

EXECUTIVE ORDER NO. 16

WHEREAS, in creating the New Jersey Transit Corporation ("NJ TRANSIT") nearly 50 years ago, the Legislature recognized that efficient, coordinated, safe, and responsive public transportation is an essential public service, critical to the State's economic growth and the flourishing of its residents; and

WHEREAS, NJ TRANSIT is one of the largest and busiest public transit agencies in the nation, providing 265 million passenger rides each year across rail, bus, light rail, and paratransit services, throughout the nation's most densely populated state and in neighboring New York and Pennsylvania; and

WHEREAS, researchers have found that NJ TRANSIT generates billions of dollars in economic value for New Jerseyans—in the form of, among other things, savings accrued through reduced transportation costs, traffic congestion, local expenditures on road maintenance, vehicle crashes, and air and noise pollution—with some estimates ranging from \$12.7 to \$13.8 billion annually; and

WHEREAS, NJ TRANSIT plays a critical role in the lives of New Jersey residents, connecting hundreds of thousands of individuals daily to work, healthcare, education, and myriad other destinations, and empowering transit-dependent residents, including those with disabilities, with the mobility needed to access community support systems and economic opportunity; and

WHEREAS, NJ TRANSIT has, despite the benefits it delivers to the State and its residents, faced systemic challenges that have hampered its ability to meet its mission to deliver nation-leading transit service, including aging infrastructure, rolling stock, and bus fleets, as well as reductions in federal and State operational assistance and operating and capital budget deficits; and

WHEREAS, while NJ TRANSIT has made considerable progress in recent years toward improved delivery of a safe, reliable, affordable, and high-quality rider experience, there remains an opportunity for improvement driven by direct input from riders, enhanced investment

in capital and technological improvements, and a relentless commitment to customer and public service; and

WHEREAS, to ensure that NJ TRANSIT delivers the best possible service to the millions of riders who rely on it, a priority focus on short-term, quickly implementable actions to improve rider experience is necessary, even while a renewed long-term examination of NJ TRANSIT's vision and operations gets underway;

NOW, THEREFORE, I, MIKIE SHERRILL, Governor of the State of New Jersey, by virtue of the authority vested in me by the Constitution and by the Statutes of this State, do hereby ORDER and DIRECT:

1. Within 45 days, the Commissioner of Transportation, in her capacity as Chair of the NJ TRANSIT Board of Directors (the "Chair"), shall develop and transmit to the Governor a plan by NJ TRANSIT to initiate improvements to the rider experience and customer service delivery. The plan shall address, but need not be limited to, improvements in the four priority areas identified in Paragraph 2 of this Order. Within a 45-day period immediately following the submission of such plan, NJ TRANSIT shall advance implementation of the priority actions identified therein.

2. The priority areas for improvement shall include:

- a. cleanliness of NJ TRANSIT's stations, stops, and bus fleet and rail rolling stock (i.e., its trains, buses, and other transit vehicles);
- b. accessibility of NJ TRANSIT-owned properties, including but not limited to elevator and escalator state-of-repair and reliability, signage and wayfinding aids under NJ TRANSIT's jurisdiction, and conditions at boarding areas;
- c. public safety, including consideration of issues such as lighting, cameras, and law enforcement presence at stations and stops; and

- d. the digital experience for NJ TRANSIT riders, and in particular, the usability and reliability of the real-time service tracking features of NJ TRANSIT's website and mobile app.

3. The rapid action plan shall identify specific objectives in these focus areas, among others, as well as the operational and financial plans needed to achieve them, including with respect to considerations such as personnel, procurement, and funding.

4. To inform the development of the rapid action plan, the NJ TRANSIT Customer Advocate, who reports to the Chair, shall hold three virtual public listening sessions, in addition to developing a public survey to be posted on NJ TRANSIT's website. The NJ TRANSIT Customer Advocate shall collect feedback garnered from the public listening sessions and survey and present it to NJ TRANSIT within 30 days.

5. Nothing in this Order shall be construed to alter or limit any statutory authority of NJ TRANSIT, or to require the disclosure of information that is confidential, privileged, or protected from disclosure by law. This Order shall be implemented in a manner consistent with all applicable State and federal laws.

GIVEN, under my hand and seal this
24th day of March,
Two Thousand and Twenty-Six,
and of the Independence of the
United States, the Two Hundred
and Fiftieth.

[seal]

/s/ Mikie Sherrill

Governor

Attest:

/s/ Timothy P. Lydon

Chief Counsel to the Governor