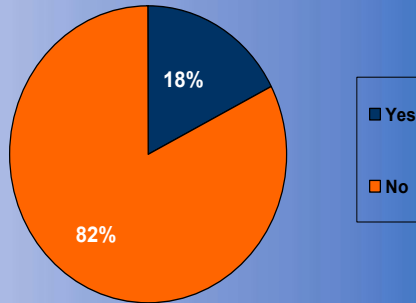


- I have no other way to travel, so I use the bus
- I usually use another type of transportation, but I occasionally take the bus
- I use the bus because it is the best choice for me



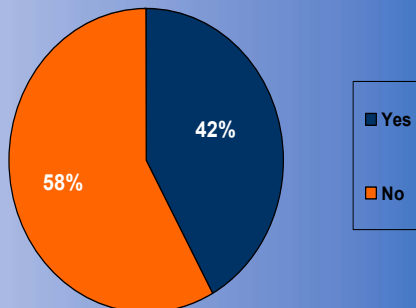
## Work Completed to Date

Origin/Destination Data Collection:  
Is a personal vehicle available to you to  
make this trip (Local Bus Trips)?



## Work Completed to Date

Origin/Destination Data Collection:  
Is a personal vehicle available for you to  
make this trip (Intercity Bus Trip)?



# Work Completed to Date

## Origin/Destination Data Collection:

### Rider Opinion of Service

Quality	Local	Intercity
Improved	16%	13%
Somewhat Improved	23%	16%
Remained the Same	52%	59%
Somewhat Declined	7%	8%
Declined	2%	4%

# Website Development

- Project website at [www.NENJMMS.com](http://www.NENJMMS.com)





## Discussion Topics

- **Committee Roles**
  - Technical Advisory Committee (TAC)
    - Policy
    - Data
    - Technical guidance
  - Advisory Committee (AC)
    - Transit user issues
    - Consists of User Groups and Constituencies
      - Preliminary membership list recommended
      - Additions to this list?



## Discussion Topics

- **Areas of concern/focus for TAC members**
  - Transit service issues
  - Local policy and transit/transportation goals
  - Coordination with ongoing projects
  - Outreach to constituent groups



## Next Steps

- **Advisory Committee Structure and Meeting Format**
  - General project update for all Advisory Committee members together
  - 5-6 themed break-out groups led by study team members focus on targeted issues
    - Colleges/Universities & Trade Schools
    - Hospitals/Health Care Institutions
    - Malls/Shopping Centers/Commercial Districts
    - Hotels/Hospitality
    - Major Employers
    - Commercial & Residential Real Estate Developers
  - Brief summary of break-out sessions presented at the end of the meeting or as part of the project update at the next meeting



## Next Steps

- **Public Forum**
  - Open House style session
  - Selected location will be transit accessible
  - Target both transit users and non-users
    - Use Chamber of Commerce to reach out to employers
    - Materials will be appropriate for commuters seeking improvement to service and for potential commuters who choose to drive
  - Presentation given twice per session.
  - Informal Q&A with study team
  - Comment box for written suggestions and questions
  - Consider providing Spanish interpreters



## Next Steps

- **Meetings with Local Jurisdictions**

- Interviews anticipated with the following municipalities & organizations:
  - Fort Lee
  - Hackensack
  - Paramus
  - Pascack Valley Mayors Association
  - Paterson
  - Wayne
- As the study progresses, interviews anticipated to be expanded to other municipalities/organizations



## Next Steps

- **Phase 2 O-D Survey**

- **Data Analysis**

- Analysis of O&D data (Phases 1& 2)
- Analysis of Bus Operator data
- Synthesis of TAC information
- Bus Route Analysis

## Next Steps

- **BRT Analysis & Recommendations**

- Build upon Bergen County initiatives
- Identify potential corridors for BRT service
  - NJ 17- Mahwah to Paramus ?
  - NJ 4 – Paterson to G.W. Bridge?
  - Essex-Market Street – Hackensack to Paterson?
  - Boulevard – Hackensack to Meadowlands (Xanadu)?
  - River Road – Fort Lee-Edgewater-Weehawken?
  - NJ 3?
- Service delivery for corridor- depends on characteristics of corridor
  - Full BRT?
  - GOBUS?
  - Enhanced/limited stop BRT service?

### Go bus 28 arrives in Essex County

New express service starts October 17

Go bus 28, a new premium service debuting October 17, will provide you with a more convenient trip between Bloomfield, Downtown Newark and Newark Liberty International Airport. Bus signal priority on Bloomfield Avenue, along with well-lit "Super" stops, also should make your



trip faster and more comfortable.

Daily service departs from dedicated stops every 10-15 minutes, serving two branches in Downtown Newark: one serving Broad Street rail station and the other serving University Heights, Newark Innovation Zone and Newark Liberty International Airport. A one-way ticket costs \$2.15 for two zones and \$1.75 for one zone. A one-zone transfer costs \$0.50. All current fare discounts apply for monthly

passes, senior citizens, passengers with disabilities and children, as well as Family SuperSaver fares.

The new eye-catching fleet of buses — which received design input from bus riders — offers customers added comfort with high-back seats, individual lighting and air conditioning controls, luggage racks and overhead storage, as well as audio and visual bus-stop announcements.

Go bus 28, which is part of the Liberty Corridor, will save

airport employees and travelers parking fees and 20-30 minutes with direct service to terminals A, B-C, as well as the cargo and maintenance facilities in the north area of the airport via Brewster Road.

University Heights faculty and students, along with Downtown Newark commuters, will benefit from the additional express service that supplements existing bus routes.

For more information, visit [www.njtransit.com/gobus28](http://www.njtransit.com/gobus28).

## Next Steps

- **Next TAC meeting**
  - Time: Winter 2010
  - Place: TBD
  - Topics: Study Progress

## Stay in Touch!

- **Contact Jim Gilligan at NJTRANSIT at:**  
[jgilligan@NJTRANSIT.com](mailto:jgilligan@NJTRANSIT.com)
- **Contact Megan Kelly at NJTPA at:**  
[mkelly@njtpa.org](mailto:mkelly@njtpa.org)



# **TAC Meeting Minutes**



## Northeast New Jersey Metro Mobility Study

TAC 1  
October 28, 2009  
NJTPA Board Room, 17<sup>th</sup> Floor  
Newark, NJ

### Attendees:

#### **TAC Members**

- Don Carmichael Coach USA
- Krishna Murthy Meadowlink
- Ken Aloisio Bergen County Planning
- Christine Falzone Coach USA- Shortline
- Chris Helms Bergen County Planning
- Donna Orbach Bergen County Planning
- Leo Almanzar New Jersey Meadowlands Commission
- Michael Lysicatos Passaic County

#### **Study Team Partners**

- Jim Gilligan NJ TRANSIT Project Manager
- Rich Roberts NJ TRANSIT Director of Planning
- Ken Beitel NJ TRANSIT
- Brian Siegel NJ TRANSIT
- Hasely Logan NJ TRANSIT
- Alan Maiman NJ TRANSIT
  
- Cliff Sobel Deputy Executive Director of Planning & Programming, NJTPA
- Megan Kelly NJ TPA
- Jeff Vernick NJ TPA
  
- John Pavlovich Jacobs Consultant Team Project Manager
- Jim Dowling Jacobs
- Jayne Yost Jacobs

### Meeting:

#### Introductions

- Jim Gilligan, NJ TRANSIT Project Manager for the Northeast New Jersey Metro Mobility Study (NENJMMS), welcomed the attendees and introduced Cliff Sobel, Deputy Executive Director of Planning & Programming of NJTPA
- Cliff Sobel addressed the attendees with the following
  - The study is flexible in its geography, extending beyond the political boundaries of Bergen and Passaic counties.

- The study will examine what exists today as well as identify emerging travel markets
- The TAC is composed of the key players in transportation planning and service, who will bring their expertise to the discussion
- Rich Roberts, NJ TRANSIT Director of Planning, addressed the attendees after Cliff Sobel concluded his remarks.
  - The NENJMMS is a partnership venture between NJ TRANSIT, NJTPA, and Coach USA
  - The study responds to the fundamental need to reassess bus service, which includes an examination of infrastructure, travel markets, and emerging needs.
  - The goals of the study include findings of fact regarding conditions today and suggestions for the future.
  - It is important to keep in mind that improvements to bus service will take time.
    - Funding is a constraint
    - The benefit of bus service in a fiscally constrained environment is that bus improvements can be made incrementally
    - Incremental adjustments to bus service have been successfully implemented in the past at NJ TRANSIT
- Jim Gilligan concluded opening remarks to the group
  - All TAC members have unique knowledge and skills that will be essential to achieving the goals of the study
  - Bus service is the primary transit means for the study area
  - The bus service has not been studied in more than 20 to 25 years, although service should be examined at least every 10 years.
  - Service adjustments arising from the study must be designed to be appropriate to the market served.
  - The study is a tri-partnership with NJTPA, Coach USA, and NJ TRANSIT.
  - Study is federally funded and is expected to run 24 months.
  - Work on the study began in February 2009 with data collection.
  - The study process as it involves the TAC will be an information-sharing process
    - No ideas are bad ideas in identifying needs or recommending solutions
    - Bergen County has contributed a study of their own regarding the potential for BRT in key corridors within Bergen County.
  - If there are other agencies or groups who should be included on the TAC, the TAC members should inform the study team.

A PowerPoint presentation describing the project's goals, work done to date, outreach efforts, and next steps, was presented by John Pavlovich, Jim Gilligan, Megan Kelly, and Jayne Yost. The presentation is attached. A discussion period followed the presentation.

## Discussion Period:

- Donna Orbach remarked that Bergen County is happy to be part of the study.
  - Donna asked whether Hudson County should be included as part of the TAC or Advisory Committee. Secaucus' Lautenberg Station, Hoboken's PATH terminals, and Weehawken's ferry terminal are key elements in the transportation network.
    - Jim Gilligan replied:
      - Hudson County staff is included in the outreach plan as an interview. Hudson TMA is included as part of the Advisory Committee.
      - Similarly, Rockland County will be contacted. Rockland County is already engaged in the study process to some degree via Coach's interstate service.
      - Morris County was studied in the Northwest New Jersey bus study, but on account of northern and eastern Morris County's connection to Passaic County, they may be included as an interview.
      - Essex County was studied thoroughly in previous efforts including the Newark Bus Study. Their role in this study has yet to be determined given that NJ TRANSIT already has comprehensive data on Essex County.
  - Bergen County has completed the River Road study. Like Kinderkamack Road, River Road is a major corridor, but bus transit users must cross River Road to access the bus stops. This study is available for the NENJMMS team to review.
  - There are several major employers in Woodcliff Lake, Montvale and the Rockleigh area who have raised concerns about transit access for employees. There are also major employers in the Mahwah area who have reported difficulties in getting entry level and skilled labor workers from Paterson to the job sites. Montvale employers, including BMW, have expressed an interest in using transit service to bring their employees to work. Since employees going to Montvale would represent reverse peak service, providing this service may turn deadhead trips into revenue trips for NJ TRANSIT or other providers. These employers should be included in the Advisory Committee (AC).
  - Englewood Hospital needs to be included in the AC, and Paramus has many long-term care facilities.
  - Ramapo College should be included with the educators. The Bergen County/Main line is near the campus but not near enough that walking is completely feasible. A bus connection between the campus and the rail station would be good, as well as bus service to bring Ramapo students to the commercial areas of town.
  - The Northwest Mayors Association, Northern Valley Mayors Association, and the Meadowlands Chamber of Commerce should be included in the Advisory Committee membership.

- Jim Gilligan asked Bergen County and Coach USA to identify a business organization that represents the businesses on the Route 17 corridor north of Paramus to the New York border.
- Passaic County offered a series of recommendations including:
  - Montclair State University should be included in the study. Although Montclair State is partially in Essex County, many of their students come from Passaic County
  - The study should consider ways to provide east-west access. The proposed Bergen-Passaic LRT rail line will provide east-west access from Hawthorne to Hackensack, but the remainder of existing transit service is north-south. Bus service could be used to move commuters east-west.
  - As the study is concerned with overall mobility, freight service operators may be an additional group to include. The Bergen-Passaic rail service will be run on freight rail lines. Additional rail service may be possible on other freight lines.
  - Clifton and Passaic should be added to the key municipalities for outreach. Passaic, Clifton, and Paterson function as a unit in many senses.
  - The Pompton Lakes Special Improvement District (SID) is looking for ways to improve transit access. Representatives from the SID should be included in the study in some way.
  - Passaic County does not have jurisdiction over traffic signals. They traded traffic signals for bridges. Jim Gilligan noted that bridge conditions will become important when developing route modifications, as bridge limitations and bridge construction projects affect bus routes.
  - The City of Paterson is performing its own corridor study as land uses are changing. Of particular note is that Barnert Hospital located on Broadway (Route 4), which had closed, is being redeveloped as a medical park. Patients and staff will need access to this facility. Passaic County recommends that the study team reach out to the City of Paterson on this issue.
- Bergen County offered additional suggestions:
  - Paramus Park, Bergen Town Center, and Edgewater Town Center should be added to the malls/major employers list.
  - Bergen County also has several nursing schools in Hackensack whose students use transit. These institutions should be included in the education group.
  - Hackensack's business owners have formed the "Upper Main Street Alliance." This group should be included, as well.
  - NJDOT needs to be included in the project because the bus stops on major highways are dangerous. Donna Orbach suggested Brent Barnes at NJDOT as an initial contact.
  - Bergen County DPW should be included, as well, since the County has jurisdiction over traffic signals, which becomes an issue in traffic signal prioritization for BRT.
  - Holy Name Hospital should be included with the hospitals, and Ridgewood may be good to include with the key municipalities.

- Bergen County is an employment destination for many residents of Bergen County as well as Rockland and Orange counties, but mobility within Bergen County is an issue. The study must focus on intra-county mobility as well as inter-county and inter-state mobility.
- The study team should contact Vornado regarding park-and-rides at the malls, particularly Bergen Town Square in Paramus. In the early phases of the redevelopment of Bergen Town Square, Vornado was very interested in having BRT service on-site.
- Jim Gilligan discussed the issues associated with non-English speaking commuters. By way of example, he highlighted the results of the commuter survey on the 780 route, which carries carry full passenger loads, but returned only three surveys. The riders are almost exclusively Spanish-speaking. The TAC membership was asked to identify other non-English-speaking populations in their jurisdictions and their methods of communicating with them.
  - Bergen County identified the Korean and Japanese population in the vicinity of Palisades Park. Communication in that community about transit service spreads by word of mouth. The Chamber of Commerce in Palisades Park may be the best place to begin an outreach effort to the Asian community. Additionally, Bergen County has had experience with translating important sections of their project websites into Spanish and Korean. The translated information included a phone number that non-English speakers could call for additional information.
    - Bergen County had not used the Asian shopping center on River Road as an information distribution source, but they indicated that it may be worthwhile to reach out to the business owners there.
  - Passaic County identified a large Spanish-speaking community, broken primarily into Puerto Rican and Dominicans, with some Mexican and Columbian. The best way to reach the Spanish-speaking population in Paterson is through the respective Ward Councilmen and the Community Development Corporation headquartered at St. Paul's Church as well as the Paterson Alliance. Additionally, all written materials going to Paterson should be provided in Spanish.
  - Coach USA indicated that the Orthodox Jewish population in Teaneck and Passaic Park often run their own bus service. Bergen County recommended that to reach this community, the best approach would be to speak with the rabbis in the temples. There are many small temples in the communities with significant numbers of Orthodox residents.
  - Coach USA also noted that while it is not a language issue, private high school students, including those attending Don Bosco and Bergen Catholic, use Coach USA buses to get to school as the schools do not provide their own buses. This situation mixes minors riding with unrelated adults.
  - Passaic County identified a large Middle Eastern population along Main Street in Paterson. The Main Street corridor is under consideration as a BRT route, but the Middle Eastern population is heavily served by jitney

vans. The Circassian population, an Arabic-speaking community, is also found in Wayne, Haledon, and North Haledon.

- Jim Gilligan raised the issue of tourists and hotels in the Meadowlands. There is an issue with tourists booking hotels in Secaucus, under the impression that the hotels are near New York City since they come up as such on Orbits and Travelocity. The tourists arrive at the hotel and have no idea how to use transit to reach NYC. NJ TRANSIT may consider working with Coach USA to provide service from Harmon Meadow to the hotels and Newark Liberty Airport.
- NJTPA suggested that the study also consider service from the G.W. Bridge bus station to the airports. NJ TRANSIT mentioned that the G.W. Bridge station is subject to traffic delays associated with sports and concert events at Yankee Stadium and also congestion and delays due to accidents on the Cross-Bronx Expressway. The G.W. Bridge station is not a reliable location for schedule-keeping. A similar situation forced the abandonment of the commuter lot at Giants Stadium. Every time an event was scheduled, which was frequently, commuters found they had no parking, and delays getting into and out of the stadium area were unmanageable.
- Coach USA indicated that NYC DOT has issues with bus stops, and the mega-buses (double-decker buses) cannot fit through the Port Authority Bus Terminal in Manhattan.
- Coach USA and NJ TRANSIT agreed that fleet and technology procurement and implementation should be coordinated.
  - NJ TRANSIT is rolling out a program called “My Bus” which will provide schedule departure information for specific bus stops accessed by text messaging.
  - Coach USA has a similar pilot program operating in Chicago, but the Coach program uses GPS to provide real-time arrival/departure information.
  - Coach USA is also initiating a pedestrian safety pilot program.

#### Items for Follow-up

- The TAC membership will identify locations for subsequent TAC meetings
- Study team will share GIS data with Passaic County.
- Study team will provide TAC members with copies of the meeting presentation.
- The next TAC meeting will be held in late winter 2010. TAC members will be notified by letter and email.

# **Appendix C**

## **Summary of Educator's Summit**



# **Northeast New Jersey Metro Mobility Study**

## **Educator's Transportation Summit**

**January 22, 2010**



# Summit Agenda

1. Project Introduction & Overview
2. Work Completed to Date
3. Discussion of issues
4. Summary of discussion topics
5. Next Steps

# Northeast NJ Metro Mobility Study

- 2 year project (2009-2011)
- Funded by NJT, North Jersey Transportation Planning Authority & COACH USA
- 4 Project Phases

Eastern Bergen County

Central Bergen & Eastern Passaic Counties

Northern Bergen & Lower Rockland Counties

Greater Meadowlands/Northern Hudson River  
Waterfront Areas

# Study Area and Project Phases

## Phase 3

### NJ TRANSIT

6 routes

### COACH USA

None

### Areas

South Eastern Bergen County &  
Northern Hudson County

## Phase 1

### NJ TRANSIT

16 routes

### COACH USA - Rockland

12 Routes

### Areas

Eastern-Central Bergen County  
North of Fort Lee, East of Paramus

## Phase 4

### NJ TRANSIT

None

### COACH USA

Rockland Coaches & Short Line

### Areas

Northern Bergen County &  
Southern Rockland/Orange  
Counties

## Phase 2

### NJ TRANSIT

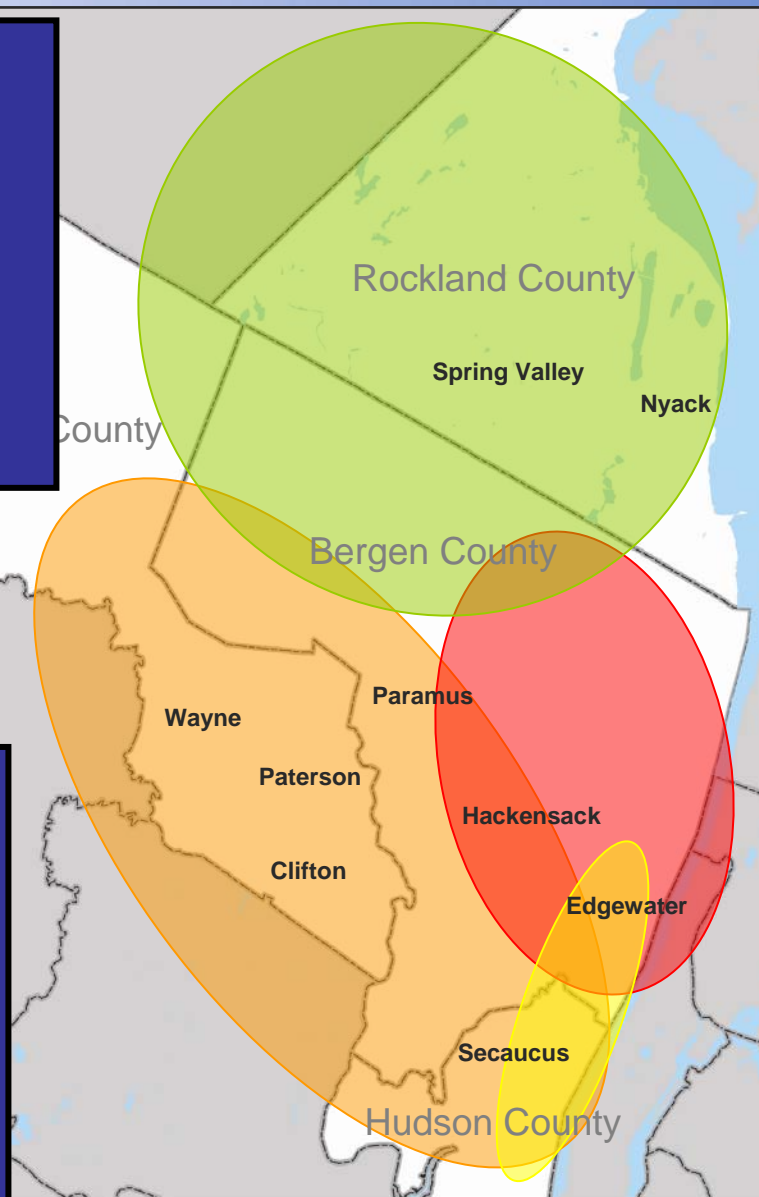
33 routes

### COACH USA

None

### Areas

Western Bergen County &  
Eastern Passaic County  
North of Lyndhurst, West of Paramus



# Project Team

- **Study Sponsors**

- NJ TRANSIT
- North Jersey Transportation Planning Authority
- Coach USA

- **Consultant Team**

- Jacobs Engineers
- TranSystems
- Fitzgerald & Halliday
- Malick and Scherer



# Problems Faced

- Current bus system still based on last century's hub & spoke concept
- Early 1980's restructuring did not foresee future needs
- Economic conditions of today - changing customers' attitude toward bus as a first mode of choice
- Fiscal constraints have limited ability to grow system to respond to present & future demands
- Light Rail & Rail modes dominate present discussion
- Bus capital equipment and infrastructure needs not fully met
- Fare policies related to bus and new intermodal opportunities needed upgrading

# Why Now

- **Today - record ridership levels on many routes**
  - 7 out of 20 largest routes in NJ in study area
  - 92,000+ riders or approximately 11% of total system
  - Continued growth anticipated - especially in urban to suburban & suburban to suburban markets
- **Understand and react to needs of emerging major regional job and economic generators**
  - Greater Meadowlands Area
  - Rtes 3/4/17/46 & I-80 Corridors
  - Suburban College & University Districts
  - Urban & Suburban Health Care
  - Suburban Commercial/Retail Developments
- **Immediate need to rationalize service “GREATEST GOOD” from available and future resources**
  - Address long standing customer service needs





# Goals

- **Inventory and Survey existing bus transit services in Bergen and southeast Passaic County**
- **Identify service gaps and underserved areas**
- **Adjust service patterns to provide improved service by efficiently using existing fleet and facilities to better serve the public**





# Goals continued

- **Effectively reach the commuter population**
  - Many regular bus commuters are not native speakers of English
  - Non-English speaking population often holds jobs that represent gaps in transit service (overnight, swing shifts, weekends, etc.)
- **Effectively reach non-transit users**
  - How do we reach workers/students who drive to locations served by transit?
- **Coordinate with local jurisdictions**
  - Signage and bus stops require municipal approval
  - Outreach programs are more successful with municipal support

# Project Philosophy

- Focused on Efficiencies: *Doing More with Less*
- Maximizing Connectivity & Mobility
- Engaging Stakeholders
- Employing Creative Solutions for today's and tomorrow's needs



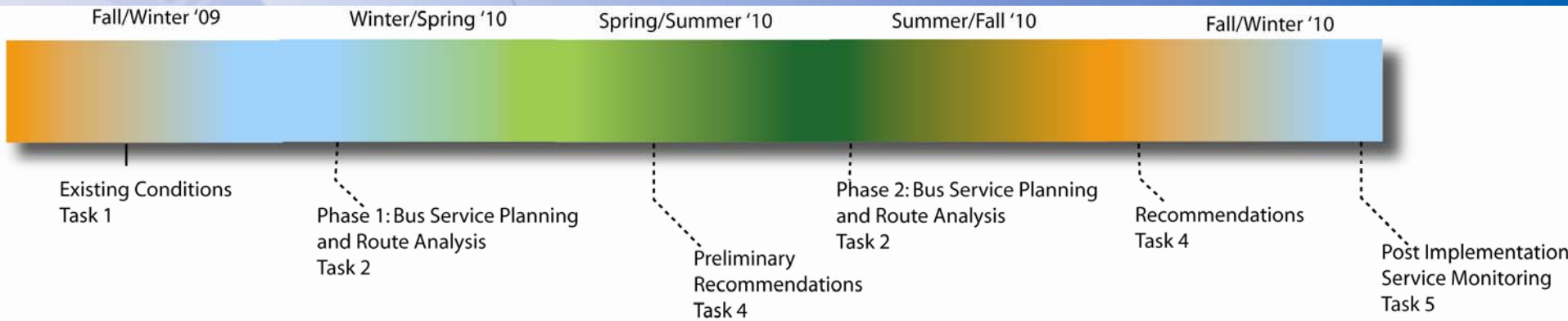
# Issues Already Identified

- Core system is generally okay – refinements needed to address long standing operational issues (delays, overcrowding, congestion)
- Need to coordinate public and private bus carriers
- Evenings/Late Nights & Weekends – large need identified for later service span, more frequency & more outlying (suburban) routes
- More Suburban to Suburban routes needed
- More direct urban residential to suburban job centers/retail development routes needed
- Some major trip generators under served
- Increase multi-mode transit trip options & travel opportunities

# How to get there

- Repair and expansion of major service corridors
  - *Capacity – Frequency – Span of Service*
- Rationalize the weaker areas of system
- Coordinate services of regional bus carriers
- Establish new routes/corridors
  - *Missing links & service gaps*
- New concepts for delivery
  - *Bus Rapid Transit*
- Expand passenger & operating facilities to meet needs
- Revamp fare policies for better multimode integration
- Expand physical & virtual information presence

# Project Schedule





# Work Completed to Date: Mapping

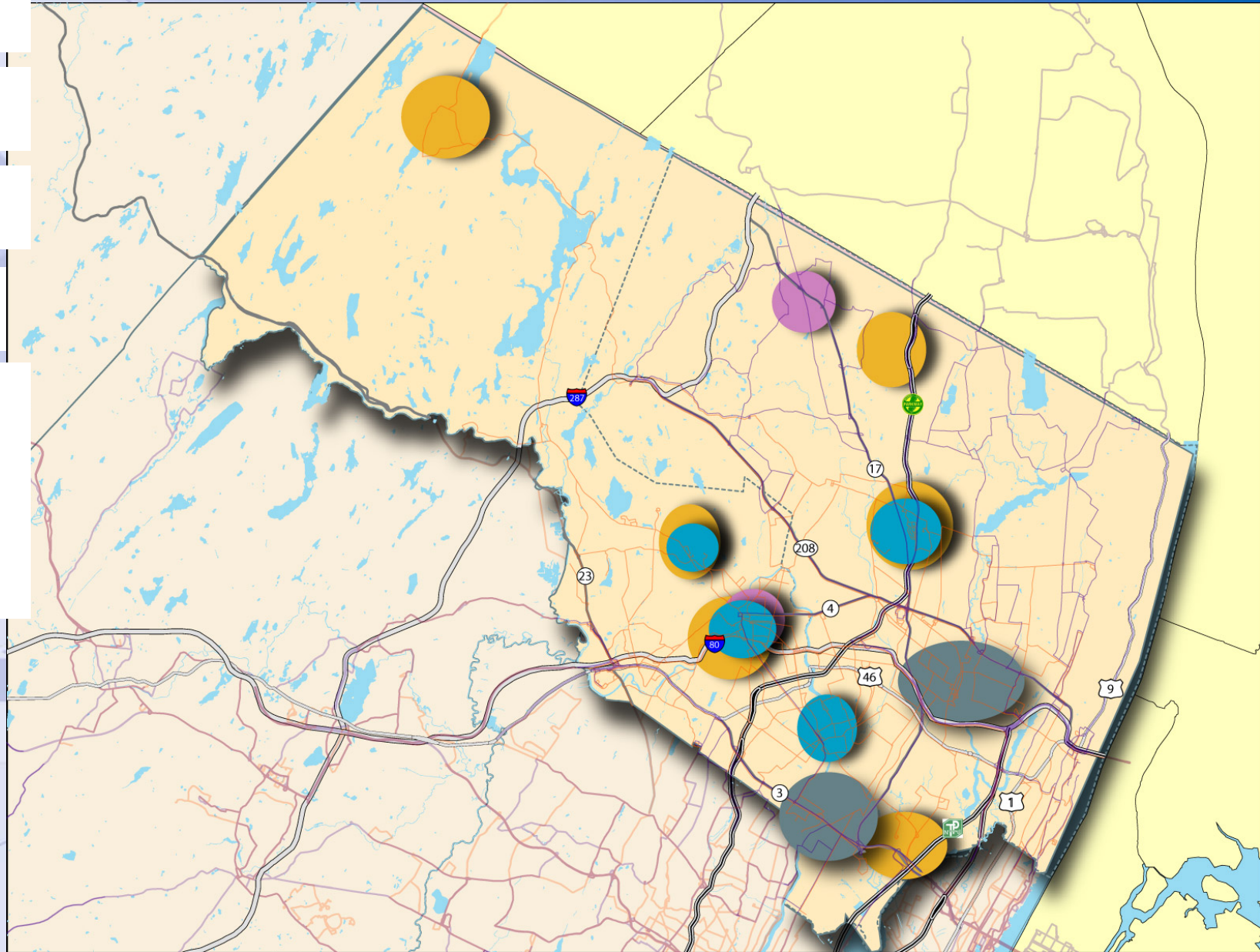
Transit linkage opportunities

Intermodal opportunities

Institutional clusters

Activity centers

Transit linkages, intermodal opportunities, institutional and activity centers



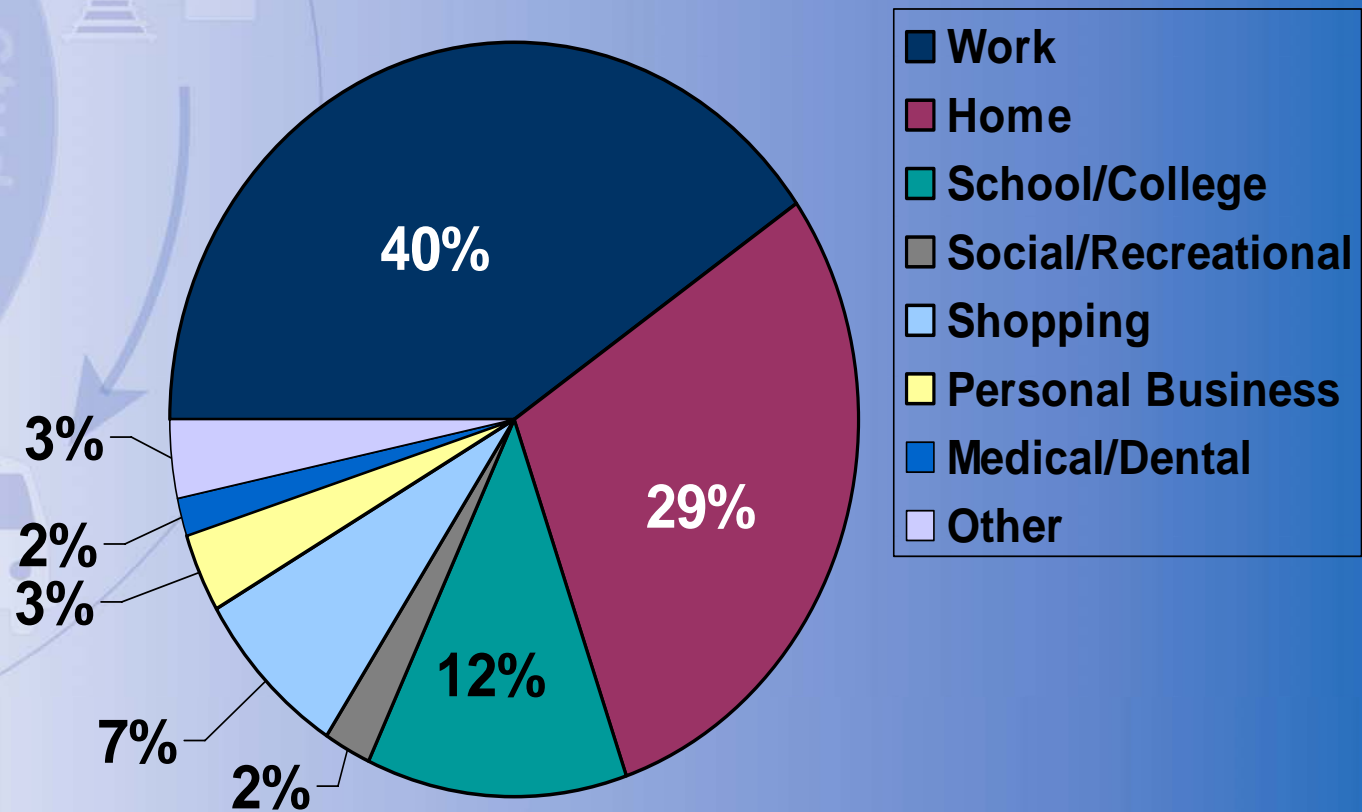
# Work Completed to Date

- **Origin/Destination Data Collection**

- NJ TRANSIT conducting a survey of bus routes in Bergen and Passaic Counties to help improve transit service in both counties.
- Survey is part of a comprehensive study to support the opening of the ARC Rail Tunnel.
- Survey included routes pertinent to potential express route opportunities.

# Passenger Survey Findings

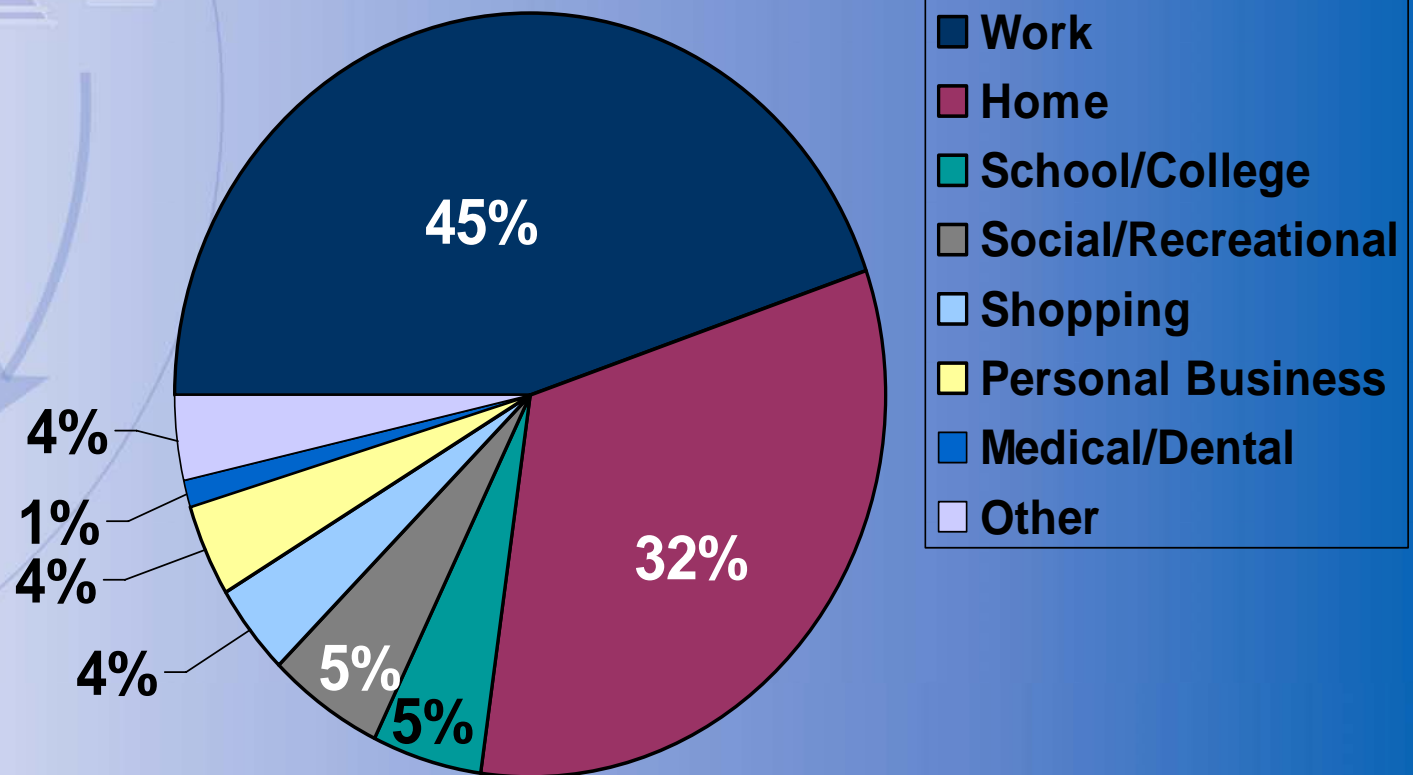
## Origin/Destination Local Bus





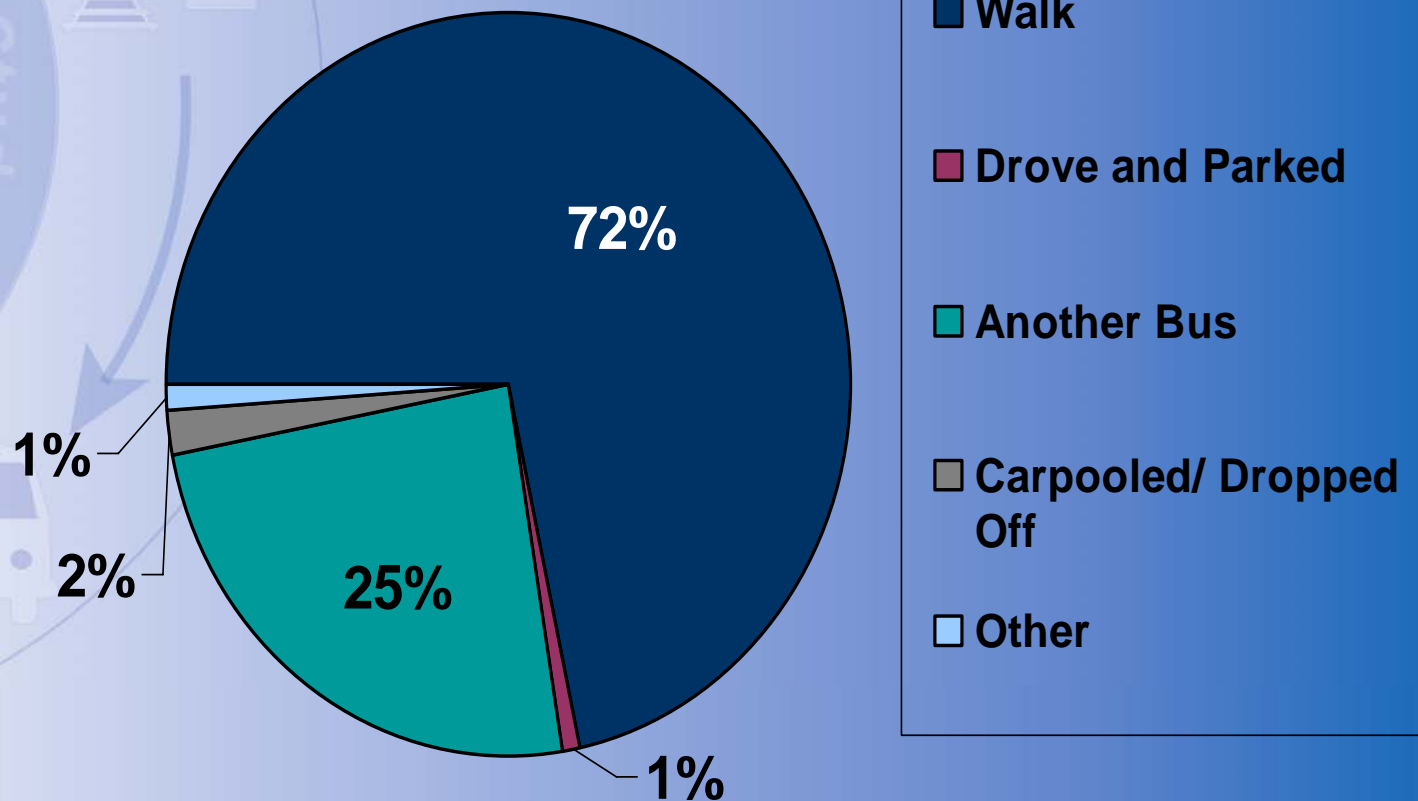
# Passenger Survey Findings

## Origin/Destination Interstate Bus



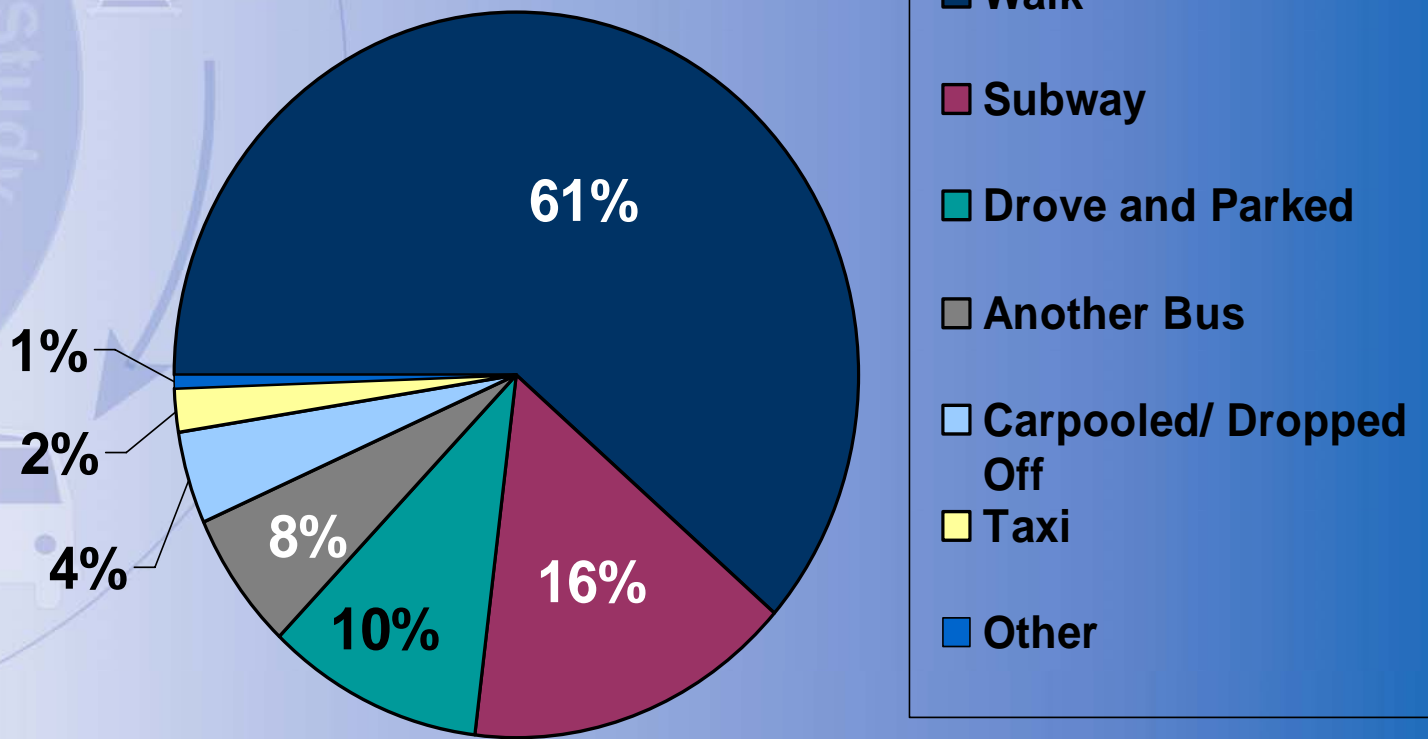
# Passenger Survey Findings

## Local Bus Trip Access Mode



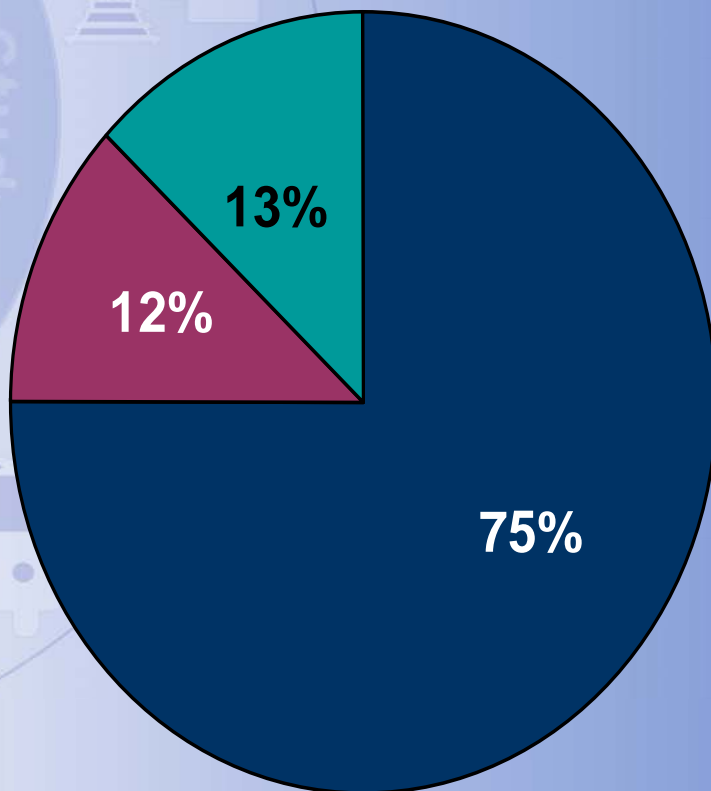
# Passenger Survey Findings

## Interstate Bus Access Mode



# Passenger Survey Findings

## Local Bus Rider Captivity



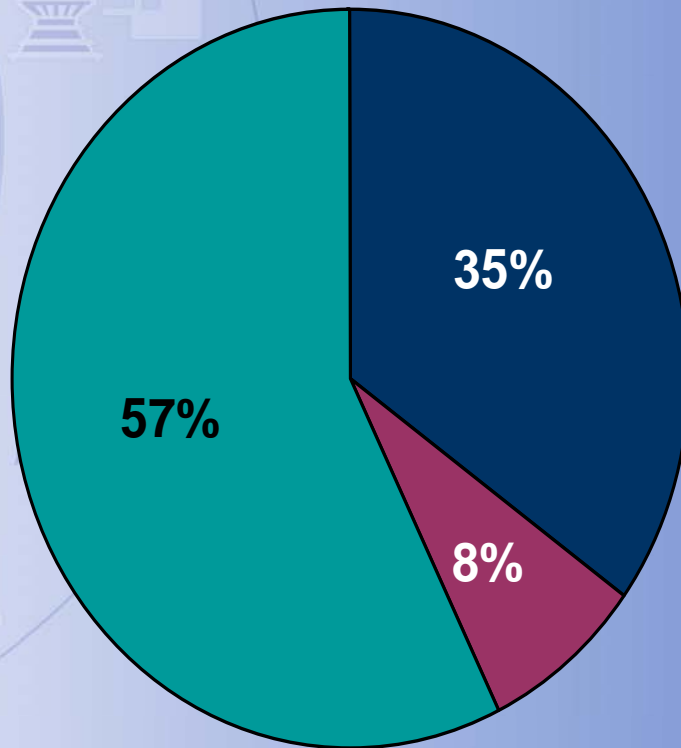
■ I have no other way to travel, so I use the bus

■ I usually use another type of transportation, but I occasionally take the bus

■ I use the bus because it is the best choice for me

# Passenger Survey Findings

## Interstate Bus Rider Captivity



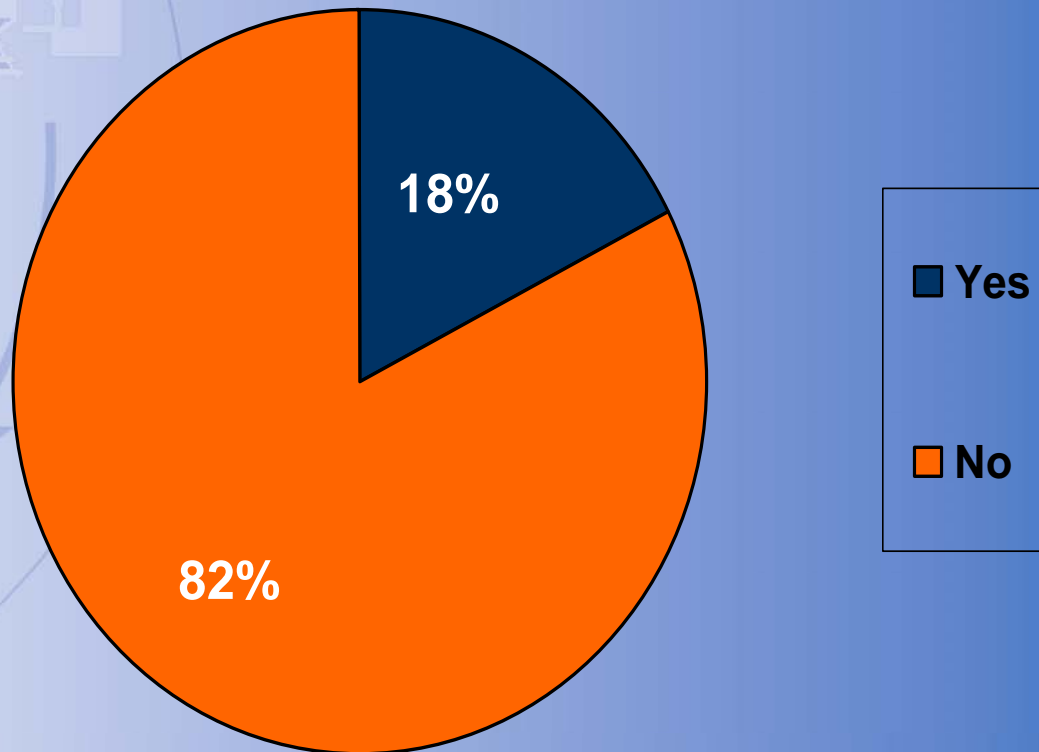
■ I have no other way to travel, so I use the bus

■ I usually use another type of transportation, but I occasionally take the bus

■ I use the bus because it is the best choice for me

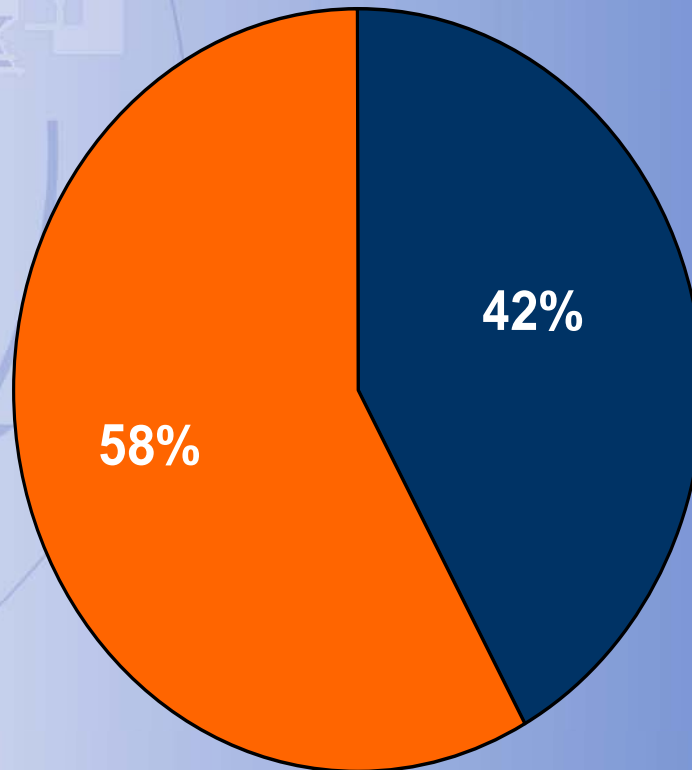
# Passenger Survey Findings

**For Local Bus - Is a personal vehicle available to you to make this trip?**



# Passenger Survey Findings

**For Interstate Bus - Is a personal vehicle available to you to make this trip?**



■ Yes

■ No

# Passenger Survey Findings

## Rider Opinion of Service

<b>Quality</b>	<b>Local Bus</b>	<b>Interstate Bus</b>
<b>Improved</b>	<b>16%</b>	<b>13%</b>
<b>Somewhat Improved</b>	<b>23%</b>	<b>16%</b>
<b>Remained the Same</b>	<b>52%</b>	<b>59%</b>
<b>Somewhat Declined</b>	<b>7%</b>	<b>8%</b>
<b>Declined</b>	<b>2%</b>	<b>4%</b>



# Outreach Efforts

## Stakeholder Groups

- Colleges/Universities & Trade Schools
- Hospitals/Health Care Institutions
- Malls/Shopping Centers/Commercial Districts
- Hotels/Hospitality
- Major Employers
- Commercial & Residential Real Estate Developers

# Discussion Topics

**JACOBS to fill in this section**



# What is possible

## Signage



## Service & Vehicles



## Shelters



# Major Actions Needed

- **Commitment to concept now**
- **Highest level political & stakeholder consensus**
- **Significant increase in operating funds – balance with other needs of system**
- **Increase in capital needs (buses & facilities) now & in immediate future**
- **Public hearings & outreach**
- **Make project happen in manageable phases based on committed increases in operating and capital funds**

# When?

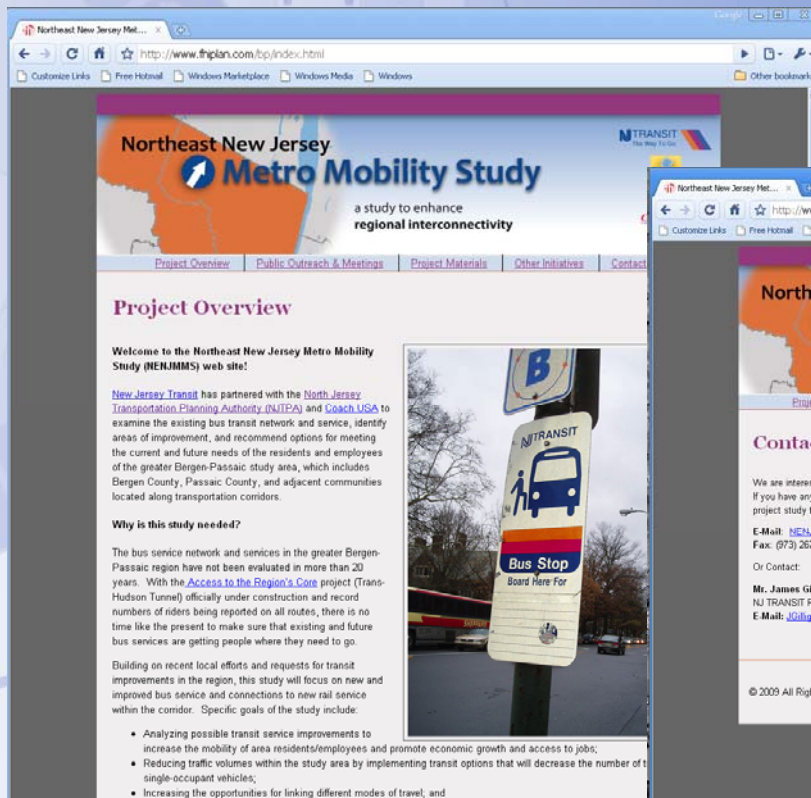
Develop solutions to address issues that can be implemented:

- Quickly-Short-term (0-1 year)
  - Some early recommendations implemented in 2008
- Mid-term (1-3 years)
- Long-term (3+ years)

For each study phase – develop comprehensive package of service recommendations & proposals and associated passenger & financial impacts

# Stay in touch!

- Project website at [www.NENJMMS.com](http://www.NENJMMS.com)



The screenshot shows the homepage of the Northeast New Jersey Metro Mobility Study website. The browser address bar displays <http://www.fhplan.com/bj/index.html>. The page features a header with the title "Northeast New Jersey Metro Mobility Study" and the subtitle "a study to enhance regional interconnectivity". A navigation menu includes links for "Project Overview", "Public Outreach & Meetings", "Project Materials", "Other Initiatives", and "Contact Us". The main content area is titled "Project Overview" and contains the following text:

**Welcome to the Northeast New Jersey Metro Mobility Study (NENJMMS) web site!**

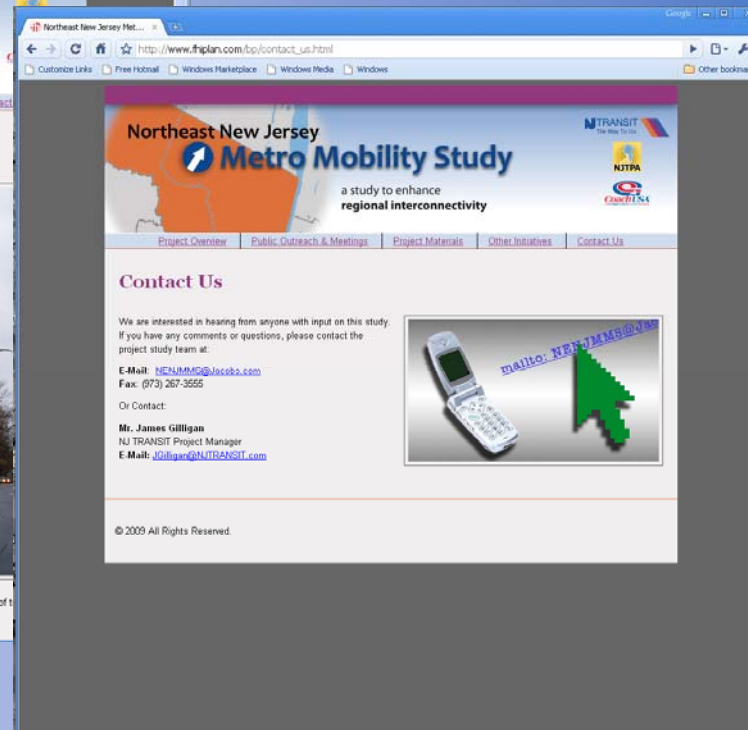

New Jersey Transit has partnered with the North Jersey Transportation Planning Authority (NJTPA) and Cobach USA to examine the existing bus transit network and service, identify areas of improvement, and recommend options for meeting the current and future needs of the residents and employees of the greater Bergen-Passaic study area, which includes Bergen County, Passaic County, and adjacent communities located along transportation corridors.

**Why is this study needed?**

The bus service network and services in the greater Bergen-Passaic region have not been evaluated in more than 20 years. With the *Access to the Region's Core* project (Trans-Hudson Tunnel) officially under construction and record numbers of riders being reported on all routes, there is no time like the present to make sure that existing and future bus services are getting people where they need to go.

Building on recent local efforts and requests for transit improvements in the region, this study will focus on new and improved bus service and connections to new rail service within the corridor. Specific goals of the study include:

- Analyzing possible transit service improvements to increase the mobility of area residents/employees and promote economic growth and access to jobs;
- Reducing traffic volumes within the study area by implementing transit options that will decrease the number of single-occupant vehicles;
- Increasing the opportunities for linking different modes of travel, and




The screenshot shows the "Contact Us" page of the Northeast New Jersey Metro Mobility Study website. The browser address bar displays [http://www.fhplan.com/bj/contact\\_us.html](http://www.fhplan.com/bj/contact_us.html). The page features the same header and navigation menu as the homepage. The main content area is titled "Contact Us" and contains the following text:

We are interested in hearing from anyone with input on this study. If you have any comments or questions, please contact the project study team at:

**E-Mail:** [NENJMMS@jacobs.com](mailto:NENJMMS@jacobs.com)  
**Fax:** (973) 267-3555

Or Contact:

**Mr. James Gilligan**  
NJ TRANSIT Project Manager  
**E-Mail:** [JGilligan@NJTRANSIT.com](mailto:JGilligan@NJTRANSIT.com)



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# Stay in Touch!

- Contact Jim Gilligan at NJTRANSIT at:  
[jgilligan@NJTRANSIT.com](mailto:jgilligan@NJTRANSIT.com)
- Contact Megan Kelly at NJTPA at:  
[mkelly@njtpa.org](mailto:mkelly@njtpa.org)





**Northeast New Jersey Metro Mobility Study**  
**Educators' Summit**  
**Friday, January 22, 2010**  
**William Paterson University**

**Meeting Notes**

As part of the study effort for the Northeast New Jersey Metro Mobility Study, representatives from the colleges in Bergen and Passaic counties, as key stakeholders in the area, were invited to attend a meeting to help NJ Transit better understand their institution's present and future transit needs. In addition, NJT wished to solicit suggestions on how to better serve the transit needs of their students, faculty and staff. William Paterson University hosted the session. The summit involved an overview presentation about the study followed by open discussion.

Jim Gilligan, NJ TRANSIT – Welcomed the attendees on behalf of NJ TRANSIT, North Jersey Transportation Planning Authority (NJTPA), and Coach USA.

Dr. Arnold Speert, President of William Paterson University (WPU) – Welcomed the attendees on behalf of the University stating that it is his hope that this event will be the first of a number of meetings.

Jim Gilligan – Provided an overview of the day's agenda

Jim Gilligan – Gave a Power Point presentation of the study's goals, objectives, and work completed to date.

John Pavlovich, Jacobs Engineering (Study Team Consultant) led the group discussion –

**Discussion**

Francisco Diaz, WPU

- Difficult to make full transit trip to and from WPU without a 2-hour long wait
- Parking is a problem for students at their points of origin for catching a bus. Many communities have parking restrictions near bus stops, limiting the time cars can be parked, or charging expensive parking fees. Students cannot afford to park their cars near bus hubs as a result.
- Frequency of bus service does not work for students – Poor off-peak service, span of service and little flexibility.
- Bus schedules geared too much toward regular commuters (9AM-5PM) – student schedules typically don't match such a schedule (class hours and work shifts issues) – more flexibility needed.



- Multiple bus transfers are required to travel from suburban residential areas to college; transfers involve a lot of waiting time.
- Poor off-peak service for resident students – Safety concerns getting back to school from bus stops at night.

Allen Williams, WPU

- Students need to get to NYC for internships. Students will drive to WPU to park and use the #198 bus even if they don't have a class on campus; however, bus schedule restricts students' ability to take full advantage of possible internships.
- Need to increase number of hubs, smaller hubs, better integration of service
  - 744 Route (Staff & Students)
  - 198 Route
  - Suggested major locations in Morris/Passaic/Bergen Counties in order to reduce overall commuter time.
- Service frequency and schedule are issues with WPU staff/faculty who live in NYC and don't drive, especially for those who teach night classes)

Bobbie Davies, Eastwick College

- The NJT student discount is only for home to school travel, and not intended for use to internships or field work. Honest students are nervous about using their student pass for these educationally-related reasons.
- Eastwick nursing students need to access hospitals and institutions from campus. Pedestrian connections from Route 17 bus stops are difficult and the walking environment is dangerous; relocate stops with pedestrian safety in mind.
- Better connections to health care facilities in the Bronx for student training purposes is also needed

Trans Robinson, WPU Student

- Frequency is a primary issue with bus service.
- Lack of flexibility in scheduling is an issue, as well, as is the span of service. The last bus from campus leaves around 10pm. This is particularly a problem during exam time.
- There is difficulty in getting to WPU from portions of Essex County, such as East Orange. Better WPU direct Essex County connections required. The NJT 75 service does not operate frequently enough to serve this need.

Tom Ng, Ramapo College Student Government President

- There are 10,000 students at Ramapo; 4,000 are commuters.
- Short Line, a private bus carrier, provides some service from Ramapo College, but service is limited to two trips each day.
- There is a need for cheaper bus tickets for students on a budget)
- Coach USA also provides bus service to Manhattan
- Commuter students need their vehicles.
- Need more frequent bus service between the rail station and the campus.

- This student spoke about major Ramapo student commuting sheds are Passaic, Bergen & Essex counties)

Elizabeth Joyce, Ramapo College

- College pays Coach USA to provide shuttle service to stores and train station. Service starts at 2 PM, none in the AM.
- Survey in 2008 showed that students were interested in shuttle from Mahwah, Suffern stations.
- Ramapo College will provide the study team with data from their transportation surveys (see attachment A)

Donna Orbach, Bergen County Planning

- How does the study team propose to reach non-transit users?
- Jim Gilligan suggested that the study team can provide the colleges with the survey to administer to students, faculty and staff.
- The outreach effort also includes activities aimed at reaching non-users, such as a mall kiosk

Scott MacDonall, Bergen Community College (Lyndhurst Campus)

- Routes 76/192 – Limited Service
- The Meadowlands area suffers from a lack of service. Bus service reaches the area only four times each day. However, classes are scheduled between 9 AM and 10 PM.
- Bergen County Community College of the Meadowlands expects its student population to double in the coming years. Access will become a bigger issue over time.
- He indicated that they also need direct intra-BCC campus service between Lyndhurst and the main campus in Paramus)

Evrin Ay, Montclair State University (MSU)

- Better transit improves ability of MSU to compete for students within the tri-state region. Heavy marketing of MSU to NYC students.
- One of the primary reasons students choose MSU is access to major highways.
- NYC students are now attending MSU because there is train service.
- How can NJT connect universities with residential, shopping areas as well as between universities?
- Need connections for rail, bikes, major bus routes.
- How can we collaborate to improve transit?

John Pavlovich queried the group – How many students have never used transit?

At Farleigh Dickinson – 283 students use bus passes. The number should be more, but it takes about 1½ hours to travel by bus from Manhattan to the campus, whereas driving takes less than half that time. There is no easy access by bus from Manhattan to the campus.

John Pavlovich suggested that transit use be brought into the curriculum or discussed when internships and co-ops are established. Many students may be unfamiliar with transit because their families never used the bus.

- Identify key university groups who could take the lead in an informational campaign for transit use.
- Inform students of the Trip Planner feature at the NJ Transit website.

The attendees discussed the issues related to the discount bus pass program:

- One pass per month is \$100; this price is still too high for students.
- Affordability and confusing zone structure penalizes and discourages users
- Social use of bus is important for students especially foreign students and underclassmen who may not be allowed to keep an automobile on campus.
- There is a need to connect with other universities.
- What can be done to improve student use of bus service?
- Greek society and other student organizations are connected across campuses, how can we get them to use transit?
- Amenities – Amtrak adding WiFi to trains. Can NJ Transit do this on buses?
- Provide chargers for laptops.
- Use of cell phone technologies to update riders with real time info would be desirable.

#### Evrin Ay, Montclair State University

- MSU campus design has been changing as the campus expands. The present bus stop used to be the center of student activity, but it does not work as well anymore. The Student Center is now the campus hub. Can bus service be changed to reflect this change?

#### Leesa Fitzgerald, MSU

- The #28 bus line's last stop is MSU. Drivers occasionally have a 20 minute layover. Idling buses create some issues with traffic movement on campus if the drivers layover in the wrong location.
- Having enough printed NJT bus schedules is another issue.

#### Allen Williams, WPU

- Would it be possible to provide ticketing kiosk on campus? Can transit partner kiosk with ATMs and sell tickets through ATM's, like they do postage stamps.

#### Tom Ng and Elizabeth Joyce, Ramapo College

- Ramapo sells bus tickets at their student activities box office.

Jayne Yost, Jacobs Engineering, asked the group if universities can pool their resources to provide a "last mile" shuttle from designated transit hubs. This way, students would know

they have a ride back to campus if they are out later than bus service runs to campus. This would help to meet NJ TRANSIT "half way" in finding solutions.

- WPU said that they are about to enter the procurement phase and can look into the cost of shuttle service.
- Ramapo College has experience in contracting with private providers and can share their experience with the other colleges.

Donna Orbach, Bergen County Planning

- Last trains from NYC were not late enough to get people back to NJ after hours. This must also be a problem for students who would like to socialize in NYC but do not because of the lack of transit service.

Evrin Ay, Montclair State University

- Rail schedules are geared to working commuters. Schedule should service new traditional users better.

The study team summarized the issues raised at the meeting:

1. Span of service/frequency
  - Early/late
  - No midday
2. Student discount passes are not as effective as they could be (cost and use restrictions)
3. Provide amenities to encourage students to use transit.
4. There is a community of students that exists between the different campuses in the study area. Service between campuses and between other facilities and internships in Manhattan & NJ needs to be improved
5. Highway stops are dangerous and poorly planned.

Jim Gilligan provided a closing summary with a preview of some new services offered by NJ TRANSIT including the Go Bus service, cell-phone dial-up at bus stop to get real time information on arrival time of next bus; and the improved NJT web site. Jim encouraged all of the attendees to stay in touch, especially through the project's web-site ([www.NENJMMS.com](http://www.NENJMMS.com)), and continue to share with the study team their comments and ideas via the email addresses provided during the meeting presentation.

Mr/Mrs/Ms	First	Last	Affiliation	Job_Title	Email
Mr.	Evrin	Ay	Montclair State University	Director, Transportation and Parking Services	aye@mail.montclair.edu
Mr.	Bob	Bennett	William Paterson University		<a href="mailto:bennettb@wpunj.edu">bennettb@wpunj.edu</a>
Mr.	Steve	Bolyai	William Paterson University		bolyais@wpunj.edu
Ms.	Bobbie	Davies	Eastwick College	Dean of Students	bobbiedavies@eastwick.edu
Mr.	Jeremy	DelaCruz	Ramapo College of NJ	Student Commuter Representative	jdelacru@ramapo.edu
Mr.	Francisco	Diaz	William Paterson University		diazf@wpunj.edu
Ms.	Leesa (Sakyiberi)	Fitzgerald	Montclair State University	PSS Shuttle Bus Services	fitzgeralds@mail.montclair.edu
Mr.	Abylash	George	Eastwick College	HR Coordinator	ageorge@eastwick.edu
Ms.	Elizabeth	Joyce	Ramapo College of NJ	Transportation Coordinator	ejoyce@ramapo.edu
Ms.	Megan	Kelly	NJTPA	Public Outreach Coordinator	
Mr.	Jason	Krisza	Ramapo College of NJ	Student Government Association	jkrisza@ramapo.edu
Mr.	Scott	MacDonall	Bergen Community College		smacdonall@bergen.edu
Mr.	S. Craig	Mourton	Fairleigh Dickinson University	Assistant Dean of Students for Campus Community Development	mourton@fdu.edu
Mr.	Tom	Ng	Ramapo College of NJ	Student Government Association President	tng@ramapo.edu
Mr.	John	Polding	University		poldingj@wpunj.edu
Mr.	Trans	Robinson	William Paterson University	Student Representative	Robinsont@student.wpunj.edu
Dr.	Arnold	Speert	William Paterson University	President	
Mr.	Allen	Williams	William Paterson University		<a href="mailto:Williamsa@wpunj.edu">Williamsa@wpunj.edu</a>
Mr.	John	Pavlovich	Jacobs Engineering	Project Manager	<a href="mailto:john.pavlovich@jacobs.com">john.pavlovich@jacobs.com</a>
Mr.	James	Dowling	Jacobs Engineering	Public Outreach	<a href="mailto:james.dowling@jacobs.com">james.dowling@jacobs.com</a>
Ms.	Jayne	Yost	Jacobs Engineering	Public Outreach	<a href="mailto:jayne.yost@jacobs.com">jayne.yost@jacobs.com</a>
Mr.	James	Gilligan	NJ Transit	Director, Bus Service Planning	<a href="mailto:igilligan@njtransit.com">igilligan@njtransit.com</a>
Mr.	Ken	Beitl	NJ Transit	Supervisor, Bus Service Plng	<a href="mailto:kbeitl@njtransit.com">kbeitl@njtransit.com</a>
Mr.	Brian	Siegel	NJ Transit	Bus Service Planner	<a href="mailto:bsiegel@njtransit.com">bsiegel@njtransit.com</a>
Mr.	John	Del Colle	NJ Transit	Community Outreach	<a href="mailto:jdelcolle@njtransit.com">jdelcolle@njtransit.com</a>

## **Appendix D**

### **Bus Operator Interview Summary**

# Operator Interviews

June 22, 24 and 25

July 23

August 4, 11, 14, 18 and 19

Grouped by garage and issue

Where	Line	Issue	When	Recommendations*
<b>Garage : Academy</b>		<b>7/23/09</b>		
<b>Bus Stop Design or Location</b>				
Palisade Av	751	On the portion of the route traveling on Palisade Av (from mall toward Anderson Ave)- Elderly passengers want to get off near BP gas station because the distance between stops is significant for elderly people. The BP gas station used to be a bus stop location (2 years ago). NJT drivers stop there, but are not supposed to, which upsets passengers on Academy buses, which are not permitted to stop at the BP station.	all day	
River Road	751	River Road toward Gorge Rd: The bus stop is hidden behind a tree (closest to Gorge Rd). There is another stop near the hidden stop, with a sign hanging out over the road. Both conditions are dangerous.	all day	

Where	Line	Issue	When	Recommendations*
<b>Garage : Academy</b>				
<b>7/23/09</b>				
<b>Bus Stop Design or Location</b>				
Paramus Catholic	751, 755	Students from Paramus Catholic do not have a stop near the school. They have to get off at an unofficial stop (which is dangerous) or get off at the college and walk back to the HS. The 163 (NJT route) stops at an unofficial stop labeled as a "School Bus Stop" not a transit stop. Students want Academy operators to stop there.	school hours	Providing a cut out/bus stop south of jughandle at Paramus Catholic may help serve the bus service.
Maywood	753, 752	The stop located northbound on Maywood Ave at Spring Valley Road in Maywood isn't accessible for operators on 753 because it is too close to the corner. It's been moved up a few feet, but still doesn't provide enough space to stop and then make the next turning movement. Other lines stop there, and passengers on the 753 and 752 want to get off at this location.	all day	
	755	Rt.5 toward Edgewater Commons- passengers want to get off.	all day	Place a stop before the curve in the road to let passengers off. (This may not be a safe place for a stop.)



Where	Line	Issue	When	Recommendations*
<b>Garage : Academy</b>				
<b>7/23/09</b>				
<b>Bus Stop Design or Location</b>				
Continental Plaza	756	At Continental Plaza there's a sign that says "bus goes to Englewood" but it is on the wrong side of the road.	all day	Signage issues such as this will be noted by operators and submitted to NJ TRANSIT for investigation.
North Hackensack Train Station	756	Passengers want to transfer to the train, but there is no stop near the North Hackensack Train Station. There is enough room by the storage facility (Grand Street and Hackensack Ave) to put a stop for train-bound passengers.	all day	Put a stop southbound near the storage facility at Grand and Hackensack Ave.
Riverside Square	756, 762	Prior to the mall addition, a bus stop was located by Bloomingdales. Now the stop is facing Hackensack Avenue. The distance to the new location is longer, forcing buses to travel through the drive lanes of the mall parking lot, which are narrow. This puts buses in conflict with cars and pedestrians. The previous mall bus stop location was a shorter run- nearer the entrance to the mall- but development at the mall forced the change in location	Afternoon, Thursday through Saturday, but starts after 10am	Re-open communication with the mall to relocate bus stop.

Where	Line	Issue	When	Recommendations*
<b>Garage : Academy</b>				
<b>7/23/09</b>				
<b>Bus Stop Design or Location</b>				
W. Commerce and Empire	772	There is no stop on W. Commerce, but there are many businesses there. Additionally, there are no stops on Central & Empire, although there are two stops on Empire. The Central & Empire stop would service a factory. An additional stop could be located on Huyler and 46 in Teterboro by the Post Office.	all day	Add a stop on W. Commerce toward Secaucus and also consider a stop on Empire and Central. NB on Huyler Stop would be good, too.
Passaic	780	Need a bus stop on Main Street in Passaic. The bus stop was removed, and people want to transfer to the 709, but the 780 cannot stop there.	all day	Add a stop NB on Main.
Englewood	780	Palisade Ave in Englewood. There's a stop by a monument and the next one is by the railroad station. Many passengers want to go to the Shop Rite, which is two blocks from the existing stop.	all day	

Where	Line	Issue	When	Recommendations*
<b>Garage : Academy</b>				
<b>7/23/09</b>				
<b>Bus Stop Design or Location</b>				
Englewood Hospital	780	Last stop in Englewood near Englewood hospital is by the cemetery, but that last stop is the first stop for the reverse trip. Buses lay over at this location. People waiting at the stop want to get on the bus during the layover, particularly during bad weather.	all day	Move last stop to hospital so people have somewhere to wait.
Paramus	Paramus Lines	No signage in Paramus creates issues for operators and passengers.	all day	
<b>Fare System</b>				
all over	755	Transfers need to be better explained to passengers. Information needs to be more clearly presented.	all day	Provide better explanation on tickets or other notices.

Where	Line	Issue	When	Recommendations*
<b>Garage : Academy</b>				
<b>7/23/09</b>				
<b>Schedule and Routes</b>				
753 Route	753	This route has seen a significant increase in ridership. Boarding time has increased and road conditions contribute to delays. Presently, the schedule allows too much time on the Bergen Mall leg of route (between Bergen Mall and State St and Center Ave) and not enough time from State Street to Anderson Avenue. The traffic signal at Anderson is a significant cause of delays.	Peak hours	Adjust the schedule to take time from the Bergen Mall leg and add time to the portion of the route from State Street to Anderson Ave to accommodate for the traffic signal.
Cresskill	753	Service to Cresskill ends at 6:12pm. Passengers want later service to end at 10:30pm because Academy is the only service that runs all the way to County Road in Cresskill.	6pm	Extend service.
mid-day route locations	753	Mid-day service is infrequent and does not serve the full extent of the route served during peak hours. Senior citizen passengers have asked for more mid-day service.	midday	Passengers have suggested a shuttle bus on River Road from Madison to Washington to operate during the off-peak periods. The shuttle would compensate for the route alterations at midday.

Where	Line	Issue	When	Recommendations*
<b>Garage : Academy</b>				
<b>7/23/09</b>				
<b>Schedule and Routes</b>				
New Milford Route	756	Some versions of the 756 go to New Milford, some don't which creates confusion for New Milford bound passengers. The problem is associated with the express service.	during express route runs	Get rid of the express route.
Hackensack Bus Terminal	76, 762, 780, 712	Three buses leave at the same time from the Hackensack Bus Terminal. Passengers need to be dropped off to make their connections, but drivers can't drop off except for inside the terminal, and buses blocking the terminal make that problematic. Things were better when the Old River Street entrance was used for drop-offs during construction.	noon and 2pm	Adjust schedule so that all three don't leave at once. Use "Old River Street" entrance as an official stop to drop passengers who need to make connection. Get the supervisors out of their car to direct the buses.
Secaucus to New Milford, but particularly Carlstadt, Teaneck, and Bergenfield	772	UPS employees and others want service to Secaucus to start earlier in the day on Saturday. Presently, the first run begins at 10am, which is too late for employees to get to work. Retail customers and employees also have asked for an earlier bus. The same passengers have asked for a bus later in the day to provide a one-seat ride back home after work.	Saturday	Add two routes or so on 772 early in the morning to get people to work in the morning, or split service between additional 772 and 753 service. Alternately, remove the 772 and add more to the 780 route.

Where	Line	Issue	When	Recommendations*
<b>Garage : Academy</b>				
<b>7/23/09</b>				
<b>Schedule and Routes</b>				
772 Route	772	772 is often overcrowded in the morning going to Secaucus.	Morning Peak	
Englewood	780	Buses from Passaic to Englewood run into traffic and deal with high passenger volume. Englewood-bound buses run late. Cedar Lane often has construction which contributes to delays.	12pm to 3pm	
780-route stops	780	Wallington, Garfield, Englewood, and other passengers who work late shifts (up to 11pm at night), have to take 3 buses to get home. Operators have noted that many of these late shift employees work at the hospitals and Stop & Shop.	Saturday night, after 6pm	Add a late run or two. Last run could be around 10:30.
Lodi	780	Passengers on 780 want to go to the K-Mart in Lodi	all day	
route.	780	Bus is over-crowded in the morning rush. Passengers are often left behind	Morning Peak	Need additional bus - 1 in am around 10am and one around 2pm and one around 3pm.

Where	Line	Issue	When	Recommendations*
Garage :	Academy		7/23/09	

### Schedule and Routes

Hasbrouck Heights	780	The schedule says "Lodi" but the bus runs along the boundary, doesn't go into Lodi. This confuses passengers who think they can take the 780 to their destination within Lodi.	all day	Remove Lodi from schedule
hospital routes	780, 752	Request for Sunday service going to the hospitals.	Sunday	

### Street Conditions

Palisade Av	751	Cars are parked in front of stores on-street, which narrows the travel lane on Palisade Av, complicating turning movements for buses. Additional bus stops could be useful on Palisade Ave near the intersection of Edgewater Avenue, but operators are concerned that cars would park in the bus stop.	all day	Place a bus stop near the left turn off of Edgewater onto Palisade Ave (near the park). The stop may help with making turns onto Palisade Avenue.
entrance to Paramus Catholic	751, 755, 756, 163, 175	Transit buses stopped at the "School Bus Stop" at entrance to Paramus Catholic block the jughandle and create traffic conflicts.	mostly school hours	Cut out south of jughandle at Paramus Catholic may help serve the bus service.

Where	Line	Issue	When	Recommendations*
<b>Garage : Academy</b>				
<b>7/23/09</b>				
<b>Street Conditions</b>				
Hackensack Bus Terminal	751, 772, 780	NJ TRANSIT drivers don't share the space in the Hackensack Bus Terminal. Only two NJ TRANSIT routes layover at bus garage (178, 182). NJ TRANSIT drivers should layover at Bridge Street but they aren't doing it.	all day	
Little Ferry Moonachie	772	Moonachie Road in Little Ferry- The crossing guards allow kids to cross against the light.	during school hours	Talk with police department to retrain crossing guards.
New Milford	772	Layover space is always changing because townships are performing construction.	all day	
Cedar Lane	780	Cedar lane has a lot of double-parked cars.	afternoons	
Wallington-Locust and Main	780	Wallington @ Locust and Main- crossing guards stop traffic unnecessarily, cross against the light, and the light is short. Schedules need more time there.	during school hours	Talk with police department to retrain crossing guards.
Hackensack Bus Terminal	all	Hackensack Bus terminal is not maintained, particularly in winter.	winter	



Where	Line	Issue	When	Recommendations*
<b>Garage : Contractor-Coach</b>				
<b>8/4/09</b>				
<b>Bus Stop Design or Location</b>				
Fire Station on Broad Street	702	Courtesy stops are a source of concern for operators. They are concerned about liability.	all day	Provide operators with a list of courtesy stops so that they know where courtesy stops are OK.
Broad Street	702	Passengers have difficulty making the connection from 702 to 72 (on Broad St). The bus stops for the 702 are a significant distance from the stop for the 72. It is often too far for passengers to run to meet the 72 and make the connection.	all day	
Alexander Ave	705	There are no marked stops on Alexander Ave, but people want to disembark on Alexander Ave. Operators do not know which locations are approved courtesy stops.	all day	Provide operators with a list of courtesy stops so that they know where courtesy stops are OK.
McArthur and Harrison in Garfield	707	There are no stops on McArthur or Harrison in Garfield. Passengers want to disembark at every corner.	all day	

Where	Line	Issue	When	Recommendations*
<b>Garage : Contractor-Coach</b>		<b>8/4/09</b>		
<b>Bus Stop Design or Location</b>				
Memorial Drive, Lodi	709	Bus stop spacing is too great. There is a bus stop on Memorial Drive, but the next stop is over the bridge in Garfield. Riders want to disembark by Roosevelt School, but the school stop has been eliminated.	all day	
Getty Av, Paterson	722	There are no stops on Getty Ave in Paterson.	all day	
Valley and Hamburg	744	Most routes go along Valley Road. The Valley Road/Hamburg Turnpike stop, which is on the right side of the road, is very close to a left turn required to stay on route to Paterson. The stop needs to be moved back from the intersection.	all day	
Paramus	758	There are courtesy stops (perhaps unofficial) at Sears and by Bob's Furniture.	all day	
Ridgewood Av	758	At one time there was a bus stop on Ridgewood Av and Oradell Av by the Parkway School. The stop was removed, but people still want to disembark there.	all day	

Where	Line	Issue	When	Recommendations*
<b>Garage : Contractor-Coach</b>				
<b>8/4/09</b>				
<b>Bus Stop Design or Location</b>				
Farview Av	758	Farview Ave has no bus stop signs. The problem occurs on routes that exit Garden State Plaza mall north into Paramus. People want to get off on Farview Av. Riders ask to get off at almost every corner. The majority of riders ask to disembark at Spring Valley Road, Century Road, Midland Ave, Paramus Park Mall, and by the courthouse (Howland). The inbound trip, toward Garden State Plaza, is problematic because passengers want to board the bus near where they disembarked, but there are no marked stops to inform the operators where it is safe to stop and pick up passengers.	all day	Provide operators with a list of courtesy stops so that they know where courtesy stops are OK.
Midland Av, Garfield	758	There are three bus stops in rapid succession on Midland Ave before the police department. At least one can be removed.	all day	

Where	Line	Issue	When	Recommendations*
<b>Garage : Contractor-Coach</b>				
<b>8/4/09</b>				
<b>Bus Stop Design or Location</b>				
all	all	Right now, the inbound and outbound stops can be separated by city blocks, which confuses passengers. Inbound and outbound pairs for bus stops will reduce confusion for passengers.	all day	Provide matched stop pairs (inbound and outbound) where possible. Municipal interference may complicate this.
Leonia	Leonia Lines	Leonia does not allow courtesy stops, even though the stops are permitted by the NJT/Community Coach schedule.	all day	
<b>Fare System</b>				
Clifton HS	705	Pink slips are given to kids at Clifton HS as a voucher to buy discount tickets. Kids use the voucher as a ticket because they don't want to buy the ticket. When they are corrected by the bus operator that the voucher is not a ticket, they have become hostile to the driver.	school hours	Provide one free week program.
all	all	Passengers don't know how many zones a trip is.	all day	Post signs on the bus that explain how many zones a trip is.

Where	Line	Issue	When	Recommendations*
<b>Garage : Contractor-Coach</b>				
<b>8/4/09</b>				
<b>Fare System</b>				
all locations	all lines	Community Coach transfers aren't accepted by NJ TRANSIT operators. The transfers are the same as NJ TRANSIT's transfers, but passengers are told that they are not valid.	all day	
all	all routes, esp. 722	Zones changes require higher fare, but people don't know, or are not informed of zone and fare changes.	all day	Revise the way the schedules are printed. Have solidarity among operators to enforce fare.
<b>Network Complexities</b>				
Clifton	702	Riders get confused because there are two routes on the 702. One goes to Botany Village, one goes to Garfield.	all day	Change the route names. 702G for Garfield. 702B for Botany Village. Also, consider separating bus stops- 702G in one location and 702B in another.
Passaic	702, 704, 705	Language barrier confusion makes communicating difficult in Passaic.	all day	Provide schedules in other languages where language barriers are a problem

Where	Line	Issue	When	Recommendations*
<b>Garage : Contractor-Coach</b>		<b>8/4/09</b>		
<b>Network Complexities</b>				
Passaic Bus Terminal	705	People get on the wrong bus at the Passaic Bus Terminal. One 705 goes to Elmwood Park, one goes to Garden State Plaza. There is no starter at the terminal to help direct people.	all day	It might help if there was a starter or someone to provide info to the riders. Change route numbers to clarify routes (i.e.: 705m for 705 Montclair.)
<b>Policy</b>				
all lines	all lines	Riders use walkie-talkies and make a lot of noise.	all day	Revise the prohibited activity sign to include walkie-talkies.
all locations	all lines operated by Community Coach	When farebox breaks on Community Coach vehicles, Community Coach operators have to collect money, but NJT operators do not collect money if their farebox breaks. Operators are nervous about having so much cash on hand.	all day	

Where	Line	Issue	When	Recommendations*
<b>Garage : Contractor-Coach</b>		<b>8/4/09</b>		
<b>Schedule and Routes</b>				
705 route	705	Route 705 has two buses in the evening but only one in the morning. During the school year, this is problematic because school kids and parents add extra riders in the morning peak. The buses are crowded and run late as a result of boarding/disembarking time for standing-room only capacity.	AM Peak, particularly during the school year	
705 route	705	There are no breaks or recovery during rush hour	Peak hours	
Paterson-Saddle Brook	707	First run leaving Paterson City Hall to Saddle Brook typically serves about 7 people. The 7:07 run has more ridership, but not significantly more. The three morning runs driven by the operator who provided the comment serve only about 60 riders total, and few go all the way to Saddle Brook.	5:30am	
Bloomfield	709	No break time, and no restroom facilities.	all day	

Where	Line	Issue	When	Recommendations*
<b>Garage : Contractor-Coach</b>				
<b>8/4/09</b>				
<b>Schedule and Routes</b>				
Garden State Plaza	709	There is no time for layovers at the mall, and when there is a little time, the restrooms in the mall are a 10 minute walk from the layover spot.	all day	
Garden State Plaza	709, 758	During Christmas season it takes a long time to navigate through the mall. There needs to be a bus that does not go into the mall.	Holiday Shopping Season	Add more runs on 758 (the additional bus) in the morning.
William Paterson University	744	Buses stop at William Paterson U, but nobody gets on or off there. There's a free shuttle that serves the same route as the 744 (also operated by Coach). People ride the shuttle, not the for-pay bus.	all day	Adjust schedule to serve WPU during peak times only- early am and afternoon only.
Market St. to Main St turn	744	Schedule doesn't reflect traffic in downtown Paterson.	Peak hours	
758 run	758	7:30am, 8am, 8:30am buses are over capacity, the runs run late partially due to the overcrowding on the bus, and there's no recovery. This is particularly a problem during the school year.	7:30-8:30am	Run a bus at 7:45 and 8:15, as is done with the 715.



Where	Line	Issue	When	Recommendations*
<b>Garage : Contractor-Coach</b>				
<b>Schedule and Routes</b>				
Palisade Ave	758	There is a school on Palisade Ave that attracts many riders (parents dropping off kids and kids themselves) during the school year. These extra riders can add as many as 50 additional riders per run.	school year	Revise schedules so that they reflect the seasonal changes on routes.
	970	This route involves a lot of dead-heading, and I-80 routes often run into delays.		Adjust schedules to help operators stay on schedule.
<b>Street Conditions</b>				
near Passaic HS	707	During the school year, runs in the vicinity of Passaic HS take additional 15 minutes because of kids getting out of school and traffic signal issues (the green phase is very short). There are police on site, but they don't do enough to keep the kids out of the street.	3-3:30pm	

Where	Line	Issue	When	Recommendations*
<b>Garage : Contractor-Coach</b>		<b>8/4/09</b>		
<b>Street Conditions</b>				
Market Street	707	Operators must make a right turn into Market Street from Passaic Street, but the stop line on Market Street is too near the corner, and cars pull up right to it. Making the right turn often requires that cars on Market Street back up.	all day	
Paterson City Hall	707, 744, 748, 746	School buses are picking up kids at City Hall and block the bus stop.	morning and afternoon	
Lodi	709	Stop bar is too close to the corner for buses making a right onto Main from Garibaldi.	all day	
Bloomfield	709	There are problems making a right turn from Broad to Bay in Bloomfield. There's a bus stop right on the corner, but cars stop right by the stop because the stop bar is there.	all day	Cars should stop by the bridge

Where	Line	Issue	When	Recommendations*
<b>Garage : Contractor-Coach</b>				
<b>8/4/09</b>				
<b>Street Conditions</b>				
William Paterson University Main Campus	744	There's no signal to facilitate left turns from William Paterson University onto Pompton Road (going toward Paterson). Operators sit and wait.	morning and afternoon	A signal is needed here
Haledon	744	At the intersection of Haledon Ave and Holzman St. there's a tire shop on the corner. There are cars parked in the bus stop waiting to be serviced by the tire shop. As a result, turning movements are constrained.	all day	
Main Street Paterson, Passaic Street, Passaic, VanHouten in Paterson	744, 746, 748	Jitney operators park in and block bus stops.	anytime after noon	
downtown Passaic	744, 746, 748	Jitney operators park in the stop and police don't help. Occurs at Garden State Plaza, too.	after 12 noon	

Where	Line	Issue	When	Recommendations*
<b>Garage : Contractor-Coach</b>		<b>8/4/09</b>		
<b>Street Conditions</b>				
Monroe Street	744, 746, 748	Street is narrow and parallel parking creates problems because automobile drivers drive past parking, spaces stop suddenly, and reverse. Bus operators have no room to maneuver around them.	all day	
Paterson	748, 746	Making right onto Market from Main street is difficult because cars are parked along the curb to use an ATM at that corner.	all day	
Plaza Road, Garden State Plaza	758	Garden State Plaza put up a no left turn sign from mall onto Plaza Road and put up barriers on the weekends, but the left turn is part of the route. People going to ShopRite can't get off at the stop by ShopRite when the bus can't turn left.	Friday, Saturday	
<b>Traffic Signals</b>				
Plaza Way and Passaic	709	The left turn phase of the signal on Plaza Way's (left onto Passaic Av) is very short.	all day	

Where	Line	Issue	When	Recommendations*
<b>Garage :</b>	<b>Contractor-Coach</b>	<b>8/4/09</b>		

**Vehicle Condition**

all	970	The 970 buses are in bad condition. No A/C, no lights in the farebox, riders have to step over the engine (it gets very hot).	all day	
all	970	Riders think the buses are jitneys, and pay only \$1. The farebox is behind the operators, which is a safety and fare payment issue.	all day	

<b>Garage :</b>	<b>Fairview</b>	<b>6/22/09</b>		
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**Bus Stop Design or Location**

Bergen Blvd near the overpass	154	154 to Palisades Park: Although there was never an official stop (no sign) passengers picked up at an informal bus stop. A bus stop has been established 1/2 mile down the road, but passengers continue to congregate where the old "stop" was and get abusive with operators because the "stop was always there."	all day	Investigate the genesis of the "old stop." Put a stop where the people want. Communication between NJ TRANSIT and town needs to be improved.
Lincoln Harbor South	158	Need better rider facilities, such as benches and shelters.	all day	Provide benches

Where	Line	Issue	When	Recommendations*
<b>Garage : Fairview</b>				
<b>6/22/09</b>				
<b>Bus Stop Design or Location</b>				
Fairview Avenue	159	Bus stops are too short to accommodate articulated buses.	all times	(JEG) Extend the length of existing bus stops.
Kessler Rehabilitation Center	159	Bus stop was removed. Passengers get confused and annoyed.	all daytime hours	Better notification to municipality, merchants, and residents. Need sign saying that bus stop was moved.
River Rd.- Baldwin to 33rd	159	There are inconsistencies about where bus stops are located. Some are one block apart, others are 1/2 mile or mile apart.	NA	(JEG) Evaluate bus stop placement, rationalize locations, and propose location plan. (Note that more stops are planned along River Rd.)
all locations	All lines	Bus stops do not provide enough information in an easy-to-understand way, and schedules can be difficult to read and confusing for passengers.	all hours	Include more info at bus stops- electronic updates with approximate times stops served to help differentiate between local and express. Consider implementing something like PABT uses (LED displays with audio messages).
<b>Fare System</b>				
PABT	154	Making change at PABT delays departing buses in the PM rush.	PM	Use monthly passes and tickets only for rush hour. Implement smart cards.

Where	Line	Issue	When	Recommendations*
<b>Garage : Fairview</b>				
<b>Fare System</b>				
PABT	159	Making change for fares at PABT delays departing buses in the PM rush.	PM	Limit peak time boardings to riders with tickets or monthly passes. Implement smart cards.
City Place	159	The stop on Gorge Road (northbound) was replaced with a stop at City Place. The fare for the City Place stop is more than the Gorge Road stop because City Place is in a different zone. Passengers don't understand this situation.	all day	(JEG) Consider revision to NJ TRANSIT zone and fare structure here and at similar junctions.
PABT	Common Issue- PABT	People are rushing to get on buses in the PM. They pay in cash because TVMs aren't by buses. Cash transactions delay departures.	PM	Install a TVM upstairs at PABT by the gates.
<b>PABT and Lincoln Tunnel</b>				
PABT	159	Local/ expresses are confusing coming out of PABT gates. Gate assignment is not consistent. Sometimes express is swapped with the local bus. This confuses passengers.	PM rush	(JEG) Check with NJ TRANSIT starter, who should be consistently assigning buses to gates.

Where	Line	Issue	When	Recommendations*
<b>Garage : Fairview</b>		<b>6/22/09</b>		
<b>PABT and Lincoln Tunnel</b>				
PABT	Common Issue- PABT	Takes half-hour to get to gate in PABT. PABT police send buses around the block, and there's no operator courtesy, allowing buses with passengers to jump ahead of Not In Service buses waiting to begin their runs. Buses have difficulty getting to the south tube of the Lincoln Tunnel to get aligned for ramp access to PABT. Buses compete with cars for tunnel access between the toll booths and the south tube entrance.	PM	Using 300 and 200 gates in rush hour has helped. Put cones going from toll booths to tunnel to maintain bus lane in the south tube. This was done once for a little while. The effect was positive. (JEG) Discuss issue with PABT and revise protocol for bus access to levels 3 and 4 at PABT.
<b>Schedule and Routes</b>				
Along Bergenline Avenue	154	There are more express riders than scheduled express buses.	AM	Extend express routes 1/2 hour later to 8:30am instead of 8am.



Where	Line	Issue	When	Recommendations*
<b>Garage : Fairview</b>				
<b>6/22/09</b>				
<b>Schedule and Routes</b>				
32nd and Bergenline Avenue to 60th/70th Street and Bergenline Avenue	154	Local riders are using the express service. Many are traveling from work locations near 32nd St. to home locations around 60th street.	PM	Conduct ridechecks beginning 4:30pm to determine magnitude of the problem. Operators cannot screen each boarding passenger to determine whether they belong on an express or local.
Within the first two zones	154	Local riders in the morning. When discharging outbound passengers (picked up at PABT), there are waiting passengers looking to board the bus within the first two zones. Operators are not supposed to pick up passengers in this area on express runs.	AM	Run a local behind outbound 154 express in the morning.
	156	Not enough layover time. Traffic congestion makes it difficult to keep schedule.	all day	None proposed
	158	Passengers are left behind because there is not enough bus service in the AM. Jitneys are picking up the passengers left behind.	AM	Add an additional bus

Where	Line	Issue	When	Recommendations*
<b>Garage : Fairview</b>		<b>6/22/09</b>		
<b>Schedule and Routes</b>				
	158	Service needs to be extended to late nights & weekends because people go into NYC for leisure after work and on weekends.	PM and Overnight	Extend service that runs until 2am
	158	Not enough layover time	all day	
PABT	158	158- River Road, Run 19: Schedule allows too much time to get from PABT to Gorge Rd.	Run that departs PABT at 2:00PM	Leave later or adjust schedule to add extra time at the end of the run.
River Road	159	River Rd. needs more service.	all hours	Add service; coordinate with the existing light rail service
Between 48th St. and 32nd St. in Union City	159	Line chronically runs late	all hours	(JEG) Assess on-time performance and make schedule adjustments.
48th Street and Bergenline Avenue	159	159 Local to Linwood Park: Schedule allows too much time to get to the light rail stop.	PM	(JEG) Adjust schedule.
Bergenline Avenue	159	Chronically runs late	all day	(JEG) Check operations issues and travel time.

Where	Line	Issue	When	Recommendations*
<b>Garage : Fairview</b>		<b>6/22/09</b>		

### Schedule and Routes

Bergenline Avenue and Linwood-Fairview Avenue all the way to GWB.	159	159 Local to Linwood (Run 1): Jitneys are serving population that has to go over the GWB because only 181 does it today. Two to three jitneys are ahead of each bus on the 159 line each day. More NJT service is needed, and that service needs to go across the GWB, not just stop at it. The jitneys go across the bridge and are picking up passengers that would otherwise use NJT service.	AM	Add a variation to the 159 that runs up Anderson and continues past 48th Street over the GWB. Call it "159-GWB"
	159	Not enough layover time	all day	

### Street Conditions

Baldwin Ave and River Road	156	Chronic accident location	all day	(JEG) Conduct a traffic safety assessment.
from Palisade Avenue to Woodcliff Avenue	156	Right turn is difficult because of parked cars	AM and PM	(JEG) Eliminate space at the corner on the east side of Woodcliff Ave.

Where	Line	Issue	When	Recommendations*
<b>Garage : Fairview</b>		<b>6/22/09</b>		
<b>Street Conditions</b>				
Bergenline and 37th & New York Avenue	159	Bus stops are used for parking and 37th Street is narrow. Buses cannot pull into stops, which makes it impossible to pick of wheelchair-bound passengers without blocking all lanes of traffic.		Raise fines for illegal parking in bus stops and deploy stricter enforcement.
Corner of Main Street and Center	159	The bus stop is short in length, particularly for the articulated buses, and jitneys are always clogging it up. Cops don't hassle NJT, and sometimes they try to move the jitneys, but not always. The jitneys take riders who would have boarded NJT bus.	AM	Extend bus stop or put it up further. Increase fines for parking or idling in bus stops.
Rt. 5 and Anderson Avenue	159	There is a school near the Rt.5 and Anderson Avenue intersection. School children are dropped off in front of the school, and children are crossing the street at random locations. This conflict results in delays.	AM and afternoon during school dismissal	Work with school to have drop-off and pick-up take place in the rear of the school (Plateau Avenue), not on Anderson Avenue.

Where	Line	Issue	When	Recommendations*
<b>Garage : Fairview</b>		<b>6/22/09</b>		
<b>Street Conditions</b>				
47th and 32nd on Bergenline Avenue	159	Traffic congestion causes delays and complicates turning movements. Cars parked on each side of the road further narrow the street. Metered parking is available on the left side of the street. Parking is prohibited on the right side, but people park there anyway.	PM rush and weekends worst	Police need to enforce no parking on right side of the street.
Bergenline Avenue onto 48th Street	159	Difficult left and right turns due to narrow streets with traffic and parked cars. Customers of the water store park in the bus stop.	AM & PM	(JEG) Check traffic engineering issues and remedies; seek local enforcement of no parking regulation.
Bergenline Avenue, particularly between 64th and 32nd St.	159	Almost impossible to get bus into bus stops because of parked cars. Operators can get tickets for blocking traffic.	PM	Enforce no car parking in bus stops.

Where	Line	Issue	When	Recommendations*
<b>Garage : Fairview</b>		<b>6/22/09</b>		
<b>Street Conditions</b>				
47th and 32nd Streets on Bergenline Avenue	22	Traffic congestion causes delays and complicates turning movements. Cars parked on each side of the road further narrow the street. Parking is prohibited on the right side, but people park there anyway. Meters are provided on the left side of the street.	PM rush and weekends worst	Police need to enforce no parking on right side of the street.
Bergenline Avenue	48	Road conditions significantly affect this line-- it shares most of the same problems experienced by the 159 on Bergenline	all day	
47th and 32nd Streets on Bergenline Avenue	84	Traffic congestion causes delays and complicates turning movements. Cars parked on each side of the road further narrow the street. Parking is prohibited on the right side, but people park there anyway. Meters are provided on the left side of the street.	PM rush and weekends worst	Police need to enforce no parking on right side of the street.

Where	Line	Issue	When	Recommendations*
<b>Garage : Fairview</b>		<b>6/22/09</b>		
<b>Street Conditions</b>				
49th Street and Bergenline Avenue	Common Issue- Road Conditions	Road congestion and safety issues due to cars parked illegally and pedestrians crossing the street at random locations. Drivers and pedestrians are using the light rail or going to Dunkin' Donuts.	AM & PM	(JEG) Identify magnitude of the problem and assess traffic engineering solutions.
Bergenline Avenue & 55th Street	Common Issue- Road Conditions	Supermarket delivery trucks make deliveries at random times throughout the day, narrowing the road. The Post Office is across the street, but it usually poses little problem.	all day	(JEG) Issue for discussion during Advisory Committee and TAC meetings with stakeholders.
Border of Edgewater and Ft. Lee, continuing to Veterans Field	Common Issue- Road Conditions	Rough road conditions as a result of potholes.	all day	Repaving is anticipated to start in July.
30th St & Bergenline Avenue	Common Issue- Road Conditions	Bank patrons park in the bus stop, particularly on Friday afternoons.	Friday afternoon	Enforce parking restrictions.

Where	Line	Issue	When	Recommendations*
<b>Garage : Fairview</b>		<b>6/22/09</b>		
<b>Street Conditions</b>				
New York Avenue onto 48th Street and	Common Issue- Road Conditions	Difficult left and right turns. Tight turn into traffic and traffic congestion.	all hours	(JEG) Remove one parking space on 48th Street and enforce no parking.
<b>Traffic Signals</b>				
Rt. 5 and Anderson Avenue	159	Crossing Rt. 5 is complicated because there is an inadequate green time for Anderson Avenue traffic. Light rail complicates things even more because there are three additional lines-- 83, 84, 181-- all trying to turn at once.	AM	(JEG) Check traffic operations and evaluate alternate signal timing and phasing.
<b>Vehicle Condition</b>				
NA	Common Issue- Vehicle Condition	Sometimes buses are not properly cleaned over the weekend	weekends	



Where	Line	Issue	When	Recommendations*
<b>Garage : Market Street-AM</b>				
<b>8/18/09-A</b>				
<b>Bus Stop Design or Location</b>				
Harrison St. and Center St	703	There's a very long distance between stops.		
Union Ave	712	Union Avenue by Norge Building Supply to Furler Street: the bus stops are too far apart. There is a new strip mall across from Norge Building supply that needs service.		Add additional stops
<b>Fare System</b>				
		Paying for multiple passengers on the local buses is complicated because each fare has to be rung up separately.		Install the express bus fare box with the sum function on local buses.
		Passengers get confused with transfers. The former 2 and 3 Transfers allowed passengers to pre-pay the whole next leg.		Reinstate the 2 and 3 Zone Transfers.
	72	Fare zones between the 72 and 74 create confusion.		Reduce one zone on the 72 to make the trip a 3 zone trip.

Where	Line	Issue	When	Recommendations*
Garage :	Market Street-AM	8/18/09-A		
<b>Fare System</b>				
	72 and others	The fare system is confusing and NJ TRANSIT does not support operators in their enforcement of the regulations.		<p>Include permanent signage or leaflets in Spanish and English explaining how the fare system works. Include transfers, zones, time limits on transfers, continuations. Text messaging works for existing passengers but for new passengers, a better method is required. Post a card or sticker on the side of the bus (outside).</p> <p>Consider giving express bus one fare and local buses another single fare. A weekly or bi-weekly pass would help, but in Paterson, where riders have a choice of jitney or bus, riders would be reluctant to buy a pass. For child fares implement a policy, "If it takes up a seat, it pays a fare."</p>

Where	Line	Issue	When	Recommendations*
Garage :	Market Street-AM	8/18/09-A		

### Network Complexities

		There are too many transfers for passengers to get to work. Some transfers need to be eliminated by extending service.		Eliminate one of the transfers between Paterson to East Orange. Extend services to; Paterson and Parsippany and Fairfield. All buses seem to stop at Bloomfield Avenue; extend one of these services.
subway	74	It gets confusing for 74 riders because some route variations go Washington Ave.	all day	Change the buses on the Washington Avenue route to read "74-W" for the 74-Washington.

### Passenger Communication

Market Street		Paterson lost its print shop. They need schedules (timetables).		Provide more schedules. Put a sticker on the farebox that says, "If you want a schedule ask your operator."
		Operators need information on connecting routes.		Provide information for operators on lines that connect with the routes they drive. Have a table that lists O/D. Or have the Trip Planner system that works with cell phones.

Where	Line	Issue	When	Recommendations*
<b>Garage : Market Street-AM</b>				
<b>8/18/09-A</b>				
<b>Schedule and Routes</b>				
		Passengers from Paterson want to go to Great Adventure, Atlantic City, Mountain Creek, Mohegan Sun.		There used to be a 308 line that went to Atlantic City and Great Adventure. Consider reinstating it.
Passaic-Wallington		A local line is needed to take ridership demand from the 100-series that serve Union City.	am	Coordinate this new local service with service to industrial areas (Carlstadt). Consider a modification to the 703/770 route. Start the route in Passaic, near the Passaic Terminal, run service into Wallington to Gregory Avenue, into the industrial areas, touch Secaucus, and end in Union City. Layover in morning could occur at Weehawken lot. Service should run every 20 minutes to start in the peak.

Where	Line	Issue	When	Recommendations*
<b>Garage : Market Street-AM</b>				
<b>8/18/09-A</b>				
<b>Schedule and Routes</b>				
Paterson and Union City		There is no service between Paterson and Union City between 7 and 10am. The existing route between Paterson and Union City between 7 and 10am requires two or more transfers.	am	Run service similar to the 190 and 161 route: Downtown Paterson, down Main Street Corridor, to Passaic and Union City. Run a leg of that route through Nutley on Entin Road to service office park (similar to the 192). Reinstate Entin Road on 192 only in rush hour. Consider running a branch of the 74: make a left on River Road, on to Entin, then onto its usual route, and coming back continue down River Road, but don't come back to Main Street. This line should service subway.
		Passengers want to go to Edgewater. Passengers are primarily from Hackensack, but some are from Paterson.		
Haledon	703	Extend two hours later in the evening with service into Haledon.	After 8pm	Extend to 10pm.

Where	Line	Issue	When	Recommendations*
<b>Garage : Market Street-AM</b>				
<b>8/18/09-A</b>				
<b>Schedule and Routes</b>				
Paterson Plank Road	703 and 712	Buses tend to have too much run time between Giants Stadium, Wallington, and Passaic Terminal (Paterson Plank Road) because businesses have closed and ridership has declined.	all day	Reallocate run time to other segments.
Trenton Ave and Lakewood Ave	703 and 712	The Alabama Projects (Trenton and Lakeview Avenue) have been closed down, so ridership has been lost and there are problems with schedule as a result. Buses run hot because there isn't enough ridership. There are extra trips on the 712 during the school year that are no longer needed because the project is closed. (There is some dispute about how great an issue this is. It is not an issue on Run 1).	all day	Reallocate time in section (Trenton and Lakeview Avenues) to other segments.
Rosa Parks Blvd	704	Rosa Parks Blvd is in bad shape, but the route that the buses travel is appropriate.		Pave roads.

Where	Line	Issue	When	Recommendations*
<b>Garage : Market Street-AM</b>				
<b>8/18/09-A</b>				
<b>Schedule and Routes</b>				
Willowbrook	704	Trip currently ends at Willowbrook Mall. There are riders who want to go up to Parsippany and Fairfield.	mid-day	Extend service to Essex Fells Mall which provides a connection on Bloomfield Ave. Lakeland runs service on Rt.46, but they have little ridership during mid-day. Work with Lakeland to extend service in the mid-day.
Bergen County Community College	704	Service is needed east of Paramus Road, but the 704 may not be the best route to adapt to provide this additional service.	all	Use the 770 or 772. Loop the service down the other end of Paramus Road to BCCC and include Bergen Town Center in Paramus. End at the mall or extend to Hackensack Terminal. Make the right on Rochelle Avenue, tie back to Garden State Plaza. (The 722 does a similar route but doesn't go to BCCC.) Consider adapting the 770 to travel the route the 171 used to take. Pull the 171 out of Fairlawn and send it down Rt. 4.
Paterson	704	Service does not run late enough	pm	Extend to 11pm.

Where	Line	Issue	When	Recommendations*
<b>Garage :</b>	<b>Market Street-AM</b>	<b>8/18/09-A</b>		

**Schedule and Routes**

Paterson	704	There's no way to get back to Rosa Parks Blvd at night, particularly a problem for mall workers. There's no way to connect to Riverside through Broadway Terminal.	pm weekdays	Extend service to 11pm or 11:30. On Saturday extend to 9pm. Sunday is OK as is.
Paterson	704	There are fewer riders going to downtown Paterson. The downtown riders are there for specific reasons (elderly shoppers and school).		Send the route downtown for a connection, then express to Fairfield. Bypass the Main/Broadway/Market bottleneck. The majority of riders coming from Riverside shop downtown. Come down River Street, around Memorial Drive near Broadway terminal, then come in the back way near Market Street garage, then go up McBride to service Kennedy High School. If Memorial Drive is used, though, more stops will be needed.
Hackensack	712	Essex Street in Hackensack-- all passengers have to get off at the terminal. Passengers getting off at the terminal often continue on 83, 178, 182 to Bogota.		Extend service to the Sears parking lot instead of ending at Hackensack Terminal, or extend to Riverside Square (north, not east). Extending to Riverside Square will eliminate 751.



Where	Line	Issue	When	Recommendations*
Garage :	Market Street-AM	8/18/09-A		
<b>Schedule and Routes</b>				
	712	The Minnisink service is used by the North Jersey Developmental Center only.		The Minnisink service could be reduced, but there are three shifts at the Developmental Center, so the service changes need to be coordinated with the center. (Possibly include service hours but change headways)

Where	Line	Issue	When	Recommendations*
Garage :	Market Street-AM	8/18/09-A		

**Schedule and Routes**

Hackensack and Paterson	712	The heaviest trip was Run 5 (6am), which was the first run out of Hackensack. This route ended at Paterson and has standing room only. Other runs are very light.	am	Create a 712 express, out of Hackensack Terminal past Hackensack Medical Center. Get on I-80 and go Express to Willowbrook, or go express to City Hall, then express to Willowbrook Mall. Add a second route that goes from Willowbrook to City Hall. Consider running the first route out of Hackensack to industrial areas first, then go down Edison Drive to Willowbrook. Other suggestions include an express: 712 XX-Hackensack Express to Mall and/or 712 X express to City Hall and then to Mall. Run the local from Marcal Paper in Elmwood Park through City Hall to the Totowa industrial area, via Union Ave. Run the route 7 days. This route will eliminate the Saddle Brook route that has no ridership. The City Hall - Willowbrook route via industrial should be weekday only. Consider working a stop into the Rt. 23 Transit Center.
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Where	Line	Issue	When	Recommendations*
<b>Garage : Market Street-AM</b>				
<b>8/18/09-A</b>				
<b>Schedule and Routes</b>				
Paterson - Wayne	72	Need more service between Paterson and Wayne Hills Mall, Preakness Shopping Center. The 744 services this area but runs late and riders complain.	shopping hours	The 744 is run by a contractor, but the service is not as "good" as the NJ TRANSIT service. The 72 needs to help out and extend to Wayne.

Where	Line	Issue	When	Recommendations*
Garage :	Market Street-AM	8/18/09-A		

**Schedule and Routes**

	72	There is no express route from Paterson to the airport.	7 days, 3 am to 2am, every 10 to 15 minutes	The Go Bus route might work for the future. There is a GoBus from Bloomfield to the airport, Go Bus 28 (258). The new route will begin at the Bloomfield RR station, onto Bloomfield Ave and stop on Watessing Park, limited stops down Bloomfield Ave, to Grove Street LR Station, to Columbus Hospital Stop, to Bloomfield Subway Station and then Clifton Avenue. One version will continue down to Summer and Park and then continue to Broad Street, Military Park, and end at Broad and Market. The other version will travel to NJIT and on to Broad Street. Both routes will continue to Lincoln Park and then to Newark Liberty International Airport.
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Where	Line	Issue	When	Recommendations*
<b>Garage : Market Street-AM</b>				
<b>8/18/09-A</b>				
<b>Schedule and Routes</b>				
Paterson- Newark	72	Paterson to Bloomfield service was reduced. Paterson riders are not comfortable taking the 74 to connect with Newark subway. People like a one-seat ride.	peak hours	The old 72 Express was cut. An express route needs to be reinstated between Paterson and Newark express down Bloomfield Ave to Newark Penn Station. Begin the express route in Bloomfield.
Montclair	72	There is no direct service to Montclair State University. Montclair students and employees go to the university via Willowbrook. The economy has forced students to live at home and commute to school.	all day	Modify the 72 to include Montclair State; run on Valley Road; coordinate schedule service with MSU student schedules.

Where	Line	Issue	When	Recommendations*
Garage :	Market Street-AM	8/18/09-A		

**Schedule and Routes**

190 route	74	The 190 does not pick up local people, but they're supposed to. 190 used to be NYC-only. The 190 drivers tell the local riders to wait for the 74, and they get on the jitneys because the vans arrive at the stop before the 74 gets to the stop.	peak	Make the 190 a NYC-only route, but in doing so, other service has to pick up the slack between Passaic and Paterson and Newark so that the 74 doesn't get overwhelmed. Consider one fare zone from Paterson to Passaic to keep people off the jitneys. The fare zone should end at Clifton Commons (Kingsland) to Paterson (will include Passaic, Nutley, Clifton, Paterson). If the 190 is 190X, the schedule for the 74 needs to be adjusted to allow additional running time to accommodate additional ridership.
Clifton Commons	74	Service to Delawanna is still necessary. More 74-Washington service is needed.	off-peak	Set service hours based on hours of retailers (Target) in Clifton Commons-- make last run around 9:45pm, and extended service during the holidays.

Where	Line	Issue	When	Recommendations*
<b>Garage : Market Street-AM2</b>				
<b>8/19/09</b>				
<b>Bus Stop Design or Location</b>				
Wallington	160	Park and Ride facilities would be useful on this line, especially along Paterson Avenue.		Wallington Lanes near Rose Street may be a good location; Other potential locations on Paterson Ave include the shopping center at Atkins Terrace, or Triumph Court.
Bogota	182	More stops are needed in Bogota.		
<b>Fare System</b>				
		Tickets and passes are sold in limited locations.		TVMs are needed in Whartondike, Glen Ridge Station, Ridgewood Terminal. Consider also selling tickets at the factories and other blue-collar employment centers.
		Fare system is confusing and policies are difficult to read on schedules		Consider developing a fare policy pamphlet.
		On monthly pass tickets, the print identifying the number of zones wears out. It seems that there are not enough colors for the passes.		Develop a new pass format that prevents this problem. Add more colors and print the month or number of the month in bold on the passes.

Where	Line	Issue	When	Recommendations*
<b>Garage :</b>	<b>Market Street-AM2</b>	<b>8/19/09</b>		
<b>Fare System</b>				
	164	On the first runs in the morning, operators don't have enough change for all the \$20s used by passengers to pay fare.	am	Improve communication with passengers regarding \$20 in the am. Consider additional outreach.
PABT-bound routes	all	Passengers don't understand why they can't pay the difference on an intra-state pass to cross the river.		Develop a fare that is standard to add to the intra-state pass, such as \$1, to allow intra-state passengers to cross into NYC.
<b>Network Complexities</b>				
		Riders out of PABT get confused between local and express service.		At PABT, include notices that clarifies which bus goes where. Use letters. Consider "ONLY FAIRLAWN" or have better customer service assistance on platforms at PABT.
	164, 144, 146, 148	The schedule is very complicated and includes a route (144) that Market Street Garage doesn't run.		Consider including 164 and 148 on one schedule and 145 on another schedule.



Where	Line	Issue	When	Recommendations*
Garage :	Market Street-AM2		8/19/09	

### Passenger Communication

		Bus schedule information is not widely available at stops.		Add more information at shelters. Consider digital signs with information that can be changed remotely. System needs to be bilingual (Spanish and Polish in certain areas of Clifton and Wallington). Arabic is needed in South Paterson. Consider phone system using bus shelter ID.
		Passengers can't read English.		Consider graphic-based information.
		Passengers ask operators all manner of transit questions.		Reinstate the "800" number. Right now, the information line is a pay call on 973 and the line is usually busy.

### Schedule and Routes

		Riders ask for service from Paterson to Great Adventure (Six Flags). Right now, riders have to go to Newark or New York. Also consider Jersey Shore.		Consider a variation of the 308 route to go to Great Adventure. Run the service up to Halloween and late at night. Run a 318 out of Market Street to Atlantic City.
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Where	Line	Issue	When	Recommendations*
<b>Garage :</b>	<b>Market Street-AM2</b>	<b>8/19/09</b>		

**Schedule and Routes**

Paramus	145	The 8:25am bus is carrying standees. Passengers are coming from new townhomes.	8:25 am	Shift the existing 8:10am bus back by 5-10 minutes (8:15 or 8:20am), and shift the 8:25am back to 8:30am. (Note that there are bus stop signs on Century Road. These stops are new, and used heavily by parents dropping children off at the new schools.)
Saddle Brook	160	There are 7 railroad crossings on the route. The worst grade crossing delay occurs at a brick factory under the I-80 overpass in Saddle Brook that fills up and takes forever. This occurs around 6pm. A similar problem occurs at 9am at Monroe Street in Garfield	6PM	No way to avoid the RR crossings because there are people being served near the RR tracks. The only option is to see the train coming and make the left onto Market Street.
Union City	160	There is a lot of ridership that gets off in Union City in the pm peak. Riders come from Elmwood Park industrial area to Union City.	pm	Institute a local service that serves Elmwood Park to Union City.

Where	Line	Issue	When	Recommendations*
<b>Garage : Market Street-AM2</b>				
<b>Schedule and Routes</b>				
OB from NYC	160	Service stops running at 9pm.	after 9pm	Extend service out of NYC later at night. Run the full local route. This service could help provide service to the 164 riders late at night. Run the service until 11pm to 12am.
	160	This route is a weekday rush hours only and never on weekends. There are people who need to go back to NYC in the mid-day. The last bus in the am peak and the first in the pm peak is over-crowded.	Saturday and Sunday	Extend to weekends for sporting events- Saturday and Sunday. Sporting events are at MSG and Secaucus. Try a 9am bus and a 4pm bus (2 buses, both Saturday and Sunday). Extend service during the mid-day at 60 min headways. No need to extend past 5pm during the week.
Union City	160 and others	There's too much service through Union City, particularly at the Post Office. Operators on PABT routes lose at least a half hour going through Union City in the pm. In the am coming back from NYC, accidents and other problems can cost an hour.	all day, peak especially	Run local routes to pick up ridership and allow NYC routes to stay on XBL. Improve communication at PABT to funnel local riders onto local routes (new or existing) to allow express buses to bypass Union City.

Where	Line	Issue	When	Recommendations*
Garage :	Market Street-AM2	8/19/09		

### Schedule and Routes

160T	More service is needed for the Turnpike Express service. There are only four AM inbound buses (6:40-7:25am) and three PM outbound buses (5:20-6:30pm)	am peak	Extend service earlier (6am or 6:15am) and then try to add another one within the existing schedule. Add two more runs in the evening: 4:35- 4:45pm; 6:20pm. Additional recommendation is to swap out one local for an express, and add one bus. (Adding more buses in the evening might be logistically difficult through the tunnel and at PABT, but the Market Street buses use the basement of PABT, so they are less troubled by the problems at PABT experienced by operators who use the upper levels.)
164	Regular weekday riders on the 164 are confused about weekend service on the 164. The 164 passengers during the week have asked for more service on weekends.	Weekends	Schedule shows hourly service 6:50am-11:50pm on weekends. However, riders consider it to be sparse. Consider adding additional weekend service.

Where	Line	Issue	When	Recommendations*
<b>Garage : Market Street-AM2</b>				
<b>Schedule and Routes</b>				
NYC- Hackensack	164	The local 164 goes through every town and takes much longer than the express. In the evenings, there are many riders who want the 164 express service, but it stops running at the end of the pm peak period. Riders are taking cabs into NJ just to avoid having to take this local route.	7:30pm	Split the bus route and create an express-style that goes right into Hackensack from PABT like the Saddle River express. Run this service between 9:00pm end at 10pm.
Giants Stadium	703	There is no service to the flea market and Secaucus. The last stop is too far from the arena and stadium. Elderly and people with children have a long walk to the facilities from the current stop.	Saturday and Sundays during the summer	Reroute the service to serve the flea market that sets up on the SW corner of Giants Stadium. Consider rerouting to get closer to the arena and stadium facilities.
	72	There needs to be more weekend service.	weekends	Service runs from 6:20am-8:37pm at 30-40 minute headways on weekends. Add service to 11pm.

Where	Line	Issue	When	Recommendations*
<b>Garage : Market Street-AM2</b>				
<b>8/19/09</b>				
<b>Street Conditions</b>				
Fairlawn	145	Making the right turn from Saddle River Rd (SB) to Morlot Avenue (WB)- some operators find this turn to be tight because the stop bar on the EB approach is too close to the corner. Intersection is signalized.		Move the stop bar back.
Wallington	160	In Wallington/ Wood-Ridge, the left off of Lodi Road onto Main Avenue by Seven/Eleven Store, Farmland Dairies is very bad. There is no traffic light, only a stop sign. Ridership is very heavy here. Lodi Road is one-lane in each direction.		Investigate feasibility of a traffic signal. The route can be adjusted to bypass the loop that incorporates this left turn, but then a large bus stop will be required. The bus stop will require a cut-out because 20 passengers board at this location, and the road is only two lanes.

Where	Line	Issue	When	Recommendations*
<b>Garage : Market Street-AM2</b>				
<b>8/19/09</b>				
<b>Street Conditions</b>				
Glen Rock	164	During school hours, Maple Avenue up to Rock Road, school traffic results in delays in the morning.	am	Consider moving the school drop off to the back of the school. Educate crossing guards about more efficient service (waiting to cross groups instead of one at a time). Add additional three to five minutes running time in the morning for inbound service or consider detour around school in the am, from 7 to 8:15. Move the bus stop that is on Maple between Ackerman and Rock Road back a bit so that buses can pick up passengers and then make a left to detour around the school during the morning school drop off period.
Saddle Brook	all	On Route 80E in Saddle Brook, auto drivers get lost and confused by the various exits, fly across lanes creating safety issues for all drivers on the road, including bus operators.	all times	Suggest painting lanes as is done on RT. 17 S approaching RT. 4 in Paramus. Consider other traffic engineering solutions.

Where	Line	Issue	When	Recommendations*
<b>Garage :</b>	<b>Market Street-AM2</b>		<b>8/19/09</b>	

**Traffic Signals**

Saddle River	145	Morlot and Saddle River Road left turn traffic signal green phase is too short. Operators wait two or more phases.	am	Examine a signal timing and phasing to recommend changes.
Garfield	160	Two lights with short green phases are at Passaic Street and Palisade Avenue (Garfield) and by Lowes at Midland and Monroe by railroad station. Operators lose time because of these delays.	am	Need additional running time inbound to NYC. Examine signal timing to recommend changes.

<b>Garage :</b>	<b>Market Street-PM</b>		<b>8/18/09-B</b>	
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**Fare System**

GWB		The bridge fare is too high, which gives business to jitneys, and making change for the current \$1.35 fare creates delays; drivers run out of change.		Reduce fare to \$1 to cross the GW bridge.
	171	The number of zones from Paterson to New York is too much and makes the jitneys a more attractive option.		Reduce the zones from Paterson to New York from five to three zones for the 170X. Keep the zones on the 171 as a local.



Where	Line	Issue	When	Recommendations*
Garage :	Market Street-PM	8/18/09-B		
<b>Fare System</b>				
	178, 182	The existing bus type may not be appropriate for these routes, which operate more like local routes. The farebox, particularly, is set for making change, and making change is a source of delay.		Switching to a local-style route bus (not a cruiser) may help because making change causes additional delays. Exact fare may be appropriate to improve running time. Even though these routes are NYC routes that do make change, they behave like local routes. Require tickets only on these routes. (Tickets only was tried years ago and it failed because riders get agitated; however, the 161 is ticket-only.) Enforcement is what is required to improve the situation related to fares. Install TVMs on platforms at Bridge Plaza.
	178, 182	The 182 schedule has a notice about the transfer. The 178 does not.		Print the same notice about transfers.

Where	Line	Issue	When	Recommendations*
Garage :	Market Street-PM	8/18/09-B		
<b>Passenger Communication</b>				
		Passengers are not informed ahead of time about holidays.		Announce the Friday before Monday holidays. Use bus Public Address System. Post notices. Yellow notices used to be employed; bring them back.
		Transfers and round trip ticket policies are confusing. Passengers abuse free-ride child policies.		Post rules and explanations regarding fare policies.
<b>Schedule and Routes</b>				
		Passengers have expressed a desire for service between the bridge terminals.		Add a bridge shuttle that goes between Bridge Plaza (NJ sides) and GWB terminal (NY side).
		Edgewater has developed significantly. More service is needed to Edgewater.		Extend service on 181 or improve connections to Edgewater.

Where	Line	Issue	When	Recommendations*
Garage :	Market Street-PM	8/18/09-B		

**Schedule and Routes**

Paterson to GWB	171	Ridership has decreased by 75%.		Consider alternatives: 1: Run a 170 X (Rt. 4 express- like the jitneys) and keep the 171 operating similar to how it runs, but reduce headways to 30 mins in peak hour. Send the 170X to the mall all day. 2: Send 770 through to Fairlawn during rush, send 171 more direct like the 770 now runs (skip Fairlawn). 3: Run 170X with limited number of stops (Paterson Broadway, Paramus Road, GSP, Bergen Mall, Teaneck Road to Bridge Plaza) like the GoBus (BRT)-- no time points, just leave/arrive time.
Fairlawn	171	Nobody goes to Nabisco on 208 anymore.		Remove Nabisco stop and re-route service.
Paramus	171	Runtime to Bergen Town Center (Paramus) is too long.	all day	Reduce running time by 5 minutes on outbound runs.

Where	Line	Issue	When	Recommendations*
<b>Garage : Market Street-PM</b>				
<b>8/18/09-B</b>				
<b>Schedule and Routes</b>				
Paterson	171	The Rt. 20 bridge (33rd and 11th time point)-- Fairlawn into Paterson-- traffic light causes delays.	afternoon	Add the 5 minutes taken from the Bergen Town Center segment and add to the Morlot Ave bridge.
GWB	175	Not enough buses in the morning outbound. The first bus is after 7:05am.	am	Adjust schedule to Ridgewood for weekday, am rush only.
Bergen County	175	The majority of passengers in Glen Rock and Ridgewood want to go to the mall. Few want to go to GWB. BCCC wants more service, but more service cannot be added and keep Ridgewood/Glen Rock. Students going to BCCC are coming from NYC now, too.	all day	Consider: 1: Stop at mall. 2: Stop at BCCC, but bypass Glen Rock (use the 164 to pick up the Glen Rock/Ridgewood gap). 3: Stop at Paramus Park. 4: Adjust route to run 60 minute headways out of Ridgewood and 30 minutes out of BCCC. 5: Add another route that goes from GWB to Teaneck and then direct on Rt. 4 to BCCC.

Where	Line	Issue	When	Recommendations*
<b>Garage :</b>	<b>Market Street-PM</b>	<b>8/18/09-B</b>		

**Schedule and Routes**

Ridgefield	178, 182	Passengers want to go to Overpeck Center. There's a new hotel in the area. Hotel manager wants the 166, but there are others from the bridge who want to go to Overpeck Center to work.	peak hour, mostly	The 166 serves Overpeck Center. Add a diversion on the 182 to Overpeck Center (inbound): right on lower Teaneck Rd, left on Challenger Blvd, exit complex to Turnpike. This route bypasses Glenpointe. Alternately, go to Glenpointe first then divert to Overpeck Center. Westbound trip may require double-backing. Also, consider alternating service-- every other run goes to Glenpointe.
	178, 182	There is overcrowding at the Oradell Garage.		Move the 186 to Market Street Garage. Also add the 163 to Market Street Garage.
	178, 182	Passengers prefer the 182-- it is often very crowded and 178, which is similar, has less passengers. The 182 works like an express.		Consider adjusting the 182/178 schedule to run like the 780.

Where	Line	Issue	When	Recommendations*
<b>Garage : Market Street-PM</b>				
<b>8/18/09-B</b>				
<b>Schedule and Routes</b>				
Hackensack	178, 182	Passengers want to go to the County Jail in Hackensack or Immigration, Social Security Office (both on Sussex Street, past the Courthouse). The last stop is Hackensack Bus Terminal. Passengers have to walk 1/2 mile down the road.	weekly	Extend either route (178, 182) to the jail/ Immigration/SSA seven days a week. 178 now uses Main Street to Cedar Lane. 182 now goes River St. Adjust routes to remove River St from the routes. To get to the jail, do not send 178/182 to terminal first-- go down State Street , down Hudson, past Bergen County complex to Rt. 80 interchange, turn around and head back to the terminal. Stop at jail on the way back to terminal. To leave Hackensack out of terminal, turn left, then left again, go down River St., and up Main Street.
leaving NYC	178, 182	Service needs to run later, particularly on the 178. Last bus leaving is at 9pm.	evenings, weekends	Add later service to midnight on Saturday, and Sunday to 11pm, with 60 minute headways. Schedule needs to include more recovery time on weekends because GWB conditions are bad.

Where	Line	Issue	When	Recommendations*
<b>Garage : Market Street-PM</b>				
<b>8/18/09-B</b>				
<b>Schedule and Routes</b>				
Leonia	182	Ft. Lee Road in Leonia in the morning can be gridlocked if there are any delays on the bridge.	am	Consider traffic engineering measures at Grand Avenue/Fort Lee Road intersection.
GWB Plaza	182	Bridge Plaza doesn't always have many riders.	peak hours	Divert 182 from Bridge Plaza. Take Martha Washington Way and go right into the Bridge. M. Washington entrance is kept open by police. Passengers can be dropped off upstairs.
Between Glenn Point and Hackensack	182	Out of NYC @ 4:45pm due at Glenpointe at 5:08pm. Passengers want to catch the 72 to get to Newark, but the traffic sometimes causes buses to be late. Traffic is at Teaneck Rd and DeGraw Avenue in Teaneck.	this time only	Add at least 5 to 7 minutes on this trip.
Leonia	182	Bridge delays due to problems on the Deegan or baseball games results in loss of recovery time. The biggest problem is Ft. Lee Road for the 182.	mostly PM peak	Provide additional recovery time-- at least 30 minutes average for most days.

Where	Line	Issue	When	Recommendations*
Garage :	Market Street-PM	8/18/09-B		

### Schedule and Routes

GWB/NYC	182	Anecdotally, few people want to go to the bridge, but operators find that many passengers get on at Glenpointe and go over the bridge, and at Bridge Plaza, passengers would prefer NJT over the jitneys to go over the bridge. Sometimes, passengers are turned away. Many passengers are hospital workers. Passengers want to go to the hospitals (Columbia Presbyterian).		Consider adjusting route to serve the Columbia Presbyterian Hospital south of the GWB in Manhattan. The only caveat is that NJT buses would have to deal with the congestion on NYC streets. This will affect recovery and schedule.
GWB	182	Leaving NYC, bypassing Bridge Plaza would not be good because many passengers from NYC want to stop right past the GWB.		Bypass Bridge Plaza inbound, enter via local street entrance near toll plaza but stop at Bridge Plaza outbound.

### Street Conditions

Bridge Plaza		Coming off the bridge, the police do not facilitate bus movement. There is no bus lane.		A dedicated bus lane would help facilitate bus movement; have police move cones for bus access to toll plaza.
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Where	Line	Issue	When	Recommendations*
<b>Garage : Market Street-PM</b>				
<b>8/18/09-B</b>				
<b>Street Conditions</b>				
Teaneck	182	Teaneck Rd and DeGraw Ave traffic is terrible.	pm	(JEG) Explore traffic engineering options to improve level of service or identify cause for congestion.
Bridge Plaza	182	Jitneys park in the stop under Bridge Plaza, so buses cannot quickly discharge passengers. This is a big problem when there are delays on Ft. Lee Road. Buses run even more late.	any	Better enforcement at Bridge Plaza will help keep the jitneys clear of the bus stop.
GWB plaza	182	ADA passengers cannot be dropped off upstairs. They can only be dropped off downstairs, but conflicts with the jitneys result in delays when ADA passengers must be discharged at Bridge Plaza.		Recovery time is necessary to account for ADA drop offs. Add additional recovery time.
<b>Traffic Signals</b>				
Morlot Ave	171	Morlot Avenue bridge light takes too long (through movement).		Adjust signal timing; assess other traffic engineering measures.

Where	Line	Issue	When	Recommendations*
<b>Garage : Meadowlands-AM</b>				
<b>6/25/09-A</b>				
<b>Bus Stop Design or Location</b>				
North Street & Palisade Avenue in Jersey City	123	Stop is too close to other stops and causes traffic conflicts when buses stop here.		Remove this stop.
All stops on the 123 line	123	Move stops to far corners instead of near corners.		
Boulevard East going North, near 65th St	128	There are three stops on Boulevard East: 62nd Street, 65th Street, and 66th Street. The stops on 65th Street and 66th Street are too close together and result in unnecessary delays when the bus must stop one block after the other.		Remove 66th street. Previous stop is 62nd St. 65 is good.

Where	Line	Issue	When	Recommendations*
<b>Garage : Meadowlands-AM</b>				
<b>6/25/09-A</b>				
<b>Bus Stop Design or Location</b>				
Park Ave & 45th St	156	156, 89, 84 Park Ave, and 86 all use this stop. Sometimes several buses arrive at this stop simultaneously, resulting in the blockage of traffic. Cars pass around the buses in the stop creating an unsafe situation further complicated by the merge of Park Avenue and Broadway. Additionally, Passengers cross the street at random locations, which adds to the safety issues.		Move the stop down one block. (JEG) Also check the feasibility of staggering bus arrivals.
Teaneck Rd. south past Holy Name Hospital.	167	Bus stop by senior citizen facility is very close to an existing stop. The senior housing facility is new.		
Secaucus to Rutherford	190	Union Avenue bus stops are spread too far apart.		
North Street & Palisade Avenue in Jersey City	84	Stop is too close to other stops and causes traffic conflicts when buses stop here.		Remove this stop.

Where	Line	Issue	When	Recommendations*
<b>Garage : Meadowlands-AM</b>				
<b>6/25/09-A</b>				
<b>Bus Stop Design or Location</b>				
Park Av and 43rd St	84	Sign says "bus stop" but its not a real (NJT) bus stop. The bus stop sign is a township sign, put in place during construction on Park Avenue. There are two other stops on 41st and 40th Street that are approved NJT bus stops. Passengers wait at the unofficial stop and expect to be picked up.		Keep stop on 43rd- this is a good stop location. Plenty of space. Remove 41st- it's a tight spot and cars park in the stop. Keep 40th.
Park Ave & 45th St	84	156, 89, 84 Park Ave, 86 all use this stop. Sometimes they all arrive together. Cars drive around. Passengers cross the street, too. Park Av and Broadway merge just past this point.		Move the stop down one block. (JEG) Also check the feasibility of staggering bus arrivals.
Park Ave & 45th St	86	156, 89, 84 Park Ave, 86 all use this stop. Sometimes they all arrive together. Cars drive around. Passengers cross the street, too. Park Av and Broadway merge just past this point.		Move the stop down one block. (JEG) Also check the feasibility of staggering bus arrivals.

Where	Line	Issue	When	Recommendations*
<b>Garage : Meadowlands-AM</b>				
<b>6/25/09-A</b>				
<b>Bus Stop Design or Location</b>				
North Street & Palisade Avenue in Jersey City	86	Stop is too close to other stops and causes traffic conflicts when buses stop here.		Remove this stop.
Newark Avenue (near turn-off from Palisade Av).	86	There used to be a stop on Newark Avenue near Dickinson High School. The stop was removed during some construction, but it is actively used again, although there is no longer a sign at this location. The next bus stop is several blocks from the Newark Av location. Some operators do not know that the Newark Av stop is valid because the sign is gone. Passengers congregate at this location and sometimes not picked up.		Place new sign.
Park Ave & 45th St.	89	156, 89, 84 Park Ave, 86 all use this stop. Sometimes they all arrive together. Cars drive around. Passengers cross the street, too. Park Av and Broadway merge just past this point.		Move the stop down one block. (JEG) Also check the feasibility of staggering bus arrivals.

Where	Line	Issue	When	Recommendations*
<b>Garage : Meadowlands-AM</b>				
<b>6/25/09-A</b>				
<b>Fare System</b>				
Paterson Plank/Secaucus Hotels	320	Hotel passengers pay with \$20s. Operators have to make change.		Put TVMs in the hotels and at Harmon Meadow.
Jersey City	86	Congress Street is a 2 zone, but people are getting on with a light rail transfer and have to pay extra. Light rail tickets are one zone.		Move 2 zone change to Congress. Right now it is at Paterson Plank Road.
PABT	Common Issue- Fare Structure	Cash customers in the PM peak are delayed because of cash fare.	PM Peak	Require only bus cards and tickets in the PM leaving PABT. Post policy and have starters make an announcement about tickets/passes only during peak hour, for outbound buses.
	Common Issue- Fare Structure	Daily tickets and monthly tickets are the same color. Interstate 2 zone and intrastate 2 zone look almost the same. Counterfeit tickets are also a problem. Operators in the Meadowlands Garage have been suspended for confiscating counterfeit tickets.		Change the color of tickets and keep them standard or change them in another way. Make intrastate pass say "NJ ONLY" on the front of the ticket (middle of the card).

Where	Line	Issue	When	Recommendations*
<b>Garage : Meadowlands-AM</b>				
<b>6/25/09-A</b>				
<b>PABT and Lincoln Tunnel</b>				
PABT	126	Put more part-timers on buses that have greater ridership at PABT	PM	
PABT	126	Starters hold the 159 and 126, even when fully loaded, which congests the movement of buses at PABT.	PM	(JEG) Instruct starters to release buses once fully loaded.
PABT	127	Gates 230/231 are problematic. Starters change their assignment last minute. Other buses drive past the gate too fast.		Starters need to direct traffic and not change gates last minute. Port Authority police should enforce the PABT speed limit.
PABT	127	Uses 45' bus to pick up in PABT. Gate 230 is too tight for even 40'. Tires have blown.		Change the gate at PABT or assign only 40' to pick up.
PABT	128	Put more part-timers on buses that have greater ridership at PABT	PM	
PABT	159	Put more part-timers on buses that have greater ridership at PABT	PM	
PABT	159	Starters hold the 159 and 126, which congests the movement of buses at PABT.	PM	

Where	Line	Issue	When	Recommendations*
<b>Garage : Meadowlands-AM</b>				
<b>6/25/09-A</b>				
<b>PABT and Lincoln Tunnel</b>				
PABT	166	Put more part-timers on buses that have greater ridership at PABT	PM	
PABT	167	Put more part-timers on buses that have greater ridership at PABT	PM	
Lincoln Tunnel	Common Issue- Lincoln Tunnel	Lincoln Tunnel toll booth area is very confusing. Buses and cars are put in conflict.	PM peak	Cones in every lane to direct traffic. Designate toll booths 8 and 9 buses only in the PM only. Start around 4pm. Pavement markings to designate lanes for buses only. This would apply to the helix traffic only, not from the Weehawken side. Buses from Weehawken would go by the firehouse and use the same lane.
PABT/Dyer Ave/36th St	Common Issue- PABT	Use police to direct car traffic onto alternate routes and allow buses direct access to PABT.	later in the am	



Where	Line	Issue	When	Recommendations*
<b>Garage : Meadowlands-AM</b>				
<b>6/25/09-A</b>				
<b>PABT and Lincoln Tunnel</b>				
	Common Issue- PABT	10th Av underpass to 31st Street in Manhattan: buses park and lay over along right curb. Sometimes buses attempting to travel along 10th Avenue cannot progress because other buses cut them off. Left lane is open, but operators are told they have to stay right.		Supervisor needs to be out on 10th Ave to direct traffic (PABT supervisor). Give a 2nd lane on 10th Av to go up the 2nd ramp to PABT.
PABT	Common Issue- PABT	PABT police don't direct traffic well- need to better monitor movement on the ramps.	Peaks	
Lincoln Tunnel XBL	Common Issue- PABT	Extend XBL operating time at the either end of the rush hours.	AM	Extend XBL to 10:30am at the tunnel with a dedicated lane in the center tube.
PABT	Common Issue- PABT	Starters at PABT send buses out to 10th Av if they are a little early arriving at PABT	PM	Improve access to PABT in the evening.
Lincoln Tunnel	Common Issue- PABT	Traveling to Lincoln Tunnel in the afternoon via I-495 is very bad. Include an inbound XBL in the afternoon like in the AM.	PM	

Where	Line	Issue	When	Recommendations*
<b>Garage : Meadowlands-AM</b>				
<b>6/25/09-A</b>				
<b>PABT and Lincoln Tunnel</b>				
PABT	Common Issue- PABT	Traffic around PABT is so bad that people demand to be let off bus when buses are diverted around PABT. This creates liability issues for NJT. Riders can be injured if they disembark at a non-legal stop, but operators cannot hold people against their will.	afternoons	This is a legal issue.
<b>Schedule and Routes</b>				
West Side	121	Extend service later at night to serve factory employees who get out of work after 8pm.	after 9pm	83 Hackensack could provide this service. Divert to Union Turnpike to West Side Av, go back up 83rd to Tonnelle Ave. Call it "83 via Westside"
Tonnelle Ave.	125	Not a lot of ridership right now. It is also a 3 zone fare.		Use to service Tonnelle Ave between Secaucus Road and Harmon Meadow. Start at Journal Sq. to Tonnelle Ave, past Days Inn. Run off-peak 10am-3pm, weekends. Reduce to 2 zone.

Where	Line	Issue	When	Recommendations*
<b>Garage : Meadowlands-AM</b>				
<b>6/25/09-A</b>				
<b>Schedule and Routes</b>				
West Side Avenue	83	Extend service later at night to serve factory employees who get out of work after 8pm.	after 9pm	83 Hackensack could provide this service. Divert to Union Turnpike to West Side Av, go back up 83rd to Tonnelle Ave. Call it "83 via Westside"
North Bergen	83	No recovery time. This run has only 58 minutes to traverse nine municipalities and must contend with construction on Tonnelle Avenue. No time was added to factor in construction time. Few of the streets are wide enough for 2 buses.		Review ROW width
Jersey City	86	Run 479. Used to go to 91st now goes to 49th St. Buses are empty at the end of the run because riders want to go to 91st Street.	AM	

Where	Line	Issue	When	Recommendations*
Garage :	Meadowlands-AM	6/25/09-A		

### Schedule and Routes

Union City	All routes on I-495, particularly 3:20pm runs	Instead of making a right on Paterson Plank Rd when there are delays, make a left, go up through Union City-- bypass 495. NJT says that operators must stay on 495; deviations are "off-route" and subject to disciplinary action. As a result of the delays on 495, passengers get angry because it's "not an express." Weehawken does not want buses accessing the tunnel through Weehawken.	PM peak	Allow operators to make decisions between alternate routes (495/Union City) depending on traffic. Union City saves 45 minutes.
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### Street Conditions

Hudson County	128	Designated layovers- Burger King, park- receive tickets from police. Additionally, non-NJT buses use the layover areas.		Educate police
6th St. in Secaucus	190	Front street, right onto 6th Street is very tight.		(JEG) Evaluate field conditions and modify intersection geometry.
Bergenline and 2nd Street	84	Tight turns and parking.		Use Palisade Ave and 15th Street instead of the existing route to bypass traffic congestion.

Where	Line	Issue	When	Recommendations*
<b>Garage : Meadowlands-AM</b>				
<b>6/25/09-A</b>				
<b>Street Conditions</b>				
New York Ave turn from Paterson Plank Road by park (1st Street)	84	Tight turn and parked cars due to park.		Use 5th Street instead of 1st St. and Paterson Plank Rd. Or go to 15th St. along Palisade Av, and make turn using 15th St. because it is two lanes wide.
Bergenline and 2nd Street	86	Tight turns and parking.		Use Palisade Ave and 15th Street instead of the existing route to bypass congestions.
Hudson County, particularly Bergenline	Common Issue- Road Conditions	Passengers demand to be picked up at any corner or intersection. NJT policy says they have to be picked up. Police are ticketing bus operators for picking people up at non-bus stops.		
Bergenline Av in front of Post Office, particularly	Common Issue- Road Conditions	Jitney vans are a problem. They're not ADA compliant. They'll run a red light, no turn signal. When the vans breakdown, NJT is called to pick up passengers. Jitney passengers don't want to pay.		Structure legislation to enable better enforcement and regulation.

Where	Line	Issue	When	Recommendations*
<b>Garage : Meadowlands-AM</b>				
<b>6/25/09-A</b>				
<b>Street Conditions</b>				
Hudson County	Common Issue- Road Conditions	Cars do not yield to the buses.		Educate police about enforcement of yield to bus regulations.
495	Common Issue- Road Conditions	I-495 and the helix have rough-pavement and potholes.		Road needs to be paved. (JEG- Port Authority is scheduling interim repairs to the helix.)
	Common Issue- Road Conditions	I-495 is very congested.	PM Peak	Create a bus lane on 495, but this would create additional delays at Pleasant Av exit.
Hudson County	Common Issue- Road Conditions	Local police in Hudson County ticket bus operators for not using bus stops, even though there are cars in most of stops.		Educate police and enforce bus stop no parking regulations.

Where	Line	Issue	When	Recommendations*
<b>Garage : Meadowlands-AM</b>				
<b>6/25/09-A</b>				
<b>Traffic Signals</b>				
Light rail station	123 (JEG-Note that 123 is a Hudson County route)	No complaints resulting from light rail. Left turn up Paterson Plank Road takes a long time; sometimes needs two lights to make left. The protected left doesn't always activate.		
<b>Garage : Meadowlands-PM</b>				
<b>6/25/09-B</b>				
<b>Bus Stop Design or Location</b>				
Main Street Ridgefield Park	168	Only 2 bus stops are marked in more than one mile of road. There are 4 official stops, but the stops aren't signed.		Mark the official stops.
Ft. Lee	188	Bridge Plaza North and LeMoyne Avenue stop have been removed when the 188 was rerouted. LeMoyne stop was removed but the sign was still there. Stop makes operators have to make a left from a right lane.	PM	

Where	Line	Issue	When	Recommendations*
<b>Garage : Meadowlands-PM</b>				
<b>6/25/09-B</b>				
<b>Bus Stop Design or Location</b>				
River Rd. and Maffa Lane	188	River Road and Maffa Lane in Ft. Lee used to have a bus stop. That stop was removed. The next stop is located downhill on Maffa Lane, quite a distance from the preceding stop. Some operators let passengers off in middle of Maffa Lane to save them from the long walk, particularly those passengers who have to walk uphill. This is a violation of NJT policy, but seen as good customer service to long-time riders who once used the since-removed stop.		Reinstate bus stop.
	188	Need PIDs in shelters. Shelters need better maintenance.		
Main Street Ridgefield Park	83	Only 2 bus stops are marked in more than one mile of road. There are 4 official stops, but the stops aren't signed.		Mark the official stops.
30th and Bergenline Ave	83	Bus stop is on the right side, but the next movement is a left turn on 32nd after a short block.	Peak Periods	Next stop is only a block or two up. Passengers can use the next stop.



Where	Line	Issue	When	Recommendations*
<b>Garage : Meadowlands-PM</b>				
<b>6/25/09-B</b>				
<b>Bus Stop Design or Location</b>				
30th and Bergenline Ave	85 (JEG- Note this is a Hudson County route)	Bus stop is on the right side, but the next movement is a left turn on 32nd after a short block.	Peak Periods	Next stop is only a block or two up. Passengers can use the next stop.
<b>Fare System</b>				
	167	Transfers and continuations are confusing and opportunities for sneaky dealings on the part of passengers. Continuations are \$0.10 more expensive than a transfer. Transfers require passengers to get on a different bus. Continuation is for a further stop on a different variation on the same line.		Metro-card like system would eliminate this.
Gorge Road	188	Trip to West New York is 2 zones. People don't want to play extra zone. There's no notification in the schedule about where zones change. Riders are not familiar with zone changes.		Put notice in schedule about where zones changes. Zones change at Gorge Road. Operators need to be educated about where zones change.

Where	Line	Issue	When	Recommendations*
<b>Garage : Meadowlands-PM</b>				
<b>6/25/09-B</b>				
<b>Fare System</b>				
all	Common Issue- Fare Structure	Transfer documentation is complicated. The typeface is small. Riders don't understand and some use them to scam the operators. (Operators representing the 83 and 167 line made this specific remark)		
<b>Network Complexities</b>				
	190	Multiple variations of the 190 confuse operators as well as passengers. This issue is not unique to the 190 line. It is also a problem with the 167.		
<b>PABT and Lincoln Tunnel</b>				
PABT	Common Issue- PABT	Trip to PABT in the afternoon is complicated and time consuming. There used to be police on every corner of 10th. They are not there anymore. (Operators of the 166, 167, and 128 made this specific remark.)	PM	More enforcement.

Where	Line	Issue	When	Recommendations*
<b>Garage : Meadowlands-PM</b>				
<b>6/25/09-B</b>				
<b>Policy</b>				
	Common Issue-Communication	"Passengers are always right" gets operators in trouble, but nobody recognizes successes or achievements. (Specific issues were cited, including suspensions for confiscating counterfeit passes.)		Improve support of operators in conflict situations. Reduce opportunities for driver-passenger conflict. Simplify fare system.
	Common Issue-Passenger Behavior	Latino community is reluctant to speak up regarding service needs.		Reinstitute outreach program to Latino community. An effort was made about 5 years ago and not repeated.
<b>Schedule and Routes</b>				
North Bergen	127	Infrequent service on 127 on Sundays.	Sunday	
River Road	188	River Road passengers are workers, shoppers, ADA passengers from mall and Palisades General Hospital.		
North Bergen	188	Returning to garage at the end of the route at the end of pm peak can take 20 minutes.	PM	

Where	Line	Issue	When	Recommendations*
<b>Garage : Meadowlands-PM</b>				
<b>6/25/09-B</b>				
<b>Schedule and Routes</b>				
North Bergen	188	10 minutes dead-head time to 61st Street. The drive through Kennedy Blvd is always congested. 69th Street is faster, unless the train is passing, then there are long delays.	3:30-7pm	Provide 20 minutes dead head time.
	188	Most passengers live in northern Bergen County.		
GWB terminal	188	No problems at the terminal. Traffic on the Cross-Bronx creates delays on the GWB.	PM	
	188	Buses aren't full in the afternoon.	4pm	
River Road	188	More buses on Sunday. Jitney vans compete on weekends.	Weekends	
North Bergen	83	North Bergen has many new stores open and opening soon (big box retail and other shopping). There is no bus service on Sunday.	Sunday	Need more weekend service.

Where	Line	Issue	When	Recommendations*
Garage :	Meadowlands-PM	6/25/09-B		

**Schedule and Routes**

Journal Square	83	4:20 pm trip doesn't make it on time because of traffic on Tonnelle Ave. As a result, the 4:20 and 4:40 often run together (the 4:20 is 20 minutes late), and the 4:40 that departs on time has few passengers, while the 4:20's passengers are late and that bus is overcrowded. The driver of the 4:40 trip (scheduled) finishes his last run on the 84 line and has a half-hour break before he begins the 83 service at 4:40. He is in place at Journal Square before the 4:20 run's bus even arrives. He could make the 4:20 run.	4:20pm	Run the 83 (trip 7) right after the 84 (trip 467) instead of having a 30 minute break. This will allow extra time for the bus returning from NYC to make it to Journal Square in time for the 4:40 run.
Holland Tunnel	Common Issue- Route Structure	Operators haven't heard of need to run service to Wall St. (Holland Tunnel). Used to run route 120 to Wall St.		
	Common Issue- Route Structure	Palisades Park- Korean community has grown significantly. Secaucus population grows seasonally, mostly in summer.		

Where	Line	Issue	When	Recommendations*
<b>Garage : Meadowlands-PM</b>				
<b>6/25/09-B</b>				
<b>Schedule and Routes</b>				
	Common Issue- Route Structure	Soccer stadium in Harrison next year. There isn't service to the new stadium.	40	DeCamp serves Harrison to New York route. NJT could serve this population.
<b>Street Conditions</b>				
	188	Police in Ft. Lee enforce no parking in bus stops. West New York is not so good with enforcement.	PM	
Summit Ave	83	Summit Ave in Jersey City between Secaucus Rd and Route 169 is too tight; two buses cannot pass each other.		Run on Kennedy Blvd instead of Summit Avenue.
Bergen County	Common Issue- Road Conditions	On the days when it is known that DOT is inspecting vehicle insurance, the jitneys do not run. As a result, the bus stops are over-full with passengers requiring NJ TRANSIT bus service.	all time	

Where	Line	Issue	When	Recommendations*
<b>Garage : Meadowlands-PM</b>				
<b>6/25/09-B</b>				
<b>Vehicle Condition</b>				
Maplewood dispatch center	Common Issue-Communication	Radio response system is very bad. Response time to emergency calls and traffic issues takes a very long time, sometimes upwards of 20 minutes to respond to emergency calls.		Response from Maplewood needs improvement. Emergency calls needs priority and quick response.
	Common Issue-Vehicle Conditions	Nova buses have bad driver's conditions: seats are falling apart, mirrors do not work properly, etc. (Operators representing Lines 83, 85, and 123 made this specific comment.)		
Lower Bergen County	Local lines in Bergen/Hudson	Buses are old and maintenance hasn't kept up. Nova buses are worse than the MCIs. Latino ridership community feels that they're being discriminated against because Bergen County gets the new and better buses. Spanish community protests by paying lower fares. The community has no choice but to ride the bus, so the perception is that they'll take what they'll get. 83, 85, and 123 line buses are particularly bad.		

Where	Line	Issue	When	Recommendations*
<b>Garage : Oradell-AM</b>				
<b>6/24/09-A</b>				
<b>Bus Stop Design or Location</b>				
North Avenue and Main Street	155	The stop at this location serves the 168 and 155, and sometimes both buses are there at the same time. Stop is too small for two buses. The 155 doesn't need to stop here because there is another stop close to this one.		Lengthen one stop to accommodate two buses or make this stop a stop for the 168 line only.
Teaneck Road	157	No bus stop signs on route; consequently, operators end up stopping at every corner.		
4th Street in Woodridge	163	No bus stops at all.		



Where	Line	Issue	When	Recommendations*
<b>Garage : Oradell-AM</b>				
<b>6/24/09-A</b>				
<b>Bus Stop Design or Location</b>				
Quackenbush Av	167-New Milford	Quackenbush Av stop does not have a bus stop sign, which leads to passenger confusion. Additionally, there is no notice at PABT that passengers on the 167-New Milford use Quackenbush instead of the stop at Madison & Washington. The 167 to Harrington Park stops at Madison/Washington Avenue stop, but the bus to New Milford can no longer pick up or discharge passengers at Madison & Washington Ave stop. Buses must stop south of this location at Quackenbush Ave or wait until bus turns left on Madison Ave and can discharge riders there, which is four blocks west of Madison Avenue.		Need better signage at PABT to inform passengers of the differences in stops.
Boulevard East	Common Issue- Road Conditions	Pulling up to curb is problematic. Sometimes bus stop is too short or occupied by cars or idling jitneys.		

Where	Line	Issue	When	Recommendations*
<b>Garage : Oradell-AM</b>		<b>6/24/09-A</b>		
<b>Bus Stop Design or Location</b>				
	Common Issue- Road Conditions	Transfer points explained in the schedules but not posted at stops. Signs don't distinguish between the variations within lines (example: 165 has many variations.) The lack of information at stops results in delays as operators must provide explanations to confused passengers.		Use MTA system as a model- list transfer options at stops.
Maiden Lane at Hudson Street	Common Issue- Road Conditions	Trees at bus shelters obscure bus stops. Operators unfamiliar with the route can miss the stop.		
Woodridge: Boulevard and Harrison Street	Common Issue- Road Conditions	No bus stops or bus signs along Boulevard.		
Paramus	Common Issue- Road Conditions	Only two designated stops in Paramus on Forest Av. Passengers expect the bus to stop where-ever they are. As a result, every corner is a flag stop, which results in delays.		

Where	Line	Issue	When	Recommendations*
<b>Garage : Oradell-AM</b>				
<b>6/24/09-A</b>				
<b>Bus Stop Design or Location</b>				
Fairview Ave and Anderson St	Routes stopping at the Fairview & Anderson stop	Lines affected include 165, 166, 168, 154, 156: Fairview and Anderson is a major stop for several lines. Two buses can block the stop, and the police will ticket NJT operators who block traffic. Further contributing to the problem are jitney drivers and cars parked in the bus stop.		
<b>Fare System</b>				
Secaucus	163, 320	Tourists are cash customers, and all want round trip tickets.		Provide ticket machines in the hotels on Paterson Plank Road to provide round trip tickets for tourists.
	166, 165	Riders don't pay the correct fare. Operators can't keep track of everyone and what they paid. Drivers have no recourse.		
	Common Issue- Fare Structure	\$20 first thing in the morning. Operators don't have enough change. Senior citizens who go one zone are also problematic (\$20 for a \$0.65).	AM peak	Require currency limits on one zones.

Where	Line	Issue	When	Recommendations*
Garage :	Oradell-AM	6/24/09-A		

### Fare System

PABT	Common Issue- PABT	Paying riders with cash slows the boarding process, particularly at PABT in the afternoon rush hour.	PM rush	NJT is the only line taking cash in the PM rush hour. Limit rush hour to tickets and passes only. Enforcement is needed. Charge a service fee, or eliminate cash fares all together. Get a metrocard-like pass, but that will require revision to the fare structure.
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### Network Complexities

Paramus Road	163	Local riders get confused and get on the wrong bus, particularly in the PM peak.	Peak periods	All the Summit & Essex local routes during the PM rush should end at Garden State Plaza, which provides transfer opportunities for passengers who got on the wrong bus.
	163	Hotel passengers on Paterson Plank Road are unfamiliar with the route structure and often get on the wrong variation of the 163. They need the local and often get on the express.		

Where	Line	Issue	When	Recommendations*
<b>Garage : Oradell-AM</b>				
<b>6/24/09-A</b>				
<b>Network Complexities</b>				
Paramus Road	165	Local riders get confused and get on the wrong bus, particularly in the PM peak.	Peak periods	The 165, along with all Summit & Essex local routes during the PM rush should end at GSP.
	Common Issue- Passenger Behavior	Confused passengers (those who get on the wrong bus) are a problem. Sometimes they demand to be taken to their stop, even if it is not a stop on the line variation they are riding. Assisting these passengers in understanding the fare structure when they've made a mistake and are on the wrong bus creates additional issues, resulting in passenger-operator conflict. Operators options are limited. For example, giving a courtesy ticket to help passenger get to where they are going via transfers/extensions can get operators in trouble.		
	Common Issue- Route Structure	Variations are confusing because they are dependent on the schedule not the routes.	All time, including weekends	Change the schedules. (JEG) Consider a different or more explicit nomenclature system for routes. Post clearer information at bus stops and shelters.

Where	Line	Issue	When	Recommendations*
<b>Garage : Oradell-AM</b>				
<b>6/24/09-A</b>				
<b>PABT and Lincoln Tunnel</b>				
	Common Issue- Lincoln Tunnel	No recovery time because of traffic at Lincoln Tunnel.	Sunday	Give more time at the end of each run on Sunday. Make up recovery time later in the evening.
Lincoln Tunnel	Common Issue- Lincoln Tunnel	Coming out of Weehawken, buses are forced into the right side toll lane. After clearing the tolls, buses need to move back to the left to access the south tube.	4:30pm onward	(JEG) Mentioned in comment from the Meadowlands Garage, use an alternate approach from Weehawken that takes buses past the fire house and puts them on the left side of the toll plaza.
PABT	Common Issue- PABT	NJ TRANSIT starters in PABT can be uncooperative. They are rude to operators, particularly those on lines that run late. Operator frustration stems from the knowledge that the starters can see the back-up on the ramps into PABT and are therefore aware of why the bus is late. Operators state that they are doing their best given adverse road conditions, and do not appreciate the discourteous treatment once they finally make it to PABT. "The bus doesn't fly."		Communication needs to be improved between the drivers and starters. Starters should be trained to speak more respectfully.

Where	Line	Issue	When	Recommendations*
<b>Garage : Oradell-AM</b>				
<b>6/24/09-A</b>				
<b>Policy</b>				
	Common Issue- Passenger Behavior	Eating on the bus. Passengers are not allowed to eat on the bus, but they do and make a mess.		
	Common Issue- Passenger Behavior	Passengers using cell phones sit in the front of bus and talk very loudly, distracting operators. Some passengers get abusive when asked to quiet their conversation. NJT policy is not to say anything to passengers; drivers have no recourse because if they speak up passengers complain. Sign in the bus says "no radios" not "no cell phones."		Post sign prohibiting cell phones in at least the first five or six rows of seats. Support operators in the enforcement of the policy.
<b>Schedule and Routes</b>				
	166, 165	These two lines are overcrowded.		
	167	Buses are full on weekends. Running time suffers. Union City routes are the most crowded.	Weekends	NJ TRANSIT is considering adding a bus at Overpeck Park when new park facilities open.

Where	Line	Issue	When	Recommendations*
Garage :	Oradell-AM	6/24/09-A		

### Schedule and Routes

	186	Only one bus going back and forth, and no service to Journal Sq. It's a very busy route on Sunday. Drivers can carry upwards of \$600-\$700 because almost all passengers pay in cash. They're at risk for robbery.	Sunday	Add another bus.
	Route 4 Lines	165, 166, 167: Route 4 lines are very busy, but the parallel lines are empty at the end of the line.	Rush hour	

### Street Conditions

Ridgewood Terminal onto Ridgewood Av	163	Right turn is tight, and parking for post office on opposite side of the road further constrains the space available to turn.		Eliminate parking space. (JEG) Explore traffic engineering options.
Bergen Turnpike Little Ferry Circle Bridge	165	Left turn has no visibility. Operators have taken to making a right then a left.		



Where	Line	Issue	When	Recommendations*
<b>Garage : Oradell-AM</b>		<b>6/24/09-A</b>		
<b>Street Conditions</b>				
Palisade Av N. Bergen	165	Cars parked on the curve narrow the road that runs by the park. Buses must take this curve very slowly.		
Kinderkamack off Rt. 4 by Laundromat	165	Dangerous left turn.	PM	
Broadway onto Jefferson	165	Right turn is tight. Road is narrow and there's parking on both sides of the road.		
Palisade Av N. Bergen	166	Cars parked right on the curved narrow road by the park make it difficult for buses to maneuver around them.		
Glennpoint in Teaneck	167	Right turn is difficult because the road is narrow. Operators have had to drive in the left lane to make a right, which puts them at risk for citation by local police. Overhanging trees further complicate matters by reducing visibility.		
Palisade Av N. Bergen	168	Cars parked right on the curve narrow road by the park.		

Where	Line	Issue	When	Recommendations*
<b>Garage : Oradell-AM</b>				
<b>6/24/09-A</b>				
<b>Street Conditions</b>				
Main Street Ridgefield Park	168	Right turn is difficult because of parking on both sides of the road.		Eliminate parking on one side.
Boulevard East	Common Issue- Road Conditions	After picking up passengers at a curbside bus stop, operator has difficulty pulling back out into traffic. Buses have the ROW, but cars do not yield, and police do not enforce the yield.		Better enforcement. New policy for fines for interfering with buses.
Boulevard East	Common Issue- Road Conditions	Cars parked in the bus stop. Additionally, in this location jitneys work in tandem to interfere with bus service by driving unsafely, holding buses back, not proceeding when traffic lights are green, etc.		
<b>Traffic Signals</b>				
Tenafly Station (Hillside Avenue)	166	Traffic signal issues at this location. The green light is not long enough, and it appears that the two sets of signals are out of phase, resulting in two delays in a very short distance.		

Where	Line	Issue	When	Recommendations*
<b>Garage : Oradell-AM</b>				
<b>6/24/09-A</b>				
<b>Traffic Signals</b>				
Hudson Avenue and North Dean St.	166	Left turn is very dangerous. The signal does not accommodate a protected left turn and allows for only one vehicle to turn left during each green phase as a result of opposing traffic.		Consider protected left turn movement at signal.
<b>Vehicle Condition</b>				
	Common Issue-Communication	Radios are old and need to sign on a bunch of times		Need updated radios.
	Common Issue-Vehicle Condition	Buses are dirty, particularly during overnight service. Mid-day maintenance is also a problem. There are more buses than cleaners overnight. Garage staff is over burdened.	Overnight	

Where	Line	Issue	When	Recommendations*
<b>Garage : Oradell-PM</b>		<b>6/24/09-B</b>		
<b>Bus Stop Design or Location</b>				
Bogota	155	The mayor of Bogota doesn't want buses stopping on River Road. There is only one stop in Bogota at Main St & River Road. The next stop is in Teaneck.		
Essex Street & Prospect	162	On the inbound routes to NYC in Hackensack, the spacing between stops on Essex Street is too close. There is a stop a "Simple Simon" and another bus stop 1/2 block down the road.		Eliminate one of the stops.
Summit & Beech	163	Bus stop by the American Legion is dangerous because of tree roots and sidewalks in poor condition, particularly in the winter.		Repair area around the bus stop or move stop to a new location.
Englewood: Broad & Van Norstrand Ave on outbound side.	166	Popular bus stops often don't have shelters.		Install or repair shelters.

Where	Line	Issue	When	Recommendations*
<b>Garage : Oradell-PM</b>				
<b>6/24/09-B</b>				
<b>Bus Stop Design or Location</b>				
Madison and Washington	166-Cresskill	Buses making right turns at Madison and Washington cannot pick up or drop off passengers at the Madison & Washington bus stop, but passengers request the bus to stop at this location. This issue affects the 167 (left turn) and 166 to Cresskill.		Needs to put sign at Quackenbush Ave and better info at PABT letting people know about bus route variations that no longer stop at the Madison/Washington stop.
Teaneck Rd. @ the Armory	167	Shelters needed. This stop is a big transfer stop.	AM Peak	
Holmstead & Broad	168	Higher volume stops aren't time points in the schedule.		Reassess time points in schedule to coincide with high volume stops, particularly transfer points.
Broad & Columbia toward Paramus	168	Not supposed to be a stop because stop is in the right lane, and a left turn is the next movement required. The 83 duplicates parts of this run.		The 83 should be able to pick up the passengers on the 168.
Hasbrouck Heights: Williams Ave & Boulevard	Common Issue- Passenger Behavior	Need to install PID (public info display).		

Where	Line	Issue	When	Recommendations*
<b>Garage : Oradell-PM</b>		<b>6/24/09-B</b>		
<b>Bus Stop Design or Location</b>				
southbound on Summit @ Essex	Common Issue- Road Conditions	Need a bus shelter southbound on Summit Avenue.		
Glennpoint	Common Issue- Road Conditions	People use the large mounted schedules at the shelters to stay informed of the bus service, but not all shelters have posters.		Install in all locations
Forest Av North on Howland Avenue	Common Issue- Road Conditions	A bus stop is needed at this location.		
	Common Issue- Road Conditions	Trees obscure bus stop signs.		Better maintenance.
	Common Issue- Road Conditions	Park and rides are needed.	AM and PM Peak	Use vacant lots.

Where	Line	Issue	When	Recommendations*
<b>Garage : Oradell-PM</b>				
<b>6/24/09-B</b>				
<b>Bus Stop Design or Location</b>				
Paramus	Common Issue- Road Conditions	There are very few bus stop signs in Paramus. As a result, operators, particularly new operators, don't know where valid stops are and often do not pick up passengers who are standing at unmarked stops. NJT policy is not clear in reference to unmarked stops, and potential riders often don't raise their hand to flag down buses, which adds to the confusion.		(JEG) Need clarification on passenger pick-up/drop off policy.
Main & Anderson at Sears	Common Issue- Route Structure	This stop serves as many as 7 or 8 lines (165, 168, 175, 178, 753, 772, 780). Passengers get confused as to which bus is which.		Need a schedule posted at this station.
<b>Fare System</b>				
	166, 165	Coach and NJT tickets are not interchangeable. Riders on the 166 in the peak would be unlikely to use tickets only because they have a choice of Coach or NJ TRANSIT.		

Where	Line	Issue	When	Recommendations*
<b>Garage : Oradell-PM</b>				
<b>6/24/09-B</b>				
<b>Fare System</b>				
Polify and Ridgewood	Common Issue- Fare Structure	Bus passengers take bus to train and try to use train pass.		Clarify policy, inform bus operators and give operators support.
	Common Issue- Fare Structure	Special fares are used by passengers who appear not to qualify for them, but the operators have no way to verify.		Picture ID for disabilities would help operators reduce loss in fare revenue.
	Common Issue- Fare Structure	Fare system needs assistance.		Cross-honor metrocard.
	Common Issue- Fare Structure	Counterfeit monthly passes and color codes make it difficult for operators to tell if passes are valid.		Reassess color schemes, size of passes, and lettering to complicate the process of counterfeiting and reduce loss in fare revenue.
Anderson St.& Fairview Avenue	Common Issue- Fare Structure	Cash riders.		Provide ticket machine at pharmacy.



Where	Line	Issue	When	Recommendations*
<b>Garage : Oradell-PM</b>				
<b>6/24/09-B</b>				
<b>Fare System</b>				
	Common Issue- Fare Structure	Rail passes are supposed to be zone for zone, and others are good for going into NYC. Only NYC rail passes are OK to use on the bus to go into NYC. Zone to zone passes require additional payment from the passenger. Control doesn't back up drivers.		NJ TRANSIT Control needs to back up operators.
PABT	Common Issue- PABT	Cash fares coming out of PABT		Surcharge on outgoing tickets for cash purchase, such as is done on the commuter rail lines.
Paterson Plank Road	Common Issue- Passenger Behavior	Hotel guests are a big rider population. Hotel vans drop them off, and some hotels have their own stop. Hotel guests don't know fare structure.		Ticket machine in hotels, and schedules in the shelters.
<b>Network Complexities</b>				
	Common Issue- Passenger Behavior	Passengers aren't well informed.		Use the bus PA to make announcements about buying tickets. Use prerecorded messages at PABT gates.

Where	Line	Issue	When	Recommendations*
<b>Garage : Oradell-PM</b>				
<b>6/24/09-B</b>				
<b>Network Complexities</b>				
	Common Issue- Passenger Behavior	Most people don't use the internet for bus schedules. Drivers are expected to know the answers		Install PIDs at bus shelters.
	Common Issue- Road Conditions	Passengers need more information on bus routes and schedules.		Provide time tables and little stick maps showing where routes go.
	Common Issue- Route Structure	New drivers don't know ins and outs for each line, and make mistakes because of what customers are doing in the field. Veterans don't know about changes on lines they don't drive frequently.		New and occasional operators need an info screen in the garage to know the restrictions for stops on each line.
	Common Issue- Route Structure	Passengers need to be better informed along route.		Install VMB on buses to let passengers know of next stop. Use a similar system and display as is used for rail transit.
<b>PABT and Lincoln Tunnel</b>				
PABT	166	Recovery time is a big problem at PABT.		

Where	Line	Issue	When	Recommendations*
<b>Garage : Oradell-PM</b>				
<b>6/24/09-B</b>				
<b>Policy</b>				
Oradell Garage	Common Issue- Vehicle Condition	In winter time, starting buses are very cold if they're started outside, but residents complain about idling buses early in the morning in the winter.		Start buses inside in the morning.
<b>Schedule and Routes</b>				
Union City: 31st/32nd St	163	Need more early morning service to Union City. Service should run before 9am.		Run between 7am and 9am in Union City.
Union City: 31st/32nd St	164	Need more early morning service to Union City. Service should run before 9am.		Run between 7am and 9am in Union City.
	165	More local service is needed.		Provide service that follows the typical routes, but doesn't go into NYC. Perhaps concentrate local buses in one garage.
	166	More local service is needed.		Provide service that follows the typical routes, but doesn't go into NYC. Perhaps concentrate local buses in one garage.

Where	Line	Issue	When	Recommendations*
<b>Garage : Oradell-PM</b>				
<b>6/24/09-B</b>				
<b>Schedule and Routes</b>				
Madison/Washington	166-Cresskill	Not a lot of service to Cresskill. Some people look to get off at Madison/Washington to transfer to 166 to go to Cresskill.		Need to give enough lead time to notice new stops.
	167	People get stuck in NYC because bus service to NJ ends by midnight.		Provide late night service, last bus to extend to 2:30am.
	167	Inbound service to Overpeck Park-- no service on weekends.	weekend	Add 10 minutes on the run to accommodate Overpeck service.
	186	Only one bus-- makes 6 round trips.	Sunday	Add an additional bus.
	Common Issue- Passenger Behavior	New schedules are better-- easier to read.		(JEG) No solution required. This was noted as an improvement identified by operators.



Where	Line	Issue	When	Recommendations*
<b>Garage : Oradell-PM</b>				
<b>6/24/09-B</b>				
<b>Street Conditions</b>				
Route 17 left to Polify	163	163 Turnpike Northbound: Cars pulled up too far at light for buses to make left onto Polify Rd.		Needs a stop bar set back further.
	167	I-495 in Union City is bad during the afternoon, but it calms down after 3pm.	Saturday	
Sylvan Av	186	Fort Lee near the high school, merge sign is knocked down.		Reinstall sign.
Broad onto 46 in Palisades Park	Common Issue- Road Conditions	Palisade Park going into NY on Broad, preparing to make right turn on 46. Parking spots are along the curb. Buses that use parking lane to make right turn get ticket.		
Blvd East	Common Issue- Road Conditions	Bus stops are too short; parked cars and jitneys clog the space available.		

Where	Line	Issue	When	Recommendations*
<b>Garage : Oradell-PM</b>				
<b>6/24/09-B</b>				
<b>Street Conditions</b>				
Fairview Ave and Anderson St	Common Issue- Road Conditions	Parking spots near the bus stops creates conflicts with buses pulling in, and the light for left turn is too short and not protected, which backs up cars. Buses used to go through the park, but not permitted to anymore. Very busy stop.		Remove parking spaces near bus stops. Add a protected left turn at signal for cars. Consider permitting buses to go through the park again.
<b>Traffic Signals</b>				
Rt. 46 and River Rd. Little Ferry Circle	165	Traffic delay due to lights. Red is 1:57.	anytime	Check signal timing plan and consider modifications.
Tenaflly Station	Common Issue- Road Conditions	Tenaflly station. Two lights are out of sequence.		Consider signal coordination.
<b>Vehicle Condition</b>				
Weehawken	Common Issue- Vehicle Condition	Buses smell from sweaty passengers.		Steam clean bus seats frequently.

Where	Line	Issue	When	Recommendations*
<b>Garage : Rockland</b>		<b>8/11/09</b>		
<b>Bus Stop Design or Location</b>				
Pascack Road NB		Pascack Road southbound has a nice bus stop with a pullout, but there isn't a similar stop northbound.		
Washington Avenue at Pascack Rd		At Seasons Restaurant, passengers are discharged on EB approach about 30 ft from intersection of Pascack and Washington. Operators have to make a left turn onto Pascack. This movement is very difficult and dangerous.	all day	Relocate stop to Pascack Road is an option, but siting stop by gas station may be dangerous at rush hour because car drivers turning left aren't expecting the bus. Consider also the used car lot as a stop. Alternately, move the bus stop back 50 to 100 feet, but there's no sidewalks.
all locations except those with stops	all	There are no designated bus stops except in Englewood, Closter, and a few other towns.	all day	Paint the road (not just the curb) to make it clear where stops are and aid in enforcement
<b>Fare System</b>				
all locations		Operators do not want to handle money. Passengers put their money in their mouths; making change is complex. (Presently, express buses between 4pm and 7pm are tickets only)	all	Either go cashless or use a vending machine-style system so that operators do not have to handle cash.



Where	Line	Issue	When	Recommendations*
<b>Garage : Rockland</b>		<b>8/11/09</b>		
<b>PABT and Lincoln Tunnel</b>				
PABT		NJ TRANSIT creates problems at PABT because they have too many spare bus vehicles at PABT on ramps and 3rd and 4th floors.		
PABT		PABT is too small and there is no dedicated route for buses to get into the Lincoln Tunnel. Buses and cars comingling at the Lincoln Tunnel creates real problems.	5pm	Add another XBL on the approach.
PABT		Police at PABT do not discriminate between buses that have passengers and buses that do not have passengers. Buses with passengers are often sent around the block just like empty buses. When operators try to talk to police, they are ticketed. There is no break time for operators and no bathrooms on the buses for passengers who are sent around the block.		(JEG) Work with PABT/NYC police to develop policies to improve access to PABT for buses with passengers.

Where	Line	Issue	When	Recommendations*
<b>Garage : Rockland</b>		<b>8/11/09</b>		
<b>Policy</b>				
all locations	all times	Equipment is too large for the existing infrastructure and ridership. Vehicles need to be tailored to the needs of the service, as well. Key features include tight turning radius, simple ramps for wheelchairs. 45' buses are not necessary for suburban service.		Involve private carriers in the procurement discussion so that all providers receive the most appropriate vehicle for the service they offer. Consider low floor, suburban style seating to facilitate the movement of passengers down the center aisle.
<b>Schedule and Routes</b>				
Palisades Parkway		Rockland Coach is not permitted to use Palisades Parkway. The buses can fit under the arch bridges and charters use it by permit. Use of the PIP would facilitate movement of buses across GWB to bus station.		Speak with authorities about the reality of running bus service on Palisades Parkway. Use equipment better suited to the PIP (10' max height) and make a dedicated lane from the PIP to the GWB terminal.

Where	Line	Issue	When	Recommendations*
<b>Garage : Rockland</b>				
<b>8/11/09</b>				
<b>Schedule and Routes</b>				
Tenaflly Station and other locations		NJ TRANSIT seems to have more runs than necessary at some points, such as Tenaflly Station. The economic viability of those additional buses is a case of diminishing returns. NJ TRANSIT could decrease the number of runs and allow private operators to pick up some of the ridership.		
	11	There is too much transit service in the Kinderkamack corridor (NJ TRANSIT 165, Red and Tan Lines, Pascack Valley Rail Line, Main and Bergen Line.) Northern Branch will likely take more ridership away from Rockland Coach Tenaflly bus routes.		
Bergen County	all	There is no restroom facilities on routes in Bergen County.		

Where	Line	Issue	When	Recommendations*
<b>Garage : Rockland</b>		<b>8/11/09</b>		
<b>Street Conditions</b>				
Bridge Plaza		Jitneys are an impediment to using Bridge Plaza stop and create problems on the road.		Have Port Authority police allow buses through and ticket jitneys who idle in the stop.
Rt. 4		Operators do not necessarily like cut-outs because operators have to pull out into free-flowing traffic moving 50 mph (no shoulder).		
Bridge Plaza		Automobiles stop at the bus stop and discharge passengers or idle when picking-up passengers who then board the jitneys for NYC.	am	Prohibit cars from accessing Bridge Plaza bus stop.
Bridge Plaza		GWB Terminal lanes to NYC do not facilitate bus movement. The lanes closest to Terminal are dedicated for Fort Lee traffic. The lanes are designated for Ft. Lee at 6am, even though there aren't drivers queued up. There used to be a Port Authority police officer who would move the cones and allow buses to access bus lane through toll plaza.	am	Reinstate Port Authority police officer at GWB terminal.

Where	Line	Issue	When	Recommendations*
<b>Garage : Rockland</b>		<b>8/11/09</b>		
<b>Street Conditions</b>				
George Washington Bridge Terminal		GWB bus terminal is available, but it cannot be used by Rockland because jitneys park in Bridge Plaza.		
Broadway and Westwood Ave		There's a layover at Irvington Pl. and Broadway for NJ TRANSIT operators, but they layover at Broadway and Westwood Avenue.	all day	(JEG) Enforce layover policy.
bus stops near intersection		At many locations, auto drivers attempt to make a right around a bus stopped at a stop near an intersection (drivers make a right across the lane where the bus is stopped).		Make right turns in front of buses stopped at stops illegal. (See California regulations for model)
Tenafly Station	14, 20, 84	Tenafly station is a difficult stop for several reasons: NJ TRANSIT and other buses box in Rockland Coaches and other buses. When buses pull out, there is often another bus in the adjacent lane, and the two lanes have to merge, or the bus in the adjacent lane may have to pick up a passenger and he is blocked from the curb by the bus in the lane next to him.	all day	

Where	Line	Issue	When	Recommendations*
<b>Garage : Rockland</b>		<b>8/11/09</b>		
<b>Street Conditions</b>				
River Edge Road and Railroad Ave	14, 20, 84	There is on-street parking at the main Tenafly Station (River Edge Road and Railroad). Cars park in the bus stop.	am, but all day	
Clinton and Railroad Ave	14, 20, 84	Buses have to move to the right to pick up passengers at Clinton and Railroad Avenue. The through travel lane is further to the left. If there's a flag stop or a passenger appears, operators have to move right quickly. Traffic congestion and multiple other buses in the area constrict movement.	am is particularly bad	Move bus stop
<b>Traffic Signals</b>				
Tenafly Station	14, 20, 84 both directions	Green light at the station and at Clinton Av. is very short. Red phase is 90 seconds. Operators lose 4 or more minutes per run because of the light. There are a series of lights in this area, and all have very short green phases.	all day	

Where	Line	Issue	When	Recommendations*
<b>Garage : Rockland</b>		<b>8/11/09</b>		
<b>Vehicle Condition</b>				
		Rockland Coaches do not have cameras onboard most buses. Cameras are important for protecting operators.		
all locations	all	Rockland Coaches do not have radios. Communication with operators is important, particularly in the event of accidents.		
<b>Garage : ShortLine</b>		<b>8/11/09</b>		
<b>Bus Stop Design or Location</b>				
Paulus, Wyckoff Ave, Rt. 202		Paulus, Wyckoff Ave, Rt. 202-- these stops require bus to stop in the street. There's no pull-off or cut out.		
Oakland to Mahwah		Rt. 202 stops are in front of people's houses. The signs are almost on residential lawns.	all time	

Where	Line	Issue	When	Recommendations*
<b>Garage : ShortLine</b>				
<b>8/11/09</b>				
<b>Bus Stop Design or Location</b>				
Ridgewood Ave by the Fireplace Restaurant and Ramsey at Lake St.	17 North and South	All stops except Ridgewood are highway stops. There's no acceleration lane for bus operators on Rt. 17. They have to pull out right into traffic.	all week	
Ramsey	17 S & N	There used to be a P&R at Lake Street in Ramsey. It is gone and now those former P&R passengers spread out along Rt. 17. The new Ramsey P&R (NJ TRANSIT's P&R) is north of Lake Street. It's OK for Southbound service, but there's no paired stop for northbound passengers.		Put a stop north of Spring Street and a pedestrian overpass to bring northbound passengers back to their parking area.
Lodi Tracks	17 South	People want to get off at the Lodi Tracks, just south of Essex Street.		Let the Don Bosco kids off in Hasbrouck Heights. Let the kids know which routes are Don Bosco routes.



Where	Line	Issue	When	Recommendations*
<b>Garage : ShortLine</b>		<b>8/11/09</b>		
<b>Bus Stop Design or Location</b>				
Ridgewood P&R	all	Publish schedules at bus stops. There are none now. Make the schedules specific to the stop, not a overall schedule for all routes. This is particularly important at Ridgewood Ave Park and Ride, northbound		
Goffle Road south	Darlington	Bus stops aren't well marked on Rt. 208 and there are no cut outs, just shoulder pull-offs. (Bus stop signs are located on the southbound side of Rt. 208 at Grandview, north of Goffle Road, Lincoln Ave, Maple Ave, Fairlawn Ave and Merlot.)	am	
Rt. 4	East Side Route	Nurses and others want to disembark on Rt. 4, but there is no stop on Rt. 4.	all day	Clarify if Coach can discharge passengers on Rt. 4. Consider establishing a P&R at Farleigh Dickenson in Teaneck.
Ridgewood	Montgomery	There's a need for service to NYC east side, but there is a waiting list for parking at the Ridgewood P&R. This is the only P&R for eastbound passengers on Rt. 17.		Add another P&R on Rt. 17. Add a P&R on Industrial Drive in Mahwah.

Where	Line	Issue	When	Recommendations*
<b>Garage : ShortLine</b>		<b>8/11/09</b>		
<b>Bus Stop Design or Location</b>				
Miller Road and Franklin Tpk	Oakland	The bus stop is in the middle of the block, and people pay with cash, which further delays the bus and backs up traffic.		Move the stop.
Wyckoff and Russell Ave in Wyckoff	Oakland	There is a P&R on Ramapo Road and another on Paulus and another on Wyckoff and Russell Ave (church). The church P&R is unofficial. The P&R isn't maintained like a designated P&R.	week days	(JEG) Explore other similar opportunities to set up park-ride sites along route.
Rt. 202	Oakland	Rt. 202 service in Oakland and Wyckoff has no true designated bus stops where operators can pull off and passengers can get off safely.		Establish bus stops.
Wyckoff	Oakland	There's a church in Wyckoff on Wyckoff Ave with a large parking lot. It would make a good park and ride.		Coach would plow the parking lot in return for park and ride use.

Where	Line	Issue	When	Recommendations*
<b>Garage : ShortLine</b>		<b>8/11/09</b>		
<b>Bus Stop Design or Location</b>				
Grandview	Oakland	In Wyckoff there was a stop near Grandview, but it disappeared. There's a stop sign on the corner, so people want to get out there. There's an official stop on Ravine, but Ravine is a long walk for the people who wish to disembark at Grandview.	am	
Wyckoff and Franklin	Oakland	Stop is on Wyckoff, but it's on the right side of the street and the next movement is a left turn.		
<b>Network Complexities</b>				
all	all	Schedules are confusing for passengers	all	Improve schedules-- clarify times and put caveats about rush hour delays. Post schedule at each stop that gives the times of arrival only for that particular bus stop.

Where	Line	Issue	When	Recommendations*
<b>Garage : ShortLine</b>				
<b>8/11/09</b>				
<b>PABT and Lincoln Tunnel</b>				
PABT	all to NYC	NJ TRANSIT bus operators sit in the PABT ramps, and that contributes to traffic congestion and back-up into the tunnel. NJ TRANSIT starters seem to favor NJ TRANSIT buses. "Left lane 300 gates, right lane 200 gates"-- it usually works, but when it breaks down, it becomes a big problem. NJ TRANSIT has too many spare buses at PABT, 3rd level and on the ramps.	pm	
95/495 bus lane	all to NYC	Access to the bus lane from 495 south going to the tunnel is too tight at the "teardrop" at the 16E ramp. Bus operators and car drivers don't respect the alternate merge.	6am to 10am	
PABT	All to NYC	Coach USA operators volunteer their time to help their buses leave PABT. NJ TRANSIT starters do not stop NJ TRANSIT operators long enough to let Coach Buses out. (300 gates)	4:30 to 6pm	(JEG) Explore opportunities for better cooperation between companies.

Where	Line	Issue	When	Recommendations*
<b>Garage : ShortLine</b>		<b>8/11/09</b>		
<b>PABT and Lincoln Tunnel</b>				
Lincoln Tunnel	all to NYC	PABT has traffic cams at the tunnel. Coach USA dispatchers don't have access to the camera.		(JEG) Determine if Coach USA could get access to video.
<b>Schedule and Routes</b>				
Century Road and Garden State Plaza	17 South	Improve service southbound to Garden State Plaza. Passengers are getting off at Century Road and have to walk to Garden State Plaza. Garden State Plaza is not easy to get into for buses.		
Ridgewood and Rt. 4	Oakland	Passengers ask for later route, running between 7pm and 9pm, from Ridgewood to East Side NYC to access hospitals. Passengers want to go to the hospitals and Columbia University in NYC.	7-9pm	

Where	Line	Issue	When	Recommendations*
<b>Garage : ShortLine</b>		<b>8/11/09</b>		
<b>Street Conditions</b>				
Waldwick Prospect St.	17 North	Trees overhang across the travel way along Rt. 17 NB (north of Ridgewood Ave) and push the bus out from the curb during pick-ups, creating conflicts with traffic.		Trees need to be clipped.
Ridgewood Ave P&R	17 North	Parents or others are waiting in the bus stop to pick up people and block the stop Northbound. Parking lot is located on the Southbound side. Pedestrians are supposed to use the pedestrian overpass to get to the NB side. Car drivers picking up or dropping off passengers on the NB side idle in the NB bus stop. People also park in the garden nursery lot.	afternoon	Linwood Ave might be a better NB stop.
Rt. 208 Oakland South	Darlington	Lots of traffic on 208, so routes run late 10 to 15 minutes. The problem starts at Goffle Road and continues down to Rt. 4 merge.	am	
Rt. 202	Oakland	Rt. 202 during the school year is a problem because school buses congest highway.	school year	Use Rt. 208 instead.

Where	Line	Issue	When	Recommendations*
<b>Garage : ShortLine</b>		<b>8/11/09</b>		
<b>Street Conditions</b>				
Central Ave left onto Main St	Oakland	The left turn required to stay on route is near the railroad crossing. Traffic backs up to Central and bus cannot make the left.		Relocate the stop bar on the Main Street Approach
Rt. 208 through Fair Lawn and Hawthorne	Oakland	Bus operators get in left lane to avoid short stops and turning movements from right lane, but police ticket buses for driving in the left lane.		(JEG) Verify if buses are permitted to use left/median lane.
Rt. 202	Oakland	Rt. 202-- tree limbs, all the way down 202 block the view of corners.		
Rt. 202 Glen Gray Road	Oakland	Road is very narrow, and many very large vehicles make passing difficult.		
Franklin TPK north in Mahwah	Oakland	Traffic signs are hanging out into the road.	all	Relocate/reposition signs.
Franklin Ave and Wyckoff Ave	Oakland	The stop bar is too close to the corner.		Move the stop bar back.

Where	Line	Issue	When	Recommendations*
<b>Garage : Wayne</b>				
<b>8/14/09</b>				
<b>Fare System</b>				
multiple		TVMs/Ticket Agents are not convenient.		Install TVMs or ticket offices at more locations, including: Polito Avenue (Lyndhurst) inside the hotels, Broadway Terminal (one is coming), 31st Street (Union City), Pompton Lakes, New Foundland P&R, Burger King in Warwick or Greenwood Lake. In Warwick, a full-service ticket agent is necessary.
Passaic		Zone changes in Passaic confuse passengers and create issues with fare payment.		Consider instituting a special fare from Rutherford Station to Grove Street. Eliminate the zone break in Passaic. Make all of Passaic one fare zone \$1.35
		Passengers are not informed enough about fare system (no cash on platform, tickets)		Policies and guides need to be clearly posted on platforms, and operators have to be consistent in their enforcement of the policies.



Where	Line	Issue	When	Recommendations*
Garage : Wayne		8/14/09		
<b>Fare System</b>				
multiple		There are not enough places to buy passes in NJ.		Do not have drivers sell passes because passes are expensive and passengers would pay with \$50. Expand the locations where TVMs are available.
Wayne	197	Ratzer Road make it six zones all the way to Valley Road.		
Paterson	74	Paterson to Passaic service is more expensive than vans (\$2.15 vs. \$1.50), so NJ TRANSIT loses ridership to the jitneys, who create problems on the road for NJ TRANSIT service providers (and other legitimate providers).		Set the fare from Paterson Terminal to Passaic Terminal to \$1.35, reduce from two to one zone and undercut the jitneys.
all	all	Economically disadvantaged riders don't have the money in the beginning of the month for a monthly pass, so they pay by trip on local routes. Loading buses would be faster if all passengers could use passes.	all	Issue weekly and bi-weekly pass, and advertise in Spanish, but offer only for local riders. Most interstate passengers use passes.

Where	Line	Issue	When	Recommendations*
Garage :	Wayne	8/14/09		
<b>Network Complexities</b>				
		The old fare boxes had a sign for "state your destination" which helped operators know where the passengers were going.		Reinstate stickers on fare boxes or on the side of the bus by the door.
		In the field, along routes, information for passengers is scant and not useful to the majority of transit users.		Consider kiosks at Willowbrook, Rutherford and Polito Ave, Park and Rides, Passaic Terminal to provide more information.
		Operators do not have enough information on routes that intersect with the lines they drive.		Revise schedules to include information on intersecting schedules. Provide bus operators with schedules of other routes. Use the following as a pilot: 129, 11, 76, 772, 74, MCM 1, 72.
		Passengers are not notified of major service or route changes.		Be more specific with information for passengers when route or service changes. Go back to the old way of informing service changes.

Where	Line	Issue	When	Recommendations*
Garage : Wayne		8/14/09		
<b>Network Complexities</b>				
		All passengers have cell phones, but NJ TRANSIT eliminated 800 service.		Implement phone access to bus service and provide improved telephone service schedule information.
		Schedules and outreach need to be in languages other than English		Provide schedules and information in Spanish and also in Turkish and Arabic, which are spoken heavily in South Paterson.
Union City	161, 190	On the 190, in the morning, there is a 6:40am trip through Union City. The next trip is at 9am. That is too long of a gap between runs. Riders who would use the additional service are both going to and getting off work, but mostly going to work.	am	More service on the 161 and 190 during the am rush going to Union City. Run buses every half hour. The new service should stop at Union City, not go through to PABT. Run should end at the Post Office at 30th Street or Palisade Avenue. Union City is congested, so there isn't much time for layover. Buses running early can wait on 32nd behind Toys R Us (go past Post Office stop, go out of service, and wait on 32nd). Start the route at Bergenline Station or Boulevard East.

Where	Line	Issue	When	Recommendations*
<b>Garage : Wayne</b>				
<b>8/14/09</b>				
<b>Network Complexities</b>				
	190	Stops are not informative enough. In Union City on the 190 particularly, the signs say where the bus is going, but not which route variation goes where when.		Provide information on fares, schedules, etc., and provide more complete information on bus service. Clarify age that children ride free vs. pay.
routes with variations	190, 161	Passengers are confused by the route variations. Passengers unsure if bus stops in Union City.	all day	Revise VMBs on buses to improve communication with passengers. For example, change the 190 to say "190U" and/or flash "Union City"
	190, 161, 195, 197	Operators are running out of schedules		Provide more schedules, except for the 74.
Union City	191	Riders want to go to Union City from Willowbrook. There is service that gets there, but riders need to know how to transfer and many don't.	all day	Teach riders how to use transfers. Do not add more buses.

Where	Line	Issue	When	Recommendations*
<b>Garage : Wayne</b>		<b>8/14/09</b>		
<b>Schedule and Routes</b>				
		There's no service connecting Oakland to Willowbrook Area. There is also no service from the Bergen County area to Willowbrook.		This service may be useful on Sundays when shopping centers in Bergen County are closed.
Wayne		On Sundays, people want the 774 to run from Paterson to Wayne Hills	Sundays	
Paterson		Service is needed between Paterson and Newark Liberty International Airport		This need may be served by the new GoBus service.
Wayne		Willowbrook riders often want to go to the GWB.		Examine the feasibility of instituting a Willowbrook-GWB service. The Bridge Plaza stop is underused.
		Seasonal service is lacking.		Consider establishing seasonal routes to Paterson/Willowbrook to Great Adventure; GWB to Great Adventure; Willowbrook/Paterson to Atlantic City; Paterson to Jersey Shore locations (Seaside, Point Pleasant, Sandy Hook). Provide discounts for round trip tickets.

Where	Line	Issue	When	Recommendations*
<b>Garage : Wayne</b>				
<b>8/14/09</b>				
<b>Schedule and Routes</b>				
		Riders want to go to Sussex County along Rt. 23; Mountain Creek Vernon.		This is being investigated in NW NJ Bus Study. Maybe send 197 all the way up and make a left on 94.
Riverdale		Riders really want to go north of Rt. 287 to where all the big boxes stores are.		
Fairfield/Lincoln Park		Passengers want service and stops on Passaic Avenue in Fairfield and in Lincoln Park (Jacksonville Road). Lakeland serves this only during rush hour		Review service to assess potential of expanding service along the Jacksonville Road corridor.
Wallington	160	There is no mid-day service on the Main Street Corridor to Wallington (connecting Passaic to Wallington).		Examine the potential for providing or expanding this service.
Paterson	161	Run 7 serves many senior citizens in Paterson. Boarding and disembarking takes too much time. As a result, the bus runs late.	mid-day	Adjust run-time for Run 7 to accommodate passenger needs.
Paterson	161	The line runs 15-20 minutes late even without school traffic delays.	2:10pm	

Where	Line	Issue	When	Recommendations*
<b>Garage : Wayne</b>		<b>8/14/09</b>		
<b>Schedule and Routes</b>				
Union City	161	Weekend service via Union City needs more run time. The 191 and 195 get extra time.	weekends	Provide 5 additional minutes on the 161.
Route issue	161	30 minute headways are not enough. 20 minute headways are better to accommodate for passenger demand.	am	Reinstate 20 minute headways
Union City	161	On the weekends, if someone requests to go to Union City, there is not enough run time to make the trip and stay on schedule.	week days	Add five extra minutes
Union City	161	Need more service going west. There are many businesses in the area that work 24 hour schedules. Employees need a way to and from work. Xanadu will add to the need when it opens.	24-hour	Extend service overnight for the 161 to provide service to overnight passengers.
Union City	161	There is no service to Union City between 4pm and 8pm outbound from NYC and none between 5am and 9am inbound. Additionally, all service goes to NYC.	evening	Add a run with a 60 min headway, starting in Union City, not NYC.

Where	Line	Issue	When	Recommendations*
<b>Garage : Wayne</b>				
<b>8/14/09</b>				
<b>Schedule and Routes</b>				
Union City	161	There are few routes from Passaic to Union City.	morning rush	Run a Rutherford express that goes from Rutherford (Rutherford Station) through Secaucus to Union City.
	161	Giants Stadium is a popularly requested destination, but there is no dedicated stop at the stadium.		Consider establishing a dedicated stop at Giants Stadium. Add more seasonal routes and special routes (extra buses) for events like day games.
Rutherford	190	Going into Rutherford (Rutherford Avenue/Orient Way stop), school traffic causes delays and traffic queues on ramp.	school hours	To alleviate congestion, follow the 192 route past Polito and make right on Orient Way (operator to provide more info). This would apply only to a few runs during peak traffic volume hours.
Passaic Ave	190	There is limited service on Passaic Ave.		Re-evaluate service



Where	Line	Issue	When	Recommendations*
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Garage : Wayne 8/14/09

**Schedule and Routes**

Union	190	There are too many mid-day buses going through Union City during the week, but on the weekends, the mid-day service is not robust enough.	mid-day	Reduce service to once every 30 minutes during mid-day during the week. On the weekends, run more service. The 129 service could fill in the gaps if people know how to use the transfers.
Polito Ave	190	The 190 inbound does not follow the same route outbound. Tourists boarding at Polito Avenue (Lyndhurst) cannot take the 190 back from NYC and get confused. However, changing service to have 190 IB and OB follow the same route will leave out office park employees who use the Veterans Blvd on Rt. 3. These riders reverse their trip by walking up to Orient Way.	all day	After a certain hour have the 190's provide OB service that is the reverse of IB service. Send the 163 through Veterans Blvd more frequently to complement readjusted 190 service. (Note that the 162/163 schedules show Murray Hill Parkway connecting to Veterans Blvd, but it physically does not connect.)
Union City	190	The run time on the weekend is too short. There is traffic and confused passengers that delay service.	mid-day	Extend run time by 5 minutes.

Where	Line	Issue	When	Recommendations*
<b>Garage : Wayne</b>		<b>8/14/09</b>		
<b>Schedule and Routes</b>				
Delawanna	190	The 74 and 190 go through Delawanna at the same time. There is too much service and not much ridership on the 190.	am peak	Stagger service between 74 and 190. Run bi- directional peak hours.
Delawanna	190	Run 7 (1pm) out of NYC serves 3 riders.	1pm	Run bi directional peak hours.
Paterson/Union City	190	Riders prefer the 190 to the 74. Operators make change on the 190 and the buses are newer.	all	Consider alternatives that make the express service less appealing to local riders.
Paterson	190	Broadway terminal to Crooks Ave: the 190 running time is too short but the 74 has too much.	all day	Adjust the run time for the 190 and the 74.
Clifton/Paterson	190	There are two time checks that are too close together in Clifton (Crooks Ave and Piaget Ave).	all day	Push time check out to Clifton Avenue (replace Piaget with Clifton Ave). Clifton Ave is also a transfer point.
Entin Road	190	Industrial site on Entin Road is being served by vans. The 74 used to provide service there.	all day	These passengers could be served by the 74 if service was restored to this location.

Where	Line	Issue	When	Recommendations*
<b>Garage : Wayne</b>		<b>8/14/09</b>		
<b>Schedule and Routes</b>				
Delawanna/Clifton	192	There is a greater demand on the 192 for Delawanna, but service to Delawanna was reduced and shifted to the 190.		Put the Delawanna service back on the 192. Adjust the routing so that 192 covers more of 190 route. Remove or reduce 190 service to Delawanna.
Nutley	192	Park Avenue (Kingsland Avenue bridge) into Nutley can be very congested particularly during the school year.	pm	
Clifton	192	Cambridge Crossings on Colfax Ave in Clifton-- this is not served.		
Union City	192	The 192 does not service Union City on weekends. People who live in Union City work in Clifton (Allwood and Clifton Road) and need access on weekends.	weekends	
Rutherford	192	The 192 has too much running time EB on Rutherford Avenue from Kingsland to Stuyvesant Ave. However, the extra time may be seasonal (summertime).	morning	

Where	Line	Issue	When	Recommendations*
<b>Garage : Wayne</b>		<b>8/14/09</b>		
<b>Schedule and Routes</b>				
Polito Ave	192	People standing at the hotel see the bus coming out of the office park on Polito Ave in Lyndhurst and run to the bus because they think they missed it, but the bus is making the first leg of the trip. The bus will come to that hotel side stop, but passengers don't know it.	all day	Re-route the 192 because the bus currently double-backs. Change the outbound through Rutherford Polito Ave to go along Polito once, and go out the back way so that people at the stop don't see the bus on the other part of the leg and run to it. Do not reduce mid-day service-- it is still needed to serve Immigration and other services in the office park.
Clifton	192	Service on Allwood Road has low ridership and high delays.		Stay straight on Main Ave; do not turn on Allwood. Move the Styertown stop so that buses do not have to turn.
	194	Passengers on the 194 have requested service to extend north of Pompton Lakes.		Extend 194 past New Foundland
NYC	197	There are gaps in the schedule. The morning trips (8:30am) have riders who want to go to Ringwood, but that trip ends at Pompton Lakes.	am	Extend the first run of the 197 to Ringwood.

Where	Line	Issue	When	Recommendations*
<b>Garage : Wayne</b>				
<b>8/14/09</b>				
<b>Street Conditions</b>				
Paterson	161	On routes IB to NYC, the left off Main onto Ellison to stop at City Hall is very bad because there are cars and jitneys parked along the side of the road. Alternate routes are mostly not feasible. For example, buses cannot continue Broadway and turn on Washington because the jitneys block the stop there as well.		Need better enforcement. Have 161 end at City Hall and layover on Market Street. Do not continue to Market Street Garage. However, not running the 161 to the terminal doesn't give people at the terminal as many options to get into NYC.
Clifton/Paterson	190	Right turn from Van Houten onto Main Street is a difficult turn. There are cars parked in the stop.	all day	Consider not turning on Van Houten and running instead straight down Main Street.
Paterson	190	The 1st stop at Main Street in Paterson is difficult to make the turn (Main and Market)-- vans sit in the bus stop which constrains the travel lane are available for the bus's turning radius.	am	Better enforcement could keep the bus stop clear, allowing for a wider turning radius for the bus.
Cedar Grove	195	The right turn from Rt. 23 south onto Ridge Road in Cedar Grove is really hard to make with a 45' bus.	all day	(JEG) Explore traffic engineering options.

Where	Line	Issue	When	Recommendations*
<b>Garage : Wayne</b>		<b>8/14/09</b>		
<b>Traffic Signals</b>				
Secaucus		The left turn from Plaza Center onto Paterson Plank Road is bad because light is too short and the bus stop is on the right side of the street very close to where the left turn needs to be made. Police have ticketed buses for pushing across the lanes to position themselves for the left turn after picking up passengers.	all day	Make both lanes legal for left turns. Investigate signal timing.
<b>Vehicle Condition</b>				
		Wheelchair lifts and accommodations for wheelchairs within the buses are cumbersome.		

# **Appendix E**

## **Municipal Leader Meeting Summaries**

**NORTH EAST NEW JERSEY METRO MOBILITY STUDY  
MEETING SUMMARY**

**Wayne Township, NJ  
Municipal Hall, Planning Department Conference Room  
June 23, 2010**

**ATTENDEES:**

John Szabo – City Planner  
Linda Lutz – Assistant Planner  
John Pavlovich – Jacobs Engineering Group  
Kristen Ahlfeld - Fitzgerald & Halliday Inc.

**SUMMARY:**

- Mr. Szabo was not aware of any issues with bus stops or service. He said he would check again with the Mayor and City Council and get back to us.
- Wayne is a commuter hub with park-and-rides at Willowbrook and the Route 23 Transit Center.
- There is a big issue with commuter parking – the Route 23 facility is currently over capacity.
  - NJ Transit was supposed to put out an Expression of Interest for the design of a parking deck extension, but this has not happened yet; Mr. Szabo mentioned that the Mayor is quite upset that no progress has been made on this project.
- The Township, in conjunction with Passaic County, conducted a visioning process for the Hamburg Turnpike corridor which outlines improvements that would be needed to facilitate sustainability and bus service within the corridor.
  - Michael Lysicatos at the County can give the study team copies of the document.
- Wayne is practically built out so there is no land available for development. They are trying to “reinvent” themselves through redevelopment and by developing standards that will create transit-friendly and pedestrian-friendly areas.
- Employers have not expressed issues with transit.

**FOLLOW-UP ITEMS:**

- Kristen will follow-up with Michael Lysicatos at Passaic County Planning to obtain a copy of the Vision Plan and the Corridor Plan. (We stopped at the Passaic County Planning Office in Totowa. They were in the process of compiling the document and will forward us a copy when it is completed.)



**NORTH EAST NEW JERSEY METRO MOBILITY STUDY  
MEETING SUMMARY**

**City of Teaneck, NJ  
Teaneck Municipal Building, Municipal Manager's Office  
September 27, 2010**

**ATTENDEES:**

William Braughton – Municipal Manager  
John Pavlovich – Jacobs Engineering Group

**SUMMARY:**

- Jacobs gave an overview of the study and the current status of the project; and apprised Mr. Braughton of the project's web site [www.NENEMMS.com](http://www.NENEMMS.com).
- The Municipal Manager offered the following comments:

Commuter Parking

- Commuters parking on local streets adjacent to bus routes are a major problem with residents; city is exploring options to the problem such as posting time restrictions on weekdays during the AM peak hours and resident stickers.
- Town is interested in providing additional commuter parking within its boundaries. Mr. Braughton offered three possible locations: Ward Plaza; GlenPointe parking garage; and Chestnut Street municipal lot. These sites could be used by all commuters and not just Teaneck residents.
- Ward Plaza is at the north end of town. The town recently redone the streetscape, repaved and striped parking areas. The town requests assistance for NJ Transit in securing funds to purchase muni meters for the site.
- The GlenPointe garage is located at the south end of town near the I-80/ I-95 interchange with access on Frank W Burr Boulevard. The garage can park about 1,400 cars and is underutilized. Holy Name Hospital uses the garage for employee parking. NJT should contact Joseph Sanzari on availability.
- The Chestnut Street municipal lot is located off of Cedar Lane and is underutilized. The town would consider allocating spaces for commuters for paid daily parking.
- Fairleigh Dickinson University has vacant parcels but the college has new construction going on these sites; the sites will generate new person trips so it may require additional bus service.
- NJ Transit should promote the Vince Lombardi Park and Ride lot.
- Mr. Braughton would be glad to meet with NJT reps to discuss commuter parking sites if they could assist in finding capital funds.

Senior Travel Needs

- The area has City requires more mini buses and drivers to accommodate the needs of its seniors. They currently have two vans and two drivers which is insufficient to meet the demands. Mr. Braughton will get information/statistics from the Senior Center on the usage.

Bus Shelters and Advertising

- The Town is interested in having bus shelters along CedarLane that could accommodate advertising.

Other Items

- City is receptive to adding a link on its web site to NJ Transit's Trip Planner.
- Mr. Braughton is not aware of any transit issues at Holy Name Hospital. Like other hospitals in the County, HNH has expansion plans that include a parking garage but the project has not received planning board approval.
- Mr. Braughton would be glad to meet with NJT to discuss commuter

**FOLLOW-UP ITEMS:**

Jacobs Engineering

- Contact Jim Gilligan to advise if NJT can assist Teaneck in funding for muni meters at Ward Plaza.

City of Teaneck

- Provide data on seniors' use of the mini vans.

**NORTH EAST NEW JERSEY METRO MOBILITY STUDY**  
**MEETING SUMMARY**  
**City of Englewood**  
**City of Englewood Municipal Building, 2<sup>nd</sup> Floor Conference Room**  
**February 17, 2010**

**ATTENDEES:**

Kenneth Albert – City Planner/Engineer  
Kristen Ahlfeld - Fitzgerald & Halliday Inc.  
Leslie Black - Fitzgerald & Halliday Inc.

**SUMMARY:**

- Englewood can be considered a transportation hub within the Northern Valley Region.
- There is a project in the works to expand the Northern Branch Light Rail Line through the City, however, due to funding constraints, Mr. Albert was unsure whether this project would happen.
  - Potential stops will be at Route 4 and West Nordhoff Place, in the downtown area at East Englewood Avenue, and at Englewood Hospital.
- Englewood has a very walkable downtown that discourages commuter parking.
- Englewood Hospital is the largest employer in the City. Mr. Albert contacted Mr. Tom Greco at Englewood Hospital to set up a meeting for the study team.
- Several former/vacant industrial areas in southeastern Englewood have been rezoned to allow for redevelopment. All units have been constructed within the last 3 years:
  - The Sheffield – 372 residential units located east of Route 4 and north of Overpeck Avenue;
  - Windsor Park – 172 residential condominiums located south of Overpeck Avenue, along the border of Teaneck Township;
  - The Brownstones – 350 residential units located north of Van Brunt Street, between Smith Street and Nordhoff Place.
  - Towne Center – 181 residential units located in downtown area along Palisade Avenue/Van Brunt Street.
- Future rezoning/redevelopment is slated for South Dean Street and Van Brunt Street. A large mixed commercial/residential development was constructed on South Dean Street; a 450-space parking garage is located behind the buildings.
- The City also bought 2 schools: the Lincoln School, which borders the downtown area, is slated to be converted to 50 to 100 residential units; plans for the Liberty School are still up in the air.
- A free trolley service running on two loops, currently provides connections to downtown and to other bus routes. Service began 1.5 years ago. The trolley currently stops at Englewood Hospital; to date, trolley loops have been “mildly successful but use is growing”. Englewood would like to continue trolley service into neighboring Tenafly, however, Tenafly does not want trolley service of any kind.

- Currently there are more people than bus service. New Jersey Transit buses are operating at capacity on routes serving Route 4 and Route 80.
- To date, Englewood has not conducted an origin-destination study due to a lack of funding.
- A low-income area is located in southern Englewood, along the border with Teaneck Township. Mr. Albert estimated that not more than 50 percent of the population in this area owns a car.
- A very wealthy area is located in the northwestern part of the City along the border of Englewood Cliffs. Mr. Albert mentioned that people more than likely take transit to this area to provide services to households in this area.
- Currently there is no way to get to downtown New York City from the bus stop located near the new developments on Route 4 in the southeastern portion of the City. Residents can get uptown from this stop, however, if they need to go downtown, they need to walk to a stop located on Broad Avenue.

**FOLLOW-UP ITEMS:**

- Kristen Ahlfeld and Leslie Black will be meeting with Tom Greco and Mike Pietrowicz at Englewood Hospital on March 4<sup>th</sup> at 2 p.m.

**NORTH EAST NEW JERSEY METRO MOBILITY STUDY  
MEETING SUMMARY**

**Borough of Fort Lee, NJ  
Borough Hall, 2<sup>nd</sup> Floor Conference Room  
March 5, 2010**

**ATTENDEES:**

Mark J. Sokolich – Mayor  
Kristen Ahlfeld - Fitzgerald & Halliday Inc.  
Leslie Black - Fitzgerald & Halliday Inc.

**SUMMARY:**

- The Mayor has not heard of any problems with the current bus service.
  - He phoned the Borough Administrator during the meeting and she concurred.
- The Mayor is going to advertise for comments on existing bus service on the Borough web site. He will follow-up with a memo in the next couple of weeks summarizing the comments received.
- A major redevelopment project, located on the south side of the George Washington Bridge near Lemoine Avenue, is currently going through the approvals process.
  - It is a 16 acre site known as Area #5.
  - The development will consist of several thousand high-rise apartments and some commercial development.
  - The mayor is expecting this development to result in 7,000 to 10,000 new residents. He is anticipating that this will be a mostly Asian community, which will need access to New York City.
- The Mayor has heard about the light rail project slated for Englewood and thinks that it is a pretty “neat” concept. He’s not sure if he should be pushing New Jersey Transit harder for light rail in Fort Lee; however he mentioned that he may not like to have the park-and-rides located within his community.

**FOLLOW-UP ITEMS:**

- Kristen or Leslie will follow-up with the Mayor regarding comments received from the web site.

**NORTH EAST NEW JERSEY METRO MOBILITY STUDY  
MEETING SUMMARY  
City of Hackensack  
City of Hackensack Municipal Building, City Manager's Office  
April 7, 2010**

**ATTENDEES:**

Marlin G. Townes, Jr. – Mayor  
Stephen Lo Iacono – City Manager  
Kristen Ahlfeld - Fitzgerald & Halliday Inc.  
John Pavlovich – Jacobs Engineering Group

**SUMMARY:**

- Biggest employers in the City are Hackensack University Medical Center and Fairleigh Dickinson University (FDU)
- Transit does not work well in the City. Currently people cannot get from train stations to hospital, county complex, or other municipal complexes.
- Current bus service is geared towards getting commuters to New York City.
- People drive to Hackensack to take the bus. As a result, the City has been receiving complaints from residents because commuters are parking on their streets and in their spots. The City has a residential parking decal program in place; however, nothing seems to be working.
- The proposed rail line that would come from Paterson would stop next to City Hall and not at the bus terminal, which is 5 to 6 blocks to the southeast. The Mayor and the City Manager believe that more people would use bus transit and the rail line if it stopped near the bus terminal. As currently planned, it does not bring people into the downtown area.
- The City is in the process of rezoning areas and creating overlays zones to prepare for changes in the economy.
- County Jail Loop – the City would be amenable to having the bus loop back through the downtown.
- The Mayor has not heard anything positive or negative about the improvements to the Hackensack Bus Terminal.
- The City is looking at implementing two-way streets in the downtown area, which would change the flow of traffic significantly on State and Main streets which currently operate one-way southbound and northbound respectively.
- The Mayor and the City Manager suggested that the study team contact the Upper Main Street Alliance to get their views on existing and future bus transit within the downtown.
- The proposed light rail link would stop three blocks north of the hospital, however there is no way for people to get from the station to the hospital.

- Based on a conversation with the hospital, Mr. Pavlovich asked whether the City would be amenable to decking the Essex Street Station Parking Lot.
  - The Mayor mentioned that this area has been slated for redevelopment, but they need to deal with flooding issues first; they also need to deal with PSEG which has a major work/storage site adjacent to the lot.
  - If the City builds a parking deck, it needs to be part of a larger plan; they would not just build a parking deck in this area.
  - They would like to see a Transit Village in this location; also considered including a new municipal building as part of the complex.
- County provides senior transportation within the City in addition to New Jersey Transit's Access Link.
- Many of the non-profit organizations provide their own transportation.
- Main Street is going to need help.
- Bergen County has a lot of employees working all over the county – it would be helpful for the proposed BRT study to make connections with local service and county complexes.

**FOLLOW-UP ITEMS:**

- Kristen will contact Jerome Lombardo, Chairman of the Upper Main Street Alliance to let him know about the study.

**NORTH EAST NEW JERSEY METRO MOBILITY STUDY  
MEETING SUMMARY**

**City of Clifton, NJ  
Clifton Municipal Building, City Manager's Office  
June 23, 2010**

**ATTENDEES:**

Albert Greco – City Manager  
John Pavlovich – Jacobs Engineering Group  
Kristen Ahlfeld - Fitzgerald & Halliday Inc.

**SUMMARY:**

- The City Manager often receives requests for the following:
  - More service on Delawana Avenue and River Road – apparently service was discontinued on this route and the alternate route does not stop near this intersection.
  - Bus stop at Broad Street and Van Houten Avenue – the original stop was moved 1 block further west on Van Houten; however it is now two blocks west of Broad Street. The buses need to stop on Broad, however the bus would need to cross traffic in order to make the left turn onto Van Houten Avenue.
  - A stop is needed at the intersection of Cutler and Clifton.
  
- There is a new townhouse complex off of Colfax Avenue. On the return trip, passengers/residents are dropped off two long blocks further from where they were picked up in the morning, which is a pretty far distance at night or in inclement weather.
- The park-and-ride lot in Clifton just underwent significant expansion, however it is still under capacity, and always full on weekdays.
- The City Manager supports the new train station/park-and-ride/bus station being planned off of Route 3. The City would be very interested in having this project move forward.
- New York City-bound commuter parking on residential streets has become a problem. A permit parking program was introduced on Allwood Road at the request of residents.
- Bus passengers currently have to wait in the gore area of the highway so there is a general concern for pedestrian safety along Route 3. During the winter NJDOT removes snow from these areas, however depending on when and how well it's done, the snow and/or ice sometimes creates unsafe waiting conditions for passengers.
- There are several large grass medians along Route 3 that could be used for commuter parking areas.
- There have been requests from retailers for a jitney between Styertown, River Walk, and Clifton Commons (three retail projects located along Route 3)
-



- Montclair State University is adding a 2,000-student dormitory and a parking garage. The City would be interested in looking at a shuttle service between the University and Clifton retail centers.
- St. Claire's Church on Main Avenue and Alwood Road has approached NJ Transit about leasing or buying its parking lot. This would provide convenient parking along Route 3 for commuters.
- St. Phillips Church is located off Valley Road – the City Manager is unsure whether they would be receptive/interested in lease agreement with NJ Transit.
- Nutley is currently running a jitney to the Clifton train station. The two cities worked out an agreement so the jitney now stops at River Walk as well.
- Credit Swiss has taken over the ADP site on Main Avenue and is building a data center. Huge center, but only 50 employees.
- International Delight (bakery) will be relocating its facility from Long Island City; the plant will employ between 250 to 300 people. The City Manager was unsure whether the employees from Long Island City would be relocating or whether these would be new positions.
- Glaxo Smith-Kline is closing a toothpaste plant within the city (in 2 years), which will result in the loss of 200 employees. This is confidential.
- The City Manager voiced his displeasure with the "Spanish" buses. He would like to get rid of them. These buses stop in the middle of the road to board and alight passengers, which ties up traffic.
- Once the Meadowlands development (formerly Xandu) is complete, there may be a need for service to that complex.
- There is the possibility of a transit village near Kingsland Avenue, as this location would be within walking distance to the train station and bus service. The City is coordinating with Nutley on this right now.

**FOLLOW-UP ITEMS:**

- None

# **Appendix F**

## **Public Agency Meeting Summaries**

Northeast New Jersey Metro Mobility Study  
Meeting at Meadowlink – Wood Ridge, NJ  
Thursday, March 14, 2011

Meeting Notes

A meeting was held with senior management of Meadowlink at their offices in Wood Ridge, New Jersey. Attendees included the following Meadowlink, NJ Transit, North Jersey Transportation Planning Authority and JEG staff:

Krishna Murthy – Director Meadowlink  
Avnish Gupta – Meadowlink  
James Gilligan, NJ Transit - Director of Bus Service Planning  
Ken Beitel – NJ Transit – Supervisor, Bus Service Planning  
Meghan Kelly – North Jersey Transportation Planning Authority  
John Pavlovich – Jacobs Engineering Group

Jim Gilligan gave the progress status of the study and requested information from Meadowlink on its shuttle services in Bergen, Passaic and Hudson counties, ridership data, planned service changes, current and long term planning/operational issues and other input from how to better serve the public.

An open discussion followed and a summary of the comments are highlighted below:

1. Meadowlink is good with dialog with private corporations, but not ineffective in getting the word to the general public.
2. TMA is Meadowlink uses the name EZ Rider on its vehicles because of its statewide identity.
3. Meadowlink vehicles are not confused with the private gypsy carriers
4. Meadowlink shall provide NJT with ridership data and the results of their on-board survey of its shuttle services.
5. Meadowlink has the flexibility to cancel shuttle services if funding dries up
6. The agency provide the following shuttle services:
  - Harmon Meadow-Harmon Cove - largest service with very good ridership
  - Carlstadt – Moonachie Shuttle Loop
  - Fairfield – West Caldwell Shuttle: Meadowlink is partnering with Essex County to provide service in the Route 10 corridor and includes service to Novartis at Ridgedale Avenue. Due to a lack of funding the service was supposed to be cancelled on March 15<sup>th</sup>, but has been extended to 6/30/2011 when funding runs out.
  - Several services have been cancelled including the Jersey City -Federal Reserve in East Rutherford, Airport Shuttle and the Metropolitan Center service.

**Meeting Notes**  
**Meeting with Meadowlink Senior Management**  
**March 14, 2011**  
**Page 2 of 3**

7. The Bergen County Executive announced shuttle service between the Ridgewood Train Station and Montvale office park; however, the program has experienced a change in personnel and a commitment to a shuttle program and funding problems.
8. A new service just started between the Harrison PATH station and North Arlington (Ridge Road/Belleville Turnpike) via F.E. Rodgers Boulevard/Kearny Avenue. This service was initiated at the request of the Hudson County TMA. They charge \$1.50 per ride with daily ridership of 30-100 passengers. It is the only Meadowlink service that charges a fare.
9. Gap areas that need service:
  - Local service to corporations in Montvale and Woodcliff Lake
  - Local connection services to large employers such as Merck in White House Station just west of I-287 and Schering Plough in Kenilworth.
  - Montclair service to its Business District
  - Overnight services as last link to contracted late evening regular fixed route transit services.
  - Shuttle services to William Paterson University and Montclair State University campuses and the business district of the communities in which their campuses are located.
  - Missing services for senior citizens and persons with disabilities. (Meadowlink is running service for ADA riders along Routes 35 and 36 in Monmouth County)
10. K. Murthy indicated that the Xanadu complex is expected to open in late Fall 2013 just before the Super Bowl.
11. K. Murthy asked if Rutherford fell into a tier 2 transit hub
12. Jacobs bus analysis efforts are expected to identify a local transit hub in the Meadowlands area.
13. K. Murthy suggested expanding facilities at the Secaucus Transfer Station to service the Meadowlands District, and /or the New Meadowlands Sports Complex.
14. Operational issues are created by local police restricting bus movement along streets or dropping off and picking up passengers at the curb or in the street if the bus stops are blocked by parked vehicles.

In responding to Jim Gilligan's query, Krishna Murthy offered the following suggestions as his vision of seamless transportation services in the area:

- offer a universal fare card
- marketing dollars to inform the public of its services (do it without the NJ Transit logo)

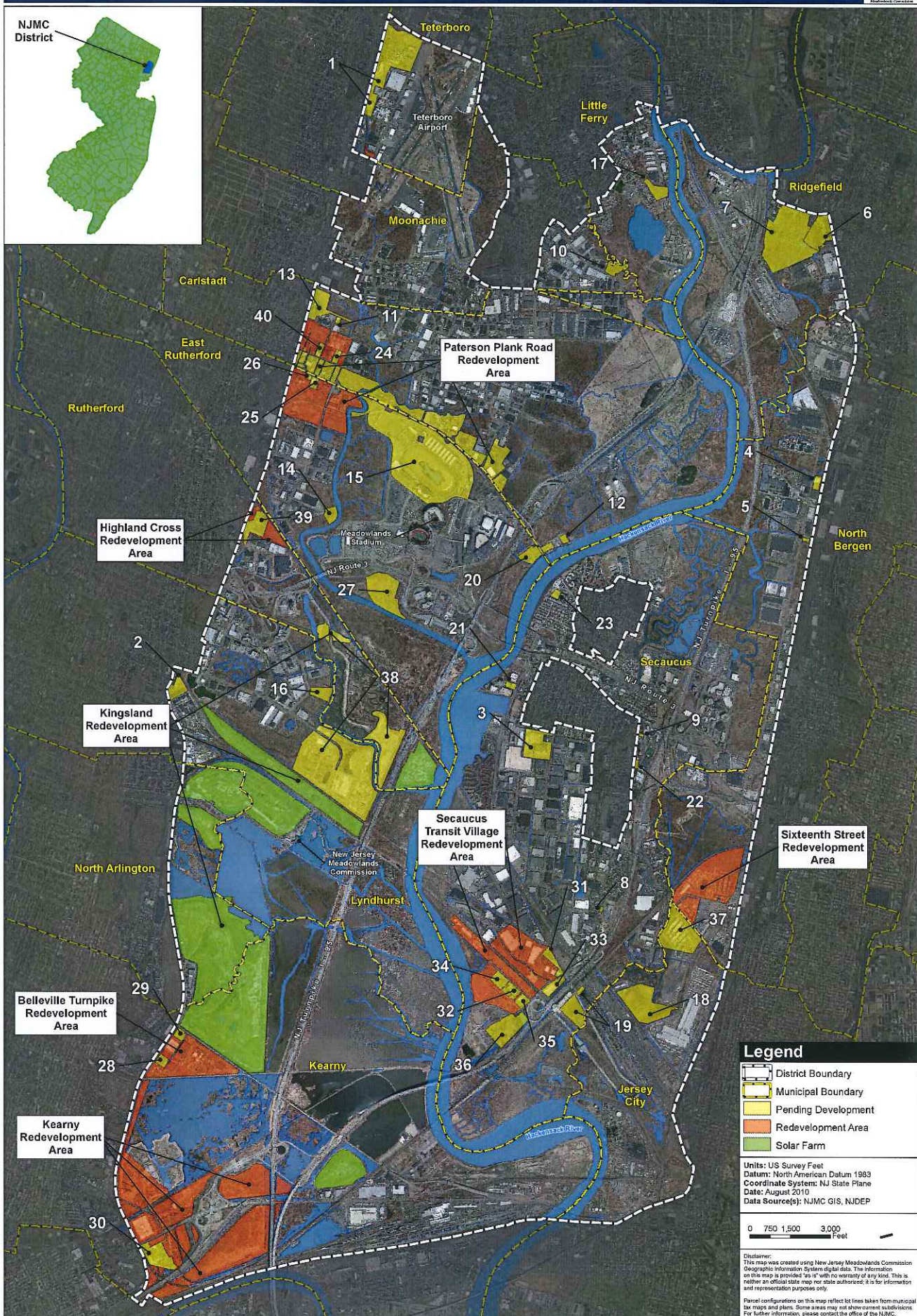
**Meeting Notes**  
**Meeting with Meadowlink Senior Management**  
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- keep NJ Transit bus service on the corridors (stay main line) and use shuttle services to reach final local destinations; however, a funding mechanism has to be found to cover operating costs of the local service.
- seasonal shuttles from the seashore rail stations to the beach, but make the bus shuttle fare part of the beach badge price. (TMA has met with seashore towns that they should market transit services to the beach.
- Future Markets
  - Hospitals employees, visitors, patients
  - EXPO Center

Jacobs thanked the Messrs Murthy and for their input and the meeting adjourned at 3:30 PM.



# NJMC Pending Development



**Legend**

- District Boundary
- Municipal Boundary
- Pending Development
- Redevelopment Area
- Solar Farm

Units: US Survey Feet  
 Datum: North American Datum 1983  
 Coordinate System: NJ State Plane  
 Date: August 2010  
 Data Source(s): NJMC GIS, NJDEP

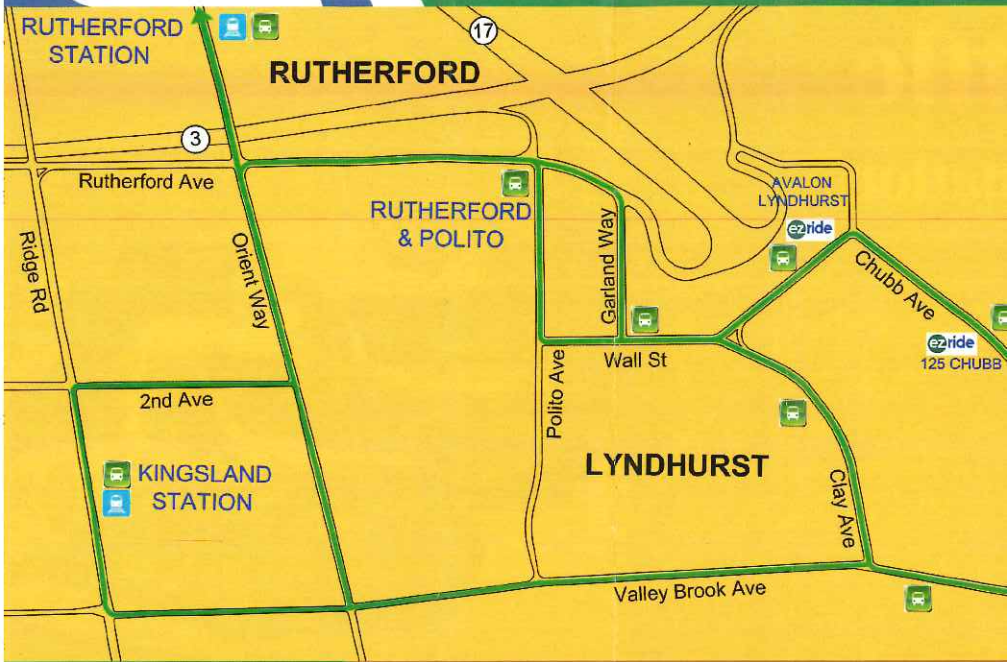
0 750 1,500 3,000 Feet

Disclaimer:  
 This map was created using New Jersey Meadowlands Commission Geographic Information Systems digital data. The information on this map is provided "as is" with no warranty of any kind. This is neither an official state map nor state authorized; it is for information and representation purposes only.  
 Parcel configurations on this map reflect lot lines taken from municipal tax maps and plans. Some areas may not show current subdivisions. For further information, please contact the office of the NJMC.





# YOUR RIDE TO WORK



## Lyndhurst Corporate Shuttle

Operates Monday through Friday.  
All times listed below are for departure except

Morning Schedule		AM	AM	AM	AM	AM	AM	AM	AM	AM
<b>Avalon Lyndhurst</b>		6:19	6:40	7:12	7:45	8:18	8:51	9:24	9:40	
<b>NJT Bus 192/199 from NYC</b>		6:15	-	6:58	-	7:58	-	8:58	-	
<b>Rutherford &amp; Polito</b>		6:22	6:43	7:15	7:48	8:21	8:54	9:27	9:43	
<b>NJT Bus 192/199 to NYC</b>		6:30	6:46-7:05	7:27, 7:45	7:53-8:17	8:25, 8:35	8:55, 9:15	9:32	9:50	
<b>Kingsland Station</b>	Shuttle Arrival	6:26	6:47	7:19	7:52	8:27	8:58	9:31	9:47	
	Train to/from Secaucus	6:05	6:44, 7:01	7:27, 7:31	7:53, 8:03	8:08, 8:32	8:46, 9:09	9:37	9:39	
	Shuttle Departure	6:26	6:48	7:20	7:54	8:28	8:59	9:31	9:47	
<b>Rutherford Station</b>	Shuttle Arrival	6:31	6:54	7:26	8:00	8:34	9:05	-	-	
	Train to/from Secaucus	6:49	7:12	7:12, 7:47	8:22	8:14, 8:36	9:01, 9:24	-	-	
	Shuttle Departure	6:31	6:54	7:27	8:00	8:34	9:06	-	-	
<b>NJMC - Environment Center</b>		-	7:05	7:38	8:11	8:44	9:17	-	-	
<b>125 &amp; 160 Chubb Avenue</b>		-	7:11	7:44	8:17	8:50	9:23	9:39	9:55	
Evening Schedule		PM	PM	PM	PM	PM	PM	PM	PM	PM
<b>125 &amp; 160 Chubb Avenue</b>		-	4:07	4:42	5:15	5:47	6:15	6:44	7:08	7:24
<b>NJMC - Environment Center</b>		3:49	4:13	4:48	5:21	-	-	-	-	-
<b>Rutherford Station</b>	Shuttle Arrival	-	4:24	4:59	5:33	5:57	6:24	6:53	-	-
	Train to/from Secaucus	-	3:43, 4:48	4:47	5:20	5:44, 6:07	6:19	6:53, 7:02	-	-
	Shuttle Departure	-	4:25	4:59	5:34	5:58	6:25	6:55	-	-
<b>Kingsland Station</b>	Shuttle Arrival	3:59	4:30	5:04	5:39	6:03	6:30	7:00	7:17	7:33
	Train to/from Secaucus	3:45, 4:06	4:32, 4:46	5:16	5:33, 5:50	6:05	6:34, 6:38	7:07	-	-
	Shuttle Departure	4:00	4:35	5:08	5:40	6:08	6:37	7:01	7:17	7:33
<b>NJT Bus 192/199 from NYC</b>		3:58	4:18	4:43, 5:03	5:21, 5:34	5:46-6:06	6:16-6:36	6:44-6:54	7:06, 7:18	7:33
<b>Rutherford &amp; Polito</b>		4:04	4:39	5:12	5:44	6:12	6:41	7:05	7:21	7:37
<b>NJT Bus 192/199 to NYC</b>		4:23	4:44-5:06	5:26	5:45, 6:06	6:36	7:05	7:05, 7:28	7:28	-
<b>Avalon Lyndhurst</b>		4:06	4:41	5:14	5:46	6:14	6:43	7:07	7:23	7:39





# Meadowlands Transportation Planning District

## Introduction

The Hackensack Meadowlands Transportation Planning Act, effective June 24, 2005, established a Transportation Planning District within the Hackensack Meadowlands District. The law requires the creation of a comprehensive District-wide Transportation Plan that will designate transportation projects and associated funding needed to sustain future economic growth. The Act empowers the New Jersey Meadowlands Commission to assess a fee, based upon a technical analysis, for the costs associated with mitigating the impact of proposed District development on the existing transportation system.

## Transportation Plan

The Meadowlands District Transportation Plan (the Plan) was adopted on November 28, 2007. The Plan fulfills the requirements of the Hackensack Meadowlands Transportation Planning Act and plays an important role in the improving mobility for commuters and freight throughout the District.

The Plan considers anticipated growth within the District and identifies the transportation improvements necessary to support such development over the ensuing twenty years. A complete range of candidate transportation improvements are recommended to address existing and future needs and provide reasonable travel conditions within the District. The estimated costs of the recommended improvements will be partially supported by future development within the District through a fair-share formula based on a collectively supported assessment framework, accounting for credits, exemptions, and waivers where necessary. Ultimately, this will ensure that growth within the District is supported and that resources will be available to mitigate future mobility concerns.

## Transportation Mitigation Assessment

### Assessment Formula

The Transportation Mitigation Assessment formula is as follows:

$$\text{Assessment} = (\text{ITE Trip Generation Rate}) \times (\text{VMT Factor}) \times (\text{VMT Rate})$$

ITE refers to the Institute of Transportation Engineers and VMT indicates Vehicle Miles of Travel. The VMT Factor and VMT Rate are defined in Chapter VI of the Meadowlands District Transportation Plan.

### Formula Reductions

The assessment may be reduced by existing development and pass-by and diverted trips. Reductions may also be provided based on the projected internal capture rate of a proposed development.

## Formula Credits

Credits are available for contributions of right-of-way and/or the construction of elements included within the Plan. In addition, transportation efficiency credits may also be granted by the NJMC for the following:\*

Transit Related Improvements	Varies
Transit Oriented Development	15%
Infill Development	5%
High-Density Residential Development	3%
Preferential Parking	2%
Unbundled Parking	5%
Cash-out Parking	3%

\*Credits are based on the "Transportation Efficiency Credit Program Schedule" included within the Plan.

## Time of Assessment

An applicant is required to pay a Transportation Mitigation Assessment prior to the NJMC's issuance of a Zoning Certificate. Payments may be made in either a lump sum payment or in a series of annual payments over a time period not to exceed 20 years. Annual payment schedules are subject to interest equal to the U.S. Prime Rate plus one point.

## Exemptions

Exemptions to the Transportation Mitigation Assessment may be granted for the following conditions:

- Residential structure alterations, expansions, or replacement, provided:
  - No increase in the total number of units; and
  - Included within one application; and
  - No modification of ITE land use classifications; and
  - Zoning issued within 2 years of demolition or destruction.
- Non-residential structure alterations, expansions, or replacements, provided:
  - Floor area not expanded by more than 500 square feet; and
  - No increase in total number of lodging rooms, entertainment seats, or medical beds; and
  - Included within one application; and
  - No modification of ITE land use classifications; and
  - Zoning issued within 5 years of demolition or destruction.
- Construction of miscellaneous improvements including, but not limited to, fill, signs, tanks, fences, recycling areas, antennas, towers, utilities, walls, and fences.
- Demolition or removal of a structure.

## For More Information

The Meadowlands District Transportation Plan is available for download at [www.njmeadowlands.gov](http://www.njmeadowlands.gov) in the Economic Growth section. For additional information, please contact David Liebgold of the NJMC at: (201)777-2414 or [david.liebgold@njmeadowlands.gov](mailto:david.liebgold@njmeadowlands.gov)



## New Jersey Meadowlands Commission

One DeKorte Park Plaza Lyndhurst, NJ 07071 Phone: 201-460-1700 Fax: 201-460-1722  
[www.njmeadowlands.gov](http://www.njmeadowlands.gov)



Northeast New Jersey Metro Mobility Study  
Meeting at New Jersey Meadowlands Commission – Lyndhurst, NJ  
Wednesday, March 23, 2011

Meeting Notes

A meeting was held with the senior staff at the New Jersey Meadowlands Commission at their offices in Lyndhurst, New Jersey. Attendees included the following NJMC, NJ Transit and Jacobs staff members:

Sharon Mascaro, NJMC, Chief Engineer  
David Liebgold, NJMC, Chief of Transportation  
Sara Sundell, NJMC, Director of Land Use Management  
Leomar Almanzar, NJMC Senior Transportation Engineer  
James Gilligan, NJT Director Bus Service Planning  
Ken Beitel – NJT Bus service Planning Supervisor  
Meghan Kelly – NJTPA, Public Outreach  
John Pavlovich – Jacobs Engineering Group

Jim Gilligan gave an overview of the project status: data collection and tabulation is completed and the analysis will begin next month. The team has been meeting with key stakeholders to solicit their input on transit services and needs in Bergen and Passaic counties. Additional items mentioned included:

1. With the termination of the ARC project, NJT needs to advance a proposal for a Bus Intercept Facility at Secaucus Transfer.
2. The two concepts being discussed (Extension of the #7 subway to Secaucus Transfer and the Amtrak “Gateway” Project do not address the Bergen/Passaic bus market.
3. NJT needs a new bus garage in Bergen County; the Carlstadt site does not work. The agency is aware that towns are not receptive to hosting the garage because of the loss in tax revenue.
4. Work is underway on a single website that will include all transit information especially all public and private bus services.
5. NJT looks to sell transit to new employers in the region as a “sustained facility”. They have had success with companies moving to the Meadowlands with its “relocation program” that includes information on transit services serving a particular site and information about NJT’s tools to make employees aware of transit options for commuting including; NJT’s web site, Trip Planner and the new program for obtaining scheduled bus times at specific bus stops.
6. NJT staff met with the Mall of America representatives (new owners) of the Xanadu project. The new development plan calls for 5,000-8000 employees but no on-site parking for workers. Curb area along the ground floor of the garage is reserved for four buses. NJT bus stop will be on Route 120 near west end of the pedestrian bridge. Rail service only operates on dates when events are scheduled

**Meeting Notes**  
**Meeting with New Jersey Meadowlands Commission Staff**  
**March 23, 2011**  
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- at the stadium. The new owners would like regular rail service and were told it could be provided if they would subsidize it.
7. Bus stop with saw-tooth pull-in slots is also located at the Meadowlands Rail station at the Sports Complex.
  8. Oversight of the TMA is being transferred from NJMC to the North Jersey Transportation Planning Authority (NJTPA) on July 1, 2011.

An open discussion followed and a summary of the comments are highlighted below:

1. The NJMC district has five major transportation nodes: Moonachie, Lyndhurst, Kearny/Harrison, Secaucus, and North Bergen. These locations should be considered as secondary transit nodes in the district.
2. The NJMC Vision map also identifies three primary corridors:
  - Route 17 south of I-80
  - Washington Avenue to the Ridgefield Circle
  - Valley Road to the Boulevard
3. NJMC has a shuttle bus master map with seven routes (see attached map). The routes include: Sports Complex Shuttle Loop, Harmon Meadow Retail Shuttle, North Bergen-Secaucus Junction Shuttle, Kearny Shuttle, Secaucus Retail Shuttle Loop, Lyndhurst Shuttle Loop, Wood-Ridge Teterboro Shuttle Loop and a Transit Village Shuttle Loop. The Secaucus Shuttle Loop was rescinded because it overlaps service provided by three NJT routes.
4. Meadowlink operates the shuttle services in the district. The NJMC has no preference regarding who operates the routes.
5. Meadowlink will be the contractee on the Lyndhurst shuttle routes when NJMC receives funding. CMAQ funding was approved for the Wood Ridge-Teterboro Shuttle Loop.
6. Meadowlink just began service on a modified version of the Kearny Shuttle which runs along F.E. Rodgers/Kearny Avenue/Ridge Road between the Harrison PATH station and Rutherford Avenue in Lyndhurst. This service is the only shuttle service in the District that requires a modest fare to ride.
7. NJT is looking for creative ways to keep shuttle services operating including funding sources such as CMAQ, Freedom funds and employer subsidies.
8. NJMC reviewed the parameters of the Meadowlands Transportation Planning District aimed at providing a funding source for transportation projects in the District. (see attached).
9. Teterboro Crossing has dedicated 150 parking spaces in its site plan for transit parking. Their site is adjacent to the Williams Street rail station on the Pascack Valley line.
10. Need more bus service to the industrial area north of the Meadowlands race track, located at the north end of Washington Avenue to service the businesses. This

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service should include better connections Union City, and North Bergen to the Meadowlands.

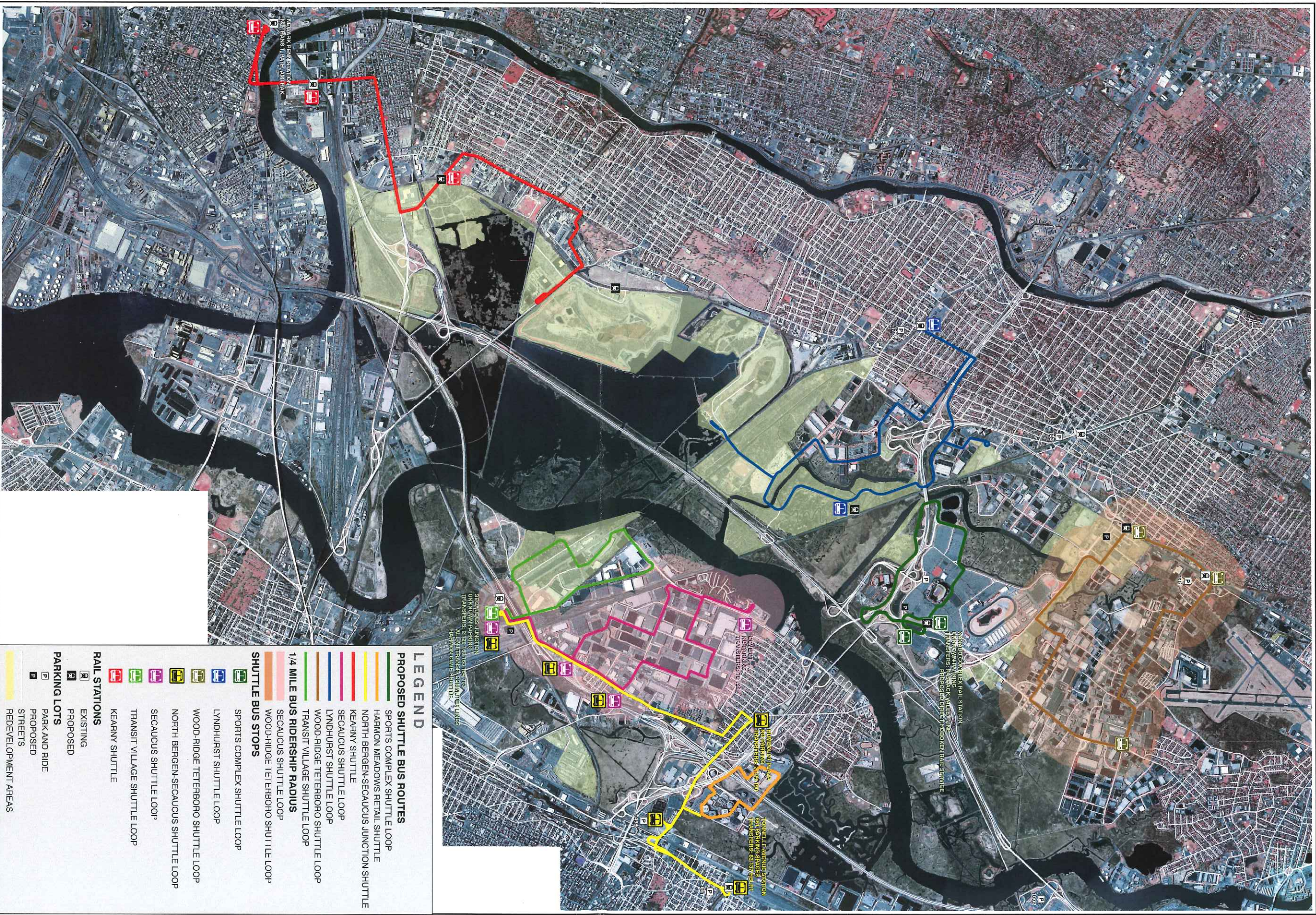
11. Future development projects in the NJMC district include;
  - Route 17/Highland Cross (Rutherford): 200-300 DUs 200K retail space in year 2016
  - Equinox 360 (near Sheraton Hotel) on Route 3 Service Road: 300-400 DUs. EB bus service is easy; WB bus service is more difficult.
  - Old Harmon Cove site 120 DUs
  - Paterson Plank Road Redevelopment Area (strip along the road between the Hampton Inn and Fairfield Inn.
  - Russo Meadow Crossing in southern Lyndhurst: 396 DUs.
  - Kingsland Redevelopment Area (formerly ENCAP)
12. The Extended Stay Hotel in Lyndhurst has no access to NYC bus service.
13. Goya Foods is moving from Secaucus Road in Jersey City to Seaview Drive/ Castle Road in Secaucus.
14. The Panasonic site in Secaucus will be vacant with their move to Newark. This is a very large site. Additional sites included the Morey tract and the Wholesale Showroom site in Lyndhurst.
15. NJMC is implementing its Adaptive Signal System Project along Routes 1-9, 17 and 46 in the District. This project will provide the capability to optimize traffic signal timing to maximize traffic flow along those corridors. Check MASSTR.com on the NJMC web site.

In responding to a query from Jim Gilligan, NJMC staff made the following suggestions on bus service in the District:

1. Extend the XBL on to Route 3; possibly add a Hot Lane.
2. Improve use of the Vince Lombardi Park-n-Ride.
3. Add a bus Hub west of Hackensack closer to the Route 3/17 interchange and provide high frequency service to Hudson County destinations and the PABT.
4. Provide a Route 122 express type service from Union City to Secaucus along Meadowland Parkway.

NJT and Jacobs thanked the NJMC staff for their input and the meeting adjourned at 3:45 PM.





- LEGEND**
- PROPOSED SHUTTLE BUS ROUTES**
- SPORTS COMPLEX SHUTTLE LOOP
  - HARMON MEADOWS RETAIL SHUTTLE
  - NORTH BERGEN-SECAUCUS JUNCTION SHUTTLE
  - KEARNY SHUTTLE
  - LYNDHURST SHUTTLE LOOP
  - WOOD-RIDGE TETERBORO SHUTTLE LOOP
  - TRANSIT VILLAGE SHUTTLE LOOP
  - 1/4 MILE BUS RIDERSHIP RADIUS
  - SECAUCUS SHUTTLE LOOP
  - WOOD-RIDGE TETERBORO SHUTTLE LOOP
- SHUTTLE BUS STOPS**
- SPORTS COMPLEX SHUTTLE LOOP
  - LYNDHURST SHUTTLE LOOP
  - WOOD-RIDGE TETERBORO SHUTTLE LOOP
  - NORTH BERGEN-SECAUCUS SHUTTLE LOOP
  - SECAUCUS SHUTTLE LOOP
  - TRANSIT VILLAGE SHUTTLE LOOP
  - KEARNY SHUTTLE
- RAIL STATIONS**
- EXISTING
  - PROPOSED
- PARKING LOTS**
- PARK AND RIDE
  - PROPOSED
  - STREETS
  - REDEVELOPMENT AREAS

# SP-559 NJMC SHUTTLE BUS MASTER MAP





## NJMC Pending Development

ID #	Municipality	Project Name	Bldg. Sq. Ft. or # of Res. Units	Proposed Use	Project Status
1	Teterboro	Prologis Teterboro/Teterboro Landing	890,000 sq. ft.	Mixed-use commercial	Approved
2	Lyndhurst	340 Orient Way LLC/Meadow Crossing Residential Development	296 units	Residential (inclusive of 60 affordable units)	Approved - 2011 construction start
3	Secaucus	Prologis/Prologis Park - New Buildings	345,350 sq. ft.	Office/Warehouse - 2 buildings	Approved - 2011 construction start
4	North Bergen	Lubins Family LLC/New Bldg. Addition	27,716 sq. ft.	Warehouse	Under Review - Inactive
5	North Bergen	Mori /Intermodal Materials Management - New Building	22,000 sq. ft.	Class A recycling/Intermodal facility	Under Review
6	Ridgefield	Hong Woo Realty/ Electrical Substation Facility	10,732 sq. ft.	Electrical Substation	Approved
7	Ridgefield	PSE&G/Switching Station-Equipment Upgrade	n/a	Utility process equipment upgrade	Under Review
8	Secaucus	Secaucus Municipal Affordable Housing project	8 units	Residential ( 8 affordable units)	Approved
9	Secaucus	Cityview Apartments	3,600 sq.ft.and 16 units	Residential - (include.of 4 affordable units) and Commerical	Under Review
10	Moonachie	140 State Street, LLC/ New Building	71,476 sq. ft.	Warehouse/office/ production	Approved - 2010 construction start
11	Carlstadt	Schweid/Burger Maker, Inc. Addition - Variance	2,220 sq. ft.	Manufacturing	Approved - 2010 construction start
12	Carlstadt	Barge Club marina	6,614 sq. ft.	NJMC project - marina, 2 boat houses in a new park	Under Review
13	Carlstadt	Meadowlands Park / New Warehouse & Office Bldg.	228,605 sq. ft.	Warehouse/office	Under Review
14	E. Rutherford	Madison Circle Drive Associates New Building	20,692 sq. ft.	Office	Under Review - Inactive
15	E. Rutherford	Redevelopment of Meadowlands Racetrack	tbd	tbd	Conceptual
16	Lyndhurst	Chestnut Ave. Assoc. V, LP/ New Building	90,647 sq. ft.	Warehouse/distribution	Approved - Inactive
17	Little Ferry	UNI/ Independent Living Senior Housing	117 units	Residential - senior housing	Approved - Inactive
18	Jersey City	Rock-Hudson, LLC/Warehouse Buildings 1 & 2	539,500 sq. ft.	Warehouse/distribution	Approved - Inactive
*19	Secaucus	NJ Transit/Allied Junction	4,700,000 sq. ft.	Maximum floor area in Transportation Center zone based on previous general plan approval	Conceptual
20	Carlstadt/E. Rutherford	Tomu / Riverview (Carlstadt & East Rutherford)	840 units	Residential (inclusive of 140 affordable units)	Conceptual
21	Secaucus	Hartz IR-1/New Residential Development	120 units	Residential	Approved - 2011 construction start?
22	Secaucus	Serica/New World Group - Residential Dev.	40 units	Residential	Under Review - Inactive
23	Secaucus	M&M Builders/Townhouse Development	33 units	Residential	Approved - Under construction- Inactive
24	Carlstadt	Broad St LLC/General Trading - Addition/Variance	54,000 sq. ft.	Warehouse addition	Under Review
25	E. Rutherford	F. Cappuccio/Stone Surfaces - Addition	12,040 sq. ft.	Warehouse	Approved
26	E. Rutherford	Kyle Management/Broken Spoke - New Building	4,189 sq. ft.	Restaurant	Approved
27	E. Rutherford	Group @ Rte 3 , LLC/Residential Towers	614 units	Residential	Approved - new concept 2011?
28	Kearny	Saw Mill Park III/New Office/Warehouse	52,079 sq. ft.	Office/warehouse	Under Review
29	Kearny	Dessert Service/Bindi - New Building	61,537 sq. ft.	Office/warehouse	Approved - 2011 construction start
30	Kearny	Walmart Expansion	tbd	Commercial retail expansion	Conceptual
31	Secaucus	Rypkema - residential units	10,000 sq ft. retail and 159 units	Residential (inclusive of 33 affordable units) and Retail	Under Review - Inactive
32	Secaucus	Fraternity Meadows-X-Change - Building C	304 units	Residential- (inclusive of 64 affordable units)	Occupied
33	Secaucus	New County Road Properties/Interim Parking Lot	n/a	Commuter parking lot thru May 2016, future vertical development thereafter	Parking lot operational
34	Secaucus	Fraternity Meadows-X-Change - Building D	318 units	Residential- (inclusive of 48 affordable units)	Approved - 2011 construction start
35	Secaucus	Fraternity Meadows -X-Change- Building A	27,934 sq.ft. retail and 178 units	Residential-(inclusive of 38 affordable units) and retail	Occupied
36	Secaucus	Hudson County School of Technology	tbd	Technical high school	Conceptual
37	Jersey City	20 Aquarium Dr., LLC/Intermodal Facility Bldg.	202,500 sq. ft.	Warehouse/distribution	Under Review
38	Rutherford, Lyndhurst	Kingsland Redevelopment	2,200,000 sq. ft. to 3,000,000 sq. ft.	Industrial/warehouse	Conceptual
39	Rutherford	Highland Cross Redevelopment	250,000 sq. ft. retail; 200,000 sq. ft. hotel and 505 units	Residential (inclusvie of 101 affordable units) retail and hotel	Conceptual - subject to change
40	Carlstadt	Kingsway/Loading Areas - Addition/Variiances	5,736 sq. ft.	Commercial auto maintenance bldg. expansion	Under review

Summary	
*Commercial	1,412,161 sq. ft.
Industrial	4,727,016 sq. ft.
Residential	3,548 units

\* Commercial total excludes ID #19. The 4.7 million S.F. is based upon a previous general plan approval.

NEW JERSEY MEADO WLANDS COMMISSION  
PENDING DEVELOPMENTS

March 1, 2011

**NORTH EAST NEW JERSEY METRO MOBILITY STUDY  
MEETING SUMMARY**

**Passaic County, NJ  
County Offices, Riverside Avenue, Totowa, New Jersey  
March 9, 2011**

**ATTENDEES:**

Michael Lysicatos- County Planning Director  
James Gilligan - NJ Transit – Bus Service PLanning  
Vivian Baker - NJ Transit  
John Del Colle – NJ Transit  
Tom Schulz – NJ Transit  
John Pavlovich – Jacobs Engineering Group

Jim Gilligan gave an overview of the current project status including the timeliness of this meeting since the route analysis work has just started.

Comment was made that staff should recommend that the County Board adopt the Complete Street document which will be presented at an upcoming meeting at Rutgers University on 3/10/11 which will focus on multiple initiatives.

Mike Lysicatos shared with the group a series of comments received at the 2/4/11 Open House meeting for the Passaic County Transportation Element.

1. Clifton Issues:

- Commuter parking at the Clifton Commons lot is at capacity; Nutley and Clifton have on-street parking restrictions which is chasing commuters into the Clifton Commons lot.
- Impact of the Route 3 Malls – John Leone appeared before the Nutley Planning Board on commuter parking. The Alwood lot is not at capacity since parking fees were imposed.
- Better transit service is desirable for the new Cambridge Crossings development just east of the Garden State Parkway. Residents now have to drive somewhere in order to catch a bus.
- Route 3 safety issues – commuters stand on the triangular islands near the access ramps waiting to catch a bus. They walk up the ramps (with no sidewalks) to catch a bus. Passaic County is responsible for road improvements between the curb lines but not the sidewalks. (County has also adopted 6 roadway classifications.
- The City does not want NJT to put a park-ride lot on the “Tree Grow” site.

## Passaic County - Meeting Notes

March 9, 2011

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### 2. Comments to specific transit services are as follows:

- Bus service to Willowbrook from up-county area for seniors
- West Milford NJT Bus does not stop at Willowbrook Mall (196 Exp)
- #197 does go to Willowbrook Mall
- Open Pompton Lakes train station
- City Hall bus issues on: frequency, overcrowding and need for maintenance of the bus shelters
- Bus stops for seniors at Passaic and the Boulevard (Main)
- Add ADA spaces to Greenwood Lake Turnpike Park & Ride lot
- New bus shelter at Dunkin Donuts by Shop Rite in West Milford
- Upgrade transit service in Paterson
- Better access for buses to Passaic County Community College Campus (PCCC)
- No shelters at E-side stops
- Express bus from Paterson to Manhattan (unclear what specific area in Paterson)
- Wanaque
  - Bigger Union Avenue sign on Ringwood Avenue,
  - Public transit to PCCC
  - Larger PCCC sign on Ringwood Avenue

### 3. Many comments on Bus Service Quality in Paterson:

- #190 from S. Paterson runs 30 minutes late and is slow
- Some buses don't stop along Main Avenue
- Preference for trains but need more bathrooms
- Construction at St. Joseph's Hospital disrupts service
- Better signs to get around outside your element
- Need shelters on east and west sides, some on Union Avenue
- #712 buses run in groups; need to spread them out
- Buses accept only exact fare; do not give change
- Need benches at bus stops – none past east side going east.
- Need bus service after 10 PM on routes
- Buses take forever to travel down Market Street
- #712 runs well but more shelters are needed

### 4. Comments on Jitneys:

- Dollar Bus (La Bora Dora) is convenient, longer wait for NJT buses (15-20 minutes)
- Numerous safety comments related to Dollar Bus; riders feel safer on NJ Transit
- Dollar Bus stops in the middle of the street
- Use jitneys as much as NJT – better, faster and more frequent

## Passaic County - Meeting Notes

March 9, 2011

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- Poor road conditions on streets with service to St. Joseph's Medical Center
- Beautify the jitneys – community art

### 5. Service to William Paterson University (WSU)

- Improve service between WPU and Paterson
- Provide fleet of buses specifically to WPU (like Montclair University's system)
- Coordinate bus schedules with class schedules
- Provide maps, transit guide pamphlets specific to communities
- Better Bus routes to Union
- Need later bus from PABT to WPU: 11:30 PM is too early.
- Add shuttles to downtowns such a Haledon for student commuters
- Add shuttle to Willowbrook Mall
- WPU could serve as a transit hub with Paterson to WPU service going out West Broadway.

### 6. County staff issues on Rail Service

- Passaic-Bergen Passenger Rail Restoration Project
- Planning for the second phase of the Passaic Bergen Project
- New potential service changes or facilities changes
- Potential relocation of the Delawanna Station in Clifton
- Status on any new planned park and ride locations
- Service and capital investment plans for the Little Falls and Great Notch Stations
  - Great Notch Station is closed; parking area is used by bus commuters.
  - Little Falls Station has new paved parking lot; parking was free – unsure of future – will it be a pay lot and who will operate it.
  - NJT to check if it is in the P3 station program.
- Little Falls has major parking issues along Main Street
- Potential TOD at the Paterson Train Station
- Hawthorne Train Station
  - Potential of TOD; town trying to redo development at sites near transit
  - Public visioning process going out in April 2011
  - NJT negotiations to use the Pan Chemical site have failed; Town trying to get on the state's Brownfield site list
  - J. Gilligan views Hawthorne as a "hub" point – last mile linkage to local office parks
  - Town is the last station on the proposed LRT line to Hackensack.



7. Bus Service issues:

- Potential BRT along the Paterson-Hamburg Turnpike or within the urban area of the County
- Need to plan for an up-county transit Hub
- More direct service for the up county municipalities
- Coordination with jitney services
- Service modifications in West Milford
- Preferred access standards for buses along county roads
- New park and rider facilities
  - NJT has expanded the park-ride lots in Greenwood Lake
  - NJT considering expansion of the Wayne Transportation Center by decking its parking lot
- Need service to Bald Eagle Commons (West Milford)
  - Town is looking to retool their shuttle services; looking to “EZ Car” run by Meadowlink
  - Bald Eagle Shuttle now connects to the #197 north of the Commons; peak hour bus does not go to Willowbrook (only off-peak)
  - Shuttle runs 1 or 2 times a week to Willowbrook
  - NJT could loop the #197 to Bald Eagle on weekdays or weekends
- Potential service changes

General comments emphasized the need for improved bus service including service frequency and span (interest in later night services), service quality, transit cost, and passenger capacity on the buses.

- Need for more buses (buses pass my stop because they are full)
- More wheelchair spots on the mini-buses for ADA persons
- Buses have proper access for special needs when it is not crowded, but it is difficult during rush hours.
- Seniors need better access to services
- Bus stops are not ADA accessible
- No access to bus tickets for students
- Travel by bus takes too long especially at night
- Later night service for people working second shifts
- NJT does not run late evening services to malls/movies
- Bring back free transit week
- Have more buses with bike racks
- Add Zipcars or frequent connection modes for final hops to/from transit points, especially rail stations.

**Passaic County - Meeting Notes**

**March 9, 2011**

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8. NJT Bus Planning

- NJT met with Bergen County on its BRT route concepts; including one route in the Paterson – GWB Route 4 corridor; Jacobs team will look at running BRT “lite” as an overlay to other transit service in the corridor.
- Jacobs Team will look at BRT service including the Main Street corridor to St. Joseph’s, Clifton/Passaic, Xanadu and downtown Bloomfield; M.L advised NJT that the County does not main the traffic signals. (Xanadu has been purchased by the developers of Mall of America in Minneapolis. The new name is American Dream – Meadowlands and is scheduled to open in the fall of 2013.
- Provide linkages between the colleges: MSU – WPU - Ramapo College; PCCC-Wanaque-Paterson

**NORTH EAST NEW JERSEY METRO MOBILITY STUDY  
MEETING SUMMARY**

**Bergen County, NJ  
County Offices, One Bergen Plaza, Hackensack, New Jersey  
September 29, 2011**

**ATTENDEES:**

See Sign-in Sheet

A meeting was held in the offices of the Bergen County Planning Department with representatives from several county agencies in attendance. See attachment A for the list of attendees and the agencies represented. An earlier meeting with Bergen County on October 12, 2010 focused on BRT services and potential routes. Today's meeting should focus on local service and intercity bus service issues.

Jim Gilligan gave a Powerpoint presentation on the project and relationship to other NJT initiatives (See attachment B). He reminded the group that the project is jointly sponsored by NJ Transit, Coach USA and North Jersey Transportation Planning Authority. It covered:

- Purpose and objectives of today's meeting;
- Study Scope and Work Products
- Overview and status of the work effort
- Findings of public outreach effort to local officials, transit operators, hospitals, colleges, and major retail centers
- Need for feedback from the County on bus service issues in terms of areas needing service, extending service hours, changing headways, route changes, etc.

At the conclusion of the presentation, Jim Gilligan requested feedback from County staff on the following issues:

1. Sunday Service
  - Should NJT run Sunday service on the 780 (Holy Name Hospital & Englewood Hospital) and 756 (Bergen Regional Medical Center and Valley Hospital -extend #756 north)
  - Service to the Malls to service restaurants, movie theaters and other attractions not affected by the County's Blue Laws.

**Bergen County Meeting Notes**  
**September 29, 2011**  
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2. Changes to existing service
  - routes where buses should run later, headways changed, routes extended to serve new destinations or trip generators.
  - River Road service in Fort Lee and Edgewater
  - Routes that should access the Secaucus Transfer Station. (e.g. 166 or 167)
  - State Highway 208: need off-peak service to NYC, service to Midland Park, and Franklin Lakes (Becton Dickinson corporate headquarters area)
3. Service to Bergen County Community College
  - Improve service between BCCC and northeast part of county
  - Provide connections between BCCC and other colleges (Ramapo University, Montclair State University), the malls and NYC.
  - Provide connection between Paramus and Lyndhurst campuses
4. Add shuttle to Garden State Plaza Service to new trip generators
  - American Dream (formerly Xanadu)
  - Woodmont (redevelopment project in Woodridge)
5. Role of EZ Rider in meeting mobility needs
  - NJTPA now manages all TMAs including Meadowlink which operates EZ Rider.
  - What should be EZ Rider's role in meeting these needs
  - Meadowlink is competing with Bergen County Community Transportation for grant monies to provide services; services should be complement each other and not compete.
6. Mahwah Redevelopment site on Route 17 (Sharp Electronics plant)
7. Designation of Bus Stops
  - Some towns do not want bus stop signs on their streets (Paramus and Tenafly); net effect is longer travel times through their communities because buses stop more frequently to pick up riders in AM peak and discharge them in the PM peak.
8. Route 4 Service
  - Traffic congestion at the GWB toll plaza during weekday peak hours results in buses running late on arrivals at the GWB Bus Station in Manhattan.
  - Jitney operations have had a significant impact on NJT ridership in the corridor resulting in significant cutbacks in the service provided; current ridership is less than one-third of ridership from 5-6 years ago;

**Bergen County Meeting Notes**  
**September 29, 2011**  
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- Jitneys adversely affect operations at Bridge Plaza in Fort Lee (jitneys layover at curb and prevent NJT and Coach USA buses from pulling into the curb).
  - Working with PANYNJ to develop a traffic operations solution to improve bus operations from Bridge Plaza through the toll plaza.
9. Service reductions by Red& Tan on Route 84 – local rider impacts (e.g. on seniors).
  10. Bergen County/Rockland County Service – Rockland County residents working in Montvale, Woodcliff Lake, Rockleigh and Norwood (by NJT or Transport of Rockland)
  11. New location to replace the Oradell Bus garage; need larger site to accommodate more buses and eliminate the need to move buses when heavy rains threaten to flood the Oradell site.
  12. “Last mile” transit service to nodes as a replacement for commuter park & ride sites; NJT asked county staff to suggest potential sites supported by local officials.
  13. Elmwood Park Mayor wants a park-ride lot on River Drive; NJDOT has a preliminary design under review.) Jacobs team is also looking at potential sites along Broadway (Route 4) near the Passaic River and other locations.
  14. Increased capacity needed to accommodate students as a result of reductions in towns providing school bus service and the increase in charter schools; this new demand is affecting the NYC routes because seats are occupied at the west end of the routes and then go empty traveling into PABT.
  15. Underserved areas - Northeast portion of Bergen County (Closter, Alpine, Norwood, etc.); need bus connections to retail hubs in Paramus, Ridgewood and Hackensack.
  16. Need to find more hubs that allow transfer between multiple bus routes at a single point. Suggestions for siting of Hubs for bus transit services:

<u>Existing</u>	<u>Potential</u>
- Hackensack	- Bergen County Community College
- Ridgewood	- Englewood
- Garden State Plaza	- Secaucus Transfer Station
- Fort Lee Bridge Plaza	- Montvale Service Area (Garden State Pkwy)
- Paramus Park Mall	- American Dream or Meadowlands
- Nungessers	- Tenafly
	- Suffern, NY
	- Ramsay Rte 17 Rail Station
	- Oakland

Outreach efforts have identified Garden State Plaza as a site for a major Hub. The site provides quick access to Routes 4, 17 and 208 and the Garden State Parkway and Paramus Road.

17. County feedback on the seven BRT route concepts presented by NJT at the meeting on September 12, 2010.
18. Use of NJT "Go Bus" Program as initial start-up for BRT in the County. (GOBUS program is described as a BRT "lite" service that offers a higher quality service than regular bus (faster travel times, limited stops but not the special buses)
  - a. Interim service in the Northern Branch corridor. (County has reservations because it could delay moving forward with LRT implementation)
  - b. West Shore Corridor
  - c. Essex Street Corridor
  - d. Use on any of the BRT route concepts presented to Bergen County in September 2010.
19. Jitney Operations
  - Jitneys are a major operator in several corridors served by NJ Transit: Route 4, Anderson Avenue, Route 3 and on routes between Jersey City/Union City and eastern Bergen County
  - Riders feel safer on NJ Transit, but jitneys are faster and run more frequently
  - Jitneys use designated bus stops to pick up passengers and hamper NJT bus access to those areas.
20. Avenues for implementing transit initiatives/improvements
  - Use site plan review at municipal and county to require developers to include a transit component to their site plans. (requires a transit plan section in municipal and county master plans that identify specific transit elements and provide a rational nexus) and local ordinance adopting the measures.
  - NJT Programs ("My Bus", bus shelters, etc). My Bus program places a sign showing the bus stop ID number and bus routes serving that stop. Transit users can dial the call or text NJT for the next scheduled time that a specific bus will be at the stop. The program will initially give scheduled information; but within 18 months will provide real time information on when the bus will arrive.
  - Requirement for bus stop signs at designated bus stops (buses will pick up/discharge passengers only at designated bus stops; eliminate courtesy stops; requires municipal support by resolution of bus stop sign plan submitted to towns by NJT and similar County support for inclusion of bus stop signs and shelters along county roads)

21. Bergen County Comments (Tom Casey)

- Provide pedestrian access to bus shelters and bus stops on highways (especially Routes 4, 17, 46 and 208)
- Need for a manual on design standards for bus shelters (NJ Transit indicated that a manual does exist)
- NJ Transit should maintain bus shelters like other transit agencies; (NJ Transit installs the bus shelters but maintenance and upkeep is a local responsibility.)
- State should subsidize Red & Tan for its routes in Bergen County
- Better coordination in locating bus stops
- Bus stop on the southbound approach at the intersection of Kinderkamack Rd and Soldier Hill Rd is in the “RIGHT TURN” lane.
- Need transit service to new developments including:
  - Westmont (Wood-ridge)
  - American Dream (East Rutherford)
  - Teterboro Industrial area near Route 46/Route 17
- Transit options between Bergen County and Westchester County, NY (Westchester County study [funded with CMAQ monies] revealed 25% of workers originate in Bergen County); provide bus park and ride at Montvale or in Paramus along the Garden State Parkway.

J. Gilligan encouraged the group to send their any comments on transit service to him for the consultant team to consider.

The meeting adjourned at 4:00 PM.

**COUNTY OF BERGEN**  
**DEPARTMENT OF PLANNING AND ECONOMIC DEVELOPMENT**

One Bergen County Plaza, 4th Floor, Hackensack NJ 07601  
 Telephone: 201.336.6446, Fax 201.3366449

**Project: Bergen Passaic Bus Study**  
**Date: Septemebr 29, 2011 1:30 PM**

Name	Company	Phone	Email
Robert S. Garrison	Bergen County Planning & Economic Development	201.336.6437	<a href="mailto:rgarrison@co.bergen.nj.us">rgarrison@co.bergen.nj.us</a>
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Ken Aloisio	Bergen County Planning Department	201.336.6454	<a href="mailto:kaloisio@co.bergen.nj.us">kaloisio@co.bergen.nj.us</a>
Christopher Helms	Bergen County Planning & Economic Development	201.336.6443	<a href="mailto:chelms@co.bergen.nj.us">chelms@co.bergen.nj.us</a>
Noreen Best	Bergen County Community Development	201.336.7201	<a href="mailto:nbest@co.bergen.nj.us">nbest@co.bergen.nj.us</a>
Rudy Pasterczyk	Bergen County Community Transportation	201.368.7557	<a href="mailto:rpasterczyk@co.bergen.nj.us">rpasterczyk@co.bergen.nj.us</a>
Humberto Goetz	Bergen County Community Transportation	201.368.7565	<a href="mailto:hgoetz@co.bergen.nj.us">hgoetz@co.bergen.nj.us</a>
Megan Kelly	North Jersey Transportation Planning Authority	973.639.8414	<a href="mailto:mkelly@njtpa.org">mkelly@njtpa.org</a>
Jim Gilligan	NJ Transit - Bus Service Planning	973.491.7763	<a href="mailto:igilligan@njtransit.com">igilligan@njtransit.com</a>
John Del Colle	NJ Transit - Government Community Relations	973.491.8073	<a href="mailto:idelcolle@njtransit.com">idelcolle@njtransit.com</a>
Ken Beitel	NJ Transit - Bus Service Planning	973.491.8563	<a href="mailto:kbeitl@njtransit.com">kbeitl@njtransit.com</a>
Brian Siegel	NJ Transit - Bus Service Planning	973.491.7727	<a href="mailto:bsiegel@njtransit.com">bsiegel@njtransit.com</a>
Helmsley Logan	NJ Transit - Bus Service Planning	973.491.8503	<a href="mailto:hlogan@njtransit.com">hlogan@njtransit.com</a>
John Pavlovich	Jacobs Engineering Group	862.242.7309	<a href="mailto:john.pavlovich@jacobs.com">john.pavlovich@jacobs.com</a>



## Bergen-Passaic Bus Study Survey

### Purpose of Survey:

- *To obtain information from key stakeholders to identify existing and emerging transit markets. This data will confirm, if these markets are underserved, what new, improved, and/or extended transit routes and services could serve them and this input will be added to list of possible improvements*
- *Data will be collected to identify problems and suggested improvements and will be classified by type: service (span, days and frequency), facility, user information, fare policy, other.*

### Identification of survey respondent:

#### Contact Information:

**Stakeholder:** Bergen County Dept of Planning & Economic Development  
**Name:** Donna Orbach  
**Phone:** 201- 336-6438  
**Email:** dorbach@co.bergen.nj.us

Please provide feedback on the following items related to public transit services for the residents and for employees to employment locations within Bergen County.

#### Bus service

##### 1. Current service to municipalities:

- a. Unserved origins and/or destinations served (new residential developments, office parks, retail centers, medical facilities) *We are working on disabled Triboro Shuttle and needs of 5 new housing complexes*
- b. on-time performance

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- c. crowding

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- d. bus routing

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- e. fare structure

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*Submitted by: Rudy Pasterczyk  
Director, BCCT*

2. Service frequency, span of services (hours in the day, days of the week),

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3. Bus stop locations

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4. Any issues in major corridors (e.g. Route 4, 17, 46, 208, River Road, Kinderkamack Road, Paramus Road, Forest Avenue/Maywood Avenue, Teaneck Road, Cedar Lane, etc.)

We would like to see fixed routes along route 17, 208 and maybe 9W for INTRA-County needs

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5. What role do you see jitney bus operations serving county residents?

There is a need among the Northern municipalities. Seniors and others would use it to go shopping, to medical appts and perhaps schools

6. Other

a. Utilization of Existing Commuter Park and Ride Sites

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b. Need for new sites for Park and Ride facilities and where

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c. Changes to cross-county service

We need more

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d. Add shuttles to major shopping malls

Yes definitely

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5. Service to Ramapo university, Bergen County Community College and other colleges located in Bergen and Passaic counties. *Bcct services RAMAPO + Bcc for disabled. could be expanded.*

6. County staff issues on Rail Service

- Passaic-Bergen Passenger Rail Restoration Project
- Planning for the second phase of the Passaic Bergen Project
- New potential service changes or facilities changes
- Potential relocation of the Delawanna Station in Clifton

7. Bus Service issues:

- Potential BRT along the Paramus Road/Route 17 corridor  
*In our Master Plan (Bcct)*
- Present County "thinking" on BRT  
*Bcct likes it in lieu of light Rail*
- More direct service for the up county municipalities  
*Need more service in the up county municipalities*
- Coordination with jitney services  
*Bcct could be involved with funding. Maybe contract services.*
- Feedback on NJ Transit's "My Bus" Program
- Preferred access standards for buses along county roads
- Potential service changes (what and where)

- Available sites for locating a NJ Transit Bus Garage to provide service for residents (If yes, suggest possible locations)

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- Passenger Amenities (e.g. bus shelters – where)

- ADA Accessibility *B CCT is a para-Transit operation. Fixed routes should have ADA Accessibility*

- Senior Access to Buses *Lower steps important to seniors.*

8. Please provide any additional comments on bus service and rail service in Bergen County/

*In the opinion of Bergen County Community Transportation, there is a tremendous need for public affordable transportation. We were going to try to address the needs as best we could with granted County funds. We believe a combination of fixed route, jitney and para transit would be required to fill the needs.*

# Bergen-Passaic Bus Study Survey

**Purpose of Survey:**

- *To obtain information from key stakeholders to identify existing and emerging transit markets. This data will confirm, if these markets are underserved, what new, improved, and/or extended transit routes and services could serve them and this input will be added to list of possible improvements*
- *Data will be collected to identify problems and suggested improvements and will be classified by type: service (span, days and frequency), facility, user information, fare policy, other.*

**Identification of survey respondent:**

**Contact Information:**

**Stakeholder:** Bergen County Dept of Planning & Economic Development  
**Name:** Donna Orbach  
**Phone:** 201- 336-6438  
**Email:** dorbach@co.bergen.nj.us

Please provide feedback on the following items related to public transit services for the residents and for employees to employment locations within Bergen County.

**Bus service**

1. Current service to municipalities:

a. Unserved origins and/or destinations served (new residential developments, office parks, retail centers, medical facilities)

b. on-time performance

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c. crowding

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d. bus routing

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e. fare structure

Continued discounts for senior residents.

2. Service frequency, span of services (hours in the day, days of the week),

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3. Bus stop locations

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4. Any issues in major corridors (e.g. Route 4, 17, 46, 208, River Road, Kinderkamack Road, Paramus Road, Forest Avenue/Maywood Avenue, Teaneck Road, Cedar Lane, etc. )

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5. What role do you see jitney bus operations serving county residents?

Necessary for senior and disabled residents of BC. BC Community Transportation should be able to connect people to mass transit.

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6. Other

a. Utilization of Existing Commuter Park and Ride Sites

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b. Need for new sites for Park and Ride facilities and where

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c. Changes to cross-county service

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d. Add shuttles to major shopping malls

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5. Service to Ramapo university, Bergen County Community College and other colleges located in Bergen and Passaic counties.

6. County staff issues on Rail Service

**THE COUNTY’S NO. 1 PRIORITY IS RESORATION OF RAIL SERVICE ON THE NORTHERN BRANCH EXTENSION OF THE HBLRT.**

- Passaic-Bergen Passenger Rail Restoration Project
- Planning for the second phase of the Passaic Bergen Project
- New potential service changes or facilities changes
- Potential relocation of the Delawanna Station in Clifton **This is not in Bergen.**

7. Bus Service issues:

- Potential BRT along the Paramus Road/Route 17 corridor  
\_\_\_\_\_
- Present County “thinking” on BRT  
\_\_\_\_\_
- More direct service for the up county municipalities  
One complaint from the senior and disable community is the need for increased transportation options. As more and more disable people are moving inot their own places their transportation options are limited. Frequently they had access to Access Link before but in their new home they do not. That either leaves them vulnerable to isolation or their spending their whole pay check on taxis. The disable are also moving to their own places because their parents are also aging and can no longer take care of them. As more and more units of housing are being built for these communities the need for transportation options is becoming paramont.  
\_\_\_\_\_
- Coordination with jitney services  
\_\_\_\_\_
- Feedback on NJ Transit’s “My Bus” Program  
\_\_\_\_\_
- Preferred access standards for buses along county roads  
\_\_\_\_\_
- Potential service changes (what and where)  
\_\_\_\_\_  
\_\_\_\_\_

- Available sites for locating a NJ Transit Bus Garage to provide service for residents (If yes, suggest possible locations)

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- Passenger Amenities (e.g. bus shelters – where)

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- ADA Accessibility

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- Senior Access to Buses

Essential that seniors are encouraged to give up their cars and rely on alternate transportation options. BC Community Transportation is undergoing significant cuts because of the lack of growth in Atlantic City. There are more and more senior developments built or proposed and the lack of transportation is a looming issue.

8. Please provide any additional comments on bus service and rail service in Bergen County/

The change in thinking in the disabled community is towards smaller housing communities and more independence but residents are discovering that one of their issues is maintaining their independence is the lack of transportation for both working and recreation. This need for transportation was discussed at the BC Community Transportation Public Hearing on June 15, 2011.

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# Bergen-Passaic Bus Study Survey

## Identification of survey respondent:

### Contact Information:

**Stakeholder:** Bergen County Dept of Planning & Economic Development  
**Name:** Thomas W. Casey PE  
**Phone:** 201- 336-6431  
**Email:** tcasey@co.bergen.nj.us

Please provide feedback on the following items related to public transit services for the residents and for employees to employment locations within Bergen County.

### Bus service

#### 1. Current Services:

- a. Unservd origins and/or destinations served (new residential developments, office parks, retail centers, medical facilities)

**Above being a transit provider, NJ Transit was created to promote transit use. NJ Transit needs to revisit it policy about how it assists private transit carriers in their regions. In the last 20 years plus, since the last local bus route evaluation study, local transit services provided by private carriers in Bergen County have diminished with some services having been nearly been eliminated. While these carriers participate in New York State's Operating Assistance, they view the operating assistance programs provided by NJ Transit to be to intrusive into their business affairs. In effect they view it as having to give market sensitive to a competitor. Elsewhere in New Jersey NJ Transit policies effectively drive the existing private sector carriers out of the transit business or force them to effectively operate as subsidiaries of NJ Transit.**

**The northern third of Bergen County is under served by transit bus services. Those services that exist are incidental to commuter bus services.**

- b. on-time performance  
**The constantly increasing traffic congestion on local roads requires more frequent retiming of the local transit bus routes.**
- c. crowding  
**Peak Hour crowding is difficult to accommodate without significant operating cost increases.**
- d. bus routing

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- e. fare structure
2. Service frequency, span of services (hours in the day, days of the week),
- a. Headways  
**In a suburban environment, as densely developed as Bergen County, headway should be no more than an hour; 75 and 90 minute headways are unacceptable. More frequent headways where necessary should be chosen to maintain a “clockface” schedule.**
- b. Span of service:  
**The current span of service on most of our bus transit lines of roughly 6am to 10pm would appear to be adequate; however, those lines service hospitals which are 24/7 facilities should be greater to serve to night shifts. The 780 serving Englewood, Holy Name, and Hackensack Hospitals, the 752 serving Hackensack, Bergen Regional and Valley Hospitals, and the 758 serving Bergen Regional Hospital come to mind. These services on weekdays need minor expansions, on Saturdays major expansions and on Sundays these services needed to add Sunday services.**
3. Bus stop locations  
**The determination of bus stop locations is overly cumbersome and time consuming. Personnel employed by the transit operator and trained and certified by NJ DOT in the requisite traffic engineering and pedestrian movement concerns should be able to determine the locations of bus stops without involving municipal and county actions.**
4. Any issues in major corridors (e.g. Route 4, 17, 46, 208, River Road, Kinderkamack Road, Paramus Road, Forest Avenue/Maywood Avenue, Teaneck Road, Cedar Lane, etc.)  
**Non-limited access State Highways in densely developed suburban environments should be designed including bus stops designed with both vehicle and pedestrian safety in mind. In Bergen County these include Routes 4, 17, 46 and 208. Route 4 from Englewood Cliffs thru Paramus is a good example of poorly designed bus stops from both a vehicular access and egress and pedestrian access/egress to/from the bus stop point of view.**
5. What role do you see jitney bus operations serving county residents?  
**The Jitney Buses provide a valuable service to Bergen County. First they provide a frequent and affordable transit service to those in the corridors where they operate in Bergen County. Their fares are slightly less than those charged by NJ Transit and they provide a much more frequent headway reducing the wait times between jitneys (and hence the over all transit travel time). As these are private sector ventures, these services are provided at no cost to the tax payer. In the case of the jitneys on Route 4, the jitneys, by providing the local**

**transit on Route 4, speed up the travel times of the commuter bus service which use Route 4 as part of their route to New York. Another important by product of these jitney services to Bergen County is that the limited resources of NJ Transit that might have been used to provide the services the jitney are providing are freed up to provide transit services elsewhere.**

6. Other

a. Utilization of Existing Commuter Park and Ride Sites

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b. Need for new sites for Park and Ride facilities and where

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c. Changes to cross-county service

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d. Add shuttles to major shopping malls

**Don't see the for shuttles to the major shopping malls as there are well served by jitneys, transit bus, and commuter bus services. The B16 Shoppers Shuttle bus service tested the need for such a service between Bergen Mall, Garden State Plaza, Paramus Park and The Fashion Center. While it had some operational merits, it was not well received by users mainly due to the additional transfers required.**

5. Service to Ramapo College, Bergen Community College, Fairley Dickenson University, Saint Peters College, Felician College and other colleges located in Bergen County.

**Ramapo College, Mahwah: Not in NJ Transit's bus service territory. After the addition of on campus housing the rider ship on the county operated B-10 College Bus dropped to the point that the College and the County agreed to terminate the service.**

**Saint Peters College, Englewood Cliffs: while on the palisades east of the Palisades Interstate Parkway and not far from transit, it does not have pedestrian friendly access.**

**Fairley Dickerson University: The Teaneck campus is bordered on the South By Cedar Lane and on the North by Route 4 both of which have several transit services providing a large area with one seat transit access to the Teaneck Campus. The Rutherford Campus has only one line (76 Hackensack Newark) within a reasonable walking distance of the campus.**

**Felician College in Lodi: The only transit service is the 780 which provides frequent service in a northeast southwest direction.**

**Bergen Community College, Paramus Campus: Frequent direct transit service on several lines linking to the east, southeast and south. However no direct service from the west and southwest. Those who come from the west and southwest have to deal with poorly timed connections at Garden State Plaza and are some times unable to board the buses to the Paramus campus as the buses are already full when they get to the Plaza.**

**Bergen Community College, Hackensack Campus: Well located with good transit access within two blocks to any direction.**

**Bergen Community College, Meadowlands Campus: As the student enrollment has increased at this newest campus location NJ Transit has worked with the College to provide transit access via their 76 transit line and their 192 commuter bus service.**

6. County staff issues on Rail Service

- Passaic-Bergen Passenger Rail Restoration Project
- Planning for the second phase of the Passaic Bergen Project
- New potential service changes or facilities changes
- Potential relocation of the Delawanna Station in Clifton: **Not a Bergen Issue**
- **The extension of the Hudson-Bergen Light rail service along the Northern Rail Line corridor is more important to Bergen County to relieve transit and traffic congestion in the eastern portion of Bergen County than the above listed projects**

7. Bus Service issues:

- Potential BRT along the Paramus Road/Route 17 corridor  
**In sufficient political will to implement the physical improvements necessary**
- Present County "thinking" on BRT

**Real time preferential traffic signal preemption is a possibility**

- More direct service for the up county municipalities  
**Direct to Where?**
  - Coordination with jitney services  
**The jitney services share the same coordination problem as do the other private carriers in Bergen County. The lack of a transfer system between different private carriers either among themselves or with NJ Transit Bus operations.**
  - Feedback on NJ Transit's "My Bus" Program  
**No Comment**
  - Preferred access standards for buses along county roads
- 
- 
- Potential service changes (what and where)  
**Bergen County Plaza specifically and downtown Hackensack in general needs direct transit bus access from Lodi and Wallington. Reverse peak service on the Pascack Valley Rail Line at least as far north as North Hackensack (a.k.a. New Bridge Landing)**
  - Available sites for locating a NJ Transit Bus Garage to provide service for residents (If yes, suggest possible locations)  
**With the closing of some catholic high schools those properties may be available for re-use.**
  - Passenger Amenities (e.g. bus shelters – where)  
**Replace the Anderson Street Station in Hackensack which NJ Transit employees accidentally burn down to the ground. ADA Accessibility**
  - Senior Access to Buses
- 

8. Please provide any additional comments on bus service and rail service in Bergen County/

## **Appendix G**

### **Outreach to Regional Employers**

## Northeast New Jersey Metro Mobility Study Hospital Telephone Interview Questions

### Introduction:

Good morning! My name is \_\_\_\_\_ and I am working with New Jersey Transit on the Northeast New Jersey Metro Mobility Study, looking at bus transit alternatives in Bergen and Passaic Counties. Do you have 10 to 15 minutes to assist us with a survey regarding transit usage at your facility?

### Purpose of Survey:

- Data will be collected to identify existing and emerging transit markets. This data will confirm, if these markets are underserved, what new, improved, and/or extended transit routes and services could serve them and this input will be added to list of possible improvements
- Data will be collected to identify problems and suggested improvements and will be classified by type: service, facility, information, fare policy, other

### Identification of survey respondent:

**Facility:** Holy Name Hospital

**Name:** Liza Deguzman-Galido

**Title/Department:** Employment Manager

**Phone:** 201-833-3247

**Email:**

**Date:** March 17, 2010

### Basic hospital information:

1. How many employees do you currently have at the LOCATION of the study area (full time, part time, total FTEs)?

**She did not have a breakdown but said it was somewhere around a total of 1,500 full-time and part-time employees.**

2. How many employees do you foresee having at the LOCATION of the study area in the future (5 or 10 years)? Do you have any plans to move or expand in that time frame?

**There are no formal plans to expand yet, but they probably will, beginning with the doctors offices that are located on-campus.**

3. How many shift do you have. Do start/end times differ from weekdays to weekends? If so, what are the major shift start and end times and the approximate number (or percent) of employees in each shift?

**They have 3 standard shifts: 7 a.m. to 3:30 p.m.; 3 p.m. to 11:30 p.m.; 11:15 p.m. to 7:15 a.m. The majority of employees work those shifts. Some people, however, work "12's" which would be 7 a.m. to 7 p.m.**

4. What types of outpatient of services do you provide? What percentage of your annual patient load does this represent?

### **Employee Commute Information**

5. We're looking at current commute practices. What can you tell me about your employee work trips?
  - a. What % drive alone?
  - b. What % carpool?
  - c. What % use transit?

**She did not have a breakdown, but said most people drive alone.**

6. Do you have any "special situations" or specific groups of specialized workers, who have particular needs for transit (e.g., do not own cars, United We Ride)?

**There is a small percentage of people living in New York City and coming across the bridge to work.**

7. Have your employees ever expressed an interest in taking transit but cannot do so because of shift time or route/schedule limitations?

**MeadowLink and/or Transit Now has come to the hospital several times and set up a table in the cafeteria to talk about carpooling and ridesharing. She said that usually a lot of people stop by the table.**

8. Do you ever have trouble recruiting because of your location and/or transportation issues?

**Not to date. Most of the employees are coming from Bergen County, Hackensack, Teaneck, and Passaic County. There is a bus stop in front of the hospital.**

9. To better understand employee origins and destinations, do you have information you can provide regarding the residential location of your workers?

- a. Specific information that we can obtain (zipcodes)?
- b. General comments re: specific towns with clusters of employees?
- c. General information re: north, south, east, west origins?

**She would not know how to go about getting zip code data and repeated that most of the people that work at the hospital are from Bergen County, but a small percentage also come from Shore points and the Poconos.**

### **Business/Commuting Policy**

10. Do you get much feedback from employees about their commuting issues? **No**
  - route schedules
  - route timing



- congestion and/or other delays
- lack of information about transit/commuting services
- transit fare policy
- other

11. Do you provide information for employees on transit connections and/or other commuter services such as New Jersey Transit or Meadowlink? Would you be interested in having someone come in and give a presentation on transit services?

**Transit Now comes several times a year and sets up a table in the cafeteria with information.**

12. Does your facility sell bus passes at its payroll office? Would they be receptive in doing this in the future?

**No bus passes. They do provide bus schedules in the lobby for patients and employees.**

13. Do you encourage the use of transit service in any way (e.g., transit stipends, free or discounted passes, coordinate shifts with bus schedules)?

**Several times a year she publishes directions on how to take the bus and distributes them to employees. She said that some people are intimidated by the system and do not use it because they are afraid of getting on the wrong bus or getting lost.**

14. Is parking an issue for you employees or visitors? **No**

a. Is there a parking shortage? **Only during the winter due to snow piles.**

b. Do employees and visitors park free of charge? Is free parking required by a union?  
**Employees park for free; patients pay for a token. Sometimes discounted parking passes are given to patients that need to come to the hospital for treatment several times during the week.**

c. Does the cost of parking (or other parking considerations) figure into business decisions?

d. Was parking an issue in choosing your current location?

15. In terms of transportation changes or improvements, what would be most helpful to your company and your employees?

a. Better transit options (e.g., improved service frequency, longer hours of service, route changes/new connections) **Employees that work until 11:30 p.m. usually end of waiting longer (at least a half-hour or more) for the bus because they do not run as frequently at that time. During the winter it is very cold for them. A bus that comes soon after the 11:30 shift would help.**

b. More information on what bus transit options are already available

c. Supporting pedestrian improvements (e.g., sidewalks) or bus stop

**The lighting and signage at the existing stop are fine.**

d. Improvements (e.g., shelters, maps, schedules) to make transit more accessible

e. Other?

### **Patient Travel Information**

16. Do you collect information on how your patients arrive/depart the hospital? If yes,

a. What % drive alone? **Almost all drive to the hospital.**

b. What % use transit?

17. Do you have residential information about your patients? More specifically, what towns or geographic area do they mostly come from? **Nothing specific. Most come from Bergen and Passaic Counties.**

## Northeast New Jersey Metro Mobility Study Hospital Telephone Interview Questions

### Introduction:

Good morning! My name is \_\_\_\_\_ and I am working with New Jersey Transit on the Northeast New Jersey Metro Mobility Study, looking at bus transit alternatives in Bergen and Passaic Counties. Do you have 10 to 15 minutes to assist us with a survey regarding transit usage at your facility?

### Purpose of Survey:

- Data will be collected to identify existing and emerging transit markets. This data will confirm, if these markets are underserved, what new, improved, and/or extended transit routes and services could serve the market and this input will be added to list of possible improvements
- Data will be collected to identify problems and suggested improvements and will be classified by type: service, facility, information, fare policy, other

### Identification of survey respondent:

**Facility:** St. Joseph's Regional Medical Center

**Name:** Ken Morris

**Title/Department:** Director, Urban and Community Health

**Phone:** 973-754-2873

**Email:**

### Basic hospital information:

1. How many employees do you currently have at the LOCATION of the study area (full time, part time, total FTEs)? **4,560 FTE**
2. How many employees do you foresee having at the LOCATION of the study area in the future (5 or 10 years)? Do you have any plans to move or expand in that time frame?

**They are currently going through a "decompression" program to make the size of the facility bigger. He does not know if this will result in additional employees.**

3. How many shifts do you have. Do start/end times differ from weekdays to weekends? If so, what are the major shift start and end times and the approximate number (or percent) of employees in each shift? **3 shifts on weekdays and weekends: 7:30 a.m. to 3:30 p.m.; 3:30 p.m. to 11 p.m.; 11 p.m. to 7:30 a.m. Within those shift times, there are various start times (e.g., some employees may work 8 a.m. to 4:30 p.m. or 8 a.m. to 5 p.m.)**
4. What types of outpatient services do you provide? What percentage of your annual patient load does this represent? **All types of outpatients services.**

## **Employee Commute Information**

5. We're looking at current commute practices. What can you tell me about your employee work trips?

- a. What % drive alone? **About 70%**
- b. What % carpool?
- c. What % use transit? **About 30% use "some form of public transit"**

**They would like NJ Transit to re-open the rail station near the hospital.**

6. Do you have any "special situations" or specific groups of specialized workers, who have particular needs for transit (e.g., do not own cars, United We Ride)?

**Most of the housekeeping personnel take transit to work.**

7. Have your employees ever expressed an interest in taking transit but cannot do so because of shift time or route/schedule limitations?

**No. The hospital is located on Main Street on the main bus line.**

8. Do you ever have trouble recruiting because of your location and/or transportation issues?

**No.**

9. To better understand employee origins and destinations, do you have information you can provide regarding the residential location of your workers?

- a. Specific information that we can obtain (zipcodes)? **He'll try to get zip codes from HR.**
- b. General comments re: specific towns with clusters of employees?
- c. General information re: north, south, east, west origins? **About 1/3 of the employees live within the City of Paterson and its 6 wards. Some are from New York City, Northern New Jersey and outside of Passaic County.**

## **Business/Commuting Policy**

10. Do you get much feedback from employees about their commuting issues? **No. The hospital is located in an urban area so there are lots of bus stops around.**

- route schedules
- route timing
- congestion and/or other delays
- lack of information about transit/commuting services
- transit fare policy
- other

11. Do you provide information for employees on transit connections and/or other commuter services such as New Jersey Transit or Meadowlink? Would you be interested in having someone come in and give a presentation on transit services?

**No information provided at this time. HR may be interested in having someone come in and talk at a new employee orientation.**

12. Does your facility sell bus passes at its payroll office? Would they be receptive in doing this in the future?

**Not at this time. HR may be interested.**

13. Do you encourage the use of transit service in any way (e.g., transit stipends, free or discounted passes, coordinate shifts with bus schedules)?

**They currently have an incentive program to encourage people to carpool. He was not sure of the specific details.**

14. Is parking an issue for you employees or visitors?

a. Is there a parking shortage? **Yes.**

b. Do employees and visitors park free of charge? Is free parking required by a union? **Employees park for free, however that is going to change in the near future. Parking costs will be based on the amount of an employee's salary. Visitors park for free.**

c. Does the cost of parking (or other parking considerations) figure into business decisions?

d. Was parking an issue in choosing your current location?

15. In terms of transportation changes or improvements, what would be most helpful to your company and your employees? **None – everything is fine.**

a. Better transit options (e.g., improved service frequency, longer hours of service, route changes/new connections)

b. More information on what bus transit options are already available

c. Supporting pedestrian improvements (e.g., sidewalks) or bus stop

d. Improvements (e.g., shelters, maps, schedules) to make transit more accessible

e. Other? **Train service stopped in 1985. The City is building a new garage and hotel near the hospital so they would like NJ Transit to re-open the rail station.**

### **Patient Travel Information**

16. Do you collect information on how your patients arrive/depart the hospital? If yes,
  - a. What % drive alone? **Almost all arrive by car, taxi, or ambulance.**
  - b. What % use transit?
  
17. Do you have residential information about your patients? More specifically, what towns or geographic area do they mostly come from? **They are a Level 2 facility so patients come from all over the state,**

## **Northeast New Jersey Metro Mobility Study Hospital Telephone Interview Questions**

### **Introduction:**

**Good morning! My name is \_\_\_\_\_ and I am working with New Jersey Transit on the Northeast New Jersey Metro Mobility Study, looking at bus transit alternatives in Bergen and Passaic Counties. Do you have 10 to 15 minutes to assist us with a survey regarding transit usage at your facility?**

### **Purpose of Survey:**

- **Data will be collected to identify existing and emerging transit markets. This data will confirm, if these markets are underserved, what new, improved, and/or extended transit routes and services could serve the market and this input will be added to list of possible improvements**
- **Data will be collected to identify problems and suggested improvements and will be classified by type: service, facility, information, fare policy, other**

### **Identification of survey respondent:**

**Facility:** Preakness Healthcare

**Name:** Nancy Ackerman

**Title/Department:** Assistant Nursing Home Administrator

**Phone** 973-904-6087

**Email:**nancya@passaiccountynj.org

### **Basic hospital information:**

1. **How many employees do you currently have at the LOCATION of the study area (full time, part time, total FTEs)? 600**
2. **How many employees do you foresee having at the LOCATION of the study area in the future (5 or 10 years)? Do you have any plans to move or expand in that time frame? 650**
3. **How many shifts do you have. Do start/end times differ from weekdays to weekends? If so, what are the major shift start and end times and the approximate number (or percent) of employees in each shift? 3 shifts: 7a.m. to 3 p.m.; 3 p.m. to 11 p.m.; and 11 p.m. to 7 a.m.**
4. **What types of outpatient services do you provide? What percentage of your annual patient load does this represent? n.a.**

## Employee Commute Information

5. We're looking at current commute practices. What can you tell me about your employee work trips?
  - a. What % drive alone? **90%**
  - b. What % carpool? **??**
  - c. What % use transit? **None**
  
6. Do you have any "special situations" or specific groups of specialized workers, who have particular needs for transit (e.g., do not own cars, United We Ride)? **Yes, we there was a shuttle however it was discontinued due to lack of riders and funding**
  
7. Have your employees ever expressed an interest in taking transit but cannot do so because of shift time or route/schedule limitations? **Transit does not come directly to the facility.**
  
8. Do you ever have trouble recruiting because of your location and/or transportation issues?  
**No**
  
9. To better understand employee origins and destinations, do you have information you can provide regarding the residential location of your workers?
  - a. Specific information that we can obtain (zipcodes)? **07501**
  - b. General comments re: specific towns with clusters of employees? **Paterson, New Jersey**
  - c. General information re: north, south, east, west origins?

## Business/Commuting Policy

10. Do you get much feedback from employees about their commuting issues?
  - route schedules **N/A**
  - route timing
  - congestion and/or other delays
  - lack of information about transit/commuting services
  - transit fare policy
  - other
  
11. Do you provide information for employees on transit connections and/or other commuter services such as New Jersey Transit or Meadowlink? Would you be interested in having someone come in and give a presentation on transit services? **Meadowlink is no longer available to our employees.**



12. Does your facility sell bus passes at its payroll office? Would they be receptive in doing this in the future? **Yes**
13. Do you encourage the use of transit service in any way (e.g., transit stipends, free or discounted passes, coordinate shifts with bus schedules)? **The bus does not come to our facility. I would like to know more information on this.**
14. Is parking an issue for you employees or visitors? **No**
- a. Is there a parking shortage? **No**
  - b. Do employees and visitors park free of charge? **Yes** Is free parking required by a union?  
**No**
  - c. Does the cost of parking (or other parking considerations) figure into business decisions?  
N/A
  - d. Was parking an issue in choosing your current location? **No**
15. In terms of transportation changes or improvements, what would be most helpful to your company and your employees? Transportation directly to our facility
- a. Better transit options (e.g., improved service frequency, longer hours of service, route changes/new connections)
  - b. More information on what bus transit options are already available
  - c. Supporting pedestrian improvements (e.g., sidewalks) or bus stop **Yes**
  - d. Improvements (e.g., shelters, maps, schedules) to make transit more accessible
  - e. Other?

### **Patient Travel Information**

16. Do you collect information on how your patients arrive/depart the hospital? If yes,
- a. What % drive alone? **n.a. This is a nursing home**

b. What % use transit?

17. Do you have residential information about your patients? More specifically, what towns or geographic area do they mostly come from?

## Bergen-Passaic Bus Study Hospital Survey Questions

**Purpose of Survey:**

- Data will be collected to identify existing and emerging transit markets. This data will confirm, if these markets are underserved, what new, improved, and/or extended transit routes and services could serve them and this input will be added to list of possible improvements
- Data will be collected to identify problems and suggested improvements and will be classified by type: service, facility, information, fare policy, other

**Identification of survey respondent:**

**Contact Information:**

**Facility: Hackensack University Medical Center**

**Name: Paulette Wright**

**Title/Department: Director Benefits, HRIS & Operations**

**Phone 201 9963609**

**Email: pwright@humed.com**

**Basic hospital information:**

1. How many employees do you currently have at the LOCATION of the study area (full time, part time, total FTEs)?  
 Full Time   5556   Total FTE: **6374**  
 Part-Time   2104    
 Volunteers   1850
  
2. How many employees do you foresee having at the LOCATION of the study area in 5-10 years? Do you have any plans to move or expand in that time frame?  
  8500 - 9000
  
3. Do you have shifts? If so, what are the major shift start and end times and the approximate number (or percent) of employees in each shift?

Shift #	1	2	3
Hours			
# Employees	<b>4050</b>	<b>1206</b>	<b>943</b>
			<b>1461 Rotating Shift</b>

4. a. How many patients typically stay overnight? 617
- b. How many visitors come to the hospital on a typical weekday? 3153
- c. How many visitors are at the hospital on a typical Saturday? 1205 Sunday? 1047
- d. How many out-patients are handled on a typical weekday? Unknown

### Employee Commute Information

5. We're looking at current commute practices. What can you tell me about your employee work trips?
  - a. How many (or %) drive to HUMC? 50%
  - b. Where do they park? HUMC Garage **YES** Off-site Parking  
Other
  - c. What % use transit? (by shift) **unknown**
  
6. Do you have any "special situations" or specific groups of specialized workers, who have particular needs for transit?  
**Only special situations are medical personnel that are permitted to park closer to actual work location.**
  
7. Have your employees ever expressed an interest in taking transit but cannot do so because of shift time or route/schedule limitations? **Not known**
  
8. Do you have trouble recruiting because of your location and/or transportation issues? **No**
  
9. To better understand employee origins and destinations, do you have information you can provide regarding the residential location of your workers? **Below under comments is a list of zip codes with number of employees residing in each.**
  - a. Specific information that we can obtain (zipcodes)?
  - b. General comments re: specific towns with clusters of employees?
  - c. General information re: north, south, east, west origins?

### Business/Commuting Policy

10. Do you get much feedback from employees about their commuting issues?

- route schedules **Not known**
- route timing
- congestion and/or other delays
- lack of information about transit/commuting services
- other

11. Do you provide information for employees on transit connections and/or other commuter services such as Meadowlink?
12. Do you encourage the use of transit service in any way (e.g., transit stipends, free or discounted passes, coordinate shifts with bus schedules)?
13. Is parking an issue for you?
- a. How many parking spaces are available at the site? **5000**\_\_\_\_\_
  - b. Do employees pay for parking? no If yes how much? \_\_\_\_\_
  - c. Is there a parking shortage? no
  - d. Does the cost of parking (or other parking considerations) figure into business decisions? **no**
14. In terms of transportation changes or improvements, what would be most helpful to your Hospital and your employees?
- a. Better transit options (e.g., improved service frequency, longer hours of service, route changes/new connections)
  - b. More information on what bus transit options are already available
  - c. Supporting pedestrian improvements (e.g., sidewalks) or bus stop
  - d. Improvements (e.g., shelters, maps, schedules) to make transit more accessible
  - e. Other?

**Patient Travel Information**

15. How many patients are handled at the hospital's same day procedures/surgeries?  
**20,000 same day surgeries performed each year.**

16. How do patients and visitors arrive at the hospital? **Not known**  
 a. What % drive alone?  
 b. What % use transit?

17. What geographic area(s) do most patients come from (towns, zip codes)?  
 (Extended Stay and Same day procedures) **Not known**

18. Do you provide free bus passes or other subsidy to patients who may not own cars or may not have a ride home? *HUMC offers taxi vouchers to patients who do not have a car and have a financial need.*

OTHER COMMENTS

**Employee Zip Codes – 10 or more within zip code.**

Postal	Total
07601	820
07644	296
07666	249
07604	194
07621	156
07026	150
07410	145
07652	145
07407	144
07631	142
07607	139
07663	116
07646	114
07675	108
07470	106
07628	97
07055	86
07430	84

07013	77
07011	76
07075	72
07070	71
07057	68
07071	66
07660	66
07603	65
07643	64
07661	64
07450	63
07047	58
07662	57
07506	54
07504	53
07424	52
07024	50
07003	49
07508	48
07110	47
07436	47
07649	47
07642	46
07452	45
07501	44
07522	44
07072	43
07073	43
07109	43
07481	42
07514	42
07630	42
07094	41
07463	41
07030	40
07031	40
07606	40

07456	38
07656	36
07676	35
07093	34
07446	34
07305	33
07458	33
07010	31
07032	31
07626	31
07087	29
07002	28
07306	27
07442	27
07417	26
07650	26
07012	25
07083	25
07480	24
07054	23
10956	23
07307	22
07444	22
07657	22
07670	22
07403	21
07405	21
07052	20
07503	20
07513	20
07645	20
07871	20
07438	19
07502	19
07006	18
07022	18
07647	18



07035	17
07432	17
07461	17
07627	17
07677	17
10990	17
07465	16
07641	16
10954	16
07009	15
07014	15
07401	15
07605	15
07017	14
07043	14
07457	14
10965	14
07036	13
07304	13
18301	13
07039	12
07042	12
07302	12
07512	12
07524	12
07840	12
07866	12
07869	12
10025	12
10960	12
07050	11
07105	11
07421	11
07624	11
07632	11
07074	10
07462	10

07640	10
07828	10
10950	10

# **NORTH EAST NEW JERSEY METRO MOBILITY STUDY MEETING SUMMARY**

## **Englewood Hospital and Medical Center March 4, 2010**

### **ATTENDEES:**

Thomas Greco – Vice President for General Services

Michael Pietrowicz – Senior Vice President Planning and Program Development

Kristen Ahlfeld - Fitzgerald & Halliday Inc.

Leslie Black - Fitzgerald & Halliday Inc.

### **SUMMARY:**

- The hospital currently has 2,800 employees, 800 volunteers, and 850 doctors.
- The top priority in terms of bus service would be connecting the hospital with Hudson County, New Jersey.
  - The hospital draws approximately 80 percent of its business from Hudson County.
  - Approximately 80 percent of doctors offices are located within Hudson County.
  - Hudson County is much more transit-dependent with regard to patients and employees.
  - There is no direct connection between Hudson County and Englewood/the hospital. People coming from Hudson County on the bus need to make a transfer before getting off in Englewood.
  - The hospital currently runs a private car service to/from Hudson County for some cardiac and cancer patients who have no other means of getting to the hospital.
- The environmental services staff consists of 120 +/- employees. Most carpool to work or take transit. Most are from North Bergen and other towns in Hudson County.
- Fastest growing communities are (1) Korean and (2) Latino.
- Monday through Friday shifts are 6 a.m. to 6 p.m.; 7 a.m. to 3 p.m.; 3 p.m. to 11 p.m.; and 11 p.m. to 7 a.m. To date they have not heard any complaints from employees that the shift times do not match with bus schedules.
- They estimated that 65 to 75 percent of employees currently take some form of transit to work.
  - It was their impression that there is no direct service to the County from the North. It appears that people need to take a bus to New York City first before coming back to Bergen County.
- The hospital surveys its employees each year. From now on, they will be asking questions related to transit.
- In terms of “special populations”, senior citizens in Bergen and Hudson counties were mentioned. Seniors look to the hospital to provide shuttle service to/from senior centers and senior living complexes and the hospital cannot do that.
- The hospital currently has a parking shortage.

- Approximately 100 people have to park off-site
- Employees park for free
- More parking is being planned, however, the hospital feels that if additional transit services are provided by New Jersey Transit, additional parking areas would not need to be as large
- Currently the hospital provides bus schedules in their human resources area. They do not, however, have a program to buy bus passes on site. The hospital would be interested in having someone from New Jersey Transit and/or MeadowLink give a presentation at the hospital.
- The hospital is planning another major expansion within the next 5 to 10 years.
- Englewood Hospital is currently the largest advertiser on New Jersey Transit vehicles.

**FOLLOW-UP ITEMS:**

- Mike Pietrowicz will send employee zip code information to FHI (Kristen or Leslie).



## MEMORANDUM

**To:** John Pavlovich, Jacobs      **Project:** FHI 924.01  
**From:** Kristen Ahlfeld      **Date:** May 20, 2010  
**Cc:** Mike Morehouse  
Leslie Black  
**Subject:** NENJMMS – Summary of Hospital Survey Results

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This memorandum provides an overview of the results obtained during the outreach process conducted with study area hospitals for the Northeast New Jersey Metro Mobility Study (NENJMMS).

Nine hospitals located within Bergen and Passaic counties were contacted during the months of March-April 2010. Personnel from each hospital's human resources department were asked to participate in a brief telephone questionnaire regarding their employees' use of bus transit services. Of the nine hospitals contacted, completed questionnaires were received from the following:

- Englewood Hospital – Bergen County
- Hackensack University Medical Center (HUMC) – Bergen County
- Holy Name Hospital – Bergen County
- St. Joseph's Hospital – Passaic County
- Preakness Healthcare Center – Passaic County

For the remaining hospitals, FHI left voicemail messages, and in some cases, sent blank questionnaires to hospital personnel via email, where addresses were available. In an effort to ensure complete results and a "big picture" of regional bus transit needs for the hospitals, FHI will attempt to contact the remaining facilities again within the coming weeks.

The following table presents a summary of the responses and specific recommendations obtained from each of the hospitals.

Topic Area	General Trends	Specific Concepts/ Recommendations
<b>Basic Hospital Information</b>	<ul style="list-style-type: none"> <li>• Hospital size ranges from 600 employees at Preakness Healthcare up to 8,000 employees at HUMC.</li> <li>• All hospitals have 3 main shifts on weekdays and weekends typically covering the hours of 7 a.m. to 3/3:30 p.m.; 3 p.m. to 11/11:30 p.m.; 11 p.m. to 7/7:30 a.m. The majority of employees work these shifts.</li> <li>• Other shifts include “12’s” where a few employees work 6 a.m. to 6 p.m. or 7 a.m. to 7 p.m. These are not considered major shifts.</li> <li>• All hospitals are currently expanding or have plans to expand their main facilities or doctors offices in the future; however some were unsure as to whether the expansions would lead to an increase in employees.</li> </ul>	
<b>Employee Commute Information</b>	<ul style="list-style-type: none"> <li>• At all of the hospitals except Englewood, it was reported that between 70 and 90 percent of employees drive alone to work.</li> <li>• All hospitals stated that the environmental services or housekeeping staff take transit or carpool to work.</li> <li>• Most HUMC employees are adverse to taking transit.</li> <li>• None of the hospitals reported hearing that employees wanted to take transit be could not do so because of scheduled/route limitations.</li> </ul>	<ul style="list-style-type: none"> <li>• Englewood Hospital reported that between 65 and 75 percent of its employees take some form of transit to work.</li> <li>• Transit services are not directly provided to/from Preakness Healthcare.</li> <li>• Holy Name Hospital that there is a small percentage of employees traveling from New York City to work at the facility.</li> <li>• Englewood Hospital reported that most of their “special populations” are coming from North Bergen and Hudson County. Bus connections</li> </ul>

Topic Area	General Trends	Specific Concepts/ Recommendations
	<ul style="list-style-type: none"> <li>• None of the hospitals have trouble recruiting due to their location and/or transportation issues.</li> <li>• All hospitals reported that most employees come from the same county in which the hospital is located.</li> </ul>	<p>to/from Hudson County need to be improved.</p> <ul style="list-style-type: none"> <li>• HUMC, Holy Name, and Englewood reported that there is an out-migration of employees who live in New York City.</li> <li>• Holy Name also reported that a very small percentage of its employees come from the Poconos and Shore Points.</li> </ul>
<p><b>Business/Commuting Policy</b></p>	<ul style="list-style-type: none"> <li>• All hospitals reported that they do not receive feedback from employees on commute options.</li> <li>• Most hospitals currently provide bus schedules and other transit information in human resources offices and other employee/visitor areas.</li> <li>• None of the hospitals currently sell bus/transit passes on-site.</li> <li>• None of the hospitals offer Transit Chek.</li> <li>• St. Joseph's Hospital currently provides incentives for carpooling but not transit.</li> <li>• Several times per year, Holy Name Hospital publishes directions on how to use the bus system and distributes them to employees. Some employees are intimidated by the bus system and are afraid of getting lost or taking the wrong bus.</li> <li>• There is a parking shortage at all facilities except for Holy Name Hospital and Preakness</li> </ul>	<ul style="list-style-type: none"> <li>• There is no transit service to/from Preakness Healthcare. They would like to speak with NJ Transit about getting bus service.</li> <li>• St. Joseph's Hospital would be interested in having someone come in and speak about transit options and programs at new employee orientation.</li> <li>• Preakness Healthcare and Englewood Hospital would be interested in having MeadowLink or NJ Transit give a presentation to human resources about bus passes and other transit information.</li> <li>• St. Joseph's Hospital would like the rail station next to the hospital re-opened.</li> <li>• Preakness Healthcare would like a bus stop and supporting pedestrian infrastructure near their facility.</li> <li>• Englewood Hospital needs more direct connections/service to/from Hudson County. Currently people need to make a transfer.</li> </ul>

Topic Area	General Trends	Specific Concepts/ Recommendations
	<p>Healthcare. HUMC currently provides shuttle services to/from satellite parking lots to/from the hospital; lease spaces from City of Hackensack.</p> <ul style="list-style-type: none"> <li>• Employees park for free at all hospitals. However, in the near future employees will have to pay for parking at St. Joseph's Hospital; the amount an employee pays will be based on his/her salary.</li> </ul>	<ul style="list-style-type: none"> <li>• HUMC suggested providing connections to/from the hospital to/from key hubs in Hudson County. HUMC also mentioned that it could be beneficial to extend service from the Hackensack bus terminal to HUMC.</li> <li>• Holy Name hospital would like a bus to arrive at the hospital soon after the 11:30 p.m. shift has ended. Currently, employees must wait thirty minutes or more for a bus since they do not run as frequently at that time.</li> </ul>
<b>Patient Information</b>	<ul style="list-style-type: none"> <li>• All facilities reported that almost all of their patients arrive by car.</li> <li>• Englewood Hospital reported that many of their patients come from Hudson County. They currently run private car service for cancer and dialysis patients since transit service to the hospital is limited.</li> </ul>	<ul style="list-style-type: none"> <li>• HUMC is willing to work with NJ Transit on providing bus/transit information and/or links on its web site for patients and visitors.</li> </ul>



March 30, 2010

TO: Project File  
FROM: John Pavlovich  
RE: Hackensack University medical Center Meeting Notes of 03/30/2010  
Bergen Passaic Bus Study

Representatives of NJ Transit and Hackensack University Medical Center met on March 30, 2010 at the HUMC's offices in Hackensack as part of the project's fact finding efforts with major stakeholders for the Northeast New Jersey Metro Mobility Study (NENJMMS), formerly the Bergen Passaic Bus Study. The attendees included:

Mark Sparta	HUMC, VP of Operations	(201-996-3831)
Paulette Wright	HUMC, Director of HRIS & Operations	(201-996-3609)
Richard Roberts	NJ Transit, Chief Planner	(973-491-7624)
James Gilligan	NJ Transit, Director Bus Service Planning	(973-491-7763)
R.J. Palladino	NJ Transit, Asst Director Capital Planning	(973-491-7791)
Tom Schulz	NJ Transit, Sr. Director Capital Planning	(973-491-8912)
John Pavlovich	Jacobs Engineering Group	(862-242-7309)

This meeting was held at the request of NJ Transit to obtain information from HUMC on ways how the transit could better serve hospital staff, patients and visitors.

Rich Roberts gave an overview of NJ Transit's efforts to continue to look forward in meeting mobility needs of residents and employers and his role at the agency.

Jim Gilligan, NJT Project Manager on the NENJMMS, gave a presentation and overview on the study and the role of outreach efforts to the major stakeholders in the Bergen and Passaic county area including educational institutions and the health services industry. It was mentioned that nursing students from Eastwick College had difficulties in using transit to get to hospitals for their internships.

John Pavlovich, Project Manager of the consultant team, provided an overview of the outreach initiatives including the recent Educators' Summit held at William Paterson University, and the ongoing survey effort and/or one-on-one meetings with representatives of the nine major hospitals in Bergen and Passaic counties. A copy of the survey questionnaire sent to the other hospitals was handed out. Paulette Wright requested that a copy be emailed to her to facilitate HUMC responses.

Open discussion followed the presentations with the highlights summarized below:

HUMC indicated that:

- The Hackensack campus is licensed as a 775-bed hospital. In-patient admissions run at 70,000 to 75,000 per year; and 1 million out-patient procedures per year.
- There are approximately 8,000 employees and 1,600 volunteers, and 1,500 doctors.
- HUMC has a parking problem.
- Employees park for free; however this privilege does not include parking in the main garage which is adjacent to the Medical Office Building at 30 Prospect Street and the Hospital's Main building.
- The Main garage contains approximately 1,000 spaces with an average turnover rate of 2 hours.
- HUMC leases space from the City of Hackensack at the east end of Atlantic Street; it also owns a lot in the area. Shuttle buses transport employees between the lots and the hospital complex. HUMC operates 12 shuttle buses (16-19 passenger vehicles).
- HUMC used to lease parking space at the Curtiss-Wright site in Wood Ridge; now they lease about 500 spaces on the FDU campus off of River Road in Hackensack.
- Hospital expansion includes the opening of a new out-patient cancer treatment center on Atlantic Street and Second Street with a 980-car garage.
- The hospital has many split shifts and non-traditional start times; standard shifts (7:00 AM – 3:30 PM, or 8:00 AM – 4:30 PM, 3:00 PM – 11:00 PM, 11:00 PM to 7:00 AM, and 7:00 AM to 7:00 PM)
- Most employees are averse to public transportation.
- There is an out migration of hospital staff living in NYC; they prefer using transit and are frustrated by the poor connections for commuting, especially rail service (Pascack Valley Line) at the Essex Street Station.
- HUMC business model is to create strong relationships with community hospitals; patients come from areas such as Colts Neck, NJ.
- Plans call for the old Pascack Valley hospital in Westwood to operate as a 128-bed community hospital.
- HUMC conducted an employee commuter survey in February with 1700 responses; (They will share these results with NJT.)
- HUMC decided not to offer transit-check to employees about 10-15 years ago because of difficulties in collecting cash to pay for the program; recent changes in the program make it more attractive to introduce if there is employee interest; J. Gilligan offered to come to the hospital to make presentations on available transit services and provide HUMC with a link to NJT's "Trip Planner" with the hospital as a fixed destination which is available on their web site.
- HUMC will continue to provide facilities and programs to meet health care needs.
- Ten rehabilitation centers are used by HUMC such as Care One (5-6 sites), Kessler (2 sites), and Regents Care. Ken Hodges is a contact at Care One and Richard Canell at Regents Care.
- The Upper Main Street Alliance has recognized the HUMC is a major business member of the community and is reaching out to integrate it as such.

Other points mentioned in the discussion:

- Visitors to the hospital are also potential transit customers. HUMC lacks knowledge of current NJT bus service options and locations of near-by bus stops. HUMC is willing to work with NJT to allow transit information to be posted on HUMC web site for visitors and staff to see what transit options are available.
- Rich Roberts indicated that the Hackensack area is an area of improving transit service especially to New York City. Bergen County Planning and NJ Transit are exploring new initiatives that could offer higher service quality. Mark Sparta felt that local residents working at the hospital are potential users.
- In responding to an NJ Transit query, HUMC thought that extending any of the bus service at the Hackensack bus terminal to HUMC could be beneficial. They also mentioned providing connections to key hubs in Hudson County.
- J. Gilligan suggested that HUMC consider providing 'front door' improvements, such as lighting' for public safety after hours in areas for public transit and paratransit services. Such improvements could make transit employees more receptive to consider transit.
- At NJT's request, HUMC will determine if they can supply zip codes of employees, patients, especially patients for same day procedures, volunteers and visitors. This information will be used in the bus route analysis to see if there are clusters of hospital users/workers that could be better served by public transit.

#### ACTION ITEMS

- Jacobs will send Paulette Wright a template of the hospital survey form.
- HUMC will send NJT or Jacobs a copy of the results of its February Commuter Survey and available zip code information.

## **Northeast New Jersey Metro Mobility Study Retail Mall Survey Questions**

### **Introduction:**

New Jersey Transit is conducting the *Northeast New Jersey Metro Mobility Study* ([www.nenjmms.com](http://www.nenjmms.com)) looking at bus transit alternatives in Bergen and Passaic Counties.

### **Purpose of Survey:**

- **Data will be collected to identify existing and emerging transit markets. This data will confirm, if these markets are underserved, what new, improved, and/or extended transit routes and services could serve them and this input will be added to list of possible improvements**
- **Data will be collected to identify problems and suggested improvements and will be classified by type: service, facility, information, fare policy, other**

### **Identification of survey respondent:**

#### **Contact Information:**

**Facility/Mall:** Bergen Town Center Mall

**Name of person completing survey:** Ramona DiAmbrosio

**Title/Department:** Marketing Director

**Phone:** 201-845-4051

**Email:** rdiambrosio@vno.com

### **Basic Employer Information:**

1. How many stores currently exist at this mall location? **50 stores; more coming in. Lowes under construction; parking lot pads being made available for retail**
2. How many employees do you currently have at this mall location (and if possible, please indicate full time, part time, total FTEs)? **n/a**
3. How many employees do you foresee having at this mall location in the future (5 or 10 years)? **n/a**
4. Do you have shifts? If so, what are the major shift start and end times and the approximate number (or percent) of employees in each shift? **Target and Whole Foods have shift starting at 8 AM, earlier from other retail stores. Stock people after hours for Century 21 Department Store.**
5. How long has your mall been at this location?

### **Employee commute information**

6. We're looking at current commute practices. What can you tell me about your employee work trips?
  - a. What % drive alone? **Most, but do not know %**
  - b. What % use transit?
  
7. Do you have any "special situations" or specific groups of specialized workers who have particular needs for transit? **Cleaning staff use transit.**
  
8. Have your employees ever expressed an interest in taking transit but cannot do so because of shift time or route/schedule limitations? **Have not heard this.**
  
9. Do you ever have trouble recruiting because of your location and/or transportation issues? **No**
  
10. To better understand **employee origins and destinations**, do you have information you can provide regarding the residential location of your workers?
  - a. Specific information that we can obtain (zipcodes)?
  - b. General comments re: specific towns with clusters of employees?
  - c. General information re: north, south, east, west origins?
  - **Most of employees come from Paterson, Englewood, and Fort Lee area**
  - **Customers arrive by buses #171, 753, 168**
  - **Independent bus service on Route 4 is also used**

### **Business/Commuting Policy**

11. Do you get much feedback from employees about their commuting issues? **No**
  - route schedules
  - route timing
  - congestion and/or other delays
  - lack of information about transit/commuting services

- other

12. Do you provide information for employees on transit connections and/or other commuter services such as Meadowlink? **No**
13. Do you encourage the use of transit service in any way (e.g., transit stipends, free or discounted passes, coordinate shifts with bus schedules)? **No**
14. Is parking an issue for your employees? **No, over 5000 free parking spaces with 1700 parking space garage**
15. In terms of transportation changes or improvements, what would be most helpful to your mall and your employees?
- Better transit options (e.g., improved service frequency, longer hours of service, route changes/new connections)
    - **Not possible to have buses come onto the mall property with islands and canopy trees and pad stores making access difficult.**
  - More information on what bus transit options are already available
    - **We provide NJ Transit bus #'s to and from Manhattan, NY on our mall website along with parking directions.**
  - Supporting pedestrian improvements (e.g., sidewalks) or bus stop
    - **Route 4 buses – overpass and a walk from Route 4 to get to the mall.**
  - Improvements (e.g., shelters, maps, schedules) to make transit more accessible
  - Other?

Thank you for your time in completing this survey. Please email completed survey to [lblack@fhiplan.com](mailto:lblack@fhiplan.com) or fax to (201)603-6482.

Please visit the study website for further study information at [www.nenjmmms.com](http://www.nenjmmms.com).

Northeast New Jersey



# Metro Mobility Study

a study to enhance  
regional interconnectivity



## Regional Bus Study Underway in Bergen and Passaic Counties!



Bus transit services in Bergen and Passaic counties have not been evaluated in close to 25 years. With record numbers of riders being reported on all bus routes and building on recent requests for regional transit improvements, this study will look at current and future bus transit services to identify

changes that are needed to best get people where they need to go.

New Jersey Transit is partnering with the North Jersey Transportation Planning Authority (NJTPA) and Coach USA on this regional bus study. Specific goals of this study include:

- Improving bus services to enhance the mobility of the region's residents and employees;
- Increasing access to jobs and regional employment centers;
- Reducing traffic volumes within the two-county region; and,
- Increasing the opportunities for linking different modes of travel.

For more information see the project's web site at:  
[www.nenjmmms.com](http://www.nenjmmms.com).



### *Did you know...*

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### **"MY BUS":**

New Jersey Transit will be launching the "My Bus" system, which will give bus customers access to schedules while on-the-go. Any customer who can send a text message will be able to receive bus schedule information for a specific stop directly to their phone. "My Bus" is being rolled out in October in Atlantic County – the remaining 19,000 bus stops across the state will follow in late 2010. For updates and more information go to [www.njtransit.com](http://www.njtransit.com).



**NORTH EAST NEW JERSEY METRO MOBILITY STUDY  
MEETING SUMMARY**

**Willowbrook Mall  
Wayne, New Jersey  
Mall Management Office  
October 6, 2010**

**ATTENDEES:**

Gil Bankston – Mall Manager  
Kristen Ahlfeld - Fitzgerald & Halliday Inc.  
John Pavlovich - Jacobs

**SUMMARY:**

- The Wayne Transportation Hub (park and ride lot) on Route 23 is already over capacity.
- Commuters use every space in the New Jersey Transit park and ride lot located on the mall property.
  - Willowbrook Mall has installed a camera system to monitor commuters who park in shopper spaces and not in the commuter lot. Cars get ticketed and towed if drivers are caught.
  - There are no additional parking spaces available in any of the mall parking lots. This is especially true during the holidays.
- Willowbrook Mall has not conducted an employee/retailer survey of any kind.
  - Communicating with the retailers can be difficult. All have different email addresses.
  - Store management is sometimes located in different states.
  - Mr. Bankston believes it would be helpful to know how employees/retailers are getting to/from the mall. If the study team develops a questionnaire for him, he will distribute it to all of the mall retailers and their employees.
- Mr. Pavlovich inquired as to whether Willowbrook Mall would be amenable to hosting a NJ Transit outreach event in November. Mr. Bankston said to follow-up with some dates and he will let the study team know what is available.
- Mr. Bankston mentioned that the mall does provide New Jersey Transit bus schedules, however they need to be moved to a more convenient and visible location.
- In terms of service, Mr. Bankston suggested that New Jersey Transit may want to adjust bus service to/from Willowbrook Mall around the holidays.

**FOLLOW-UP ITEMS:**

- Kristen Ahlfeld will develop a retailer questionnaire and send it to Mr. Bankston for distribution to Willowbrook Mall retailers.
- Kristen Ahlfeld will provide Mr. Bankston with some possible dates in November for the New Jersey Transit outreach event.



**NORTH EAST NEW JERSEY METRO MOBILITY STUDY  
MEETING SUMMARY**

**Westfield Garden State Plaza  
1 Garden State Plaza, Paramus, NJ**

**September 8, 2010**

**ATTENDEES:**

Ryan DeStoop	Assistant General Manager	Westfield Garden State Plaza
James Kelly	Operations & Risk Management	Westfield Garden State Plaza
James Gilligan	NJ Transit Project Manager	New Jersey Transit
John Pavlovich	Study Project Manager	Jacobs Engineering Group
Leslie Black	Senior Planner	Fitzgerald & Halliday Inc.

**SUMMARY:**

- 4,500 estimated shoppers per day at Garden State Plaza (GSP)
- no transit issues heard over the year, only around the holiday season
- Transit boarding area is located at northwest portion of the mall property - GSP management pays for infrastructure and maintenance needs; challenge to maintain paving; considering proposals to upgrade asphalt to more durable material.
- GSP tenants looking for best transit available for employees and patrons
- Bus schedule could be better for early and late shift – e.g. secretary arrives at 7:30 each morning well before her scheduled work start time because the next bus would make her late for work daily
- GSP management has conducted survey of mall tenants – return rate low of 26 surveys; results will be provided to study team
- **Action:** GSP management will send out a second survey to encourage feedback
- Spanish Transportation – has agreement with the mall for next couple of years to be permitted to provide jitney service on mall property; (jitneys load in same area as NJT buses at northwest corner of the mall)
- Spanish Transportation has removed GSP branding from sides of jitney vehicles at GSP's request.
- Jitney service is more frequent than NJ Transit; however, if both pull up at the same time, patrons prefer NJ Transit bus
- Trolling for riders by alternative bus services is not tolerated on mall property
- Trolling activity noted along Route 4; jitneys use the same transit stops as NJ Transit buses
- **Action:** GSP management may potentially be able to provide to NJ Transit statistics by graphing average incoming and outgoing employees shifts as a tool to look at ridership
- GSP tries to flatten shift change employee exit/entry at holiday times to prevent gridlock of vehicles; encourage employees transit use
- Employees park on south side lots across from the AMC movie theatre, on the other side of the ring road
- 7:00 am to 8:00 am is peak arrival time; GSP enforces that employees do not park on the parking deck – reserved for customers

## Westfield Properties/NJ Transit Meeting at GSP – Meeting Notes

September 8, 2010

Page 2 of 3

- Shift changeover occurs between 3:45 – 4:15 pm
- 9:15 – 10:30 pm is peak departure time; small percent remain behind for restocking jobs
- 7 am to 11 pm would be scheduled hours for transit service for the most part
- Bergen County Blue laws prohibit the sale of retail items on Sunday; so the mall is closed; only AMC movie theater and restaurants with external entries are permitted to be open – NJ Transit does not currently serve the mall on Sunday; parking lot entry from Paramus Road is gated; GSP unsure if there is a need for NJ Transit service on Sundays for those entertainment services that are open.
- **Action:** GSP will assess township agreements for permissibility of transit service on Sundays on mall property; restaurants and movie theatre will be surveyed to see if transit service is needed
- GSP management distributes monthly retailer newsletter
- **Action:** suggestion by study team to add information to the monthly newsletter about the study and how to plan a transit trip in to work
- Discussion of future commuter rail and capital improvements to support better service
- Seven routes currently serve the GSP mall – how to make service more attractive with mall as destination?
- Customer perception on location of transit – how to improve this experience? Discussion included options covered pedestrian walkways; change in location? stay in the same area? move closer to the building? bus-only access road?
- Partnership between NJ Transit and GSP for improvements; work together early in the process so that new development plans for structured parking could possibly accommodate transit access – covered drop-off points
- Commuter Park & Ride lot suggestion made by NJ Transit for GSP consideration – currently, Park & Ride lots in the area are all full – example, Willowbrook Mall P & R and the new Route 23 P & R facility in Wayne are full
- Potential revenue to GSP for a 1,000 space P & R lot estimated at \$500,000 annually
- Westfield owns the property – 10,796 parking spaces in total; several older retail leases have a reservation of certain number of spaces; outside of holiday season parking area is normally 60% full.
- Other considerations for a P & R lot at GSP include possible tax incentives at the state and local levels for supporting public transit initiatives
- **Action:** GSP will check with upper management and discuss further with NJ Transit the option for P & R lot potential
- NJT Parking Garage in Ramsey is underutilized; could be used during holiday season by employees or patrons - - high speed access to GSP to Bergen County Mainline rail station at Broadway in Fairlawn and shuttle to GSP avoid Rte 17 traffic.
- GSP would like to see improved amenities at transit stop
- Team inquired if setting up a NJ Transit kiosk at mall for one day to survey patrons for why they do not use transit; to consider would be a 10 am to 4 pm

timeframe on a Saturday in a community location near the food court or JC Penney mall entrance

- **Action:** GSP will assess permissibility for a NJ Transit kiosk
- Study team interested to know if the information desk at the mall hears from patrons about transit service
- **Action:** GSP will consider having study team interview concierge manager/information desk staff to hear about customer feedback regarding transit routes and schedules
- **Action:** GSP management to discuss transit service with key tenants – major retailers and restaurants whose staff may make up the majority of transit users among employees at the mall

**Next Steps/ Summary of Action Items:**

- GSP management will send out a second survey to encourage feedback
- GSP management may potentially be able to provide to NJ Transit statistics by graphing average incoming and outgoing employees shifts as a tool to look at ridership
- GSP will assess township agreements for permissibility of transit service on Sundays on mall property; restaurants and movie theatre will be surveyed to see if transit service is needed
- If permitted, study team will add information to the monthly newsletter about the study and how to plan a transit trip in to work
- Discussion of future commuter rail and capital improvements to support better service
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# **Appendix H**

## **Travel Preference Surveys**

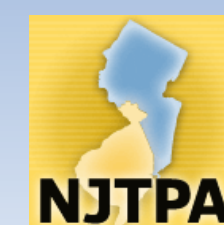


# Bergen - Passaic Counties



# Bus Study Information

a study to enhance  
regional interconnectivity



## Regional Bus Study Underway in Bergen and Passaic Counties

Bus transit services in Bergen and Passaic counties have not been evaluated in close to 25 years. With record numbers of riders reported on all bus routes and building on recent requests for regional transit improvements, this study will look at current and future bus transit services to identify changes that are needed to best get people where they need to go.

### Learn More

Ask us questions, and please read our handout material. Also, visit the study website to learn more at: [www.nenjmmms.com](http://www.nenjmmms.com)

### Goals for the Study

New Jersey Transit is partnering with the North Jersey Transportation Planning Authority (NJTPA) and Coach USA on this regional bus study. Specific goals for this study include the following:

- Improve bus services to enhance the mobility of the region's residents and employees
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- Reduce traffic volumes within the two-county region
- Increase opportunities for linking different modes of travel

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## ~ BUS STUDY SURVEY ~

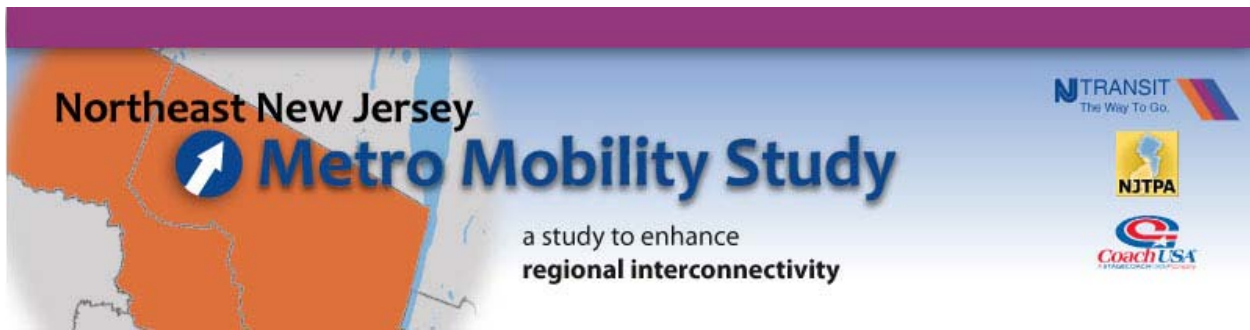
1. When you travel throughout Bergen-Passaic Counties and the region, do you typically:
  - a. Travel by car?
  - b. Travel by bus?
  - c. Travel by another mode?
2. If you typically travel by car, would you ever consider riding the bus?
  - a. Yes
  - b. No
  - c. Maybe
3. Please provide some reasons for why you would not consider riding bus transit:
  - Unfamiliar with where the bus route travels
  - I do not know the times that buses run.
  - I need to have my car throughout the day.
  - Bus transit is too expensive.
  - Don't know if the bus stops near my house or place of employment.
  - Don't think there are buses available when I get off work.
  - Bus service is not frequent enough to meet my needs.
  - Stops are too far away from my house and/or destination.
  - I don't feel comfortable using public transit
  - Other
4. Where would you like to see a bus stop?
  - a. List origin by cross streets/location \_\_\_\_\_
  - b. List destination by cross streets/location \_\_\_\_\_
  - c. Other? \_\_\_\_\_
5. Are there other factors that would help you decide to ride the bus?
  - a. Route/timetable information at bus stop
  - b. Canopy for weather protection
  - c. Frequency of buses
  - d. Other \_\_\_\_\_



**Take the survey and get  
a free lollipop!**







Tell us about your transit needs!!

**1. How did you travel to the mall today?**

- By car?  
 By bus?  
 Other?

**2. When you travel throughout Bergen-Passaic Counties and the region, do you typically:**

- Travel by car?  
 Travel by bus?  
 Travel by another mode?

**3. If you typically travel by car, would you ever consider riding the bus?**

- Yes  
 No  
 Maybe

**4. Please provide some reasons for why you would not consider riding bus transit:**

- I am unfamiliar with where the bus route travels  
 I do not know the times that buses run.  
 I need to have my car throughout the day to go to meetings, make deliveries, run errands, etc..  
 Bus transit is too expensive.  
 I don't know if the bus stops near my house or place of employment.  
 I work the late shift. I don't think there are buses available when I get off work.  
 Bus service is not frequent enough to meet my needs.  
 Bus stops are too far away from my house and/or destination.  
 I don't feel comfortable using public transit.  
 Other \_\_\_\_\_

**5. Where would you like to see a bus stop?**

- List origin by cross streets/location \_\_\_\_\_  
 List destination by cross streets/location \_\_\_\_\_  
 Other? \_\_\_\_\_

**6. Are there other factors that would help you decide to ride the bus?**

- Route/schedule information at bus stop  
 Route/schedule information on my computer  
 Route/schedule information on my cell phone/PDA  
 Canopy for weather protection  
 Frequency of buses  
 Other \_\_\_\_\_




**7. Origin/Destination Background Information:**

Your home zip code \_\_\_\_\_




If applicable, your work zip code or general location (Passaic County, NYC, Bergen County, other) \_\_\_\_\_

**8. Optional:** If you are interested in hearing about news and email related to the Northeast New Jersey Metro Mobility Study, please enter your email (it will not be shared): \_\_\_\_\_ **THANK YOU FOR YOUR TIME!**


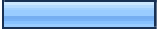

**1. How did you travel to Willowbrook Mall today?**

		Response Percent	Response Count
By car		72.1%	31
By bus		23.3%	10
Other (please specify)		4.7%	2
<b>answered question</b>			<b>43</b>
<b>skipped question</b>			<b>0</b>

**2. When you travel throughout Passaic County and the region, do you typically:**










		Response Percent	Response Count
Travel by car?		66.7%	28
Travel by bus?		28.6%	12
Travel by another mode? (please specify)		4.8%	2
<b>answered question</b>			<b>42</b>
<b>skipped question</b>			<b>1</b>

3. If you typically travel by car, would you ever consider riding the bus?




		Response Percent	Response Count
Yes		34.3%	12
No		22.9%	8
Maybe		42.9%	15
answered question			35
skipped question			8








**4. If you answered No/Maybe to Question #3, please provide some reasons for why you would not consider riding bus transit? Check all that apply.**



		Response Percent	Response Count
I am unfamiliar with where the bus route travels		19.0%	4
I do not know the times that buses run.		28.6%	6
I need to have my car throughout the day to go to meetings, make deliveries, run work-related errands, etc.		9.5%	2
Bus transit is too expensive.		19.0%	4
I don't even know if the bus stops near my house or place of employment.		9.5%	2
I work the late shift. I don't think there are buses available when I get off work.		0.0%	0
The bus service is not frequent enough to meet my needs.		19.0%	4
The bus stops are too far away from my house and/or destination.		9.5%	2
I don't feel comfortable using public transit.		19.0%	4
<b>Other (please specify)</b>		<b>66.7%</b>	<b>14</b>
<b>answered question</b>			<b>21</b>
<b>skipped question</b>			<b>22</b>

**5. If you would consider using transit to get to work or a popular destination (like the mall), where would you like to see a bus stop?**

		Response Percent	Response Count
List <u>origin</u> by cross streets/location		33.3%	3
List <u>destination</u> by cross streets/location		44.4%	4
Other		33.3%	3
		<b>answered question</b>	<b>9</b>
		<b>skipped question</b>	<b>34</b>

**6. Are there other factors that would help you decide to ride the bus? (check all that apply)**

		Response Percent	Response Count
Route/schedule information at bus stop		13.0%	3
Route/schedule information on my computer		4.3%	1
Route/schedule information on my cell phone/PDA		4.3%	1
Canopy for weather protection		0.0%	0
Frequency of buses		26.1%	6
<b>Other (please specify)</b>		<b>69.6%</b>	<b>16</b>
		<b>answered question</b>	<b>23</b>
		<b>skipped question</b>	<b>20</b>

7. Origin/Destination Background Information:			
		Response Percent	Response Count
Your <u>home zip code</u>		100.0%	38
If applicable, your <u>work zip code</u> or general location (Passaic County, NYC, Bergen County, other)		23.7%	9
<b>answered question</b>			<b>38</b>
<b>skipped question</b>			<b>5</b>

8. OPTIONAL: If you are interested in hearing about news and events related to the Northeast New Jersey Metro Mobility Study, please enter your e-mail (it will not be shared)	
	Response Count
	0
<b>answered question</b>	<b>0</b>
<b>skipped question</b>	<b>43</b>

9. OPTIONAL: Do you have any general comments about transit service in Northeast New Jersey?	
	Response Count
	20
<b>answered question</b>	<b>20</b>
<b>skipped question</b>	<b>23</b>

1. How did you travel to Willowbrook Mall today?		
	Other (please specify)	
1	Cedar Crest Shuttle	Nov 22, 2010 7:56 PM
2	gets a ride from someone	Nov 22, 2010 8:26 PM

## 2. When you travel throughout Passaic County and the region, do you typically:

Travel by another mode? (please specify)		
1	Community shuttle picks her up at her house	Nov 22, 2010 7:56 PM
2	gets a ride	Nov 22, 2010 8:26 PM

## 1. If you answered No/Maybe to Question #3, please provide some reasons for

Other (please specify)		
1	drive crazy	Nov 13, 2010 4:48 PM
2	I ride regularly	Nov 13, 2010 4:58 PM
3	NO respoonse	Nov 13, 2010 5:04 PM
4	I don't like the bus	Nov 13, 2010 5:09 PM
5	lots of stops but I like my car	Nov 13, 2010 5:13 PM
6	ar; buses do n ot come at scheduled times	Nov 13, 2010 5:38 PM
7	Not convenient for where she needs to go	Nov 22, 2010 7:36 PM
8	the hills are too steep to walk up	Nov 22, 2010 7:57 PM
9	She lives in West Orange and there is no service where she is.	Nov 22, 2010 8:16 PM
10	Stopped using transit when her son was born; more comfortable in her own car	Nov 22, 2010 8:23 PM
11	Doesn't like the people on the bus	Nov 22, 2010 8:27 PM
12	drive crazy	Nov 22, 2010 9:00 PM
13	Just like my car	Nov 22, 2010 9:02 PM
14	I like to drive my car all the time	Nov 22, 2010 9:03 PM

## 1. If you would consider using transit to get to work or a popular destination

List <u>origin</u> by cross streets/location		
1	woodlawn park	Nov 13, 2010 4:56 PM
2		Nov 13, 2010 4:59 PM
3	bus stop within 100 yds of his home	Nov 13, 2010 5:09 PM
4		Nov 13, 2010 5:13 PM
5		Nov 22, 2010 7:34 PM
6		Nov 22, 2010 7:52 PM
7		Nov 22, 2010 8:01 PM
8	Bloomfield & Prospect before Pompton	Nov 22, 2010 8:16 PM
9		Nov 22, 2010 8:30 PM

## 1. If you would consider using transit to get to work or a popular destination

List <u>destination</u> by cross streets/location		
1	moonachie movado group	Nov 13, 2010 4:56 PM

## 1. If you would consider using transit to get to work or a popular destination

List <u>destination</u> by cross streets/location		
2		Nov 13, 2010 4:59 PM
3		Nov 13, 2010 5:09 PM
4		Nov 13, 2010 5:13 PM
5	Community College of Morris	Nov 22, 2010 7:34 PM
6		Nov 22, 2010 7:52 PM
7	at top of hill in Cedar Crest Community	Nov 22, 2010 8:01 PM
8		Nov 22, 2010 8:16 PM
9	Lackanna Avenue	Nov 22, 2010 8:30 PM

## 1. If you would consider using transit to get to work or a popular destination

Other		
1		Nov 13, 2010 4:56 PM
2	special stops for senior citizens	Nov 13, 2010 4:59 PM
3		Nov 13, 2010 5:09 PM
4	none	Nov 13, 2010 5:13 PM
5		Nov 22, 2010 7:34 PM
6	stops are good	Nov 22, 2010 7:52 PM
7		Nov 22, 2010 8:01 PM
8		Nov 22, 2010 8:16 PM
9		Nov 22, 2010 8:30 PM

## 2. Are there other factors that would help you decide to ride the bus? (check all

Other (please specify)		
1	better bus drivers	Nov 13, 2010 4:48 PM
2	I ride regularly	Nov 13, 2010 4:56 PM
3	none	Nov 13, 2010 4:59 PM
4	none	Nov 13, 2010 5:07 PM
5	none	Nov 13, 2010 5:09 PM
6	Additional stops	Nov 22, 2010 7:34 PM
7	Very convenient to Yankee Stadium	Nov 22, 2010 7:44 PM
8	Be on time	Nov 22, 2010 7:52 PM
9	No bus to St. Joseph's. Need to transfer twice.	Nov 22, 2010 7:54 PM
10	Pompton Plains needs bus to come up hill	Nov 22, 2010 8:01 PM
11	Not on time especially at night.	Nov 22, 2010 8:09 PM
12	Stops a little closer to her home	Nov 22, 2010 8:23 PM
13	bus doesn't come early enough; she needs to leave really early	Nov 22, 2010 8:25 PM
14	Faster service to Willowbrook Mall	Nov 22, 2010 8:35 PM
15	#11 need to be more frequent	Nov 22, 2010 8:37 PM

## 2. Are there other factors that would help you decide to ride the bus? (check all

Other (please specify)		
16	better driving	Nov 22, 2010 9:00 PM

## 1. Origin/Destination Background Information:

Your <u>home zip code</u>		
1	07403	Nov 13, 2010 4:54 PM
2	woodlan park	Nov 13, 2010 4:57 PM
3	07017	Nov 13, 2010 5:01 PM
4	07470	Nov 13, 2010 5:06 PM
5	07107	Nov 13, 2010 5:08 PM
6	07044	Nov 13, 2010 5:10 PM
7	07522	Nov 13, 2010 5:12 PM
8	07031	Nov 13, 2010 5:14 PM
9	07103	Nov 13, 2010 5:39 PM
10	07885	Nov 22, 2010 7:34 PM
11	07013	Nov 22, 2010 7:36 PM
12	07018	Nov 22, 2010 7:41 PM
13	07072	Nov 22, 2010 7:45 PM
14	Paterson	Nov 22, 2010 7:47 PM
15	07503	Nov 22, 2010 7:49 PM
16	07107	Nov 22, 2010 7:53 PM
17	Paterson	Nov 22, 2010 7:55 PM
18	Cedar Crest Community	Nov 22, 2010 8:02 PM
19	07107	Nov 22, 2010 8:15 PM
20	07052	Nov 22, 2010 8:17 PM
21	07052	Nov 22, 2010 8:21 PM
22	07109	Nov 22, 2010 8:24 PM
23	07026	Nov 22, 2010 8:25 PM
24	07042	Nov 22, 2010 8:26 PM
25	07512	Nov 22, 2010 8:28 PM
26	07628	Nov 22, 2010 8:29 PM
27	07424	Nov 22, 2010 8:34 PM
28	07104	Nov 22, 2010 8:35 PM
29	07050	Nov 22, 2010 8:37 PM
30	07501	Nov 22, 2010 8:42 PM
31	07018	Nov 22, 2010 8:57 PM
32	07476	Nov 22, 2010 8:58 PM
33	07106	Nov 22, 2010 8:58 PM
34	07109	Nov 22, 2010 8:59 PM
35	07403	Nov 22, 2010 9:00 PM
36	07470	Nov 22, 2010 9:01 PM

## 1. Origin/Destination Background Information:

Your <u>home zip code</u>		
37	07470	Nov 22, 2010 9:02 PM
38	07018	Nov 22, 2010 9:03 PM

## 1. Origin/Destination Background Information:

If applicable, your <u>work zip code</u> or general location (Passaic County, NYC, Bergen County, other)		
1		Nov 13, 2010 4:54 PM
2	moonachie	Nov 13, 2010 4:57 PM
3	Willowbrook MALL	Nov 13, 2010 5:01 PM
4		Nov 13, 2010 5:06 PM
5		Nov 13, 2010 5:08 PM
6		Nov 13, 2010 5:10 PM
7		Nov 13, 2010 5:12 PM
8		Nov 13, 2010 5:14 PM
9	Larchmont, NY	Nov 13, 2010 5:39 PM
10		Nov 22, 2010 7:34 PM
11		Nov 22, 2010 7:36 PM
12	Willowbrook Mall	Nov 22, 2010 7:41 PM
13		Nov 22, 2010 7:45 PM
14	Willowbrook Mall	Nov 22, 2010 7:47 PM
15	Downtown Paterson	Nov 22, 2010 7:49 PM
16		Nov 22, 2010 7:53 PM
17		Nov 22, 2010 7:55 PM
18		Nov 22, 2010 8:02 PM
19	Macy's at Willowbrook Mall	Nov 22, 2010 8:15 PM
20		Nov 22, 2010 8:17 PM
21		Nov 22, 2010 8:21 PM
22		Nov 22, 2010 8:24 PM
23		Nov 22, 2010 8:25 PM
24		Nov 22, 2010 8:26 PM
25		Nov 22, 2010 8:28 PM
26		Nov 22, 2010 8:29 PM
27		Nov 22, 2010 8:34 PM
28	Willowbrook Mall	Nov 22, 2010 8:35 PM
29	Willowbrook Mall	Nov 22, 2010 8:37 PM
30		Nov 22, 2010 8:42 PM
31		Nov 22, 2010 8:57 PM
32		Nov 22, 2010 8:58 PM
33		Nov 22, 2010 8:58 PM
34		Nov 22, 2010 8:59 PM
35		Nov 22, 2010 9:00 PM
36		Nov 22, 2010 9:01 PM

## 1. Origin/Destination Background Information:

If applicable, your <u>work zip code</u> or general location (Passaic County, NYC, Bergen County, other)

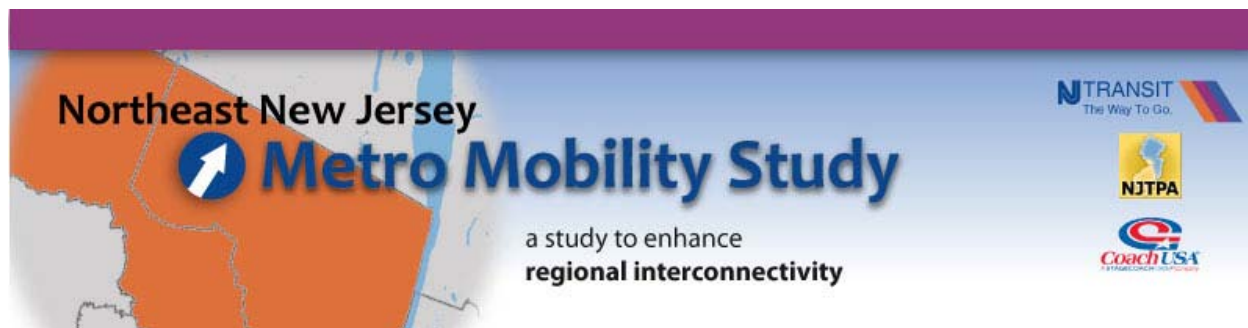
37	Nov 22, 2010 9:02 PM
38	Nov 22, 2010 9:03 PM

## 3. OPTIONAL: Do you have any general comments about transit service in

### Response Text

1	have single fare card good for bus and train	Nov 13, 2010 4:54 PM
2	need better connect to get the 161	Nov 13, 2010 4:57 PM
3	train dirvers, bad attitudes,don't resond nicely to questions, not helpful to riders' questions	Nov 13, 2010 5:01 PM
4	prohibit passengers from using cell phones on the bus	Nov 13, 2010 5:06 PM
5	takes njt train to NYC to work	Nov 13, 2010 5:10 PM
6	I like the ideaof thebus schedule text to you on your phone	Nov 13, 2010 5:12 PM
7	better connections; transfers hard to make and travel takes more time	Nov 13, 2010 5:39 PM
8	Need to have service cross-town service in Clinton going the other way	Nov 22, 2010 7:36 PM
9	Only use the bus to Yankee Stadium	Nov 22, 2010 7:45 PM
10	#712, #704 always stranded; never enough buses	Nov 22, 2010 7:47 PM
11	Rides #190 - no complaints at this time	Nov 22, 2010 7:49 PM
12	Would like to see more buses, waits 30 minutes or more	Nov 22, 2010 7:53 PM
13	Ride 748, 704, 712. Buses need to be on time!	Nov 22, 2010 7:55 PM
14	Buses are late. There is more service in the morning than at night.	Nov 22, 2010 8:15 PM
15	some drivers are rude and inconsistent. Drivers need quality control.	Nov 22, 2010 8:34 PM
16	#161 needs more buses especially during ruch hour; sometimes he waits up to 1 hour; bus fills up fast and then the next bus takes forever to come	Nov 22, 2010 8:42 PM
17	Routes 34, 24, 94, 90, 11, 29 not on time	Nov 22, 2010 8:57 PM
18	increase service to smaller airports	Nov 22, 2010 8:58 PM
19	bus and train should have all one fare card	Nov 22, 2010 9:00 PM
20	#179 not always on time	Nov 22, 2010 9:01 PM





Tell us about your transit needs!!

**1. How did you travel to the mall today?**

- By car?  
 By bus?  
 Other?

**2. When you travel throughout Bergen-Passaic Counties and the region, do you typically:**

- Travel by car?  
 Travel by bus?  
 Travel by another mode?

**3. If you typically travel by car, would you ever consider riding the bus?**

- Yes  
 No  
 Maybe

**4. Please provide some reasons for why you would not consider riding bus transit:**

- I am unfamiliar with where the bus route travels  
 I do not know the times that buses run.  
 I need to have my car throughout the day to go to meetings, make deliveries, run errands, etc..  
 Bus transit is too expensive.  
 I don't know if the bus stops near my house or place of employment.  
 I work the late shift. I don't think there are buses available when I get off work.  
 Bus service is not frequent enough to meet my needs.  
 Bus stops are too far away from my house and/or destination.  
 The bus does not provide service where I need to go.  
 I don't feel comfortable using public transit.  
 I just like my car too much to ride the bus.  
 Other \_\_\_\_\_

**5. Are there other factors that would help you decide to ride the bus?**

- Route/schedule information at bus stop  
 Route/schedule information on my computer  
 Route/schedule information on my cell phone/PDA  
 Canopy for weather protection  
 Frequency of buses  
 Other \_\_\_\_\_



**6. If you typically travel by bus, what routes/lines do you ride?**

Bus route #'s \_\_\_\_\_

**7. What do you like about riding the bus?**

- It is a cheap way to travel around the region and to/from New York City.
- The stops are convenient to my house.
- The stops are convenient to my place of employment.
- The bus gets me to/from work on time.
- Parking is convenient and plentiful.
- The bus drivers are friendly and knowledgeable.
- It is easy to make connections to other buses or transfers to other modes.
- Other \_\_\_\_\_

**8. Which of the following improvements could be made to the routes you ride?**

- Buses could run more frequently during the morning and evening rush hours.
- I am often stranded. More buses are needed to cover the late shift.
- Buses are crowded. More buses are needed during rush hour.
- Buses do not come at the scheduled times.
- Additional stops are needed near my home or place of employment.
- Some stops are not in convenient locations or are hard to get to.
- Too many people talk on their cell phones. Designate some buses as "Quiet Rides" or "Quiet Buses".
- Parking lots fill up quickly. More spaces are needed at park-and-ride lots.
- Other \_\_\_\_\_

**9. Where would you like to see a bus stop?**

- List origin by cross streets/location \_\_\_\_\_
- List destination by cross streets/location \_\_\_\_\_
- Other? \_\_\_\_\_



**10. Origin/Destination Background Information:**

Your home zip code \_\_\_\_\_




If applicable, your work zip code or general location (Passaic County, NYC, Bergen County, other) \_\_\_\_\_

**11. Optional:** If you are interested in hearing about news and email related to the Northeast New Jersey Metro Mobility Study, please enter your email (it will not be shared): \_\_\_\_\_ **THANK YOU FOR YOUR TIME!**


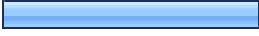

1. Day of Survey

		Response Percent	Response Count
Saturday, Dec. 4		62.1%	54
Monday, Dec. 6		37.9%	33
		answered question	87
		skipped question	0




2. How did you travel to the mall today?

		Response Percent	Response Count
By car?		69.8%	60
By bus?		29.1%	25
Other?		1.2%	1
		answered question	86
		skipped question	1












**3. When you travel throughout Passaic County and the region, do you typically:**

		Response Percent	Response Count
Travel by car?		60.0%	51
Travel by bus?		38.8%	33
Travel by another mode?		1.2%	1
		<b>answered question</b>	<b>85</b>
		<b>skipped question</b>	<b>2</b>







**4. If you typically travel by car, would you ever consider riding the bus?**

		Response Percent	Response Count
Yes		15.1%	8
<b>No</b>		<b>66.0%</b>	<b>35</b>
Maybe		18.9%	10
		<b>answered question</b>	<b>53</b>
		<b>skipped question</b>	<b>34</b>

**5. Please provide some reasons for why you would not consider riding bus transit:**

		Response Percent	Response Count
I am unfamiliar with where the bus route travels.		10.9%	5
I do not know the times that buses run.		2.2%	1
I need to have my car throughout the day to go to meetings, make deliveries, run work-related errands, etc.		17.4%	8
Bus transit is too expensive.		2.2%	1
I don't even know if the bus stops near my house or place of employment.		2.2%	1
I work the late shift. I don't think there are buses available when I get off work.		0.0%	0
Bus service is not frequent enough to meet my needs.		6.5%	3
Bus stops are too far away from my house and/or destination.		13.0%	6
The bus does not provide service where I need to go.		10.9%	5
I don't feel comfortable using public transit.		2.2%	1
I just like my car too much to ride the bus.		56.5%	26
<b>Other</b>		<b>65.2%</b>	<b>30</b>
<b>answered question</b>			<b>46</b>
<b>skipped question</b>			<b>41</b>







**6. Are there other factors that would help you decide to ride the bus?**

		Response Percent	Response Count
Route/schedule information at bus stop		30.0%	3
Route/schedule information on my computer		10.0%	1
Route/schedule information on my cell phone/PDA		20.0%	2
Canopy for weather protection		20.0%	2
Frequency of buses		20.0%	2
<b>Other</b>		<b>70.0%</b>	<b>7</b>
		<b>answered question</b>	<b>10</b>
		<b>skipped question</b>	<b>77</b>








**7. If you typically travel by bus, what routes/lines do you ride? (Please enter bus route numbers):**

		Response Count
		39
		<b>answered question</b>
		<b>39</b>
		<b>skipped question</b>
		<b>48</b>

## 8. What do you like about riding the bus?




		Response Percent	Response Count
It is a cheap way to travel around the region and to/from New York City.		43.8%	14
The stops are convenient to my house.		37.5%	12
The stops are convenient to my place of employment.		25.0%	8
The bus gets me to/from work on time.		37.5%	12
Parking is convenient and plentiful.		0.0%	0
The bus drivers are friendly and knowledgeable.		9.4%	3
It is easy to make connections to other buses or transfers to other modes.		0.0%	0
<b>Other</b>		<b>62.5%</b>	<b>20</b>
		<b>answered question</b>	<b>32</b>
		<b>skipped question</b>	<b>55</b>

**9. Which of the following improvements could be made to the routes you ride?**



		<b>Response Percent</b>	<b>Response Count</b>
Buses could run more frequently during the morning and evening rush hours.		44.8%	13
I am often stranded. More buses are needed to cover the late shift.		17.2%	5
Buses are crowded. More buses are needed during rush hour.		6.9%	2
Buses do not come at the scheduled times.		62.1%	18
Additional stops are needed near my home or place of employment.		20.7%	6
Some stops are not in convenient locations or are hard to get to.		13.8%	4
Too many people talk on their cell phones. Designate some buses as "Quiet Rides" or "Quiet Buses".		0.0%	0
Parking lots fill up quickly. More spaces are needed at park-and-ride lots.		0.0%	0
<b>Other</b>		<b>75.9%</b>	<b>22</b>
<b>answered question</b>			<b>29</b>
<b>skipped question</b>			<b>58</b>



**10. Where would you like to see a bus stop?**

		Response Percent	Response Count
List <u>origin</u> by cross streets/location		75.0%	6
List <u>destination</u> by cross streets/location		62.5%	5
Other?		25.0%	2
		<b>answered question</b>	<b>8</b>
		<b>skipped question</b>	<b>79</b>

**11. Origin/Destination Background Information:**

		Response Percent	Response Count
Your <u>home zip code</u>		98.5%	67
If applicable, your <u>work zip code</u> or general location (Passaic County, NYC, Bergen County, other)		32.4%	22
		<b>answered question</b>	<b>68</b>
		<b>skipped question</b>	<b>19</b>

**12. OPTIONAL: If you are interested in hearing about news and events related to the Northeast New Jersey Metro Mobility Study, please enter your e-mail (it will not be shared)**

	Response Count
	0
answered question	0
skipped question	87

**13. OPTIONAL: Do you have any general comments about transit service in Northeast New Jersey?**

	Response Count
	4
answered question	4
skipped question	83

**2. How did you travel to the mall today?**

Other?		
1	walked	Dec 15, 2010 7:04 PM

**3. When you travel throughout Passaic County and the region, do you typically:**

Travel by another mode?		
1	both car and bus	Dec 16, 2010 1:57 AM

**5. Please provide some reasons for why you would not consider riding bus**

Other		
1	Getting a senior pass is too hard	Dec 9, 2010 9:45 PM
2	No bus service in North Haledon (near Prospect Park). She would have to drive to a park-and-ride then get on the bus. It's too inconvenient.	Dec 9, 2010 9:51 PM
3	lives a mile from work and very close to GSP Mall	Dec 9, 2010 9:52 PM
4	I'll never give up my car	Dec 9, 2010 9:53 PM

## 5. Please provide some reasons for why you would not consider riding bus

Other		
5	Lives in Bronx	Dec 9, 2010 9:54 PM
6	Does not think that there are connections from NY State	Dec 9, 2010 9:55 PM
7	While I am able to drive I will never take the bus	Dec 9, 2010 10:02 PM
8	take train to NYC	Dec 9, 2010 10:09 PM
9	It's faster to drive	Dec 9, 2010 10:11 PM
10	Nothing connects Rockland County with Bergen County	Dec 9, 2010 10:15 PM
11	Not direct	Dec 9, 2010 10:18 PM
12	I would have to go to it and then wait for it. That's why I have a car.	Dec 10, 2010 6:55 PM
13	It's really slow. You have to wait a long time for it to come.	Dec 10, 2010 6:57 PM
14	I would never take the bus.	Dec 10, 2010 6:57 PM
15	Hopefully I never have to ride the bus	Dec 15, 2010 7:27 PM
16	I'd spend too much time waiting	Dec 15, 2010 7:29 PM
17	maybe consider it in bad weather. Drivers are rude. I used to take the bus and if I wasn't standing right at the curb the bus would pass me by	Dec 15, 2010 7:34 PM
18	I need to go from Fairlwan to Wayne for work	Dec 15, 2010 7:46 PM
19	my car is more convenient	Dec 15, 2010 7:48 PM
20	only if the economy gets worse	Dec 15, 2010 7:50 PM
21	Sullivan County	Dec 15, 2010 7:51 PM
22	I have kids	Dec 15, 2010 7:53 PM
23	why would I take the bus if I own a car? If you owned a car, would you take the bus?	Dec 15, 2010 8:57 PM
24	more convenient to drive	Dec 15, 2010 9:50 PM
25	not convenient. has 2 kids	Dec 15, 2010 9:55 PM
26	has too many small children to consider riding the bus. Maybe when they are older.	Dec 16, 2010 1:31 AM
27	161 and 744 stop right by my house but it's more convenient to take my care	Dec 16, 2010 1:55 AM
28	has 5 grandkids so it's not convenient to take the bus all the time	Dec 16, 2010 1:57 AM
29	As long as he can afford his car he will not take transit	Dec 16, 2010 1:58 AM
30	in a wheelchair	Dec 16, 2010 2:00 AM

## 1. Are there other factors that would help you decide to ride the bus?

Other		
1	When I can no longer drive	Dec 9, 2010 9:46 PM
2	Low prices	Dec 9, 2010 9:57 PM
3	If gas prices keep going up, may consider riding the bus.	Dec 9, 2010 10:12 PM
4	lower cost	Dec 15, 2010 7:24 PM
5	when price of gas goes up	Dec 15, 2010 7:53 PM
6	connections to rail/subway and other modes	Dec 15, 2010 9:52 PM
7	If I needed to do so	Dec 16, 2010 1:55 AM

## 2. If you typically travel by bus, what routes/lines do you ride? (Please enter bus

Response Text		
1	168	Dec 9, 2010 9:40 PM
2	751, 159, 158, 156	Dec 9, 2010 9:43 PM
3	167, 756, 753, 178, 780	Dec 9, 2010 9:49 PM
4	165	Dec 9, 2010 9:58 PM
5	756	Dec 9, 2010 10:03 PM
6	165	Dec 9, 2010 10:04 PM
7	758, 709	Dec 9, 2010 10:06 PM
8	drive to train	Dec 9, 2010 10:09 PM
9	#165 or Red & Tan #11	Dec 9, 2010 10:17 PM
10	159, 156	Dec 10, 2010 6:56 PM
11	758, 756	Dec 10, 2010 6:59 PM
12	#128	Dec 10, 2010 7:01 PM
13	770, 704, 703	Dec 15, 2010 6:44 PM
14	709, 171, 770, and \$1 bus	Dec 15, 2010 6:46 PM
15	175, 162, 163T	Dec 15, 2010 6:47 PM
16	752, 758, 168, 746	Dec 15, 2010 6:48 PM
17	709, 758	Dec 15, 2010 6:50 PM
18	166	Dec 15, 2010 7:00 PM
19	168, 165, 166, 163	Dec 15, 2010 7:22 PM
20	171	Dec 15, 2010 7:23 PM
21	175, 171	Dec 15, 2010 7:26 PM
22	175, 163, 162	Dec 15, 2010 7:28 PM
23	145	Dec 15, 2010 7:30 PM
24	145	Dec 15, 2010 7:32 PM
25	709, 705, 702, 780	Dec 15, 2010 7:37 PM
26	163	Dec 15, 2010 7:53 PM
27	712, 744, 161, 171, 190	Dec 15, 2010 7:56 PM
28	145	Dec 15, 2010 8:55 PM
29	164, 780, 76	Dec 15, 2010 9:38 PM
30	171, 163, 704	Dec 15, 2010 9:40 PM
31	709	Dec 15, 2010 9:45 PM
32	NYC	Dec 15, 2010 9:52 PM
33	171	Dec 16, 2010 1:30 AM
34	155, 168	Dec 16, 2010 1:32 AM
35	175, 165, 168,	Dec 16, 2010 1:33 AM
36	175/164	Dec 16, 2010 1:39 AM
37	758, 160	Dec 16, 2010 1:44 AM
38	709	Dec 16, 2010 1:52 AM
39	Mother takes bus from Washington Ave. to Bergenfield	Dec 16, 2010 2:33 AM

### 3. What do you like about riding the bus?

Other		
1	It gets me where I need to go	Dec 9, 2010 9:43 PM
2	Don't have to drive and don't need car insurance	Dec 9, 2010 9:49 PM
3	Very pleased with service on #165	Dec 9, 2010 9:58 PM
4	everything has been fine. I have not been riding very long.	Dec 9, 2010 10:03 PM
5	very happy with service	Dec 9, 2010 10:04 PM
6	709 on time most of the time	Dec 9, 2010 10:06 PM
7	Perfect	Dec 10, 2010 6:56 PM
8	Express lanes are very convenient	Dec 10, 2010 7:01 PM
9	It gets me to work, but not on time	Dec 15, 2010 6:46 PM
10	buses are comfortable in good and bad weather	Dec 15, 2010 7:22 PM
11	it's o.k.	Dec 15, 2010 7:26 PM
12	Loves it	Dec 15, 2010 7:30 PM
13	don't own car	Dec 15, 2010 7:37 PM
14	mostly on time. Long wait for #190	Dec 15, 2010 7:56 PM
15	Loves the bus	Dec 15, 2010 8:55 PM
16	171 was not on time, but now is.	Dec 16, 2010 1:30 AM
17	I like to read and sleep.	Dec 16, 2010 1:32 AM
18	Very pleased with service on the routes I ride	Dec 16, 2010 1:33 AM
19	I don't need to find parking.	Dec 16, 2010 1:39 AM
20	Gets me where I need to go	Dec 16, 2010 1:52 AM

### 4. Which of the following improvements could be made to the routes you ride?

Other		
1	Change of #168 routing is bad. Needs to be on original route to Broad Street.	Dec 9, 2010 9:40 PM
2	Cannot walk on Anderson Avenue because of pollution from Spinks buses	Dec 9, 2010 9:43 PM
3	Coach USA 780 and 753 drivers need more training on routes. Frequently riders need to tell them the routes to drive.	Dec 9, 2010 9:49 PM
4	758 is late all the time. Need to guess what day it will be on time	Dec 9, 2010 10:06 PM
5	#758 is never on time.	Dec 10, 2010 6:59 PM
6	\$1 bus comes late, but not NJ Transit. Sometimes 1 hour in between NJ Transit buses, but \$1 bus comes every 10-15 minutes. Don't like taking \$1 bus because it's not safe, but don't feel like waiting for NJ Transit.	Dec 15, 2010 6:44 PM
7	744 is always late. Buses are not in good shape. Cannot predict when the bus is going to arrive at my stop.	Dec 15, 2010 6:46 PM
8	no shelter near Meadowlands in Seacaucus. #165 from NYC hard to get out of bus because its really crowded. #163 hourly is really long	Dec 15, 2010 7:22 PM
9	wait a long time on the weekends. Takes the Mexican bus because it's cheaper and they come more often	Dec 15, 2010 7:26 PM
10	buses are on time most of the time, but could be improved	Dec 15, 2010 7:28 PM
11	bus lanes do not work - takes too long to get through toll booth. Route is too long - takes 30 minutes just to get out of Fairlawn.	Dec 15, 2010 7:32 PM

#### 4. Which of the following improvements could be made to the routes you ride?

Other		
12	brother is in wheelchair - ADA buses don't want to take us. They tell us to wait for the next bus. #709 needs to run every 30 minutes	Dec 15, 2010 7:37 PM
13	driver attitude - #163 driver goes right by when I signalled to stop	Dec 15, 2010 7:53 PM
14	price needs to be lower. buses need to be cleaner. Bus terminal downtown switches platform numbers at night which is very confusing	Dec 15, 2010 7:56 PM
15	Buses are always late. Need to warm buses earlier. Every Monday when weather is cold the bus is late.	Dec 15, 2010 8:55 PM
16	not much bus service in Warren County. Need to run later on weekdays and run on Sunday.	Dec 15, 2010 9:38 PM
17	drivers have poor attitudes	Dec 15, 2010 9:40 PM
18	shorter route. it shouldn't take 40 minutes to get home.	Dec 16, 2010 1:37 AM
19	175 has delays	Dec 16, 2010 1:39 AM
20	758 comes too late. Waited for almost 1 hour. Driver always rude.	Dec 16, 2010 1:44 AM
21	709 never on time. It needs to run later. Drivers take their time and still take breaks even if they are running late.	Dec 16, 2010 1:52 AM
22	seniors need seatbelts. cleanliness of buses is an issue. service on local streets rather than main streets would serve residents better.	Dec 16, 2010 2:33 AM

#### 5. Where would you like to see a bus stop?

List <u>origin</u> by cross streets/location		
1	Ridgefield Post Office	Dec 9, 2010 9:40 PM
2		Dec 15, 2010 6:50 PM
3		Dec 15, 2010 7:22 PM
4	Main Street/Fairlwan Ave	Dec 15, 2010 7:47 PM
5	Fairlawn	Dec 15, 2010 7:48 PM
6	Hawthorne Gospel and Russell Ave. exit	Dec 15, 2010 9:38 PM
7	Oradell Blvd./Kinderkamarack Road	Dec 16, 2010 1:37 AM
8	Depugh	Dec 16, 2010 2:33 AM

#### 5. Where would you like to see a bus stop?

List <u>destination</u> by cross streets/location		
1		Dec 9, 2010 9:40 PM
2	in front of the mall, not so far from the door	Dec 15, 2010 6:50 PM
3	Nungessers at top and bottom of hill	Dec 15, 2010 7:22 PM
4	Burden Ave., Wayne	Dec 15, 2010 7:47 PM
5		Dec 15, 2010 7:48 PM
6		Dec 15, 2010 9:38 PM
7	GSP mall stop too far out; needs to be closer to mall	Dec 16, 2010 1:37 AM
8	Knickerbocker to Washington	Dec 16, 2010 2:33 AM

## 5. Where would you like to see a bus stop?

Other?		
1	Nungessers	Dec 9, 2010 9:40 PM
2		Dec 15, 2010 6:50 PM
3		Dec 15, 2010 7:22 PM
4		Dec 15, 2010 7:47 PM
5		Dec 15, 2010 7:48 PM
6		Dec 15, 2010 9:38 PM
7		Dec 16, 2010 1:37 AM
8	Larch Ave.	Dec 16, 2010 2:33 AM

## 1. Origin/Destination Background Information:

Your <u>home zip code</u>		
1	07542	Dec 9, 2010 9:34 PM
2	07657	Dec 9, 2010 9:41 PM
3	07010	Dec 9, 2010 9:44 PM
4	Fairlawn	Dec 9, 2010 9:46 PM
5	07666	Dec 9, 2010 9:49 PM
6	07508	Dec 9, 2010 9:51 PM
7	07644	Dec 9, 2010 9:52 PM
8	07652	Dec 9, 2010 9:53 PM
9	Bronx, NY	Dec 9, 2010 9:54 PM
10	07646	Dec 9, 2010 9:57 PM
11	07407	Dec 9, 2010 9:58 PM
12	07869	Dec 9, 2010 10:02 PM
13	07631	Dec 9, 2010 10:03 PM
14	Ridgewood	Dec 9, 2010 10:05 PM
15	07026	Dec 9, 2010 10:07 PM
16	07452	Dec 9, 2010 10:07 PM
17	07452	Dec 9, 2010 10:08 PM
18	NYC	Dec 9, 2010 10:09 PM
19	07662	Dec 9, 2010 10:12 PM
20	10920	Dec 9, 2010 10:16 PM
21	07675	Dec 9, 2010 10:17 PM
22	07410	Dec 9, 2010 10:18 PM
23	07094	Dec 10, 2010 6:55 PM
24	07010	Dec 10, 2010 6:56 PM
25	07410	Dec 10, 2010 6:57 PM
26	07661	Dec 10, 2010 6:58 PM
27	07663	Dec 10, 2010 6:59 PM
28	07093	Dec 10, 2010 7:01 PM
29	Park Ridge	Dec 10, 2010 7:02 PM

## 1. Origin/Destination Background Information:

Your <u>home zip code</u>		
30	07501	Dec 15, 2010 6:44 PM
31	07501	Dec 15, 2010 6:46 PM
32	07601	Dec 15, 2010 6:47 PM
33	07514	Dec 15, 2010 6:48 PM
34	07055	Dec 15, 2010 6:50 PM
35		Dec 15, 2010 7:00 PM
36	07055	Dec 15, 2010 7:02 PM
37	07643	Dec 15, 2010 7:22 PM
38	Teaneck	Dec 15, 2010 7:23 PM
39	07666	Dec 15, 2010 7:24 PM
40	07024	Dec 15, 2010 7:26 PM
41	07410	Dec 15, 2010 7:30 PM
42	07410	Dec 15, 2010 7:32 PM
43	07628	Dec 15, 2010 7:34 PM
44	07055	Dec 15, 2010 7:38 PM
45	Fairlawn	Dec 15, 2010 7:47 PM
46	07410	Dec 15, 2010 7:48 PM
47	07631	Dec 15, 2010 7:50 PM
48	07522	Dec 15, 2010 7:53 PM
49	07011	Dec 15, 2010 7:56 PM
50	Fairlawn	Dec 15, 2010 8:56 PM
51	NYC	Dec 15, 2010 8:58 PM
52	07601	Dec 15, 2010 9:38 PM
53	07514	Dec 15, 2010 9:40 PM
54	07055	Dec 15, 2010 9:45 PM
55	11235	Dec 15, 2010 9:52 PM
56	07660	Dec 15, 2010 9:59 PM
57	07410	Dec 16, 2010 1:30 AM
58	07666	Dec 16, 2010 1:31 AM
59	07603	Dec 16, 2010 1:32 AM
60	07601	Dec 16, 2010 1:34 AM
61	07649	Dec 16, 2010 1:37 AM
62	07410	Dec 16, 2010 1:40 AM
63	07026	Dec 16, 2010 1:44 AM
64	07042	Dec 16, 2010 1:52 AM
65	07504	Dec 16, 2010 1:56 AM
66	07070	Dec 16, 2010 1:57 AM
67	NYC	Dec 16, 2010 1:59 AM
68	07628	Dec 16, 2010 2:33 AM



## 1. Origin/Destination Background Information:

If applicable, your <u>work zip code</u> or general location (Passaic County, NYC, Bergen County, other)

1		Dec 9, 2010 9:34 PM
2		Dec 9, 2010 9:41 PM
3		Dec 9, 2010 9:44 PM
4		Dec 9, 2010 9:46 PM
5		Dec 9, 2010 9:49 PM
6		Dec 9, 2010 9:51 PM
7		Dec 9, 2010 9:52 PM
8		Dec 9, 2010 9:53 PM
9		Dec 9, 2010 9:54 PM
10		Dec 9, 2010 9:57 PM
11		Dec 9, 2010 9:58 PM
12		Dec 9, 2010 10:02 PM
13		Dec 9, 2010 10:03 PM
14		Dec 9, 2010 10:05 PM
15	Garden State Plaza	Dec 9, 2010 10:07 PM
16		Dec 9, 2010 10:07 PM
17		Dec 9, 2010 10:08 PM
18		Dec 9, 2010 10:09 PM
19		Dec 9, 2010 10:12 PM
20		Dec 9, 2010 10:16 PM
21	Port Authority Bus Terminal	Dec 9, 2010 10:17 PM
22		Dec 9, 2010 10:18 PM
23		Dec 10, 2010 6:55 PM
24	NYC	Dec 10, 2010 6:56 PM
25		Dec 10, 2010 6:57 PM
26		Dec 10, 2010 6:58 PM
27	Bergen Community College	Dec 10, 2010 6:59 PM
28	NYC	Dec 10, 2010 7:01 PM
29		Dec 10, 2010 7:02 PM
30	Garden State Plaza	Dec 15, 2010 6:44 PM
31	Garden State Plaza	Dec 15, 2010 6:46 PM
32	NYC	Dec 15, 2010 6:47 PM
33		Dec 15, 2010 6:48 PM
34		Dec 15, 2010 6:50 PM
35	NYC	Dec 15, 2010 7:00 PM
36		Dec 15, 2010 7:02 PM
37	NYC	Dec 15, 2010 7:22 PM
38		Dec 15, 2010 7:23 PM
39		Dec 15, 2010 7:24 PM
40	GW Bridge	Dec 15, 2010 7:26 PM
41	NYC	Dec 15, 2010 7:30 PM
42	NYC	Dec 15, 2010 7:32 PM
43		Dec 15, 2010 7:34 PM

## 1. Origin/Destination Background Information:

If applicable, your <u>work zip code</u> or general location (Passaic County, NYC, Bergen County, other)		
44		Dec 15, 2010 7:38 PM
45	Wayne	Dec 15, 2010 7:47 PM
46		Dec 15, 2010 7:48 PM
47		Dec 15, 2010 7:50 PM
48		Dec 15, 2010 7:53 PM
49		Dec 15, 2010 7:56 PM
50	Port Authority Bus Terminal, NYC	Dec 15, 2010 8:56 PM
51	Garden State Plaza	Dec 15, 2010 8:58 PM
52		Dec 15, 2010 9:38 PM
53		Dec 15, 2010 9:40 PM
54	Garden State Plaza	Dec 15, 2010 9:45 PM
55	NYC	Dec 15, 2010 9:52 PM
56		Dec 15, 2010 9:59 PM
57		Dec 16, 2010 1:30 AM
58		Dec 16, 2010 1:31 AM
59	NYC	Dec 16, 2010 1:32 AM
60	NYC	Dec 16, 2010 1:34 AM
61		Dec 16, 2010 1:37 AM
62		Dec 16, 2010 1:40 AM
63	Garden State Plaza	Dec 16, 2010 1:44 AM
64	Garden State Plaza	Dec 16, 2010 1:52 AM
65		Dec 16, 2010 1:56 AM
66		Dec 16, 2010 1:57 AM
67		Dec 16, 2010 1:59 AM
68		Dec 16, 2010 2:33 AM

## 3. OPTIONAL: Do you have any general comments about transit service in

Response Text		
1	Change of #168 routing is not good. Now I have to take #83 and walk 4-5 blocks. Nungessers to Broad Ave./Paramus Park Mall.	Dec 9, 2010 9:41 PM
2	Drivers need to learn more English	Dec 9, 2010 9:49 PM
3	Uses My Bus. Yesterday 12/3/10 text was delayed & came through at 1:30 a.m.	Dec 16, 2010 1:40 AM
4	She took #709 everyday for 1 week because her car was in the shop. Was 1-2 hours late to work everyday. Drivers did not care. Drivers still take breaks even if they are late. Driver would not let her on the bus because she only had \$1.49 and fare was \$1.50.	Dec 16, 2010 1:44 AM