

**New Jersey Transit
Newark, NJ**

**Review of Lift Reliability and Maintenance
for
Operation of Fixed Route Bus Service**

September 14–18, 2009

Summary of Observations

**Prepared for
Federal Transit Administration
Office of Civil Rights
Washington, DC**

**Prepared by
Planners Collaborative**

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TABLE OF CONTENTS

1	Purpose of the Review	1
2	Background	3
3	Overview of the Review	6
3.1	Customer Comments.....	9
3.2	NJ Transit Policies and Procedures.....	12
3.3	Service Monitoring and Enforcement Procedures	15
3.4	Review Team Observations	27
4	Findings and Recommendations.....	36
4.1	Findings.....	36
4.2	Recommendations.....	39

ATTACHMENTS

- A. FTA Notification Letter
- B. On-Site Review Schedule
- C. NJ Transit Response Letter
- D. NJ Transit Policies and Procedures
- E. Investigator Service Quality Performance Report
- F. Bus Condition Report
- G. Excerpts from Accessibility Audit within Maintenance SOP
- H. NJ Transit Bus Fleet
- I. Driver Interview Form
- J. Record of Lift Cycling/Working Condition of Lifts and Access Features
- K. Bus and Van Specification Checklist

1 Purpose of the Review

U.S. Department of Transportation (DOT) regulations implementing the Americans with Disabilities Act of 1990 (ADA) contain two primary provisions to ensure that transit authorities reliably and properly maintain vehicles with accessibility features in Section 31.167. General equipment maintenance requirements, which pertain to all types of entities and services, include the following:

- (a) Public and private entities providing transportation services shall maintain in operative condition those features of facilities and vehicles that are required to make the vehicles and facilities readily accessible to and usable by individuals with disabilities. These features include, but are not limited to, lifts and other means of access to vehicles, securement devices, elevators, signage and systems to facilitate communications with persons with impaired vision or hearing.
- (b) Accessibility features shall be repaired promptly if they are damaged or out of order. When an accessibility feature is out of order, the entity shall take reasonable steps to accommodate individuals with disabilities who would otherwise use the feature.
- (c) This section does not prohibit isolated or temporary interruptions in service or access due to maintenance or repairs.

In addition to the general equipment maintenance provisions described above that apply to all transportation providers, Section 37.163 of the DOT ADA regulations requires public entities to keep vehicle lifts in operative condition as follows:

- (a) This section applies only to public entities with respect to lifts in non-rail vehicles.
- (b) The entity shall establish a system of regular and frequent maintenance checks of lifts sufficient to determine if they are operative.
- (c) The entity shall ensure that vehicle operators report to the entity, by the most immediate means available, any failure of a lift to operate in service.
- (d) Except as provided in paragraph (e) of this section, when a lift is discovered to be inoperative, the entity shall take the vehicle out of service before the beginning of the vehicle's next service day and ensure that the lift is repaired before the vehicle returns to service.
- (e) If there is no spare vehicle available to take the place of a vehicle with an inoperable lift, such that taking the vehicle out of service will reduce the transportation service the entity is able to provide, the public entity may keep the vehicle in service with an inoperable lift for no more than five days (if the entity serves an area of 50,000 or less population) or three days (if the entity serves an area of over 50,000 population) from the day on which the lift is discovered to be inoperative.
- (f) In any case in which a vehicle is operating on a fixed route with an inoperative lift, and the headway to the next accessible vehicle on the route exceeds 30 minutes, the entity shall promptly provide alternative transportation to individuals with disabilities who are unable to use the vehicle because its lift does not work.

DOT ADA regulations also contain several requirements related to the operation of accessibility features. Part 38 of the regulations requires accessible vehicles to have mobility aid securement systems and passenger restraint systems and includes technical and functional specifications for these securement and restraint systems. The regulations require that transit systems use the securement system available on vehicles. Section 37.165 requires that agency personnel assist individuals with disabilities with the use of lifts, ramps, and securement systems (and that they leave their seat if necessary to provide this assistance). Section 37.173 then requires transit agencies to ensure that “personnel are trained to proficiency, as appropriate to their duties, so that they operate vehicles and equipment safely and properly assist and treat individuals with disabilities who use the service in a respectful and courteous way, with appropriate attention to the differences among individuals with disabilities.”

The Federal Transit Administration (FTA) ensures compliance with the ADA and the DOT implementing regulations. As part of its oversight efforts, FTA, through its Office of Civil Rights, conducts periodic reviews of fixed route transit services operated by grantees.

This report includes the results of the review of lift reliability, maintenance, and operation at the New Jersey Transit Corporation (NJ Transit), operating throughout the state of New Jersey. The review team conducted the review from September 14–8, 2009. This report summarizes the observations and findings of the on-site review of NJ Transit’s fixed route bus service by providing a description of key features of the fixed route bus service, followed by a description of the approach and methodology used to carry out the review, and finally describing observations and findings related to the ADA requirements. The last section summarizes the major findings of the review and provides recommendations for addressing identified issues.

2 Background

The Public Transportation Act of 1979 created the New Jersey Transit Corporation (NJ Transit) to “acquire, operate and contract for transportation service in the public interest.” In 1980, NJ Transit purchased Transport of New Jersey, the state’s largest private bus company at that time. Between 1981 and 1985, NJ Transit incorporated the services of several other bus companies. On January 1, 1983, a second subsidiary (NJ Transit Rail Operations, Inc.) assumed control of commuter rail. In 1984, a third subsidiary (NJ Transit Mercer, Inc.) assumed control of bus service in the Trenton/Mercer County area. In 1992, NJ Transit unified all three subsidiaries.

Appointed by the Governor, the NJ Transit Board of Directors has seven members—four members of the general public and three state officials—who select an Executive Director to administer the entire agency and to serve as President of the three subsidiaries. In addition, NJ Transit employs a Chief Operating Officer to coordinate operations. NJ Transit’s board meets monthly at NJ Transit headquarters in Newark. Additional input is provided by two transit advisory committees, the North Jersey Transit Advisory Committee (14 members, 4-year terms) and the South Jersey Transit Advisory Committee (14 members, 3-year terms).

Covering a service area of 5,325 square miles, NJ Transit is the nation’s third largest provider of bus, rail, and light rail transit, linking major points in New Jersey, New York City, and Philadelphia. The agency operates a fleet of more than 2,000 buses, 700 trains, and 45 light rail vehicles. NJ Transit also administers several publicly-funded transit programs for people with disabilities, older adults, and people living in the state’s rural areas who have no other means of transportation. In addition, the agency provides support and equipment to private contractors. According to its FY 2009 Annual Report, NJ Transit provided 270.3 million passenger trips that year on all modes.

NJ Transit buses operate throughout the state as well as in Philadelphia and New York City. It has 15 bus garages, a central bus maintenance facility, and more than 24 passenger terminals and transfer centers (some of which are shared with other transit agencies). NJ Transit also provides fixed route bus service under contract with 24 private bus carriers operating out of their own facilities. Table 2.1 lists the 15 NJ Transit bus garages.

Table 2.1 – NJ Transit Bus Garages

Garage	NJ Location
Big Tree	Nutley
Egg Harbor Township	Egg Harbor
Fairview	Fairview
Greenville	Jersey City
Hamilton Township	Hamilton
Hilton	Maplewood
Howell	Howell
Ironbound	Newark
Market Street	Paterson
Meadowlands	North Bergen
Newton Avenue	Camden
Oradell	Oradell
Orange	Orange
Washington Township	Washington Township
Wayne	Wayne

NJ Transit contracts with 14 private carriers to provide bus service on a variety of routes throughout the state. Table 2.2 lists the 14 private carriers operating under contract to NJ Transit.

Table 2.2 – Private Carriers under Contract to NJ Transit

Carrier	Service Area
A&C Bus Corp./ Montgomery & Westside	Hudson County Area
Academy Express	Middlesex County Local, Plainfield Local
Academy Lines LLC	Middlesex Monmouth & Ocean County Area
Academy /No. 22 Hillside Corp.	Hudson County Local, Bergen County Local
Bergen Avenue IBOA	Hudson County Area
Broadway IBOA	Hudson County Area
Carefree Bus Lines	Clifton to New York
Community Transportation/Transit	Passaic & Bergen Counties
DeCamp Bus Lines	Montclair to New York (PABT), Rtes. 32, 33, 44, 66, 88, 99
Delaware River Coach Lines	Warren County Minibus
First Student	Morris & Warren Minibus
Hudson Transit Lines/ Shortline	Weehawken to Sloatsburg NY, Rtes. 17, 31, 51, 62
Independent Bus	Liberty State Park/Ride, Newark Area – Rte. 31
Lakeland Bus Lines, Inc.	Dover/Sparta to New York, Rtes. 24, 78, 46, 80
Olympia Trails Bus Co. Inc.	New York to Newark Airport, Fanwood – PABT, Rte. 300
Orange-Newark-Elizabeth Bus Inc.	Elizabeth/Orange/Newark, Rtes. 24, 44
Pabco Transit, Inc.	Morris County Local
Red & Tan Tours/Seven Bus Corp.	Essex/Middlesex Minibus, Journal Sq./Downtown Liberty State Park, Jersey City – Journal Square, Rtes. 3, 4, 5, 11, 16, 122/144, 231
Rockland Coaches, Inc.	Bergen County/ PABT, Staten Island/Spring Valley, Rtes. 11AT, 11C, 25, 20, 20T, 45, 46, 47, 49, 48, 9, 9A, 84/84L
Salem Community Bus Service	Salem County Local
Suburban Transit Corp./ Suburban Trails	Hunterdon/Somerset/ Union Minibus, East Brunswick/Princeton/Plainsboro, to PABT – Wall Street
Trans-Bridge Lines, Inc.	Doylestown – New York Rte. 1, Allentown to PABT/Wall Street – Rte. 2
Trans-Hudson Express, Inc.	Bayonne/Jersey County – New York, Rtes. 10, 99, 99S, Staten Island – Hoboken
Veolia Transportation	Monmouth County Local

Source: NJ Transit

3 Overview of the Review

This ADA Lift Reliability and Maintenance Review focused on NJ Transit's compliance with the DOT's ADA regulatory requirements related to the operation and maintenance of lifts as required for accessible fixed route bus service.

FTA provided NJ Transit with written notification of the review on August 12, 2009 (see Attachment A). In the letter, FTA requested NJ Transit to provide the following information:

- Current fixed route system map (five copies)
- Current detailed route schedules (complete set)
- Identification of routes operated by NJ Transit and routes operated by private contractors
- Identification of routes/areas served by each garage
- Bus fleet inventory identifying year, make, bus garage, and accessibility of each bus, including whether and to what extent the system uses low-floor buses
- Description of lift maintenance practices identifying name and location of party performing lift maintenance
- Current fixed route driver manuals, notices, memoranda, or other documentation informing drivers about lift operation and maintenance procedures
- Reports, memoranda, or other documentation regarding lift operation and maintenance monitoring activities and findings
- Complaints received related to lift operations in the past year

The letter also requested that NJ Transit schedule an opening conference on Monday, September 14, 2009, and an exit conference on Friday, September 18, 2009.

Planners Collaborative, Inc., of Boston conducted the review on behalf of FTA. David Chia served as the review team leader. Jim Purdy, John Hersey, and Brian Barber assisted with the review. Attachment B details the on-site schedule.

Prior to the on-site visit, the review team received and assessed a complete package of the requested information. The team also contacted advocacy organizations in advance and conducted a telephone interview with one individual with disabilities who uses NJ Transit bus service. Chapter 4 describes this interview.

The following individuals participated in the opening conference held at 9 AM on Monday, September 14, 2009, at NJ Transit headquarters at 1 Penn Plaza East, Newark:

Jim Gigantino	NJ Transit, General Manager for Bus Operations
Carol Wise	NJ Transit, Deputy General Manager for Bus Operations
Anthony Griceo	NJ Transit, Director of Customer Services
Dennis Martin	NJ Transit, Senior Director, Customer Services
Ron Nichols	NJ Transit, Director, Private Carrier Affairs
Joyce Gallagher	NJ Transit, Contract Services
Stan Wrobel	NJ Transit, Bus Operations, Vehicle Maintenance
Joe North	NJ Transit, Contract Services
Angel Jimenez	NJ Transit, Operational Training
Ed Hoff	NJ Transit, Manager, Accessibility Group

Edwin Vazquez	NJ Transit, ADA Services
David Chia	Planners Collaborative
Jim Purdy	Planners Collaborative
John Hersey	Planners Collaborative
Brian Barber	Planners Collaborative

Susan Clark, Equal Opportunity Specialist from FTA's Office of Civil Rights, participated in the opening conference by telephone. She thanked NJ Transit for its cooperation with the review and described the purpose of the review as assisting NJ Transit in identifying whether people with disabilities receive the accessible fixed route services that DOT ADA regulations require. She mentioned that another purpose of the review was to offer technical assistance to NJ Transit in meeting the ADA requirements and that the review team was available for that purpose. Mr. Chia outlined the review team's process for the review, noting a preliminary findings presentation at the exit conference on Friday, September 18. He explained that the review team and FTA would then prepare a draft report, which FTA would transmit to NJ Transit for its review and comment. NJ Transit's comments would be incorporated into the Final Report. Once FTA transmits the draft report to NJ Transit, the draft would be a public document subject to release in accordance with the Freedom of Information Act. The Final Report would be posted on FTA's website. Following issuance of the report, FTA would require NJ Transit to provide progress reports that address corrective actions related to findings identified in the review. Progress reporting would continue until FTA releases NJ Transit from the requirement to submit follow up progress reports..

Mr. Chia distributed a schedule of the planned review activities that the review team had transmitted to NJ Transit the previous week. He reviewed the planned on-site activities and meetings, which would focus on the operable status, maintenance, and use of the bus ramps and lifts and wheelchair securement systems. He explained that the review team would make observations during morning pullouts; inspect ADA accessibility equipment on vehicles; examine data regarding driver training, maintenance, service monitoring, driver discipline, and handling of customer complaints; and interview NJ Transit managers, supervisors, and bus drivers.

The review team met with senior managers to discuss the history of NJ Transit, its policies and procedures, fleet resources, and expansion plans. Individual review team members later met separately with NJ Transit managers and examined records regarding service monitoring and the handling and response to complaints, plans, and budgets for fleet replacement and maintenance and training of new drivers. The review team reviewed the bus fleet roster with NJ Transit managers and selected a representative set of buses for inspection.

On Tuesday, September 15, 2009, the review team split into two groups and observed bus pullouts at NJ Transit's Hilton and Maplewood bus garages. During the day, review team members conducted interviews with operations personnel regarding employee monitoring and the disciplinary system, as well as with the Safety and Training Manager, the Maintenance Manager, and bus drivers. Review team members reviewed maintenance records and inspected several buses.

On Wednesday, September 16, 2009, review team members observed bus pullouts at NJ Transit's Market Street and Newton Avenue bus garages. Interviews were conducted with operations personnel regarding employee monitoring and the disciplinary system and with the

Safety and Training Manager, the Maintenance Manager, and bus drivers. Review team members compared bus maintenance records with pullout sheets and the dispatcher's log book and completed vehicle inspections.

On Thursday, September 17, 2009, review team members observed bus pullouts at NJ Transit's Howell bus garage and the contractor Academy Express's garage in Perth Amboy. Review team members conducted interviews with operations personnel regarding employee monitoring and the disciplinary system and with the Safety and Training Manager, the Maintenance Manager, and bus drivers. Review team members then compared bus maintenance records with pullout sheets and the dispatcher's log book and completed vehicle inspections.

On Friday, September 18, 2009, the review team synthesized the materials and information collected and reported preliminary findings at the exit conference. The following people attended the exit conference:

Jim Gigantino	NJ Transit, General Manager for Bus Operations
Carol Wise	NJ Transit, Deputy General Manager for Bus Operations
Ronnie Siriani	NJ Transit, Director, Accessible Services
Ron Nichols	NJ Transit, Director, Private Carrier Affairs
Stan Wrobel	NJ Transit, Bus Operations, Vehicle Maintenance
Joe North	NJ Transit, Contract Services
Tim Wierzbicki	NJ Transit
Ed Hoff	NJ Transit, Manager, Accessibility Group
Edwin Vazquez	NJ Transit, ADA Services
David Chia	Planners Collaborative
Jim Purdy	Planners Collaborative
John Hersey	Planners Collaborative
Brian Barber	Planners Collaborative

Ms. Clark from FTA participated in the exit conference by telephone. She thanked NJ Transit for its cooperation throughout the site visit. She reviewed the purpose of the review and the schedule for preparation of this report. Mr. Chia outlined the preliminary findings that the review team would present in the exit conference.

NJ Transit was provided with a draft copy of the report for review and response. A copy of the correspondence received from NJ Transit on DATE, documenting their response to the draft report, is included as Attachment C.

Observations of Lift and Ramp Reliability and Maintenance

To assess NJ Transit's performance with respect to fixed route reliability, maintenance, and operation of lifts and ramps, the review team:

- Gathered customer comments via telephone interviews with individuals who use wheelchairs that regularly ride the NJ Transit bus system
- Reviewed policies and procedures regarding lift operations, service monitoring, and equipment inspection
- Observed bus operations
- Interviewed bus drivers to gauge their understanding of lifts and wheelchair securement policies and procedures
- Observed vehicle pullouts and pre-trip inspections
- Inspected buses for conformance with ADA-related specifications
- Reviewed maintenance procedures and performance
- Reviewed recent bus procurements and current fleet accessibility
- Reviewed availability of resources for lift operation

3.1 Customer Comments

The review team gathered input from NJ Transit fixed route service customers to assist in identifying any problems with the use of lifts from their perspective. The review team contacted 16 disability service agencies or advocacy groups for customer contact information and interviewed eight of those customers.

Customer Interviews

The review team conducted eight telephone interviews with individuals who ride NJ Transit's fixed route buses. Customers generally reported that the lifts worked properly, that the drivers well understood the operation of the lifts, and that the drivers were respectful, courteous, and sensitive to customer needs. Four customers rode NJ Transit fixed route buses at least five times per week. Four customers used the service fewer than five times per year; these four customers also used Access Link, NJ Transit's ADA complementary paratransit service.

Complaints

- Two customers commented that drivers occasionally fail to stop for them at boarding areas.
- Two customers commented that, while drivers are familiar with operation of the lift, few are as knowledgeable about operation of securement equipment.
- Two customers complained that drivers in more rural or suburban areas are not as knowledgeable about operation of the lift and speculated that drivers in more urban areas operate the lifts more frequently.
- One customer reported three instances of service denial because the lift was inoperable. She quickly added that each time the driver contacted the Bus Control Center (BCC) to initiate a maintenance request or to request a new vehicle and that the driver informed her when the next vehicle would arrive.

- One customer noted that the boarding area at the Port Authority station is not sufficiently wide to deploy the lift. She also commented that some curbs are too high for the lift to deploy properly.
- One customer who used a walker recalled an instance when the driver refused to deploy the lift, arguing that the lift is reserved for people who use wheelchairs.
- One customer cited Routes 24 and 31 as routes with routinely malfunctioning lift equipment and insensitive or unknowledgeable drivers.
- One customer stated that drivers do not always secure the wheelchair properly, noting that motorized wheelchairs are particularly difficult to secure.

Compliments

- Three riders lauded NJ Transit for improving fixed route bus driver demeanor for customer service and knowledge of operating the lift, in particular, manual operation or on-site repair if the lift malfunctions. Each customer said that customer service improved since 2000.
- Two customers noted that NJ Transit quickly and effectively responds to complaints, sometimes before the driver cited in the complaint returns to the garage.
- Six riders stated that they never had a problem with drivers.

System for Handling Comments and Complaints

At the time of the review, NJ Transit receives approximately 58,000 complaints each year; fewer than 1 percent of these are ADA-related complaints, and about one quarter relate to access for people who use wheelchairs. NJ Transit used Support Force, a software program that tracks complaints. The Deputy General Manager and Garage Supervisors stated that they monitor all of the complaints entered into Support Force. Garage supervisors follow up on complaints and take action to correct driver performance based on substantiated complaints and spotter observations.

There were five ways for riders register complaints:

1. Accessing NJ Transit's website, which includes a window for complaints under the general window labeled "Contact Us" on the system's home page. NJ Transit receives approximately 50 percent of all complaints through its website. The "Complaints" form allows users to describe an incident and provide contact information
2. Calling NJ Transit's Field Offices
3. Calling NJ Transit's Call Center
4. Writing to NJ Transit
5. Using Support Force internally to catch "tweets" on the Twitter computer network that mention NJ Transit, if the rider was a NJ Transit employee

NJ Transit enters complaints and the following data into Support Force:

- Contact name
- Phone
- E-mail
- Trip origin

- Trip destination
- Bus route
- Run number
- Incident description
- Complaint record number
- Date complaint record created
- Date of reply to complainant
- Person responding
- Answer to the incident investigation

NJ Transit reported that it tries to respond to complaints within three days and requires contractors to respond to complaints within five days. For those complaints requiring additional action, NJ Transit requires contractors to address the issue within 30 days. NJ Transit reports its average response time as less than three days. The review team's examination of the August 2009 complaint records revealed that NJ Transit answered 82.7 percent of ADA complaints in fewer than three days (See Table 4.1).

**Table 3.1 – Response Time for Complaints to NJ Transit
Related to Bus Accessibility (August 2009)**

Days	Num.	Pct.	Days	Num.	Pct.	Days	Num.	Pct.	Days	Num.	Pct.
0	46	41.8	5	5	1.8	9	0	0.0	13	1	0.9
1	30	27.3	6	2	1.8	10	0	0.0	14	1	0.9
2	10	9.1	7	2	1.8	11	0	0.0	15	0	0.0
3	5	4.5	8	2	1.8	12	0	0.0	16	1	0.9
4	5	4.5									

Source: NJ Transit Monthly Complaint Report, August 2009

NJ Transit reported that it can answer the majority of complaints with phone calls to the supervisor¹ at the service garages. Daily logs for each route and run usually reveal the complaint, and NJ Transit can quickly report back to the complainant. For those complaints that require a broader investigation because the answer is not immediately obvious or there is conflicting or missing information, NJ Transit notifies complainants that it is investigating the issue.

As mentioned above, NJ Transit gives its contractors 30 days to address complaints and dispatches undercover riders to observe operations that may resolve a complaint. Staff reported that it is not uncommon for NJ Transit to order two undercover riders for a single complaint. NJ Transit dispatched approximately 60 percent of its nearly 16,000 undercover rides in FY 2009 to investigate complaints; the remainder observed service quality.

As Table 4.2 shows, of the 128 complaints made in FY 2009 related to service provided to people using wheelchairs, 49 (38.3%) alleged that NJ Transit failed to pick up customers for various reasons, including inoperable lifts, delayed runs, full wheelchair securement locations, or

¹ Supervisory personnel have different titles, ranging from Superintendent to Supervisor to Assistant Supervisor. To avoid confusion, these positions are referred to collectively as Supervisors except when referring the official title.

full buses. The next most frequent complaints concerned discourteous drivers (16), failed lifts (14), and unsecured wheelchairs (10).

Table 3.2 – Complaint Types Related to Bus Accessibility (FY 2009)

Type of Complaint	Number	Type of Complaint	Number
Not picked up (passed-by by bus)	49	Driver allowed inappropriate behavior of other customers	3
Driver discourteous	16	Bus broke down on route	2
Wheelchair lift failed	14	Customer did not like driver	2
Wheelchair not secured in bus	10	Customer hurt by securement devices	1
Driver reluctant to board customer (but did)	6	Customer needed help obtaining a Guide Card	1
Not all buses on route are wheelchair-equipped	5	Did not flag down bus because head sign said “No Passengers” but picked up passengers at next stop	1
Driver not familiar with lift	5	Bus left start of route stop early	1
Disagreement about location of bus stop	4	Driver could not find suitable place for bus to board person using wheelchair	1
Bus did not show up at stop	3	Bus stop in inappropriate place	1
Driver missed destination stop	3	Total Complaints	128

Source: NJ Transit FY 09 Bus Accessibility Report

Through the use of its undercover riders, follow-up investigations led to the issuance of 17 suspensions of various lengths, the enrollment of 26 drivers in ADA classes, and counseling of 6 drivers. NJ Transit took no action against the driver in 36 cases.

Attachment F, ADA Compliance Report, is a summary of ADA-related complaints and NJ Transit’s action in response to them.

3.2 NJ Transit Policies and Procedures

Bus Operations

NJ Transit’s ADA policies and procedures are presented in at least three manuals (see Attachment D for relevant sections of each manual). One of these manuals, *You and NJ Transit: Serving the Needs of All New Jersey’s Residents; Rules, Procedures and Guide to Serving the Disabled Community and Elderly Customers*, emphasizes NJ Transit’s concern for ADA-related mobility. It contains a message on the importance of accommodating passengers with disabilities from the Chairman of the Amalgamated Transit Union State Council (ATU), as well as a statement of purpose from the NJ Transit General Manager for Bus Operations.

The booklet explains policies regarding service animals, guides, customer relations, employee accountability, and equipment, including Section 6 (policy regarding use of wheelchair/ accessibility lifts). Section 6.1 (General Policy) specifies:

Wheelchair/accessibility lifts are required by law and they greatly increase the mobility of those with disabilities. While normally used by customers with chairs or scooters, customers without such devices may use a wheelchair/accessibility lift and it’s [sic] use should be made available to them without question.

The following subsections of Section 6 discuss standard operating procedures:

Section 6.2: Reservation policy

Section 6.3: Exception to reservation policy

Section 6.4: W trips

Section 6.6: Access to wheelchair area

Section 6.7: Calling the control center on pickups or attempted pickups*

Section 6.8: Overcrowding

Section 6.9: Bypassing a wheelchair customer or customer with walker

* In part, this section requires drivers to report all events, including successful boardings of passengers using wheelchairs and unsuccessful attempts—for example, bus too full, equipment issues, passenger refuses to give up seats, etc.

You and NJ Transit also contains a quick-reference guide to ADA procedures.

Page 16 of the reference guide instructs drivers to state the following when a person using a wheelchair is boarding the vehicle: “Ladies/gentlemen, I have a wheelchair customer. I would appreciate it if you are sitting in the designated wheelchair area that you make the seat available.” It is common practice to refer to the passenger as a “passenger using a wheelchair.”

NJ Transit Student Guide’s Section 8 (“Customer Service”) discusses customer expectations, driver responsibilities, and sensitivities exhibited towards older adults and people with disabilities. The *Transportation Employees Service Guide* describes customer relations, ADA compliance, and basic equipment operations. The *NJ Transit ADA Manual for Bus Operators* contains background material on the ADA as well as specific NJ Transit policies regarding ADA responsibilities and detailed sections on the ADA features of each bus.

Driver Training

Prior to the site visit, NJ Transit provided the review team with its training manuals related to ADA and persons with disabilities. The review team interviewed the Chief Instructor of the Operational Training and Safety Department regarding the curriculum and training program.

The entire training process for new drivers takes 2–4 weeks and includes classroom and on-board training. Drivers with more than one year of previous experience with transit buses receive 12 days of training, which includes all ADA training but less time training on bus operating fundamentals. New drivers receive training on bus operations during an 18-day training period. Successful trainees assigned to a garage with 60-ft Neoplan articulated buses receive an additional four days of operational training.

Training occurs on the road and at the Operational Training and Safety Department facility on Ferry Street in Newark, and at the trainee’s assigned garage. Trainees receive the following materials:

- *1999 NJ Transit Transportation Employees Service Guide*, of which Section 6 (“Operator/Passenger Relations”) addresses ADA compliance in making stop and route announcements and assisting customers with ambulatory disabilities
- *You and NJ Transit, Serving the Needs of all New Jersey’s Residents*, a 38-page booklet with all NJ Transit ADA policies and a quick-reference section on the Speak Easy Hands-

Free Digital Microphone as well as boarding and alighting procedures for each bus type used by NJ Transit

- *ADA Manual for Bus Operators* (revised in 2008), which explains ADA regulations, accommodating passengers with disabilities, and accessibility features of the buses
- *NABI Bus Operational Training Package*, which contains technical instructions for using the ADA equipment on each bus type

Instructors use the *NJ Transit Student Guide* (revised in 2007), which contains a 13-page section on customer service and ADA, including ADA requirements and sensitivity to older adults and persons with disabilities.

Students return from the garage-based training to the Ferry Street training location on Day 10 of the curriculum for a day of classroom instruction. Students spend four hours on ADA topics, including sensitivity training, using videos and role playing, and reviewing the ADA materials listed above.

Students receive hands-on training in boarding and securing passengers using wheelchairs at their assigned garage. According to the chief instructor, this training includes instructor demonstration and practice in performing the procedures three to four times.

Additional hands-on training occurs at the garages and during on-road training, known as “wildcat” training. This segment of training lasts five days and includes two students to each instructor. Students perform all aspects of revenue service, including announcements, as well as boarding, securing, and alighting people who use wheelchairs.

Instructors evaluate students and confer letter grades on each day of the training program. Instructors counsel students who have difficulties with the training.

On Day 17 of the training program, students must demonstrate proficiency with the ADA equipment on all bus types at their garage.

Unlike other bus transit systems, NJ Transit does not have a systemwide requirement for each driver to cycle the lift at the beginning of his or her shift. NJ Transit policy at the time of the review was to defer to the operations supervisor at each garage to set forth the job responsibilities for the drivers at that particular garage. Some supervisors require or expect daily lift cycling by drivers and others do not. The basis for this approach toward lift reliability is that while drivers have a responsibility for reporting any problems with lifts, the more efficient and effective use of resources is to have a rigorous vehicle maintenance program backed by an independent quality assurance program.

All 20 NJ Transit drivers interviewed by the review team found the training adequate, although two drivers suggested a need for more training on securing power and non-traditional wheelchairs. One driver recommended more on-road training.

Refresher Training

At the time of the review, the chief instructor stated that garage superintendents assign drivers to attend one day of refresher training approximately every three years. The operations training staff notifies the garage superintendent when drivers complete the refresher training. In addition, the operations training staff respond to incidents and complaints with specific refresher training, which was generally provided at the garage.

Training staff were available at each garage every month to provide voluntary hands-on training and answer drivers' questions. All of the drivers interviewed by the review team knew of the refresher training. Although their recollection of the frequency of refresher training opportunities varied, it was generally consistent with the information provided by the chief instructor. Several of the interviewed drivers said that they took advantage of this voluntary refresher training.

Contractor Training Programs

At the time of the review, the standard contract for NJ Transit's private carriers did not contain specific provisions on training. The review team interviewed one contractor, Academy Express, regarding its training program. Its two-week training sequence for new driver candidates included 2 days of classroom training, of which 2.5 hours on the second day covers ADA and sensitivity to people with disabilities. Academy uses a 16-page sensitivity training manual prepared by Easter Seals Project ACTION as well as training videos on customer service, boarding, and wheelchair securement. Hands-on training included trainees working in pairs, at one point using a wheelchair and boarding a bus while the other operates a lift. ADA training including pre-trip lift cycling continued during on-road training with an experienced driver/trainer. Trainees must pass a final review of their hands-on boarding and securement techniques. One of four mandatory safety meetings each year addressed ADA requirements. In addition, Academy's training staff re-certified drivers each year.

3.3 Service Monitoring and Enforcement Procedures

To understand monitoring and discipline policies and procedures at the time of the review, the review team interviewed the NJ Transit General Manager and Deputy General Manager for Bus Operations at NJ transit headquarters and the operations managers at the garages. Of the five garages visited, application of disciplinary procedures and covert rides, training, monitoring of incident reports, and annual vehicle inspections appeared to be comprehensive and uniform at each location.

There were three principal sources of information on the service performance of drivers: routine line checks by regional supervisors, undercover observation by spotters, and customer complaints. Line checks and undercover observations address the full range of driver performance, including safety, fare procedures, adherence to schedule, and ADA compliance.

Regional supervisors performed line checks and filed reports each month. In July and August 2009, supervisors observed 96 and 126 reported violations, respectively, of which one violation each month was ADA-related—failure to use the PA system in making stop announcements and failure to pick up a passenger using a wheelchair.

Contractors' spotters complete an Investigator Service Quality Performance Report (Attachment E) with check boxes to record infractions, including failure to kneel the bus or deploy the lift on request, failure to make required announcements, and failure to provide passenger assistance—for example, ensuring that priority seating areas are made available to passengers who require those seats or passing up passengers at a bus stop. The reverse side of the form has a large area for investigator remarks. In FY 2009, NJ Transit recorded nearly 16,000 undercover observations of NJ Transit buses, including contracted services. A total of 60 percent were complaint-driven observations; the remainder were distributed among the NJ Transit drivers in the system. This represents approximately 4.25 observations per NJ Transit driver. At the time of the review, there were 3,766 drivers overall, excluding the approximately 400 drivers

employed by NJ Transit's contract carriers. In addition to the contracted undercover observations, the NJ Transit Operations Training and Safety Department conducted performance rides as requested by garage supervisors, usually in response to a complaint or incident. There were approximately 3,300 such additional observations in FY 2009. NJ Transit included all observation reports in Support Force.

As described earlier, all complaints are entered into Support Force. Supervisors at each NJ Transit garage monitor these complaints and are required by Procedure 07-064-01 to investigate each complaint within three days and to apply training and progressive discipline as the supervisor deems appropriate. The three division-level NJ Transit Directors of Transportation monitor the supervisors at bi-weekly meetings to ensure that follow-up is taking place. Most of the contract carriers did not have Support Force in their offices, but they all received complaints and spotter reports through the NJ Transit Private Carrier Affairs Department.

In addition to reports that originate with customer complaints and on-board observations, NJ Transit prepares daily incident reports based on dispatcher logs at the BCC, which it enters into a system called CAD. This data entry is done by centralized BCC staff and monitored by each garage supervisor. The General Manager and Assistant General Manager receive all incident reports for the entire system each day; they stated that they monitor these reports on a daily basis. The daily incident report summarizes the number of service interruptions by cause for each garage and for the system as a whole. The report also gives the total number of successful and unsuccessful pickups of passengers using wheelchairs; drivers are required to report both to dispatch. NJ Transit generates a daily one-page report with dispatcher notes for each unsuccessful pickup attempt. Unsuccessful pickups are primarily due to mechanical failure of the lift, but the category also includes operator errors and misconduct and refusal of other passengers to vacate the bus securement area.

Review team members reviewed the daily incident reports for July–August 2009 as well as monthly summaries by garage of successful pickups and mechanical failures that resulted in unsuccessful pickups. In July 2009, drivers reported 4,955 successful pickups and 104 mechanical failures for all NJ Transit garages, a success rate of 98 percent. NJ Transit defines the “success rate” for boarding passengers in wheelchairs as the reported successful boardings divided by the sum of both successful and unsuccessful boardings. This success rate fluctuated between 98 and 99 percent from August 2007 through July 2009, dipping slightly below 98 percent in 3 of these 24 months. In July 2009, the success rate for pickups of passengers using wheelchairs was greater than 97 percent for 9 of the 15 NJ Transit garages and above 91 percent for the other 3 garages. Drivers are required to report each occasion that they deploy or attempt to deploy the lifts. There was a low likelihood of consequences for not reporting when they successfully board a passenger using a wheelchair, as opposed to the likelihood of consequences, such as a complaint from the waiting passenger or riders on the bus, leading to disciplinary action. It is possible that not all lift deployments were reported. To the extent that drivers did not report all successful boardings, the actual success rate would be higher than the reported rate.

Contractor Requirements

At the time of the review, NJ Transit's contract with its private carriers required them to comply with applicable DOT ADA regulations. The carrier contract explicitly references Sections 37.161–37.163 of the DOT ADA regulations and a list of related infractions, such as deploying a bus with an inoperable lift and a bus operator not having been trained in the use of lifts. Contract

carrier routes are also subject to the undercover spotter observations described above. The contract penalizes contractors \$150 per occurrence for a number of infraction types, including deploying a bus with an inoperable lift and other driver infractions that are subject to discipline for NJ Transit drivers. Therefore, carriers have a financial incentive to operate and maintain their vehicles properly and to train drivers.

The review team interviewed Academy Express, which had Support Force available, regarding its monitoring and discipline procedures. NJ Transit forwards those complaints that are not in Support Force to Academy for an initial response within five days. NJ Transit informs its Private Carrier Affairs representative assigned to Academy if the carrier fails to respond to complaints in a timely fashion. Private Carrier Affairs also forwards spotter reports to Academy for corrective action and discipline. Similar to NJ Transit bus operations procedures, Academy requires each driver to report each boarding of a customer using a wheelchair to Academy's dispatch office.

Enforcement Program

NJ Transit's disciplinary system conformed to the employees' union contracts and was applied uniformly to all 15 NJ Transit garages. Each contract carrier had its own disciplinary system. Contract carriers received the same spotter observations and complaints through Support Force. NJ Transit assigned staff in its Private Carrier Affairs division to monitor contractor performance by following up on complaints and responding to spotter observations made by independent observers working under contract to NJ Transit.

NJ Transit's disciplinary system, which includes progressive discipline, is similar to the approach used by many transit systems. In response to Regional Supervisor or spotter complaints or observations, garage supervisors investigate each infraction, provide counseling for offenses not deemed major or severe, or hold a disciplinary hearing with the employee and a union representative. NJ Transit classified all ADA offenses as "major" or "severe," as shown in Table 4.3. The minimum level of discipline applied for these offenses was a one-day administrative suspension, as described below.

Table 3.3 – NJ Transit Classification of ADA-Related Offenses

Class	Type of Offense
ADA - Major	Failure to call control center for wheelchair activity [i.e., when lift deployed]
ADA - Major	Failure to make ADA or time point announcements
ADA - Major	Failure to use Speak-Easy or other related device
ADA - Severe	Failure to make reasonable effort to accommodate passenger [i.e., making priority seating available]
ADA - Severe	Failure to pick up ADA passenger
ADA - Severe	Failure to properly offer, use, or operate ADA equipment
ADA - Severe	Making false or misleading statements to ADA passengers ([e.g., “lift not working”])
ADA - Severe	Not in possession of wheelchair lift key (needed to access lift controls)

At the time of the on-site review, NJ Transit’s penalties for major and severe offenses were similar: an administrative one-day suspension (no loss of pay), followed by three-, five-, and seven-day suspensions without pay. The administrative one-day suspension could be construed as a warning, but it results in a written disciplinary record in the employee’s personnel file and requires the next offense one punishable by a three-day suspension without pay. Based on interviews with the supervisors at five NJ Transit garages, the disciplinary procedures appeared to be applied uniformly. One supervisor estimated that out of roughly 30 disciplinary hearings he holds each week, 6 or 7 may relate to ADA, most commonly for failure to properly make stop announcements. Another supervisor estimated the number of hearings in a typical week to be 20–25, with 5 concerning ADA-related offenses.

Table 4.4 presents the number of disciplinary hearings during FY 2009 related to use of a lift or boarding a passenger with a disability.

Table 3.4 – Lift or Boarding-Related Disciplinary Hearings, FY 2009

Type of Offense	Number
Failure to properly offer, use, or operate ADA Equipment	41
Failure to call control center [when a lift is deployed]	15
Failure to pick up passenger	11
Without wheelchair lift key	8
Failure to make reasonable effort to accommodate passenger	11
Total	86

As shown in Table 4.4, nearly half the offenses related to lifts or boarding concerned failure to properly board or secure the passenger.

The review team interviewed Academy Express regarding its disciplinary policies and procedures. Academy’s discipline system penalized first offenders with either an oral or written warning, depending on the circumstances. Serious or subsequent offenses are subject to a three-day suspension without pay. A union representative participates in disciplinary meetings.

Contractor Monitoring

Because NJ Transit consolidated the services of pre-existing bus companies throughout the state, it contracts for services from some of those companies as well as other companies. It issues requests for proposals (RFPs) with detailed specifications and evaluates them to select

companies. A pre-qualification process is conducted before RFPs are issued. Contractors must meet minimum requirements to qualify for a bid or proposal for a contract. NJ Transit typically uses contracts for three years, with two two-year options for renewal. In addition to contracts for bus services, NJ Transit also uses contracts to conduct its Bus Allocation Program. In this program, NJ Transit buys new buses, which it leases to the contractors to ensure that contractors use standard equipment and to encourage a young bus fleet.

At the time of the review, NJ Transit had three full-time professional staff devoted to contract monitoring. It also had a Quality Assurance Team, which included an inspector who annually inspects each of the vehicles operated by contractors. An important part of the inspections involves certifying that the fleets' ADA features are in acceptable operating condition. NJ Transit requires its contractors to conduct the same level of inspections and major and minor preventative maintenance measures as it does to its own fleet, consisting of "Level A" (every 3,000 miles), "Level B" (every 90 days or 10,000 miles), and "Level C" (every 24,000 miles).

Each contractor kept daily logs of each bus run and route. Contractors prepare and submit monthly summaries of these logs in the overall monthly report to the contractor monitoring team. These reports included any service interruptions identified. NJ Transit fined contractors for each service interruption that constitutes a contract violation. In addition, NJ Transit could collect liquidated damages from a contractor, if warranted.

Each contractor maintained its own garage with complete repair facilities and staff. Contractors must meet the same ADA requirements as NJ Transit in getting a bus back into service after a lift or ramp is discovered to be inoperable. Contractors also have their own disciplinary programs to ensure driver compliance with ADA and other regulations and policies. Each contractor maintains its own database. The contractors' data systems—for example, Vehicle Management Information System (VMIS), fueling records, daily pullout records—were not linked and, in some cases, were incompatible with NJ Transit's MIS. In most cases, NJ Transit provided training for contractor drivers at its training facility in Newark.

Facilities

NJ Transit provides fixed route bus service throughout the state. It has 15 bus garages (listed in Table 2.1), each with its own parking, fueling, and vehicle maintenance area. Each facility is also assigned its own set of drivers, mechanics, and vehicles. There is an operations and maintenance supervisor at each garage. The 15 garages are split into three divisions (Northern, Central, Southern) with their respective Operations and Maintenance Division Directors.

Managers at NJ Transit headquarters and operations supervisors at the garages stated that physical space is tight at most garages, in both urban and suburban locations. Most overnight parking for buses is indoors. Of the five NJ Transit garages visited by the review team, Hilton, Howell, Newton Avenue, and Orange parks all buses inside, and most buses are parked inside at Market Street. To cycle their lift, drivers often must move their buses out of the parking area. Some drivers who said they cycled their lifts daily said they did so after leaving the garage but prior to their first stop.

In addition to these garages, NJ Transit has a central bus maintenance facility in Newark where NJ Transit has the resources to perform large repairs, including rebuilding of lifts. No bus or driver is assigned to this facility. The Washington Township garage also serves as a regional

maintenance facility and has the capacity to perform some larger repairs for buses assigned to the Central and Southern Divisions.

Most lift repairs occur at the 15 bus facilities. The maintenance supervisors at each garage make judgments on whether to repair a bus or send it to the Central or Regional maintenance facility, taking into consideration the available labor, available bus bay space, estimated time to complete the work, and other competing maintenance work.

New lifts are under manufacturer warranty for 3–5 years. When repairs are needed for these newer lifts, NJ Transit staff performs the needed work and bills the vendor. NJ Transit had been including lifts as part of its systemwide program of mid-life overhauls performed at some point in a bus's sixth and eighth years. In FY 2009, there were 94 lift overhauls at the central maintenance facility; a single overhaul kept a bus out of service for 3–5 weeks. However, this overhaul program was suspended due to budget constraints.

Maintenance and Inventory Control

NJ Transit's Standard Operating Procedure (SOP) #98-005-01, (November 23, 2004), Americans with Disabilities (ADA) Compliance, sets forth overall goals and policies for both equipment and personnel to comply with ADA. For equipment, the goal is to "ensure that existing equipment is kept in the highest state of repair and reliability." To achieve this, "each garage superintendent is directly responsible for equipment maintenance."

Part II of the SOP covers equipment as follows:

A. Equipment

Each Garage Superintendent is directly responsible for equipment maintenance and repair. Additionally, the Quality Assurance Department will be responsible for conducting periodic audits of all NJ transit bus equipment....They will publish periodic reports.... In-service equipment failures will be reported to the [BCC], documented and published in a weekly tracking report.

Part III addresses drivers' reporting requirements and alternative transportation:

C. Reporting Defects with Accessible Equipment

Operators who experience problems with accessible equipment such as Wheelchair Lifts, Kneelers or PA Systems will report all such problems on their Bus Condition Report on return to the garage each day. In service failures will be called into the Control Center at once.

D. Reporting of all In-Service Problems

All in-service problems will be reported to the [BCC] for inclusion in the CAD system. The [BCC] will publish a weekly report listing all in-service equipment failures by route, line, garage, and operator.

E. Service Recovery

When for whatever reason accessible equipment malfunctions, or is not available, the [BCC] will be responsible for service recovery. This includes prompt discharging or wheelchair accessible vans.

These provisions of the SOP specifically address NJ Transit's procedures to meet its obligations with Section 37.163 of the DOT ADA regulations.

While NJ Transit's General Manager for Bus Operations set overall goals and expectations, the supervisor of each garage had the flexibility to create specific maintenance procedures and assign personnel to meet the goals and expectations.

At the time of the review, information to identify and repair inoperable lifts could come from four potential sources:

- Bus Condition Report (BCR)—for driver pre-trip and post-trip reporting of defects, if a lift was cycled during pre-trip inspection. A driver is required to complete a BCR while conducting the pre-trip inspection. Item 10 on the BCR is "Lift—Won't Cycle." At the time of the review, drivers assigned to some garages were required to cycle lifts during pre-trip inspection, while drivers assigned to other garages were not. Item 14 includes "Seats—W/C Lock"; this is the latch that the driver uses to raise a seat in the securement area. Drivers must submit the BCR at the end of their shift, noting any defects identified during service. (See Attachment G, Maintenance ADA Compliance, paragraph III.C.)
- Bus Control Center—the BCC records all in-service problems with lifts
- Service lane—some garages have the lift cycled at the end of the service day
- Preventive Maintenance Inspections (PMIs)

NJ Transit's PMI program prioritizes keeping accessibility equipment "in clean, safe, reliable working order." This includes inspection, cleaning, and lubrication of lifts on a regular and frequent basis. PMIs at most garages take place every 3,000 miles. For most buses, this equates to lift monitoring every 7–10 days.

Separate from the activities carried out by the bus maintenance staff, NJ Transit has a Quality Assurance Section staff that conducts quarterly audits of the bus maintenance staff. One component of these audits is the "Accessibility Equipment Audit." Attachment G presents an excerpt from Maintenance Standard Operating Procedure 08-106-11 (December 2008) that lists the components of an Accessibility Audit.

Vehicles

At the time of the site visit, NJ Transit had 2,148 buses in its fixed route revenue fleet, ranging in model year from 1989–2008. The mean fleet age was more than 9 years and ranged from less than 5 years (Fairview) to greater than 13 years (Hamilton Township). More than 97 percent of the fleet (2,095 of 2,148) was accessible. As shown in Table 4.5, fleet sizes ranged from 68 buses (Big Tree) to more than 200 buses (Howell, Meadowlands, Oradell).

Table 3.5 – NJ Transit Bus Fleet by Garage

Garage	All Buses	Accessible Buses	Bus Types	Mean Age (yrs)
<i>Northern Division</i>				
Fairview	108	107	MCI 102D3 Neoplan Artic AN460 Flxible 40102-6T Neoplan Artic AN460 NABI Suburban 416.15.02	4.6
Greenville	102	102	Flxible 40102-6T Metro-D Metro-D Suburban NABI Suburban 416.15.02	8.6
Market Street	135	129	MCI 102D3 Metro-D Nova RTS 06 Flxible 40096-6T Flxible 40102-6T Metro-D Suburban	11.0
Meadowlands	211	203	MCI D4500C MCI D4500SS MCI 102D3 Nova RTS 102" T80206 Flxible 40096ST Flxible 40102-6T NABI Suburban 416.15.02	7.8
Oradell	210	210	MCI 102D3	8.0
Wayne	191	191	MCI D4500 MCI D4500C MCI D4500SS MCI 102D3	5.6

Garage	All Buses	Accessible Buses	Bus Types	Mean Age (yrs)
<i>Central Division</i>				
Big Tree	74	74	Metro-D Neoplan Artic AN460 Metro-D Suburban	11.9
Hilton	167	167	Nova RTS-102" Transit T80206 Nova RTS 06 Neoplan Artic AN460 Metro-D Suburban	11.3
Howell	204	204	MCI D4500 MCI D4500C MCI D4500SS MCI 102D3 MCI D3 MCI D3-2000	7.0
Ironbound	171	171	MCI 102D3 Metro-D Metro-D Det 50 MCI Hybrid Electric 102D3	9.8
Orange	183	183	Nova RTS-102" Transit T80206 Nova RTS 06 NABI Suburban 416.15.02	11.3

Garage	All Buses	Accessible Buses	Bus Types	Mean Age (yrs)
<i>Southern Division</i>				
Egg Harbor	103	103	MCI D4500SS MCI 102D3 Nova RTS 06 Nova RTS T60206	7.8
Hamilton Township	68	68	Metro-D Nova RTS-102" Transit T80206 Nova RTS T60206 Nova RTS Hybrid RTS 06	13.5
Newton Avenue	103	91	MCI 102D3 Metro-D Nova RTS 06 Flxible 40096-6T Metro-D Suburban Metro D	13.0
Washington Township	118	92	MCI 102D3 MCI 96D3 Nova RTS T60206 Flxible 40096-6T	11.2
All Garages	2,148	2,095		9.1

Attachment H presents a more detailed breakdown of the NJ Transit bus fleet.

As shown in Table 4.5, the overall fleet has a range of vehicle types, a mix of transit and coach vehicles. The most common vehicle types were:

- MCI coaches (various models and years) 1,000+
- Nova RTS (variations) 500
- Metro D (variations) 290
- NABI Suburban (2008) 105
- Neoplan (1989, 53 inaccessible) 90
- Flxible (1989) 85

The 53 inaccessible buses in the fleet were all 1989 Neoplan 40-foot transit buses. At the time of the review, these were all scheduled for replacement by January 2010. NJ Transit was receiving delivery of 240 new buses from late summer 2009–March 2010. Its procurement schedule included the delivery of 1,145 new buses through October 2013, meaning that a majority of vehicles in its fleet would be five years old or newer by 2013.

The lift-equipped buses were a combination of front- and rear-door lifts, manufactured by Ricon and LiftU. All MCI buses were equipped with lifts stored in the luggage compartment that slid out and up. Passengers using the lift board and alight via a mid-bus door that slides or swings open. Ambulatory passengers do not use this door.

Among the 1,145 new buses, there were 156 low-floor, ramped buses, including 26 30-ft buses for use in southern New Jersey, 17 for new bus rapid transit (BRT) service, and 113 for other transit service. The remainder of the fleet was lift-equipped. NJ Transit Maintenance and Operations managers said that they did not expect to see significant cost savings were NJ Transit to convert to a fleet of primarily low-floor buses. They viewed the loss of seating capacity in low-floor buses (due to the wheel wells taking up space) as a reason not to use them.

Staffing

At the time of the on-site review, NJ Transit employed more than 3,000 full-time and 700 part-time bus drivers. Drivers were assigned to specific garages in proportion to the vehicle hours provided by each garage.

Also at the time of the on-site review, NJ Transit had 1,500 bus maintenance personnel. Of these, 675 were mechanics and repairers working at the garages. The maintenance supervisor and foremen at each garage assign work to their mechanics and repairers as necessary to maintain their respective fleets. A group of mechanics was designated, via labor union picks, as “ADA picks.” These mechanics worked full-time on lifts, ramps, and other accessibility components. Thirteen of the 15 garages covered by the ATU have 1–4 ADA picks each, with a total of 36. Other mechanics were not designated as ADA picks but in practice worked full-time or nearly full-time on lifts. The two garages not represented by the ATU (Fairview and Hamilton Township) have “general floor” mechanics that tended to work full-time on lift maintenance. At the three garages visited by the review team, mechanics were assigned to lift maintenance as follows:

- Hilton: 4 ADA picks, 3 PMI mechanics who focused on ADA work
- Howell: 2 ADA picks, 1 full-time ADA mechanic, mechanics who performed PMIs
- Newton Avenue: 1 ADA pick, 2 mechanics partially dedicated to ADA work, mechanics who performed PMIs

NJ Transit also assigned mechanics with lift repair experience to the following key passenger hubs during the morning and afternoon peaks: Newark Penn Station, Hackensack, Walter Rand Transportation Center in Camden, and Port Authority Bus Terminal in New York City.

All NJ Transit bus mechanics and repairers received basic training in lift maintenance since many assignments may involve inspecting or repairing lifts. For example, all PMIs involve lift inspection. There is no formal certification for NJ Transit mechanics that specialized in lift maintenance. Mechanics receive training in lift maintenance and repair from the lift manufacturer, followed by in-house training by NJ Transit staff.

Budget and Financial Resources

NJ Transit operates on a fiscal year (FY) from July 1–June 30. Table 4.6 presents the bus maintenance budgets for recent fiscal years.

Table 3.6 – NJ Transit Bus Maintenance Budgets FY 2007–2010 (\$M)

Fiscal Year	Personnel (Mechanics, Cleaners)		Material (includes tires, but not fuel)	
	Budget	Actual	Budget	Actual
2007	\$55.8	\$50.9	\$51.8	\$61.2
2008	\$57.4	\$52.8	\$66.9	\$63.0
2009	\$60.3	\$54.2	\$66.0	\$65.9
2010	\$63.2		\$69.7	

Maintenance supervisors at the garages visited by the review team consistently stated that resources were not a constraint in maintaining lifts and ramps. Replacement parts were available, whether through the garage's own stock, transfer from another garage, or overnight delivery from a vendor. They also said that repairs for ADA components were prioritized over other bus repairs.

Table 4.7 shows NJ Transit's capital plan for buses for FY 2009–2013. These expenditures include:

- Nova Bus purchase and lease payments
- Cruiser Bus purchase and lease payments
- Articulated bus purchase and lease payments
- Other transit bus purchases

Table 3.7 – NJ Transit Bus Capital Plan, FY 2009–2013

Fiscal Year	Planned Expenditure (\$M)
2009	\$218.81
2010	\$236.00
2011	\$283.85
2012	\$424.27
2013	\$436.64

NJ Transit used Vehicle MIS (VMIS) to store, maintain, analyze, and report data on its bus fleet and maintenance data. This software system was 20 years old at the time of the review team's visit and was functional and generally reliable. Its speed and the data captured met the basic needs of the maintenance managers and staff. However, its age resulted in limitations, such as no graphics and a pre-Windows operating system. Furthermore, certain analyses and custom queries were difficult.

In terms of under-reporting of problems, the VMIS does not have the capability for a user to query data records for lift issues identified in PMIs or service lanes. As a result, it is not possible to easily analyze trends or patterns. Consequently, issues with lift failure trends are difficult to identify.

Another potential issue is incorrect reporting of the use of an inoperable lift for more than three days. For example, at the Howell garage, a first mechanic, not an ADA Specialist, inspects

buses that are reported on a BCR to have a lift problem. The first mechanic may clear the bus for service after successfully cycling the lift; however, based on NJ Transit maintenance procedures, the work order cannot be closed until an ADA pick mechanic has verified that the lift is, in fact, operating properly, which often does not occur until after the bus has been returned to service based on the first mechanic's inspection. Because the VMIS only has fields for the recording the opening date for the work order and the final closing date by the ADA pick mechanic, it is not possible for the first mechanic to record the date of the inspection that cleared the bus for service. Thus, the VMIS may indicate that a bus with an inoperative lift was in service for more than three days when the lift was, in fact, operable based on the initial inspection. The review team checked subsequent BCRs to determine whether any other lift problems were reported during the period when the original work order was open and did not find evidence of a bus being returned to service with an inoperable lift; however, the resource issue was that the VMIS did not permit NJ Transit to easily and conclusively determine whether buses were ever placed in service with an inoperable lift.

3.4 Review Team Observations

Driver Interviews

At each garage visited, the review team interviewed 24 drivers, 20 from NJ Transit and 4 from Academy Express. Attachment I presents a copy of the review team's 17-question Driver Interview Form. At the beginning of each interview, the review team explained the purpose of the review and told the driver that the interviews were confidential.

The review team interviewed 22 full-time and 2 part-time drivers with length of service ranging from a few months to 26 years. All of the drivers said that they regularly operated lift-equipped buses, estimating that they deploy lifts approximately twice per week.

Driver responses to questions about their training varied, although every driver indicated that he/she was instructed about automatic and manual operation of lifts and securement, sensitivity, and ADA operational requirements. Nine drivers remembered training on these features exclusively on one day during the training course. Fifteen drivers said they learned similar material along with other operations lessons over several days of the course. All drivers believed that the training was adequate, but two drivers suggested more training on securing power and non-traditional wheelchairs. One driver recommended more on-road training.

Although all drivers interviewed mentioned the availability of refresher training, responses varied about frequency. Four drivers believed that these courses were available upon request. Six drivers believed that the courses happened more than quarterly. Five drivers thought that the courses occurred between two and four times a year. Nine drivers guessed that courses were likely offered at least once a year. All drivers mentioned NJ Transit's encouragement and promotion of these courses.

All drivers mentioned the importance of testing the lift each day, preferably before pullout, for customer satisfaction and ADA compliance. However, many drivers quickly cited the challenges related to space availability in garages for lift testing and the time it takes to test them. NJ Transit requires drivers to report in only five minutes before their respective pullout times, during which time they are expected to complete the BCR. As discussed earlier, each garage supervisor set his or her own policy regarding the requirement for pre-trip lift cycling. Three drivers said that they test the lift before and after their first trips, and two drivers explained that they would make a

point to test the lifts if they were informed in advance that a customer had contacted NJ Transit that they would be boarding at the Port Authority or Washington Bridge facility.

NJ Transit's *Bus Riders' Guide* includes the following statement under "Accessible Information": "All trips are operated with lift-equipped buses. NOTE: When traveling out of the Port Authority Bus Terminal or the George Washington Bridge Bus Station, please call 1-973-275-555 in advance for the location of an accessible platform."

Some drivers indicated that they check power to the lift before departure; others said that they test the lift during their run in an empty parking lot if the BCC advises them to do so. Drivers consistently affirmed that NJ Transit policy is to refuse to put a bus with a broken lift into service. If a driver discovers a faulty lift during pre-trip, the garage's foreman addresses the problem before pullout or removes the bus from service until maintenance staff repaired it. If a lift fails during pre-trip inspections, all drivers noted a similar protocol: the foreman is notified, who sends maintenance staff to determine if the lift can be repaired at that time or if the bus should be removed from circulation. In the event a lift fails during service, all drivers responded that they call the BCC, which sends either maintenance staff to repair it in the field or sends a replacement bus with which to continue the trip. All drivers emphasized that NJ Transit addresses lift or other ADA issues immediately and uniformly.

All drivers had similar, consistent responses when asked about a lift that fails during operation: they attempt to manually operate or restart the lift; if unsuccessful, they contact the BCC and wait for either maintenance staff or a new bus. Thirteen drivers said that they explain the problem to the customer, apologize for the inconvenience, and continue the run. Seven drivers said that they wait with the customer until maintenance staff repair the lift, arguing that a bus with an inoperable lift is a service liability and that the BCC should stop the run until an operable lift is available.

All drivers commented that they prefer to deploy the lift on a sidewalk but offered a variety of responses if a sidewalk were to be unavailable because it is too high to lower the lift completely or too narrow to extend it completely, or otherwise is insufficient for proper deployment. Nineteen drivers said that they would move the bus to another point on the sidewalk where the lift can operate; 12 said they would do this even if the accessible point is not at the bus stop but several feet down the street. Five drivers said they would deploy the lift into the street if neither the sidewalk nor a nearby accessible point was available, but they angle the bus in the street to protect the customer from traffic. In these situations, all drivers stressed the importance of customer safety.

Drivers provided various responses related to methods of assistance for passengers using wheelchairs. If a customer asks for help or if they see a customer struggling, most drivers offer assistance, including helping the customer to pay his/her fare, asking the customer where he/she would like the driver to secure the mobility device, and offering the use of the passenger restraint. Four drivers explained that they may touch the customer to assist, but these drivers quickly noted that they touch customers only after seeking permission to do so. In general, the interviewed drivers seemed willing to help customers and appeared sensitive to the fact that customers have different needs and abilities.

When asked about transporting a person using a scooter, all drivers indicated that they always try to secure a scooter as best as they can, although many of them complained that some scooters and other mobility devices have recently become too large to easily fit in the securement area

and/or are devices that the drivers had not seen or secured before. Two drivers stated that the training they received did not address these larger mobility devices or how to secure them.

All drivers indicated that they ask for volunteers to give up priority seating if needed, and they quickly added that other customers typically move without drivers making the request. Three drivers stated that if a bus is at capacity and customers could not move to another seat, a customer in need of priority seating must wait for the next bus. In that case, the driver contacts the BCC as required and explains that a customer needing priority seating is waiting; the BCC sends alternative transportation for the customer when the headway to the next bus is greater than 30 minutes, as required by the NJ Transit ADA Compliance procedure. The incident is included on the daily incident report.

Pullout and Condition of Accessibility Equipment

The review team visited five NJ Transit garages on Tuesday–Thursday, September 15–17, 2009. Two reviewers observed the pullouts at each garage, walking with drivers to their buses and remaining on the bus until the driver had finished his/her pre-trip routine.

During the morning pullout, review team members paid attention to the following driver practices and vehicle features:

- Operation of lift or ramp
- Operation of kneeling systems
- Placement of International Symbol of Accessibility signs (ISAs)
- Working exterior destination signs
- Working securements for passengers who use wheelchairs
- Working restraints lap and shoulder belts for passengers who use wheelchairs
- Cleanliness of securements and restraints
- Driver familiarity with equipment
- Stop request adjacent to securement area with both visual and audible indicators functional
- Proper signage adjacent to priority seating
- PA system functional

Review team members used a standard form to record results of the observations and inspections. A copy of the “Record of Lift Cycling/Working Condition of Lifts and Access Features” form is included in Attachment J.

The observations made at the five NJ Transit garages are summarized in Table 4.8. In some cases, not all accessibility features were observed or tested on every bus. Therefore, the total observations of accessibility features does not equal the total number of buses observed.

Table 3.8 – Summary of NJ Transit Pullout Observations, September 14–17, 2009

Observation	Yes	No	Percent Functional	Driver Did Not Check	Percent Checked	Total Observed*
Lift works	55	4	93%	74	44%	133
Securements work	48**	0	100%	116	8%	126
Restraints work	42**	0	100%	125	0%	125
Securements, restraints clean	105	14	88%	-	-	119
Stop request audible and visual	120	8	94%	-	-	128
PA system functional	64	4	94%	62	52%	130
Kneeler works	23	1	96%	104	19%	128
International Symbol of Accessibility (ISA)	125	6	95%	-	-	131
Proper signage for vacating accessible space	121	8	94%	-	-	129
Destination signs work	130	1	99%	-	-	131
Driver familiar with equipment	121	4	97%	-	-	125

* The number of observations varied if a review team member was not sure an item had been checked or if the bus was removed from service after lift or ramp failed to work.

** Some review team members checked functionality of securements and restraints.

Driver performance in checking lift functionality during the pre-trip inspection varied substantially among the garages, depending upon whether the garage supervisor encouraged or did not encourage it; none of the supervisors at these garages required it. At the Market Street, Orange, and Newton Avenue garages, 69, 75, and 81 percent of the drivers cycled their lifts, respectively. At the Howell Avenue and Hilton garages, 3 and 13 percent cycled their lifts, respectively. This difference relates to the differing policies of the supervisors of each garage; supervisors at the three garages with the higher percentages of testing during the pull-out observations encouraged cycling the lift, while supervisors at the two garages with the low percentages did not encourage testing. The garage-level practices do not contradict any NJ Transit policy directive or procedure, as NJ Transit does not have a systemwide requirement for drivers to cycle the vehicle lift during pre-trip inspection, relying instead on an extensive program of PMIs, equipment audits, and daily tracking of service disruptions.

Garage supervisors indicated that reasons for allowing the driver to decide whether or not to cycle the lift include insufficient time for pre-trip inspection under the union agreement and the very tight conditions at the garages that made it difficult to deploy the lift inside the garage. In response to a question regarding whether a driver would be considered at fault if he/she had an in-service failure of a lift that had not been cycled in the pre-trip, one supervisor said the driver had some of the responsibility for the service interruption, whereas another considered this solely an “equipment failure.”

The review team also observed if the driver appeared to be familiar with all of the accessibility features. In three percent of the observations, the driver was judged to not be fully familiar with equipment, as evidenced by hesitation or the inability to operate the lift or raise the seats in the

securement area without assistance from maintenance staff. Four instances were observed in which the lift did not operate properly; in each of these instances, the driver sought assistance from the maintenance department mechanic on duty, and the bus with the faulty lift was removed from service and replaced with another bus. The mechanics indicated that the inoperative lifts would be inspected and repaired before the bus was returned to service.

Testing of other accessibility equipment was substantially lower, even in the garages where the majority of drivers cycled the lift. Kneelers were checked for functionality by 19 percent of the drivers overall, securements by 8 percent, and none of the drivers checked the functionality of the shoulder and lap restraints. The Speak Easy PA system was tested by 52 percent of the drivers and was functional in 94 percent of these checks. Two of the reviewers independently checked the securements and restraints before leaving the bus and found all of them to be functional and determined that 88 percent of the passenger restraints were reasonably clean.

The rate of kneeler checks was 19 percent. In compliance reviews, FTA requires notes related to checking kneelers in those instances when a kneeler is a component of a bus, because its functionality is part of its overall accessibility. However, a driver's lack of checking or the discovery of a non-functioning kneeler that goes into service do not constitute compliance issues since transit systems are required to allow any standee to use the lift. Whether these would constitute compliance issues depends upon whether or not a functioning kneeler is necessary to achieve the ramp slopes required under DOT ADA regulations.

The review team also checked other accessibility features. A total of 94 percent of the observed buses had the required Priority Seating signage directing passengers to vacate priority seats for an older adult passenger or a person in a wheelchair, and also securement area signage, the ISA near the accessible entrance, stop request controls at the securement locations, functional visual and audible stop request indicators, and functional destination signs on both the front and side of the bus.

Academy Express

The review team visited the Academy Express garage in Perth Amboy on September 17, 2009. The garage houses buses used in NJ Transit service through contract with Academy as well as other services.

The review team observed pre-trip inspections for 11 buses used in Academy's contract with NJ Transit. Table 4.9 summarizes these observations.

Table 3.9 – Summary of Academy Express Pullout Observations, September 17, 2009

Observation	Yes	No	Percent Functional	Driver Did Not Check	Percent Checked	Total Observed*
Lift works	11	0	100%	0	100%	11
Securements work	11*	0	100%	7	36%	11
Restraints work	9*	2	82%	7	36%	11
Securements, restraints clean	11	0	100%	-	-	11
Stop request audible and visual	11	0	100%	-	-	11
PA system functional	8	1	89%	2	82%	11
Kneeler works	2	0	100%	9	18%	11
International Symbol of Accessibility (ISA)	11	10	100%	-	-	11
Proper signage for vacating accessible space	10	1	89%	-	-	11
Destination signs work	10	1	89%	-	-	11
Driver familiar with equipment	10	1	89%	-	-	11

* Review team members checked functionality of securements and restraints.

Based on an interview with the garage supervisor and review of the Pre-trip Inspection Report form, Academy's policy is for all drivers to cycle the lift during pre-trip inspection. The pre-trip form requires the driver to certify that all of the listed features are functional, including the lift, kneeler, and microphone; securements and restraints are not listed on the pre-trip form. Academy performed unannounced audits of driver pre-trip inspections.

All observed drivers followed this policy. Four of the drivers also checked the functionality of both securements and restraints. In one instance, a driver untied a knot in the shoulder belt; on another bus, the shoulder belt was also tied, but the driver did not correct the problem. Nine of the drivers tested the PA system. Only two drivers tested the kneeler on their buses. On 10 buses, signs requiring passengers to vacate the securement area were in the advertising band above the seats; 2 of the signs were paper photocopies with limited durability.

Use of Buses with Inoperable Lifts

Sections 37.163(d) and (e) of the DOT ADA regulations require buses to be taken out of service at the beginning of the next service day after a lift or ramp is found to be inoperable and to ensure that the lift is repaired before the vehicle returns to service, unless there is no spare vehicle available. For entities such as NJ Transit that serve an area with a population of more than 50,000, the regulations specifically prohibit keeping a bus with an inoperable lift in service for more than three days for any reason.

The review team inspected vehicle maintenance records, BCRs, and BCC logs to determine if the regulations were being followed. The review team conducted this analysis separately for the five NJ Transit garages visited, as well as for Academy Express. The review team:

1. Identified vehicles that had lift maintenance problems
2. Determined the date that NJ Transit or Academy Express identified each problem

3. Determined the date that NJ Transit or Academy Express repaired each problem
4. If the period from identifying the problem to repairing the problem was three or more days, determined if NJ Transit or Academy Express placed this vehicle in service for three or more days while the lift was inoperable

Review team members collected the data for the first three steps from the NJ Transit VMIS and daily BCRs and from Academy Express's maintenance MIS. Data for buses in service came from daily pullout reports or other reports, such as daily cashier or fueling reports that showed buses in use for a particular day.

NJ Transit Garages

Available data on lift problems varied at each garage visited by the review team. At the Market Street and Orange garages, review team members analyzed BCC records for August 2009. BCC records were reviewed for longer periods of time at the Hilton (January–March 2009), Howell (January–August 2009), and Newton Avenue (January–August 2009) garages. Review team members also had access to BCRs for Hilton, Howell, and Newton Avenue for the period of January–August 2009. As a result, the number of incidents analyzed at each garage varied. As shown in Table 4.10, the analyses identifies two instances where it appeared that NJ Transit used a bus with an inoperable lift for more than three days after it identified that the lift was inoperable. Both of these instances were at the Howell Garage.

Table 3.10 – Lift Problems and Repairs at Select NJ Transit Garages

Garage	Total Incidents	Days to Repair			
		<i>0 or 1</i>	<i>2 or 3</i>	<i>> 3, not in service</i>	<i>>3, in service</i>
Hilton	71	68	3	0	0
Howell	31	12	13	4	2
Market Street	13	13	0	0	0
Newton Avenue	78	76	1	1	0
Orange	13	10	0	3	0

When presented with these results, the Maintenance Supervisor at Howell and the Supervisor for NJ Transit's Central Division provided explanations for the two instances as follows: Maintenance staff entered information about reported lift problems from the BCR into the VMIS. This opened the work order. The same day or next shift, a repairer tried to diagnose and duplicate the reported problem. The repairer reported that the lift was operable. The maintenance foreman released the bus for service. However, he decided to keep the work order open until a specialist ADA pick mechanic provided a second opinion. After the ADA pick mechanic inspected the lift and confirmed the lack of problems, he closed the work order in the VMIS. In these two instances, more than three days elapsed between the opening of the work order and its closing.

Based on this reasoning, NJ Transit claimed that the lifts were, in fact, operational when these two buses were in service.

Academy Express

For the 11-week period from July 2009 to the date of the site visit to Academy Express, the review team identified 13 instances in Academy's vehicle maintenance data when an Academy

bus used for NJ Transit service had lift work performed. In 6 of the 13 instances, the work was initiated in preparation for a State DOT bus inspection rather than prompted by a report of an inoperable lift. Table 4.11 presents the outcome for the remaining seven lift repairs.\

Table 3.11 – Lift Problems and Repairs at Academy Express
|(July 1–September 16, 2009)

Days from Report to Repair	Total Incidents	0 or 1	2 or 3	>3, not in service	>3, in service
Repairs	7	6	1	0	0

One repair took three days, from opening to closing of the maintenance work order; the lift problem was reported on Friday, September 11, and the repairs were completed on Monday, September 14. The pullout records showed that this bus was in service on Saturday, September 12. If the lift was inoperable on that day, the bus should not have been placed in service. The peak needs on Saturdays would have been less than on a weekday, and it should not have been necessary to use a bus with an inoperable lift.

Vehicle Inspections

The review team inspected nine buses, representing most of the vehicle types operated by NJ Transit, to determine if they meet DOT ADA requirements and ADA Accessibility Specifications for Transportation Vehicles. This portion of the ADA regulations applies to all new, used, or remanufactured buses. Vehicles purchased by public and private entities operating transportation service open to the general public must comply with these specifications, regardless of whether or not they receive federal funding.

The bus inspections included:

- Lifts
- Securement locations
- Other features, including doors, steps, handrails, and communication devices

The vehicles inspected and the model years appear in Table 4.12.

Table 3.12 – NJ Transit Bus Inspections

Year	Make	Model	Vehicle ID
1989	Flxible	40096-6T	3088
1994	Metro-D	Metro-D	1809
1994	Metro-D	Suburban	3789
1995	Nova	RTS-102 Transit T80206	2755
1999	MCI	D3	7969
1999	MCI	D3 Cruiser	7016
2001	MCI	102D3	7561
2004	Neoplan	Artic AN460	9544
2008	NABI	Suburban 416.15.02	5344

The review team used a Bus and Van Specification Checklist to record the observations for each bus (see Attachment K). The vehicles inspected met the ADA Accessibility Specifications except as noted below:

- The headroom for the front door on the MCI 102D3 bus was 64.5 inches; the requirement is 68 inches.
- The MCI D3 Cruiser had 67 inches of front-door headroom; the requirement is 68 inches.
- Signs for the securement areas on the 2008 NABI and 1995 Nova buses were sometimes obscured by overlapping advertisement signs in the in the rack/track designed to hold the signs.
- The dark color used for the securement area signs mounted in the placard area above the windows is difficult to read, especially when contrasted with the brighter and clearer graphics used on the advertising signs. This does not comply with the required specification for contrast between the sign's lettering and background.
- On the MCI 102D3 and Neoplan buses, the typeface was only ¼-inch high; the requirement is 5/8-inch.
- The overhead handrail on the 2008 NABI is not continuous, stopping short of the overhead luggage rack. The outer, lower edge of the luggage rack is equipped with a handrail but the handrail could be blocked by luggage that protrudes over it.
- No handrail is provided in the Neoplan articulated bus in the joint or articulation area.
- Priority Seating signs on the 1994 Metro-D bus are located at the nearest side-facing seat; the signs should be at the nearest front-facing seats.
- The lift platform on the 1989 Flxible is only 45 inches in length; ADA specifications require 48 inches. Since these buses were obtained prior to the implementation of the current requirements, they were not required to meet the specifications in Part 38 of the DOT ADA regulations. NJ Transit managers said that they planned to remove them from service in 2010.

4 Findings and Recommendations

4.1 Findings

NJ Transit has policies and procedures to provide access to its fixed route vehicles for passengers who use wheelchairs and other mobility aids. FTA sets forth the following findings, including several that require action by NJ Transit.

Customer Comments and Complaints

1. NJ Transit has a good system for recording and tracking complaints. The process of responding to complaints appeared to be well-documented and monitored. Information in the system was available to all garage supervisors and was provided to contract carriers through the Private Carrier Affairs Department.
2. The use of five methods of receiving and registering complaints is innovative, especially the internal use of Twitter.
3. The initial response to complainants was generally within three days for NJ Transit and within five days from private carriers and appears timely.

Use of Buses with Inoperable Lifts for More than Three Days

1. Based on an analysis of sample maintenance and operations data from 2009, the review team identified two instances where it appeared that NJ Transit used a bus with an inoperable lift more than three days after the lift was deemed inoperable. Both of these instances were at the Howell Garage. In both of these instances, the maintenance supervisor at Howell and the supervisor for NJ Transit's Central Division claimed that the lifts were, in fact, operational when these two buses were in service and cited that limitations in the VMIS provided misleading reporting. Based on these limitations and documentation of ongoing maintenance and reporting practices, it was not possible for the review team to confirm this.

Pullout Inspections

1. NJ Transit does not have a systemwide requirement for drivers to cycle the vehicle lift during pre-trip inspection. Driver interviews suggested that some drivers check power to the lift and others explained that they test the lift during their run in an empty parking lot if the BCC advised them to do so.
2. Some NJ Transit garage supervisors require (or encourage) drivers to cycle the lifts and others do not. Driver performance in checking lift functionality during the pre-trip inspection during morning pullout varied widely among the garages visited by the review team, from 3 to 81 percent.
3. Pre-trip inspection of other accessibility equipment by drivers was low at all garages visited: only 8 percent checked wheelchair securements; none checked passenger restraints; 19 percent checked kneelers; and 52 percent checked PA systems.
4. In total, 94 percent of buses at all garages that were visited had ISAs, securement area signage, functional destination signs, and stop request indicators.

5. Nearly all 125 NJ Transit drivers observed appeared to be familiar with the accessibility features of their buses.

Bus Operations

1. NJ Transit has a comprehensive system for monitoring bus operations and making monitoring results available to garage supervisors in a timely manner. A large number of undercover observations are conducted each year, with approximately 40 percent of the observed drivers being randomly selected and the other 60 percent in response to incidents. The complaint management system and service interruption reports through the BCC (Dispatch) also provide monitoring information to supervisors.
2. NJ Transit's data on monitoring of service interruptions indicates that the rate of successful boardings of passengers using wheelchairs was consistently at 98 percent on a monthly basis.
3. Disciplinary action in response to ADA violations appear to be practiced uniformly by garage supervisors and result in a significant number of administrative suspensions (equivalent to written warnings) for first offenses and suspensions of three or more days without pay for repeated offenses. All ADA violations, including failure to make required announcements and failure to board passengers with disabilities, have the same disciplinary consequences.
4. Contract carriers receive information from customer complaints and undercover observations and are required to resolve complaints within five days. Penalties are assessed on contractors for the types of offenses that subject NJ Transit drivers to disciplinary action.
5. The NJ Transit driver-training program appears to be thorough and to adequately train new drivers to comply with ADA regulations. All drivers receive refresher training every three years as well as additional training opportunities, on a volunteer basis.
6. Page 16 of the reference guide uses inappropriate language when instructing drivers to state the following when a person using a wheelchair is boarding the vehicle: "Ladies/gentlemen, I have a wheelchair customer. I would appreciate it if you are sitting in the designated wheelchair area that you make the seat available." It is common practice to refer to the passenger as a "passenger using a wheelchair."
7. NJ Transit's standard agreement for its contractors does not contain specific provisions covering training.

Contractor Monitoring

1. Contractor data systems—for example, VMIS, fueling records and daily pullout records—are not linked and, in most cases, are incompatible with NJ Transit's MIS. The incompatibility limits the ability of NJ Transit to create reports that it should have to analyze and monitor contractor performance.

Maintenance of Lifts and Other Accessibility Features

1. NJ Transit-issued SOP #98-005-01, dated November 23, 2004, "Americans with Disabilities (ADA) Compliance," sets forth overall goals and policies regarding equipment and personnel and ADA. For equipment, the goal is to "ensure that existing

equipment is kept in the highest state of repair and reliability.” To achieve this, “each Garage Superintendent is directly responsible for equipment maintenance and repair.” Furthermore, NJ Transit conducts independent accessibility equipment audits to verify the operation of wheelchair lifts and ramps. The SOP refers to the audits as “periodic” as opposed to “regular and frequent,” a requirement of Section 37.167 of the DOT ADA regulations.

2. While NJ Transit’s General Manager for Bus Operations sets the overall goal and expectations, each garage superintendent has the flexibility to create specific maintenance procedures and assign personnel to meet the goals and expectations. NJ Transit staff stated that its system of ADA equipment audits and daily monitoring of service interruptions provides the information that the General Manager needs to determine if these goals and expectations are being met.
3. Standard Operating Procedure #98-005-01 also addresses driver reporting of lift failures and NJ Transit’s obligation to comply with Section 37.163(c) of the DOT ADA regulations. In part, it states that “operators who experience problems with accessible equipment such as Wheelchair Lifts, Kneelers or PA Systems will report all such problems on their BCR on return to the garage each day. In service failures will be called into the BCC at once.”

Budget and Resources

1. NJ Transit appeared to have sufficient staff and other resources to maintain and repair its lifts and ramps. Maintenance supervisors at the garages visited by the review team consistently stated that resources were not a constraint in maintaining lifts and ramps. Replacement parts were available, whether through the garage’s own stock, transfer from another garage, or overnight delivery from a vendor. It was also noted that repairs for ADA components were prioritized over other bus repairs.
2. At the time of the site visit, NJ Transit had 2,148 buses in its fixed route revenue fleet, ranging in model year from 1989–2008. The mean fleet age was more than 9 years. More than 97 percent of the fleet (2,095 of 2,148) was accessible. The 53 inaccessible buses in the fleet were all scheduled for replacement by January 2010. NJ Transit’s procurement schedule includes the delivery of 1,145 new buses from 2009–October 2013, meaning that a majority of its fleet would be five years or newer by 2013.
3. At the time of the review, NJ Transit had 675 bus mechanics and repairers working at the garages. While the maintenance supervisor and foremen at each garage assigned work to their mechanics and repairers as necessary to maintain their respective fleets, some mechanics are designated (via labor union picks) as “ADA pick mechanics.” These mechanics work full-time on lifts, ramps, and other accessibility components. Other mechanics are not designated as ADA picks but, in practice, work full-time or nearly full-time on lifts. The two garages not represented by the ATU have “general floor” mechanics that tend to work full time on lift maintenance.
4. NJ Transit uses VMIS to store, maintain, analyze, and report data on its bus fleet and maintenance data. This software system was 20 years old at the time of the review team visit and was functional and generally reliable. However, its age resulted in limitations; certain analyses and custom queries were difficult. For example, VMIS does not have the

capability for a user to query data records for lift issues for PMIs or service lanes and, as a result, these instances may have gone undetected. The VMIS does not permit NJ Transit to easily determine whether buses are placed in service with an inoperable lift.

Vehicle Inspections

The vehicles inspected meet the ADA Accessibility Specifications except as noted below:

1. The headroom for the front door on the MCI 2001 bus was 64.5 inches, the requirement is 68 inches.
2. The MCI Cruiser had 67 inches of front-door headroom; the requirement is 68 inches.
3. Overlapping advertising signs in the rack/track designed to hold the signs sometimes obscure signs for wheelchair securement areas.
4. The dark color used for the wheelchair securement area signs is difficult to read, especially when contrasted with the brighter and clearer graphics used on the advertising signs; the lettering must contrast with the sign's background. Moreover, a smaller typeface was observed on the MCI 2001 and Neoplan buses. On both vehicles, the typeface was only 1/4-inch high; the requirement is 5/8-inch.
5. The overhead handrail on the 2008 NABI is not continuous, stopping short of the overhead luggage rack. The outer lower edge of the luggage rack is equipped with a handrail but could be blocked by luggage that protrudes over it. No handrail is provided in the Neoplan articulated bus in the joint or articulation area.
6. Signs on the 1994 Metro D bus in the front of the vehicle asking passengers without disabilities or who are not older or pregnant to vacate the seats in favor of passengers who have those characteristics are located at the nearest side-facing seat. Such signs should be at the nearest front-facing seats.

4.2 Recommendations

FTA makes the following recommendations to address the need for corrective action in response to the findings presented above. Please note that NJ Transit is not required to follow these specific recommendations; it may address the findings in other ways.

Use of Buses with Inoperable Lifts for More than Three Days

1. Until an upgraded vehicle maintenance VMIS is in place, NJ Transit should keep records to document when maintenance staff have determined that a lift or ramp is operable but has not yet closed the vehicle maintenance work order.

Pullout Inspections

1. NJ Transit should consider making uniform policies and procedures regarding pre-trip inspection of accessibility features, including but not limited to lifts.
2. NJ Transit should consider having drivers inspect other accessibility equipment on a more regular basis.

Bus Operations

1. NJ Transit should consider revising its quick-reference guide and other training materials to describe passengers using wheelchairs as “passengers using wheelchairs.”
2. NJ Transit should incorporate training standards into its private contractor agreements.

Contractor Monitoring

1. NJ Transit should consider providing links between its data system and those of its contractors to facilitate information transfer and/or should require contractors to develop ways to provide information needed to allow NJ Transit’s Private Carrier Affairs to better monitor its contractors.

Maintenance of Lifts and Other Accessibility Features

1. NJ Transit should consider revising its SOP to ensure that independent accessibility equipment audits are “regular and frequent” and should define what it considers “regular and frequent.”

Budget and Resources

2. NJ Transit should consider upgrading its VMIS. The upgrade should include more flexibility in creating data queries and customized reports to analyze and monitor performance of its staff and contractors.

Vehicle Inspections

1. In future bus procurements, NJ Transit should ensure that front-door headroom meets the minimum requirement of 68 inches.
2. Advertising or other signs should not obscure signs for securement areas.
3. The typeface for the signage for Priority Seating should be the required size (5/8-inch) and should have sufficient contrast between the lettering and the background.
4. NJ Transit should retrofit its NABI and Neoplan buses to provide continuous overhead handrails.
5. Signs for Priority Seating should be moved so they are located adjacent to the furthest forward-facing seats.

Attachment A
FTA Notification Letter



U.S. Department
Of Transportation
**Federal Transit
Administration**

Headquarters

East Building, 5th Floor - TCR
1200 New Jersey Ave., SE
Washington, D.C. 20590

August 12, 2009

Richard R. Sarles
Executive Director
NJ TRANSIT
1 Penn Plaza East
Newark, NJ 07105

Dear Mr. Sarles:

The Federal Transit Administration (FTA) is responsible for ensuring compliance with the Americans with Disabilities Act of 1990 (ADA) and the Department of Transportation's (DOT) implementing regulations at 49 CFR Parts 27, 37, and 38, as they relate to public transportation. As part of our compliance efforts, FTA's Office of Civil Rights conducts a number of on-site compliance reviews of fixed route transit providers. NJ TRANSIT has been selected for such a review.

The focus of the review will be NJ TRANSIT's compliance with the DOT ADA regulations applicable to the maintenance, reliability, and usage of accessibility equipment. Section 37.161 mandates that transit service providers maintain in operable condition features required to make vehicles readily accessible by individuals with disabilities. When accessibility features are out of order, they must be promptly repaired. Such features include, but are not limited to, wheelchair lifts. Additionally, Section 37.165 addresses the use of wheelchair lifts and securements. These are some, but not all, of the regulations that you are required to meet to be in compliance with the ADA and implementing regulations.

The overall review process will consist of the collection of data prior to the visit, an opening conference, an on-site review of NJ TRANSIT's fixed route bus lift and maintenance reliability, and an exit conference. The entire on-site portion of the review will be completed within four days. FTA has engaged the services of Planners Collaborative, Inc. (PCI), of Boston, MA, with TranSystems Corp, of Medford, MA, to conduct the compliance review. Representatives of PCI, TranSystems, and FTA will participate in the opening and exit conferences. Susan Clark, the Program Manager for FTA's ADA reviews, contacted your office on August 3, 2009 to notify you of the on-site visit and to confirm Monday, **September 14, 2009**, for commencement of the on-site visit.

We request 9:00 a.m. for the opening conference. This will provide an opportunity for an introduction of the FTA representatives and members of the review team to members of your organization, including you or your designee, the bus fleet service manager, the ADA

coordinator, and other key staff. During the opening conference, the review team will present an overview of the on-site review.

Because the members of the review team will be spending considerable time reviewing the NJ TRANSIT, it would be helpful if you could provide them with temporary identification to permit easy system access. We understand the your office has identified Mr. James Gigantino, NJ TRANSIT Vice President/General Manager of Bus Operations as the staff contact to coordinate the on-site review and address questions that may arise during the review. In addition, we request that a work area be made available to the team in the building where the opening and exit conferences take place.


In order that we may properly prepare for the on-site visit, we request that you provide the information outlined in the enclosure to this letter within 15 calendar days of the date of this letter. These materials should be forwarded to:

David Chia
Planners Collaborative, Inc.
122 South Street
Boston MA 02111
617-338-0018 x17
617-338-4228 fax
dc@thecollaborative.com

We request that the exit conference be scheduled for 2:00 p.m. on Friday, **September 18, 2009**. This conference will afford an opportunity for the reviewers to discuss their observations with you and your organization. We request that in addition to yourself or your designee, the bus fleet service manager, the ADA Coordinator, and other key staff attend the exit conference. Findings will be made by the FTA Office of Civil Rights and provided to you in a written draft at a future date. You will then have an opportunity to provide comments before the report becomes final. When the report is final, it will be a public document and subject to release consistent with the Freedom of Information Act.

NJ TRANSIT staff are welcome to accompany the review team during the review, if you so choose. We welcome your suggestions and encourage your participation in the review by asking questions or commenting on any issues you may feel are relevant. If you have any questions or concerns prior to the opening conference, please contact Susan Clark at 202-493-0511 or via her e-mail address: sue.clark@dot.gov. You may also contact David Chia of Planners Collaborative, Inc. whose contact information is listed above

Thank you for your assistance and cooperation as we undertake this process together. We look forward to a meaningful and successful review.

Sincerely,

Cheryl L. Hershey, Director
Office of Civil Rights

Enclosure

cc: James Gigantino, NJ TRANSIT Vice President/General Manager of Bus Operations
Brigid Hynes-Cherin, FTA Region II Administrator
John Prince, Region II Civil Rights Officer
Larry Penner, FTA Region II Director of Operations & Program Management
David Chia, Planners Collaborative, Inc.

Enclosure

We request that the following information be submitted to Planners Collaborative **within 15 calendar days from the date of this letter.**

1. Five copies of the most recent system route map.
2. A complete set of current detailed route schedules.
3. Identification of which routes are operated directly by the NJ TRANSIT and which are operated by a private contractor.
4. Identification of which routes/areas are served by each garage.
5. Identification of transfer points and locations where different routes share a common line.
6. Bus fleet inventory identifying year, make, bus garage, and accessibility of each bus, including whether the system uses low-floor buses and to what extent.
7. A description of lift maintenance practices identifying the location and party performing lift maintenance.
8. Current Fixed Route Operator Manual/s, notices, bulletins, memoranda, or other documentation informing vehicle operators of lift operation and maintenance policies.
9. Reports, memoranda, or other documentation regarding lift operation and maintenance monitoring activities and findings.
10. A list of complaints related to lift operations in the past year. The list should include customer's name, trip origin, date and type of complaint, carrier, and resolution (any corrective actions requested and taken).

Attachment B
On-Site Review Schedule

**ADA Fixed Route Lift Service Review
New Jersey Transit (NJT)
Newark, NJ
September 14-18, 2009**

Schedule

Time	Activity	Who	Where
Monday, September 14, 2009			
9 a.m.	<ul style="list-style-type: none"> Opening Conference 	FTA, NJ Transit, Review Team Members	NJ Transit HQ
9:30 a.m.	<ul style="list-style-type: none"> Review operating policies and procedures, fleet information, maintenance, service issues and monitoring, and operator training 	NJ Transit Managers, Review Team Members	
10:30 a.m.	<ul style="list-style-type: none"> Review operator training program 	Purdy, Hersey	
10:30 a.m.	<ul style="list-style-type: none"> Review details of recent lift accessibility-related complaints 	Chia, Barber	
1 p.m.	<ul style="list-style-type: none"> Review operator monitoring program 	Purdy, Hersey	
1 p.m.	<ul style="list-style-type: none"> Review plans and budget for bus fleet replacement, Facilities and lift maintenance program 	Chia, Barber	
3 p.m.	<ul style="list-style-type: none"> Review contractor monitoring procedures 	Chia, Barber	
3 p.m.	<ul style="list-style-type: none"> Review ADA related operator discipline procedures and records 	Purdy, Hersey	
Tuesday, September 15, 2009			
4 a.m.- 7 a.m.	<ul style="list-style-type: none"> Observe lift and kneeler cycling, other pre-trip activities 	Chia, Hersey Purdy, Barber	Hilton Garage Orange Garage
8 a.m. - 2 p.m.	<ul style="list-style-type: none"> Interview maintenance supervisor/staff Interview operations supervisor Review lift maintenance procedures and records Interview operators Inspect buses 	Chia, Hersey Purdy, Barber	Hilton Garage Orange Garage
Wednesday, September 16, 2009			
4 a.m.- 7 a.m.	<ul style="list-style-type: none"> Observe lift and kneeler cycling, other pre-trip activities 	Chia, Hersey Purdy, Barber	Newton Ave Garage Market St Garage
8 a.m. - 2 p.m.	<ul style="list-style-type: none"> Interview maintenance supervisor/staff Interview operations supervisor Review lift maintenance procedures and records Interview operators Inspect buses 	Chia, Hersey Purdy, Barber	Newton Ave Garage Market St Garage

**ADA Fixed Route Lift Service Review
New Jersey Transit (NJT)
Newark, NJ
September 14-18, 2009**

Schedule

Thursday, September 17, 2009			
4 a.m. - 7 a.m.	<ul style="list-style-type: none"> Observe lift and kneeler cycling, other pre-trip activities 	Chia, Hersey Purdy, Barber	Howell Garage Academy Express (Perth Amboy)
8 a.m. - 2 p.m.	<ul style="list-style-type: none"> Interview maintenance supervisor/staff Interview operations supervisor Review lift maintenance procedures and records Interview operators Inspect buses 	Chia, Hersey Purdy, Barber	Howell Garage Academy Express
Friday, September 18, 2009			
8 a.m.	<ul style="list-style-type: none"> Final data tabulations & prepare for Exit Conference 	Review Team Members	NJ Transit HQ
2 p.m.	<ul style="list-style-type: none"> Exit Conference 	FTA, NJ Transit, Review Team Members	

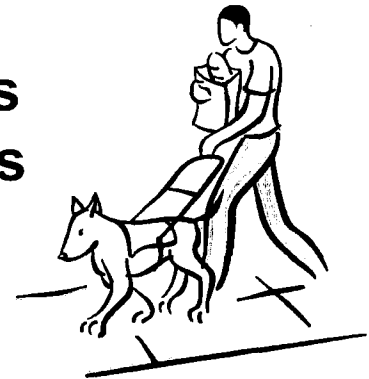
Attachment C
NJ Transit Response Letter

Attachment D
NJ Transit Policies and Procedures

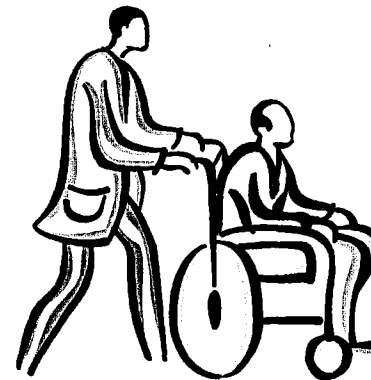
NJ Transit
Operational Training
703 Ferry St., Bldg. #3
Newark, NJ 07105-2246

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Rules, Procedures, and Guide



To Serving the Disabled Community and Elderly Customers

February 2007

NJ TRANSIT
The Way To Go.

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TABLE OF CONTENTS

Quick References	23
SpeakEasy Hands-Free Digital Microphone.....	24
METRO B	
Boarding Lift Procedures	26
Alighting Lift Procedures.....	26
NEOPLAN ARTICULATED	
Boarding Lift Procedures	27
Alighting Lift Procedures.....	27
METRO D	
Boarding Lift Procedures	28
Alighting Lift Procedures.....	29
NOVA	
Boarding Lift Procedures	30
Alighting Lift Procedures.....	31
MCI D4000 & MCI D4500	
Boarding Lift Procedures	32
Alighting Lift Procedures.....	34
MCI 102-D3 (CNG)	
Boarding Lift Procedures	36
Alighting Lift Procedures.....	38

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PURPOSE

Providing high quality courteous service is a hallmark of NJ TRANSIT. This standard is one that extends to each of our 500,000+ daily bus riders.

As transit professionals, it is our job to accommodate and assist each of our customers to ride and access our system. For some people, such as individuals with disabilities and/or the elderly, this requires us to extend added assistance, operate special equipment, or carry out required procedures.

The vast majority of us provide this service cheerfully and professionally as witnessed by the hundreds of commendations received each year for **jobs well done**.

This guide has been developed as a ready and quick reference to policy regarding ADA compliance and how to best serve customers with disabilities and the elderly.

While providing top quality service to all is second nature to most of us, I want to take this opportunity to remind all that customers with disabilities are protected by law and corporate policy.

I urge you to go over the guide and ask questions if you are unsure of any policy.

James J. Gigantino
Acting Vice President/General Manager
Bus Operations



TABLE OF CONTENTS

Purpose	1
ADA Policy Statement	2
Policy and Expectations	3
Section 1 – Fare Policy for Disabled and Elderly Customers	5
Section 2 – Policy for Service Animals	8
Section 3 – Policy Regarding Guides	10
Section 4 – Policy Regarding Announcements	11
Section 5 – Policy Regarding Kneeler Systems	12
Section 6 – Policy Regarding use of Wheelchair/Accessibility Lifts	14
Section 7 – Policy Regarding Reserved Seats	18
Section 8 – Customer Relations (Elderly and Disabled)	19
Section 9 – Employee Accountability	20

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ADA POLICY STATEMENT

AMALGAMATED TRANSIT UNION STATE COUNCIL

Each day ATU members provide NJ TRANSIT riders over 500,000 trips. Despite the size of our system, our members still take the time to **go the extra distance** to help our system riders.

In regard to ADA compliance the law requires all of us (both the company and us as employees) to **go that extra distance** to provide service to all of New Jersey's residents.

The law has very clear ramifications for company non-compliance. As employees, we are expected to conduct ourselves with professionalism and sensitivity. Failure to do so or to execute our responsibilities, such as operating accessible equipment, making announcements, or denying someone full system access, can lead to disciplinary actions. Further, transit agencies found to be deficient in ADA compliance can lose federal funds which in our case amounts to tens of millions of dollars and jobs.

This guide provides useful information to refer to if needed. When added to both your initial and ongoing training, it provides the tools needed to service all of New Jersey's residents.

I urge you to read it, use it, and support the goals of ADA.

Vito Forlenza
Chairman, NJ State Council

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POLICY AND EXPECTATIONS

General Policy

It is the policy of NJ TRANSIT to promote equal opportunity in the providing of service and employment through a positive continuing program of specific practices designed to ensure the full realization of equal opportunity without regard to race, color, religion, sex, pregnancy, affection or sexual orientation, a typical hereditary cellular or blood train, national origin, age, ancestry, marital status, domestic partnership status, veteran (including liability for service in the armed forces), disability or genetic status including refusal to submit to a genetic test or to make available the results of a genetic test.

ADA Policy

NJ TRANSIT is committed to compliance with the Americans with Disabilities Act through a system of:

- Capital Investment in equipment such as wheelchair/ accessibility lifts, PA systems, kneelers, tie-down systems, and facility enhancements for the mobility of the region's residents.
- Development of procedures, systems, and protocols that provide employees guidance, training, and work practices to deliver service meeting both the spirit of and the letter of the law.
- Ongoing allocation of resources to maintain and repair accessible equipment, trained and certified employees on it's use and to maintain facilities.

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Expectations

Employees:

- Take part in, pass and be certified in operation and maintenance of equipment.
- Provide accessible service to those requiring it with care and professionalism.
- Be prepared, on a daily basis, to render these services through execution of practice and protocols.
- Be accountable for ADA related performance to include: use of accessible equipment, provision of service, and application of policies both fairly and professionally.
- Be knowledgeable in the rules pertaining to ADA service delivery and the consequences of not following said rules.
- Understand that failing to provide acceptable ADA related service may result in disciplinary action.

Company:

- Provide clearly understood policies, practices, and protocols that are regularly published and made accessible to all employees.
- Provide quality initial and periodic training and certification on equipment use and related policy.
- Provide adequate resources both capital, operating, and human to expand the pool of accessible service and maintain such service at the highest levels.
- Provide training aids, cue cards, and other types of publications to ensure employees are kept current.
- To have in place a series of systems including audits, external feedback, and management information systems that track ADA performance and highlight specific areas of concern.
- To have in place a system geared to continuous ongoing improvements.

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SECTION 1 FARE POLICY FOR DISABLED AND ELDERLY CUSTOMERS

1.1 Senior Citizen Fares

- 1) Senior citizens are individuals who are 62 years of age or older. There is no residence requirement for senior citizens or passengers with disabilities.
- 2) Fares for senior citizens are one-half of adult one-way fares or lower.

1.2 Proof of Age

- 1) Operators shall use judgment when dealing with elderly customers who present a half-fare ticket of half cash fare. You, if you are confident the person is entitled, may provide the reduced fare trip without demanding ID.

NOTE: A NJ TRANSIT reduced fare card is not necessary to receive a reduced fare.

- 2) Operators, who are unsure of the person's age, should ask for ID to ensure the customer is age 62 or over.

1.3 Types of ID

- 1) Acceptable Identification – All ID's or documents with the senior citizen's date of birth issued by a government, social services, or mass transportation agency.

Examples:

- NJ TRANSIT Reduced Fare Card or ID (see section 4.17)
- Driver's License

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- State issued non-driver's ID (issued by a State Department of Motor Vehicles)
 - County ID
 - Medicare ID
 - Military ID
 - Passport
 - Birth Certificate
- 2) The following ID's will also be accepted. These ID's do not list age or date of birth but are issued only to people 65 years of age or older:
- MTA issued Reduced Fare Metro Card
 - PATH Senior Fare Card
 - Pennsylvania Transit ID
 - Pennsylvania Pace (Pharmaceutical Assistance Contract for the Elderly) Card
 - Medicare Card (Medicare Card issued to people who are 65 years of age and older and to people, regardless of age, meeting certain criteria. For example, Medicare cards are issued to people, regardless of age, having a disability for a certain time period.)

1.4 Fares for Disabled Customers

- 1) Passengers with disabilities are people who by reason of illness, injury, age, congenital malfunction or other permanent or temporary incapacity or disability, are unable without special facilities, planning or design to utilize mass transportation facilities and services as effectively as people who are not so affected.

NOTE: Not all disabilities are apparent. You may not question or ask a person about their disability.

- 2) Fares for disabled customers are one half off one-way adult fares or lower.

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1.5 ID for Reduced Fare/Persons with Disabilities

- 1) NJ TRANSIT Reduced Fare Card
- 2) Medicare Card
- 3) Operators may use judgment in asking for reduced fare ID. If customer is a frequent user (or) if presenting such ID is physically difficult, customers in wheelchairs and scooters should be considered to be eligible for half fare without presentation of ID.

1.6 Guide for Passengers with Disabilities

- 1) When a passenger with a disability needs the services of a guide to ride on NJ TRANSIT buses, the guide may ride free at all times when the passenger with a disability presents a NJ TRANSIT Reduced Fare ID that has **Disabled Guide** printed on it.
- 2) Tickets are not to be issued to guides.

1.7 Service Animals

Ride free of charge.

1.8 Fare Disputes

- 1) Any dispute regarding applicability of fares should be settled to the benefit of the customer when the dispute involves a minor technicality.
- 2) Fare disputes arising from suspected false ID, or attempted fraud should be called into the Control Center for further instructions.

SECTION 2 POLICY FOR SERVICE ANIMALS**2.1 General Policy**

Service animals aid the disabled in a number of ways and are used in a number of applications. Birds, cats, and even snakes have been trained and are used as service animals.

2.2 Service Animal Requirements

None. They need not have a collar, leash, muzzle, etc.

2.3 Fare Policy for Service Animals

They ride free.

2.4 Acceptable Questions Regarding Status of Service Animal

If you are unsure if an animal is a service animal or pet, you may ask the person **"Is this a service animal?"** If they respond "yes," they should be boarded without question. **NOTE: No written proof is required.** If the person responds "no," the animal can be treated according to our standard policy regarding animals.

2.5 Unacceptable Questions to ask regarding a Service Animal

- What is your disability?
- What kind of a service animal is that?
- Why do you need this animal?

All are examples of **unacceptable questions – do not ask them.**

2.6 Service Animals in Training

Many organizations training service animals have trainers bringing them on board buses. These animals and their trainers are to be allowed access without question or written proof. If unsure, you may ask, **"Is this a service animal in training?"** If the answer is "yes" board the animal without question.

2.7 When Can a Service Animal be Denied Access or be Required to Alight a Bus

Generally, at no time can access be denied unless the animal poses a direct threat to others on the bus. If faced with such a situation, you must notify the Control Center at once and await instructions.

SECTION 3 POLICY REGARDING GUIDES**3.1 General Policy**

Guides assist persons with disabilities who use our transit systems. Guides may be adults or children. They need **not** have any special documentation.

3.2 Fare Policy for Guides

When a passenger with disabilities is accompanied by a guide, the guide rides free as long as the person with disabilities has a **Reduced Fare Card** marked **GUIDE** and pays his/her fare.

3.3 Exceptions to Guide Fare Policy

Disabled customers from out of state or infrequent riders may **not** have a NJ TRANSIT **Reduced Fare Card** marked **GUIDE**. In such cases, operators are empowered to allow the guide to ride free if the person with disabilities has presented adequate ID.

3.4 Requirements of Guide

None. Guides need not push a wheelchair or engage in activity to be considered a guide.

SECTION 4 POLICY REGARDING ANNOUNCEMENTS**4.1 General Policy**

Transportation for customers with certain disabilities is greatly improved and in some cases made possible by announcements. Announcements ensure that a person is able to find the correct bus at a stop served by multiple bus routes, transfer as needed, or alight the bus at a certain point/place.

Customers needing benefit of announcements need not be blind nor do they need to explain why/what disability they have for you to make announcements.

4.2 Required Announcements

Announcements shall be made at time points, transfer locations, end points (or) any specific stop requested.

4.3 Use of Internal PA

Buses equipped with internal PA, shall be used. However, the absence of a PA or it temporarily being out of service, does not free you from the requirement to make announcements.

4.4 Voice Announcements

In the absence of a PA, operators shall make all announcements in a loud/clear voice.

4.5 External/Automatic Systems

When equipped, all buses with programmable automatic systems shall be used.

SECTION 5 POLICY REGARDING KNEELER SYSTEMS**5.1 General Policy**

A significant percentage of our customers would benefit from use of kneeler systems either regularly or because of short-term injury/illness. Such persons/situations include:

- 1) Persons of short stature
- 2) Elderly customers or those suffering from certain illness, injuries, or disabilities which restrict mobility and the ability to step up into the bus interior.
- 3) Situations in which a person must board from the street and not a sidewalk.

NOTE: Customers may not and need not appear to be disabled or have a mobility device like a cane or walker to use the kneeler. Persons requesting kneeler may be of any age.

5.2 Kneeler Use

Operators shall engage and use the kneeler without question when asked to do so. No **standards exist** as to whom or why it is requested. No customer shall be asked to **prove** why they need use of a kneeler.

5.3 Unrequested Use

Operators shall offer or engage kneeler without question when it's use would benefit the customer.

5.4 In Service Failures of Kneelers

Any in service failure of a kneeler should be reported to the Control Center at once. Additionally, a defect card reporting the problem must be submitted upon return to the garage.

NOTE: Kneeler must be engaged in the presence of a customer. Failing to engage the kneeler in the presence of the customer may be considered proof of attempting to deny service to elderly/disabled customer.

5.5 Accommodating Passengers if Kneeler Fails

In such cases that a kneeler is requested and it fails, operator shall offer to the customer use of the wheelchair/accessibility lift (passengers need not be in a chair or scooter to use it).

**SECTION 6 POLICY REGARDING USE OF
WHEELCHAIR/ACCESSIBILITY LIFTS****6.1 General Policy**

Wheelchair/accessibility lifts are required by law and they greatly increase the mobility of those with disabilities. While normally used by customers with chairs or scooters, customers without such devices may use a wheelchair/accessibility lift and its use should be made available to them without question.

6.2 Reservation Policy

Reservations are required on New York service only (because of platform limitations at the PABT). NY routes will accept and carry local wheelchair riders without reservation or question.

6.3 Exception to Reservation Policy

Customers showing up without reservations at stops and looking for service inbound to NYC should be informed of the following:

Reservations are required for NYC service because your return trip may be at a time/or on a platform that is not accessible. Without a reservation, an operator will not know where you will be.

If the customer still wants to travel to NYC, accommodate the customer without further question. Upon alighting said customer, advise them to call the 800 number to make a return reservation or to stop at the customer service office.

6.4 W Trips

Routes who have the universal accessibility symbol on them or "W" trips do not require reservations at any time.

6.5* Providing Wheelchair Service

- 1) Operators shall accommodate all wheelchairs, scooters, and others without devices without question.
- 2) Should you have a problem with the lift, you still must make an additional attempt in the presence of the customer to use the lift.
- 3) Should the barrier not function, the bus should be moved a foot or two to level ground and the attempt made again.
- 4) Not having a wheelchair key is a violation, subject to discipline. Always make sure you have your key.
- 5) All successful pick ups and/or unsuccessful pick ups of wheelchair customers must be called in.

6.6* Access to Wheelchair Area

The area reserved for wheelchair tie down is marked accordingly. The fact that someone is using that seat **does not allow you to fail to offer service to a wheelchair patron.** In such cases, operators shall

*** Failure to follow rules/procedures will result in disciplinary action.**

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use their PA and state **“ladies/gentlemen I have a wheelchair customer. I would appreciate it if you are sitting in the designated wheelchair area that you make the seat available.”** If the person sitting refuses to get up, make one more professional attempt to have them vacate the seat. If all attempts fail, inform the waiting wheelchair customer of your efforts and that you have notified control the next bus will be in ____ minutes or relay other instructions provided by Control Center.

NOTE: The request to vacate the wheelchair seat must be done in front of the disabled customer. Failure to do so may be considered an attempt to deny service.

6.7* Calling Control Center on Pick Ups or Attempted Pick Ups

Operators shall notify control of the following without fail:

- 1) Any and all successful pick ups
- 2) Any failed pick ups because of equipment issues
- 3) Any failed attempt because someone in the wheelchair area refused to surrender the seat
- 4) Any failed attempt because the bus is too full to accommodate a pick up
- 5) You should also call control if you notice a wheelchair customer who has failed to be accommodated by another NJT bus or private carrier bus.

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6.8* Overcrowding

Having all seats taken or having some standees does **not** allow for you to bypass a wheelchair or make no attempts at service. If your bus is overcrowded you will:

- 1) Stop at location of wheelchair customer
- 2) Use your PA to ask for room to be made available and wheelchair area made available for pick up
- 3) In cases of severe overcrowding you must stop, open door, and notify the customer with the disability that you are overloaded and the next bus will be there in ____ minutes. Also notify control of the situation.

6.9* By-Passing a Wheelchair Customer or Customer with Walker

You must stop at any stop occupied by a wheelchair/scooter customer or customer with a walker type device. Bypassing such customers (except when bus is deadheading) for any reason shall result in a violation.

*** Failure to follow rules/procedures will result in disciplinary action**

SECTION 7 POLICY REGARDING RESERVED SEATS**7.1 General Policy**

Bus seats reserved for the disabled can be requested by customers not in wheelchairs or scooters. Operators upon noticing the following shall make reasonable attempts to have these seats vacated by use of the PA:

- 1) Customers using walker, cane or other device
- 2) Customers under care of a guide
- 3) Any customer who requests access to the seats

7.2 Request for Disabled Seat

Customers in need of a seat near the front of the bus may request this seat from you. If so requested, operator shall:

- 1) Use PA and ask that the seat be made available
- 2) You **cannot** demand or ask the person “**what is wrong with you?**” Nor can you refuse to make the PA because a person appears to be healthy or young or not using a cane or walker, etc.

**SECTION 8 CUSTOMER RELATIONS
(ELDERLY AND DISABLED)****8.1 General Policy**

Maintaining cordial customer relations with every NJT customer is critical to our mission and jobs. In the case of elderly and/or disabled riders, some additional effort may be required. Service to elderly/disabled shall be delivered in a professional pleasant manner. Insensitivity or incivility shall be grounds for disciplinary action as a customer complaint.

8.2* Denial of Service

It is illegal to refuse entry or service to anyone based on appearance, personal hygiene, disability (including use of mobility device, service animal, guide, etc.). Denial of service shall be grounds for disciplinary action as a customer complaint. This includes making false statements regarding availability of seating, policy regarding acceptable ID, service animal requirements, reservations, etc.

** Failure to follow rules/procedures will result in disciplinary action*

SECTION 9 EMPLOYEE ACCOUNTABILITY**9.1 General**

Failure to follow ADA operating rules or provide adequate service may subject you to violation and discipline. Employees are expected to be knowledgeable of the policy and to follow same.

9.2 Types of ADA Violations**1) Major ADA Violations**

- Failure to board passenger and service animal
- Failure to make ADA announcements
- Failure to use speakeasy or other related PA systems
- Failure to call Control Center on all wheelchair lift pick ups or attempted pick ups which were unsuccessful.

2) Severe ADA Violations

- Not having proper wheelchair/accessibility lift key in possession
- Failure to properly offer, use, or operate wheelchair/accessibility lift or kneeler system (including tie downs)
- Failure to make reasonable efforts to accommodate wheelchair or other disabled person by making announcements to vacate disability-seating area

- Making false or misleading statements to ADA customers resulting in denial of service to include:
 - False claims that bus is full
 - Equipment not working
 - Wait for the next bus
 - You need a reservation
 - False claims regarding ID or other policy
- Bypassing a wheelchair customer or ADA customer with a walker at a bus stop.



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– QUICK REFERENCES –

SpeakEasy Hands-Free Digital Microphone**Operator Instructions****Inside Message**

1. **Press and hold the footswitch.**
The green indicator light will come on.
2. **Begin speaking.**
Maximum length is 30 seconds.
3. **Release the Footswitch.**
Message will play over the inside speakers.
 - Volume is controlled by PA volume control knob.
 - Interior/Exterior speaker switch must be set to Interior.
4. **To erase without playing.**
Depress footswitch fast 2 times.

Record Outside Message

1. **Press and hold EXT REC button.**
Door must be closed.
The red indicator light will come on.
2. **Begin speaking.**
Maximum length is 30 seconds.
3. **Release the EXT REC button.**
Outside message will play each time the front door is opened.

NOTE:

MCI D series buses have exterior volume adjustment.

To Mute Outside Message

- Press and release EDT MUTE button.
- The red indicator light will flash every 5 seconds.
- To resume outside message, press and release EXT MUTE button. The red indicator light will stop flashing.

To Clear Outside Message

- Follow Record Outside Message procedures to create new message or
- Press and release EXT REC button to release message.

METRO B**Boarding Lift Procedures**

1. Parking brake on.
2. Customer seat up.
3. Power on.
4. **LOWER** platform.
5. Barrier down (Pull out toggle switch then pull down)
6. Board customer.
7. **RAISE** platform.
8. Customer boards bus.
9. Put in "**STEPS**" position.
10. Close door.

METRO B**Alighting Lift Procedures**

1. Parking brake on.
2. Power on.
3. **RAISE** platform.
4. Board customer.
5. **LOWER** platform.
6. Barrier down (Pull out toggle switch then push down)
7. Customer alights from lift.
8. Put in "**STEPS**" position.
9. Close door.
10. Lower customer seat.

NEOPLAN ARTICULATED**Boarding Lift Procedures**

1. Parking brake on.
2. Engine running, in neutral, kneel in up position.
3. Customer seat up.
4. **W/C MASTER** switch in **ON** position.
5. Select **DEPLOY**. Press & hold **FUNCTION** button.
6. Select **LOWER**. Press & hold **FUNCTION** button.
7. Board customer. Advise customer to lock wheels.
8. Select **RAISE**. Press & hold **FUNCTION** button.
9. Customer enters bus.
10. Select **STOW**. Press & hold **FUNCTION** button.
11. Rotary switch to **OFF** position.
12. **W/C MASTER** switch off.

NEOPLAN ARTICULATED**Alighting Lift Procedures**

1. Parking brake on.
2. Engine running, in neutral, kneel in up position.
3. **W/C MASTER** switch in **ON** position.
4. Select **DEPLOY**. Press & hold **FUNCTION** button.
5. Select **RAISE**. Press & hold **FUNCTION** button.
6. Customer boards lift. Advise to lock wheels.
7. Select **LOWER**. Press & hold **FUNCTION** button.
8. Customer alights.
9. Select **STOW**. Press & hold **FUNCTION** button.
10. Rotary switch to **OFF** position.
11. **W/C MASTER** switch off.
12. Secure belts & lower customer seat.

METRO D**Boarding Lift Procedures**

1. Parking brake on, transmission in neutral.
2. Place customer seat upright position. Prepare securement belts.
3. Turn **WHEELCHAIR** power on.
4. Turn indicator to **EXTEND**.
5. Depress **FUNCTION** button.
6. Turn indicator to **LOWER**.
7. Depress **FUNCTION** button.
8. Load mobility device. Suggest that the customer face inward.
9. Lock wheelstops (brakes). Turn power off on electric scooters.
10. Turn indicator to **RAISE**.
11. Depress **FUNCTION** button.
12. After customer has aboard and is secured, turn indicator to **STOW**.
13. Depress **FUNCTION** button.
14. After the lift has stowed, turn power off.
15. Close the passenger door.

METRO D**Alighting Lift Procedures**

1. Parking brake on, transmission in neutral.
2. Turn **WHEELCHAIR** power on.
3. Turn indicator to **EXTEND**.
4. Depress **FUNCTION** button.
5. Turn indicator to **RAISE**.
6. Depress **FUNCTION** button.
7. Assist customer with securement belts, if necessary.
8. Load mobility device. Suggest that the customer face outward.
9. Lock wheelstops (brakes). Turn power off on electric scooters.
10. Turn indicator to **LOWER**.
11. Depress **FUNCTION** button.
12. After customer has alighted, turn indicator to **STOW**.
13. Depress **FUNCTION** button.
14. After the lift has stowed, turn power off.
15. Close the passenger door.
16. Place customer seat in normal position.

NOVA**Boarding Lift Procedures**

1. Parking brake on, transmission in neutral.
2. Close the front passenger door.
3. Turn **WHEELCHAIR MASTER** power on.
4. Place customer seat in upright position.
5. Go to the rear door inside and unlock the Wheelchair Control cover.
6. Turn **WHEELCHAIR** power on.
7. Turn indicator to **DEPLOY**.
8. Push and hold the **FUNCTION** switch.
9. Turn indicator to **LOWER**.
10. Push and hold the **FUNCTION** switch.
11. Load mobility device. Suggest that the customer face inward.
12. Lock wheelstops (brakes). Turn power off on electric scooters.
13. Turn indicator to **RAISE**.
14. Push and hold the **FUNCTION** switch.
15. Assist customer with boarding and with securement belts, if necessary.
16. After customer is secured, turn indicator to **STOW** and hold.
17. Push and hold the **FUNCTION** switch.
18. After the lift has fully stowed, turn the **WHEELCHAIR** power off.
19. Turn the indicator to the **OFF** position.
20. Return to the Operator's seat and turn **WHEELCHAIR MASTER** off.

NOVA**Alighting Lift Procedures**

1. Parking brake on, transmission in neutral.
2. Close the front passenger door.
3. Turn **WHEELCHAIR MASTER** power on.
4. Go to the rear door inside and unlock the Wheelchair Control cover.
5. Turn **WHEELCHAIR** power on.
6. Turn indicator to **DEPLOY**.
7. Push and hold the **FUNCTION** switch.
8. Turn indicator to **RAISE**.
9. Push and hold the **FUNCTION** switch.
10. Assist customer with securement belts, if necessary.
11. Load mobility device. Suggest that the customer face outward.
12. Lock wheelstops (brakes). Turn power off on electric scooters.
13. Turn indicator to **LOWER**.
14. Push and hold the **FUNCTION** switch.
15. After customer has alighted, turn indicator to **STOW** and hold.
16. Push and hold the **FUNCTION** switch.
17. After the lift has fully stowed, turn the **WHEELCHAIR** power off.
18. Turn the indicator to the **OFF** position.
19. Place customer seat in normal position.
20. Return to the Operator's seat and turn **WHEELCHAIR MASTER** off.

MCI D4000 & MCI D4500

Boarding Lift Procedures

1. Parking brake on, transmission in neutral.
2. Activate **WHEELCHAIR** power switch on dashboard.
3. Position seats in securement area. Prepare securement belts.
4. Go outside, close passenger door.
5. Unlock and open lift compartment cassette door.
6. Activate **WHEELCHAIR** power switch on right side of the lift.
7. Remove handheld control box.
8. Depress **OUT** rocker switch to deploy lift.
9. Unbuckle safety belt, unfold side grab rails and rebuckle safety belt.
10. Depress **DOWN** rocker switch and lower lift to the ground.
11. Unbuckle safety belt and load mobility device. Suggest that the customer face outward.
12. Lock wheelstops (brakes) on mobility device. Turn power off on scooters.
13. Buckle the safety belt.
14. Depress **UP** rocker switch and continue to raise until lift stops.
15. Open sliding door.
16. Depress **UP** rocker switch and continue to raise until lift stops.
17. After customer is safely aboard, press **DOWN** rocker switch until lift stops.
18. Close the sliding door.

19. Depress **DOWN** rocker switch to stow level.
20. Unbuckle safety belt and fold side grab rails, rebuckle safety belt.
21. Depress **RED BUTTON** and **IN** rocker switch at the same time to stow lift.
22. Turn off **WHEELCHAIR** power switch on right side of the lift.
23. Replace the handheld control box.
24. Close and lock lift compartment cassette door.
25. Re-enter the bus and assist the customer with securement belts, if necessary.
26. Turn off **WHEELCHAIR** power switch on dashboard.
27. Give a full hard application of the service brake. WCL dash light will go off.

MCI D4000 & MCI D4500

Alighting Lift Procedures

1. Parking brake on, transmission in neutral.
2. Activate **WHEELCHAIR** power switch on dashboard.
3. Inform customer to remain in securement area until the lift is in position.
4. Exit the bus and close the passenger door.
5. Unlock and open lift compartment cassette door.
6. Activate **WHEELCHAIR** power switch on right side of the lift.
7. Remove handheld control box.
8. Depress **OUT** rocker switch to deploy lift.
9. Unbuckle safety belt, unfold side grab rails and rebuckle safety belt.
10. Depress **UP** rocker switch and lower lift until it stops.
11. Open siding door.
12. Depress **UP** rocker switch and continue to raise until lift stops.
13. Return to the inside and assist the customer with the securement belts, if necessary.
14. Load mobility device. Suggest that the customer face outward.
15. Lock wheelstops (brakes) on mobility device. Turn power off on scooters.
16. Return to outside of lower lift.
17. Depress **DOWN** rocker switch to lower the lift until it stops.
18. Close the sliding door.

19. Depress **DOWN** rocker switch to lower the lift to the ground.
20. Unbuckle safety belt.
21. Unload the mobility device.
22. Buckle safety belt.
23. Depress **UP** rocker switch to stow level.
24. Unbuckle safety belt and fold side grab rails, rebuckle safety belt.
25. Depress **RED BUTTON** and **IN** rocker switch at the same time to stow lift.
26. Turn off **WHEELCHAIR** power switch on right side of the lift.
27. Replace the handheld control box.
28. Close and lock lift compartment cassette door.
29. Return inside and secure belts and put seats in proper positions.
30. Turn off **WHEELCHAIR** power switch on dashboard.
31. Give a full hard application of the service brake. WCL dash light will go off.

MCI 102-D3 (CNG)**Boarding Lift Procedures**

1. Parking brake on, in neutral, fast idle on.
2. Position seats in securement area.
3. Turn dash WCL key switch to **DOOR UNLOCK** position and then to **WCL ON**.
4. Remove key and take with you.
5. Open upper and lower exterior lift doors and secure.
6. Insert key from dash in key switch at rear wall of lift compartment.
7. Turn key to **ON** position.
8. Remove handheld control panel from lift door.
9. Depress **OUT** rocker switch to deploy.
10. Unfold side grab rails. **Buckle safety belt.**
11. Depress **DOWN** rocker switch and lower lift to ground.
12. Unbuckle safety belt and load mobility device.
13. Customer using mobility devices should face outward.
14. Lock wheelstops (brakes) on mobility device. Power off on scooters.
15. Buckle safety belt.
16. Depress **UP** rocker switch and raise lift to coach floor level.
17. Return to interior, retrieve securement belts, and secure passenger.
18. Red belts for mobility device, black belts for passengers.
19. Lower lift to ground level with **DOWN** rocker switch.
20. **FOLD GRAB RAILS.**

21. Leave safety belt **unbuckled**.
22. Depress **RED BUTTON** and depress **IN** rocker switch at the same time to stow lift. **STOW FROM GROUND LEVEL ONLY, WITH SAFETY BELT UNBUCKLED.**
23. Turn off key switch in lift compartment and remove key.
24. Close and latch upper and lower doors.
25. Insert key in dash WCL switch and turn to **WCL OFF** position.

YOU AND NJ TRANSIT

serving the needs of all New Jersey's residents

MCI 102-D3 (CNG)

Alighting Lift Procedures


1. Parking brake on, in neutral, fast idle on.
2. Turn dash WCL key switch to **DOOR UNLOCK** position and then to **WCL ON**.
3. Tell customer to remain in securement area until you raise lift.
4. Remove key and take with you.
5. Open upper and lower exterior lift doors and secure.
6. Insert key from dash in key switch at rear wall of lift compartment.
7. Turn key to **ON** position.
8. Remove handheld control panel from lift door.
9. Depress **OUT** rocker switch to deploy.
10. Unfold side grab rails. **Buckle safety belt.**
11. Depress **UP** rocker switch & raise lift to coach floor level.
12. Return to interior and unbuckle securement belt.
13. Load mobility device.
14. Customers using mobility devices should face outward.
15. Lock wheelstops (brakes) on mobility device. Power off on scooters.
16. Depress **DOWN** rocker switch to lower lift to ground.
17. Unload mobility device.
18. **FOLD GRAB RAILS.**
19. Leave safety belt **unbuckled**.
20. Depress **RED BUTTON** and depress **IN** rocker switch at the same time to stow lift. **STOW FROM GROUND LEVEL ONLY, WITH SAFETY BELT UNBUCKLED.**
21. Turn off key switch in lift compartment and remove key.
22. Close and latch upper and lower doors.
23. Insert key in dash WCL switch and turn to **WCL OFF** position.
24. Secure securement belts & put seats in proper position.

NJ Transit
Operational Training
703 Ferry Street, Bldg. #3
Newark, NJ 07105-2246

GENERAL BULLETIN

NJ TRANSIT BUS OPERATIONS **OFFICE OF THE VICE PRESIDENT/GENERAL MANAGER** **BUS OPERATIONS**

TO: All Operating Personnel

FROM:  James J. Gigantino
Vice President and General Manager
Bus Operations

DATE: April 27, 2009 (Reissued)

RE: General Bulletin Order No. 09-08 – (ADA Operating Requirements Reissued)

Recent media and other reports regarding poor ADA bus service by contractors show the importance of ADA compliance. The following is again a list of our responsibilities so they can be discharged professionally:

Announcements

- Operators must announce all transfer points, time points, destination points, and any stop requested by a passenger.
- Operators must use the Clever Device system on buses so equipped.
- On other bus types, the PA should be used or announced in a clear, loud voice should it not be working.

Kneeler

- Operators must use the kneeler upon request of a customer without question as to need.
- As a caring professional, the kneeler should be offered to those who appear as if it would be helpful to.

Speakeasy System

- The speakeasy system must be used on buses so equipped.

Wheelchair Lift

- Operators must use and be knowledgeable in the use of all wheelchair lifts and securement devices.

- Operators must provide the wheelchair lift to any customers in a mobility device or to customers without a mobility device upon request, again regardless of need.
- Operators are to use the wheelchair lifts upon request regardless if the route is a reservation route or “W” route.
- Wheelchair lifts on reservation trips must be checked prior to pullout.
- Operators must have a wheelchair key with them at all times.

Service Animals

- Operators will allow service animals (not just a dog) to board when a customer requires such an animal.
- No special permit is required for the animal nor must the animal be on a leash or have a muzzle.
- People training service animals may also board buses without a permit. In such cases, the trainee pays the applicable fare.

Guides

- When a passenger with disabilities requires the services of a guide, the accompanying guide rides free providing the customer pays the applicable fare **and has a reduced NJT Fare Card displaying the word “guide.”**

Courtesy/Accommodation

- The “wheelchair” seats are to be made available to customers with disabilities for wheelchair tie down **or for** seating should the customer with disabilities request a seat.
- When a passenger with disabilities requires a seat, **it is the operator’s responsibility to ask for the seat to be surrendered in a loud and clear voice.**
- Passengers with disabilities may ride non-wheelchair buses if they can board the bus. In such cases, operators are to render assistance in storing their mobility device.
- Every effort must be made to accommodate and find the disabled passenger a seat.

Overloads

- A full bus is not an adequate excuse not to load a wheelchair passenger. Every effort must be made in the presence of the customer to make room to board the wheelchair.

Calling Control Center

- The Control Center will be notified of each and every wheelchair pick up, request for wheelchair pick up and any failed attempts of the wheelchair lift.
- Operators must stay at the location of any failed attempt until receiving instructions from the Control Center.

Deliberate Failure to Provide Service

- While numerous commendations and thank yous are received regarding our employees, a small but very disturbing number of incidents do occur. The following types of behavior shall be considered failure to provide service and will be handled in the sternest possible manner:
 - Notify a wheelchair passenger that the bus is full when it is not.
 - Telling wheelchair passenger that they need a reservation when it is not true.
 - Telling a wheelchair passenger that “the lift is not working today” when it is not true.
 - Telling a wheelchair passenger to “take the next bus” for no good reason.

Accountability

- The ADA Act empowers individuals denied adequate service to take legal action against individual employees as well as the transit agency. Failure to follow ADA procedures above may result in discipline up to a one-day suspension for the first offense.

Cc: C. Wise
V. Giammusso
S. Wrobel
M. Kilcoyne
C. Pulaski
C. Dhansew
G. Krajewski
R. Paprcka
J. LaSala

FTA AUDIT:

Enclosed is an overview of maintenance for wheelchair equipment including:

- 1) Overview
- 2) Sample Major (600 mile and minor 3,000 mile) PM Inspections
- 3) Maintenance SOP's

ACCESSIBLE EQUIPMENT MAINTENANCE PROGRAM

GOALS

NJ TRANSIT Bus Operations Standard Operating Procedure #98-005-01 (Attached) clearly outlines the Agency's goals and strives to meet the NJ TRANSIT Mission Statement of providing clean safe reliable, cost effective, and convenient transportation to it's customers. Therefore it is the goal of the NJ TRANSIT Vehicle Maintenance Department to maintain accessible equipment in the highest possible state of repair so as to provide eligible passengers with this same level of service and, to fully comply with the Americans with Disabilities Act.

PREVENTIVE MAINTENANCE PROGRAM

NJ TRANSIT provides accessible service on transit type bus lines consistent with ADA requirements of a 30-minute minimum headway. Accessible service for cruiser and suburban lines are available on a reservation basis with 24 hours notice. In order to successfully carry out this service reliable equipment is critical to the operation, as is proper training and consistent application of maintenance resources. This maintenance program continues to evolve to meet the growing ridership needs and challenges of the system. This challenge is compounded by the fact that the NJ TRANSIT fleet has an increasing number of new lift equipped vehicles with more complex systems, an aging fleet where replacement parts are unavailable from the OEM, and a wide variation of mobility devices being introduced into the market.

The accessible equipment preventive maintenance program consists of a tripartite structure which is designed to ensure all components of the systems are in clean, safe, reliable working order, and that the proper signage is available to communicate user instructions or availability of service to our accessible needs riders.

The three primary elements of this program include:

1. System functional checks along with varying levels of maintenance, cleaning and lubrication that are included with NJ TRANSIT's vehicle PM program, with additional service and maintenance as deemed necessary by garage management and local operating requirements.
2. Drivers defect reporting (discussed earlier in vehicle preventive maintenance section);
3. Quarterly Quality Assurance Department audits (discussed further under separate cover) at each operation location.

These checks include not only the functioning of lifts, kneeler systems, public address systems and associated interlock safety systems, they also require the systematic check of mobility device securement systems, stop request switch and sign operation, etc....., Weekly and monthly checklists are attached for a more detailed review.

ACCESSIBLE SERVICE RECOVERY

NJ TRANSIT Bus Operations issued Standard Operating Procedure #98-005-01 to formally document the practices needed to facilitate a high state of lift reliability and offer consistent high quality accessible service. This is obtainable through the prompt identification and repair of accessible equipment defects. Furthermore, it outlines responsibilities for dealing with actual in service failures of lifts or, just as importantly, a vehicle failure with an ADA eligible passenger on board.

Any time an operator experiences an incident outside of the garage, regardless of service interruption or not the Control Center is contacted to mitigate the problem encountered and restore service promptly. For any type of incident, safety and service restoration remain the highest priority.

A non-functioning lift is handled as any other vehicle related road incident, which prevents the vehicle from remaining in service. The Vehicle Maintenance Department is contacted by the Control Center and will respond with a replacement bus for the operator to continue in service. In the event a repair can be made at the scene by a Maintenance Unit this is preferable provided it can be done quickly. To reduce delays to passengers during the morning or evening rush, passengers are often transferred to follower buses on the same line. One strategy that has worked quite effectively on cruiser and suburban (reservation) lines where the follower bus may not normally be a lift equipped bus is to designate a "shadow" lift equipped bus immediately behind the reservation bus or available at nearby point. If a failure occurs the bus is used immediately reducing the service as planned. This practice is used daily in the morning and evening rush in targeted applications, where it is often difficult to recover service because of traffic congestion. An example of this is having a shadow bus in New York in the afternoon in the event of a failure since getting equipment into New York at any time difficult due to traffic volume. Furthermore, and as a final option should a failure occur, a physically challenged passenger can be accommodated by a Regional Supervisor with a lift equipped van to transport them to their destination.

NJ TRANSIT MAINTENANCE DEPARTMENT

NOVA B - MAJOR INSPECTION GUIDE

GARAGE: _____

BUS NO: _____

DATE: _____

MILEAGE: _____

INSPECT AND ADJUST OR REPAIR WHERE FOUND NECESSARY ALL ITEMS LISTED ON ALL PAGES OF THIS FORM
USE SYMBOLS TO SHOW WORK DONE: I FOR INSPECTED R FOR REPAIRED AND N FOR NEEDS REPAIR
ALSO SHOW EMPLOYEE NUMBER WHO PERFORMED THE WORK

DESCRIPTION	WORK DONE	EMPLOYEE NUMBER
I. INTERIOR INSPECTION		
1. DEFECT CARD		
2. LICENSES - REGISTRATION - INSURANCE CARD - DOT STICKER		
3. DRIVER'S SEAT OPERATION - CONDITION		
4. DRIVER'S SEAT BELT - TETHER STRAPS		
5. SUN VISORS - DRIVER'S PARTITION - MODESTY PANELS - EZ PASS		
6. TREADLE VALVE - PEDAL PADS - ELECTRONIC FUEL PEDAL ASSEMBLY		
7. HORN		
8. GAUGES - LIGHTS (SPEEDOMETER, ETC.) - INSTRUMENT PANEL - DIAGNOSTIC LIGHTS AND BUZZERS		
9. LOW AIR BUZZER - LIGHT - (RECORD READINGS)		
10. CLIMATE CONTROL - DEFROSTER OPERATION - CHECK FILTERS		
11. FAST IDLE OPERATION (CHECK BRAKE AND THROTTLE INTERLOCK OPERATION)		
12. CYCLE WHEELCHAIR LIFT AND KNEELER (CHECK BRAKE AND THROTTLE INTERLOCK OPERATION)		
13. RADIO - SPEAK EASY P.A. - INTERNAL / EXTERNAL OPERATION		
14. EMERGENCY REFLECTORS - FIRE EXTINGUISHER - FIRST AID KIT - AMEREX SYSTEM CHECK		
15. FARE COLLECTION SYSTEM		
16. FRONT DOOR - OPERATION - SPEED - GLAZING		
17. EXIT DOOR - OPERATION - SPEED - SENSITIVE EDGES (CHECK AT 3 LOCATIONS EACH EDGE)		
18. ALL MIRRORS (CHECK REMOTE OPERATION)		
19. COMPARTMENT DOORS (RADIO - DESTINATION SIGN - ETC.)		
20. FRONT / REAR STEPS AND TREADS		
21. CEILING PANELS		
22. STANCHIONS - HANDRAILS		
23. PASSENGER SEATS - GRABHANDLES		
24. FLIP SEATS - OPERATION - W/C RESTRAINTS		
25. ALL INTERIOR LIGHTS AND SWITCHES		
26. PASSENGER SIGNAL - STOP REQUEST SIGN		
27. FLOOR CONDITION		
28. GRAFFITI - CLEANLINESS - PEST INFESTATION		
29. TEST EMERGENCY ESCAPE ROOF HATCH OPERATION (FRONT AND REAR)		
30. WINDSHIELDS / WINDOWS (TEST PUSHOUT EMERGENCY ESCAPE WINDOWS)		
31. DECALS (INCLUDING EMERGENCY ESCAPE INSTRUCTION DECALS)		
II. EXTERIOR INSPECTION		
1. WINDSHIELD WIPER OPERATION - ARMS - BLADES - WASHER FLUID		
2. BUMPERS - FRONT / REAR		
3. LICENSE PLATES - DECALS		
4. DESTINATION SIGN (FRONT / SIDE) - RUN NUMBER SIGN (FRONT / REAR) OPERATION - LIGHTS		
5. BODY COMPARTMENT DOORS - HINGES - LATCHES		
6. PAINT - LETTERING - DECALS		

DESCRIPTION	WORK DONE	EMPLOYEE NUMBER
II. EXTERIOR INSPECTION (Continued)		
7. ADVERTISING SIGN FRAMES		
8. BODY PANELS - REFLECTORS		
9. ANTENNA CAP - ROOF VEHICLE NUMBER		
10. FUEL TANK CAP - POPPET - CHAIN		
11. FENDER SKIRTS - RUBRAILS		
12. ALL EXTERIOR LIGHTS - LENSES - MOUNTING - OPERATION - VISIBILITY		
13. BACK UP ALARM - BACK UP LIGHTS		
14. BATTERIES (CONDITION, VOLTAGE, WATER, CABLES) - HOLD DOWN - TRAY - LOAD TEST		
15. VOLTAGE REGULATOR BOX - CHECK LIMITERS - FUSES - ALTERNATOR OUTPUT 12 / 24 (UNDER LOAD)		
III. ENGINE INSPECTION		
1. STEAM CLEAN ENGINE - TRANSMISSION - FRONT AND REAR AXLE		
2. TAKE ENGINE OIL SAMPLE - CHANGE OIL AND REPLACE FILTER ELEMENT		
3. TRANSMISSION OIL LEVEL - EXAMINE TRANS. OIL CONDITION		
4. POWER STEERING FLUID LEVEL - CONDITION		
5. PRESSURE TEST COOLING SYSTEM AND CHECK FOR LEAKS		
6. SURGE TANK PRESSURE RELIEF VALVE - SAFETY CAP LATCH		
7. TEST COOLANT PROTECTION AND INHIBITOR - ADD AS REQUIRED BY TEST RESULTS		
8. FAN SHROUD - FAN BLADES		
9. FAN CLUTCH AND SHUTTERSTAT OPERATION		
10. INSPECT VIBRATION DAMPER - ENGINE MOUNTS		
11. ALL BELTS (CONDITION AND ALIGNMENT)		
12. CHARGE AIR COOLER - PIPES - CORE		
13. AIR INTAKE DUCT AND CLAMPS - AIR COMPRESSOR ADAPTER		
14. AIR INTAKE RESTRICTION INDICATOR - REPLACE AIR FILTER WHEN INDICATOR IS TRIPPED		
15. AIR COMPRESSOR - GOVERNOR - LINES		
16. EXHAUST SYSTEM - MANIFOLD - PIPES - CATALYTIC CONVERTER - MUFFLER		
17. FUEL SYSTEM (CHECK FOR LEAKS) DRAIN WATER SEPARATOR		
18. TRANSFER PUMP AND C.A.P.S. FUEL PUMP (CHECK FOR LEAKS)		
19. ECM - HARNESSSES (CHECK MOUNTING AND ISOLATORS)		
20. MARINE PUMP (OPERATION - LEAKS)		
21. ENGINE COMPARTMENT ELECTRICAL HARNESSSES - CONNECTORS - PLUGS		
22. ENGINE SENDING UNITS - MOTOR GUARD		
23. TRANSMISSION BREATHER		
24. TRANSMISSION OIL COOLER - LINES		
25. TRANSMISSION SENDING UNITS		
26. INSPECT FOR FLUID LEAKS (ENGINE OIL - TRANS. OIL - POWER STEERING)		
27. TORQUE MOUNTING BOLTS TO ALL ACCESSORY EQUIP. (STARTER - FUEL PUMP - ALTERNATOR)		
28. STARTER - LUBRICATOR OPERATION - LINES		
IV. CHASSIS INSPECTION		
1. STEERING COLUMN - ANGLE GEAR BOX - STEERING SHAFT - STEERING WHEEL		
2. STEERING GEAR - PITMAN ARM (FLUID LEAKS - STEERING FREE PLAY)		
3. DRAG LINK TUBE - DRAG LINK ENDS - TIE ROD TUBE - TIE ROD ENDS		
4. STEERING KNUCKLES - KING PINS - THRUST WASHERS - SHIMS - BEARINGS		
5. CHECK TIRES FOR PREMATURE OR ABNORMAL WEAR (RECORD PRESSURE - TREAD DEPTHS)		
6. WHEELS - RE TORQUE - TORQUE SEAL		
7. AXLE FLANGES - STUDS - GASKETS - HUBODOMETER		
8. FRONT AXLE (CHECK MOUNTING)		
9. CHECK WHEELCHAIR LIFT OIL LEVEL		
10. ALL BRAKE LININGS - BRAKE DRUMS - BRAKE CHAMBERS - SLACK ADJUSTERS - MOUNTING HARDWARE		

DESCRIPTION	WORK DONE	EMPLOYEE NUMBER
IV. CHASSIS INSPECTION (Continued)		
11. CHECK ALL AIR BRAKE VALVES (OPERATION - FOR MOISTURE AND AIR LEAKS)		
12. FRONT / REAR WHEEL BEARINGS - WHEEL SEALS		
13. RADIUS RODS - LATERAL RODS - BUSHINGS		
14. FUEL TANK MOUNTING		
15. FRONT / REAR BELLOWES (PERFORM SOAPY WATER TEST)		
16. FRONT / REAR LEVELING VALVES - RIDE HEIGHT		
17. SHOCK ABSORBERS - PINS - BUSHINGS		
18. SWAY BAR - BUSHINGS AND LINKS		
19. REAR AXLE MOUNTING AND RUBBER BUMPERS		
20. A/C COMPRESSOR MOUNTING - COMPRESSOR OIL LEVEL		
21. AIR LINES - FITTINGS - FRAME CLAMPS (INCLUDING TESTING ALL FITTINGS WITH SOAPY WATER)		
22. DRAIN ALL AIR TANKS - INSPECT CHECK VALVES		
23. AIR DRYER - SAFETY VALVES		
24. CHASSIS CROSSMEMBERS - MUD FLAPS - CHASSIS WELDS		
25. DIFFERENTIAL OIL LEVEL - HOUSING - PINION SEAL - BREATHER - CHECK MAGNETIC PLUG FOR CHIPS		
26. DRIVE SHAFT - UNIVERSALS - SLIP JOINT - GUARD - SHIELD		
27. LUBRICATE ENTIRE BUS (INCLUDING DOORS - STEERING COLUMN)		
OTHER ITEMS INSPECTED		
V. PERIODIC ITEMS OF WORK TO BE PERFORMED PER INSPECTION TYPE		
C = 12K MILES D = 24K MILES E = 48K MILE F = 96K MILES	CODES	
FUEL SYSTEM - REPLACE PRIMARY AND SECONDARY FILTERS	C D E F	
TRANSMISSION - CHANGE OIL AND REPLACE FILTER ELEMENT	C D E F	
POWER STEERING - REPLACE FILTER ELEMENT	D E F	
WHEELCHAIR LIFT - CLEAN FILTER SCREEN - CHANGE FILTER	D E F	
COOLING SYSTEM - REPLACE WATER CONDITIONING FILTER	E F	
PROHEAT SYSTEM CHECK AND FILTER REPLACEMENT	E F	
ENGINE - ADJUST VALVES - CHECK FOR TUNE UP (BLACK SMOKE - MISFIRE)	E F	
DIFFERENTIAL - CHANGE OIL	F	
SERVICE AIR DRYER	F	
BRAKES - TEST AND EVALUATE RELAY VALVES - REPLACE IF NEEDED	F	
BRAKES - TEST AND EVALUATE DOUBLE CHECK VALVES - REPLACE IF NEEDED	F	
BRAKES - TEST AND EVALUATE APPLICATION VALVE - REPLACE IF NEEDED	F	
BRAKES - TEST AND EVALUATE PARKING BRAKE CONTROL VALVE - REPLACE IF NEEDED	F	

ROAD TEST		
COMMENTS:		
AIR SYSTEM		
COMPRESSOR CUT-OUT : _____ PSI	TIME FROM 0 PSI TO CUT-OUT : _____ : _____ MIN : SEC	
COMPRESSOR CUT-IN : _____ PSI	LEAK TEST - PRESSURE LOST IN 2 MIN : _____ PSI	
LOW AIR WARNING COMES ON @ : _____ PSI	PUSH / PULL ACTIVATION @ : _____ PSI	
4 STOP READING START : _____ PSI END : _____ PSI		
TIRE READINGS		
TREAD DEPTH	TIRE PRESSURE	TREAD DEPTH
LF : _____ /32	_____ PSI	RF : _____ /32
LRI : _____ /32	_____ PSI	RRI : _____ /32
LRO : _____ /32	_____ PSI	RRO : _____ /32
BRAKES		
LINING THICKNESS	BRAKE THROWS	LINING THICKNESS
LF : _____ /32	_____ IN.	RF : _____ /32
LR : _____ /32	_____ IN.	RR : _____ /32
BRAKE STOPS		
FOOT BRAKE STOP : _____ FT	PARK BRAKE STOP : _____ FT	
COOLING SYSTEM		
ANTI FREEZE PROTECTION LEVEL: _____ (+/- DEGREES)	COOLANT SYSTEM INHIBITOR TEST RESULTS: _____	
SIGNATURES		
INSPECTED BY:	EMPLOYEE # :	DATE:
INSPECTED BY:	EMPLOYEE # :	DATE:
INSPECTED BY:	EMPLOYEE # :	DATE:
INSPECTED BY:	EMPLOYEE # :	DATE:
FOREMAN:	EMPLOYEE # :	DATE:

NJ TRANSIT MAINTENANCE DEPARTMENT

MINOR BUS INSPECTION GUIDE

GARAGE: _____

BUS NO: _____

DATE: _____

MILEAGE: _____

INSPECT AND ADJUST OR REPAIR WHERE FOUND NECESSARY ALL ITEMS LISTED ON ALL PAGES OF THIS FORM
USE SYMBOLS TO SHOW WORK DONE: I FOR INSPECTED R FOR REPAIRED AND N FOR NEEDS REPAIR
ALSO SHOW EMPLOYEE NUMBER WHO PERFORMED THE WORK

DESCRIPTION	WORK DONE	EMPLOYEE NUMBER
I. INTERIOR INSPECTION		
1. DEFECT CARD		
2. LICENSES - REGISTRATION - INSURANCE CARD - DOT STICKER		
3. DRIVER'S SEAT		
4. SUN VISORS		
5. TREADLE VALVES AND PEDAL PADS		
6. HORN		
7. EMERGENCY REFLECTORS - FIRE EXTINGUISHER - FIRST AID KIT - TEST AMEREX (IF APPLICABLE)		
8. DRIVER'S GAUGES AND CONTROLS - LOW AIR BUZZER AND LIGHT		
9. CLIMATE CONTROL - DEFROSTER OPERATION		
10. FARE COLLECTION SYSTEM - SPOTTER'S DISPLAY (IF APPLICABLE)		
11. ALL MIRRORS (CHECK REMOTE OPERATION IF APPLICABLE)		
12. STEERING PLAY - STEERING WHEEL		
13. FLOOR CONDITION (INCLUDING FLOOR HATCH COVERS)		
14. ALL INTERIOR LIGHTS AND SWITCHES (INCLUDING READING LIGHTS IF APPLICABLE)		
15. WINDOWS - ALL EMERGENCY EXITS - WINDSHIELDS		
16. PASSENGER SEATS - GRABHANDLES		
17. DOORS - OPERATION - SPEED - GLAZING - SENSITIVE EDGES		
18. CYCLE WHEELCHAIR LIFT AND KNEELER (CHECK BRAKE AND THROTTLE INTERLOCK OPERATION)		
19. GRAFFITI - CLEANLINESS - PEST INFESTATION - (LAVATORY IF APPLICABLE)		
20. CEILING PANELS (PACKAGE RACKS IF APPLICABLE)		
21. STANCHIONS - HANDRAILS		
22. PASSENGER SIGNAL - STOP REQUEST SIGN		
23. STEPS AND TREADS		
24. DECALS		
II. EXTERIOR INSPECTION		
1. WINDSHIELD WIPER OPERATION - ARMS - BLADES - WASHER FLUID		
2. FUEL TANK CAP - POPPET - CHAIN		
3. BODY COMPARTMENT DOORS - HINGES - LATCHES		
4. BUMPERS - FRONT / REAR		
5. BODY PANELS - REFLECTORS		
6. FENDER SKIRTS - RUBRAILS		
7. PAINT - LETTERING - DECALS		
8. ADVERTISING SIGN FRAMES (IF APPLICABLE)		
9. BATTERIES (CONDITION, VOLTAGE, WATER, CABLES) - HOLD DOWN - TRAY		
10. DESTINATION SIGN (FRONT - SIDE) - RUN NUMBER SIGN (FRONT - REAR) OPERATION - LIGHTS		
11. ALL EXTERIOR LIGHTS - MOUNTING - OPERATION - LENSES - VISIBILITY		
III. ENGINE INSPECTION		
1. ENGINE OIL LEVEL - EXAMINE OIL CONDITION FOR DILUTION OR CONTAMINATION		
2. TRANSMISSION OIL LEVEL - EXAMINE OIL CONDITION FOR CONTAMINATION		

DESCRIPTION	WORK DONE	EMPLOYEE NUMBER
III. ENGINE INSPECTION (CON'T)		
3. CHECK POWER STEERING FLUID LEVEL AND CONDITION		
4. INSPECT ENTIRE COOLING SYSTEM FOR LEAKS		
5. ENGINE MOUNTS		
6. ALL BELTS (CONDITION AND ALIGNMENT)		
7. AIR INTAKE DUCT - HOSES - CLAMPS - RESTRICTION GAUGE		
8. EXHAUST SYSTEM - MANIFOLD - CLAMPS - PIPES - CATALYTIC CONVERTER - MUFFLER		
9. ENGINE SENDING UNITS		
10. FUEL LINES (CHECK FOR LEAKS) - DRAIN WATER SEPERATOR IF EQUIPPED		
IV. CHASSIS INSPECTION		
1. SHOCK ABSORBERS - PINS - BUSHINGS		
2. CHECK FOR OIL LEAKS		
3. BRAKE LININGS - BRAKE DRUMS - MOUNTING HARDWARE (ADJUST IF NECESSARY)		
4. CHECK AIR SYSTEM FOR LEAKS		
5. SUSPENSION - CHECK LEVELING VALVES - BELLOWES FOR AIR LEAKS		
6. CHASSIS CROSSMEMBERS - MUD FLAPS - CHASSIS WELDS		
7. WHEELS - RE-TORQUE - TORQUE SEAL		
8. AXLE FLANGES - STUDS - GASKETS - HUBODOMETER		
9. FRONT AXLE (CHECK FOR FLUID LEAK IF APPLICABLE)		
10. DRIVE SHAFT - UNIVERSALS - SLIP JOINT - GUARD - SHIELD		
11. DRAG LINK TUBE - DRAG LINK ENDS - TIE ROD TUBE - TIE ROD ENDS		
12. RADIUS RODS - LATERAL RODS - BUSHINGS - SWAY BAR AND LINKS IF APPLICABLE		
13. CHECK TIRES FOR PREMATURE OR ABNORMAL WEAR (RECORD PRESSURE AND TREAD DEPTHS)		
14. DRAIN ALL AIR TANKS (INCLUDING THROTTLE TANK IF EQUIPED) - INSPECT CHECK VALVES		
INSPECTION COMMENTS		
TIRES		
TREAD DEPTH	TIRE PRESSURE	TREAD DEPTH
LF : ___/32	___ PSI	RF : ___/32
LRI : ___/32	___ PSI	RR : ___/32
LRO : ___/32	___ PSI	RRO : ___/32
L-TAG : ___/32	___ PSI (IF APPLICABLE)	R-TAG : ___/32
BRAKES		
LINING THICKNESS	BRAKE THROWS	LINING THICKNESS
LF : ___/32	___ . ___ IN.	RF : ___/32
LR : ___/32	___ . ___ IN.	RR : ___/32
L-TAG : ___/32	___ . ___ IN. (IF APPLICABLE)	R-TAG : ___/32
BRAKE STOPS		
FOOT BRAKE STOP : ___ FT	PARK BRAKE STOP : ___ FT	
SIGNATURES		
INSPECTED BY:	EMPLOYEE # :	DATE:
INSPECTED BY:	EMPLOYEE # :	DATE:
FOREMAN:	EMPLOYEE # :	DATE:



**TRANSPORTATION STANDARD OPERATING
PROCEDURES MANUAL**

SUBJECT: AMERICANS WITH DISABILITIES (ADA) COMPLIANCE			
ISSUED: November 23, 2004	EFFECTIVE: IMMEDIATELY	PROCEDURE NO: 98-005-01	SECTION: 01

PURPOSE: Compliance with ADA presents NJ TRANSIT with several unique challenges involving both personnel and equipment. The purpose of this procedure is to guide NJ TRANSIT's compliance efforts.

PROCEDURE:

I. Goals

A. Equipment

1. Insure that existing equipment is kept in the highest state of repair and reliability.

B. Personnel

1. Insure that all Bus Operating Personnel are trained and knowledgeable in their duties and responsibilities under ADA.
2. Insure that employees conduct their responsibilities in a professional and sensitive manner.

II. Compliance Oversight

A. Equipment

Each Garage Superintendent is directly responsible for equipment maintenance and repair. Additionally, The Quality Assurance Department will be responsible for conducting periodic audits of all NJ TRANSIT bus equipment. Audits will include function testing of all ADA equipment including Kneelers, Wheelchair Lifts, and the PA systems. Data collection, analysis and reporting will be within the purview of the QA Department. They will publish periodic reports to both locations and senior management. In-Service equipment failures will be reported to the Control Center, documented and published in a weekly tracking report.

B. Personnel

The Operational Safety, Operational Training, and Field Compliance

Departments will be responsible for conducting random follow-up rides and other activities aimed at establishing NJ TRANSIT’s compliance levels. Activities will include ADA service elements in the approximately 15,000 rides done yearly. Field Compliance will provide special ADA spotter service when needed to verify Operator ADA complaints. Additionally, Data collection and analysis of ADA related complaints will be accomplished by the Control Center and Customer Service.

III. Compliance Plan Activities

A. Accessible Equipment Allocations

The Directors of Maintenance are responsible for the allocation of buses within garages to insure that each location has adequate numbers of accessible buses to meet peak wheelchair requirements.

B. Assignment of Accessible Equipment to Routes

1. The actual assignment of buses to specific routes to meet peak wheelchair requirements is the responsibility of the Garage Supervisor (or designee) in Northern and Central Divisions. In the Southern Division, the Garage Superintendent (or designee) will assign equipment in such manner as to insure that all required service is provided. Compliance will be audited by the Control Center on a periodic basis.
2. All bus service is wheelchair accessible and is indicated as such by the universal wheelchair symbol on the front of the public timetable. There are a number of lines in the system that are 100% wheelchair equipped and in those case a reservation is not requested. On those lines that are less than 100% wheelchair equipped patrons are asked to reserve a wheelchair equipped bus to ensure availability. Additionally, while traveling into and out of the Port Authority Bus Terminal patrons are asked to make a reservation so that proper arrangements can be made for them to be dropped off/picked up at wheelchair accessible platforms.
3. When a reservation is made with the Transit Information Center, the Control Center will be notified, who in turn will provide notification to garage depot and mechanical staff.
4. In the event patrons have not made a wheelchair reservation the passenger is to be properly accommodated, and the Control Center is to be notified of the unscheduled pickup.

C. Reporting Defects with Accessible Equipment

Operators who experience problems with accessible equipment such as Wheelchair Lifts, Kneelers or PA Systems will report all such problems on their Bus Condition Report on return to the garage each day. In service failures will be called into the Control Center at once.

D. Reporting of all In-Service Problems

All in-service problems will be reported to the Control Center for inclusion in the CAD system. The Control Center will publish a weekly report listing all in service equipment failures by route, line, garage and operator.

E. Service Recovery

When for whatever reason accessible equipment malfunctions, or is not available, the Control Center will be responsible for service recovery. This includes the prompt dispatching of changeover buses or the dispatching of wheelchair accessible vans.

F. Employee Training

Initial Operator training includes ADA compliance. This includes roles, responsibilities, sensitivity and "hands on" qualification on all accessible equipment such as lifts and kneeler systems. New Operators must pass this Qualification Program by the Operational Training Department to become qualified. The effectiveness of the training is determined by use of a written and hands on test that all operators are required to pass. Scores of less than passing grade will result in the operator being counseled and retrained on any item that was incorrect. Students are retested to ensure they reach the passing grade requirement.

Refresher training for operators and maintenance staff is available on an ongoing basis in garage locations.

G. Receipt and Processing of Complaints

NJ TRANSIT takes its ADA responsibilities seriously. To insure complete compliance, ADA related complaints will be investigated.

1. All operator and service related complaints will be directed to the Director of Transportation. Each complaint will be investigated and analyzed for cause. Investigation will include the following steps:

- a) Interview with operator/witnesses.
- b) Verification of malfunctioning equipment on bus if applicable.
- c) Use of undercover riders and spotters when needed to verify problems.

2. Violations will be separated into two categories:

a) **Major ADA violations** shall include:

- (1) Failure to make ADA announcements
- (2) Failure to use the speak easy system or other related electronic devices
- (3) Failure to call the control center on all wheelchair pickups or attempted pickups

Each case of valid operator complaint will result in the following disciplinary steps. If the investigation of a complaint finds it to be a valid violation of ADA policy, the following discipline will be applied for Major ADA violations:

First offense	1-day suspension
Second offense	3-day suspension
Third offense	5-day suspension
Fourth offense	7-day-final warning
Fifth offense	up to and including discharge

b) **Severe ADA violations** shall include:

- (1) Not having the proper wheelchair lift key in operator possession
- (2) Failure to properly offer, use or operate a wheelchair lift or kneeler (including belts, seat placements, etc.)
- (3) Failure to make reasonable efforts to accommodate wheelchair passengers on board vehicles (loud announcements to vacate disabled seat)
- (4) Making false or misleading statements to ADA customers or false written or verbal statements regarding the availability or function ability of a lift or kneeler to include:

- (a) Bus is full

- (b) Lift is not working
- (c) Wait for the next bus
- (d) You need a reservation (when one is not needed)

(5) Bypassing a wheelchair lift customer or ADA customer with a walker at a bus stop

Each case of valid operator complaint will result in the following disciplinary steps. If the investigation of a complaint finds it to be a valid violation of ADA policy, the following discipline will be applied for Severe ADA violations:

First offense	1-day suspension
Second offense	3-day suspension
Third offense	5-day suspension
Fourth offense	7-day-final warning
Fifth offense	up to and including discharge

H. Auditing Operator Performance

The Field Compliance, Operational Safety, and Operational Training Departments will periodically monitor Operator performance. Activities will include spotter and follow-up rides to determine service delivery. Reports showing areas of deficiency will be sent to each garage as needed. Periodic reports showing overall system performance will be issued by each of these areas.

I. Special Compliance Auditing

Much ADA service related issues could only be evaluated under actual operation. To that end, Operations and the office of Special Services will jointly sponsor a "special" audit program. The program will involve having undercover spotters with real or simulated disabilities ride the system. Reports concerning operators and equipment will be obtained and used for corrective action. ADA policy violations found during "spotter" rides will be investigated and handled, if valid, in the same manner as complaints above.

Jim Gigantino
Acting Vice President & General Manager
Bus and Light Rail Operations

Date

Attachment E
Investigator Service Quality Performance Report

TO: Anthony Giannaci
FROM: Robert Dolci *e*
 Director, Quality Assurance
DATE: January 9, 2009
SUBJECT: 2008 QUALITY ASSURANCE AUDIT YEAR TO DATE RESULTS

Listed below are the results of audit activity performed by the Quality Assurance Section for CY08.

ADA

Garage	# Of Buses Inspected	# Of Buses With Lifts	# Of Lifts Inop	% Of Passing Lifts	# Of Kneeelers Inop	% Of Kneeelers Passing
Big Tree	126	126	0	100.0%	3	97.6%
Egg Harbor	157	157	1	99.4%	0	100.0%
Fairview	168	148	1	99.3%	1	99.4%
Greenville	210	168	0	100.0%	0	100.0%
Hamilton	137	137	0	100.0%	1	99.3%
Hilton	197	197	1	99.5%	1	99.5%
Howell	227	227	9	96.0%	3	98.7%
Ironbound	196	196	0	100.0%	0	100.0%
Market St.	197	196	5	97.4%	0	100.0%
Meadowlands	237	210	4	98.1%	1	99.6%
Newton Ave.	170	142	6	95.8%	0	100.0%
Oradell	192	192	2	99.0%	2	99.0%
Orange	211	211	2	99.1%	0	100.0%
Wash. Twp.	137	81	0	100.0%	0	100.0%
Wayne	205	205	2	99.0%	3	98.5%
Total	2767	2593	33	98.7%	15	99.5%

"B" CLEAN

Garage	# Of Buses Inspected	# Of Buses Failed	% Passing
Big Tree	132	8	93.9%
Egg Harbor	145	3	97.9%
Fairview	216	0	100.0%
Greenville	182	3	98.4%
Hamilton	155	5	96.8%
Hilton	203	1	99.5%
Howell	154	10	93.5%
Ironbound	170	6	96.5%
Market St.	164	4	97.6%
Meadowlands	150	5	96.7%
Newton Ave.	154	3	98.1%
Oradell	241	13	94.6%
Orange	261	1	99.6%
Wash. Twp.	146	2	98.6%
Wayne	207	10	95.2%
Total	2680	74	97.2%

**NIGHTLY
CLEAN**

Garage	# Of Buses Inspected	# Of Buses Failed	% Passing
Big Tree	80	7	91.2%
Egg Harbor	110	4	96.4%
Fairview	145	0	100.0%
Greenville	171	6	96.5%
Hamilton	80	0	100.0%
Hilton	160	1	99.4%
Howell	188	9	95.2%
Ironbound	166	0	100.0%
Market St.	156	3	98.1%
Meadowlands	221	15	93.2%
Newton Ave.	116	0	100.0%
Oradell	281	56	80.1%
Orange	165	0	100.0%
Wash. Twp.	122	3	97.5%
Wayne	205	0	100.0%
Total	2366	104	95.6%

PM&I

Garage	# Of Buses Inspected	# Of Safety Defects	Total # Of Defects	# Of Defects Per Bus
Big Tree	6	2	8	1.3
Egg Harbor	5	1	5	1.0
Fairview	10	3	16	1.6
Greenville	10	8	34	3.4
Hamilton	2	0	6	3.0
Hilton	5	0	5	1.0
Howell	10	5	27	2.7
Ironbound	7	2	18	2.6
Market St.	17	9	35	2.1
Meadowlands	14	10	59	4.2
Newton Ave.	7	5	20	2.9
Oradell	21	5	50	2.4
Orange	8	2	12	1.5
Wash. Twp.	5	6	14	2.8
Wayne	16	2	26	1.6
Total	143	60	335	2.3

**SENSITIVE
EDGE**

Garage	# Of Buses Inspected	# Of Buses Failed	% Of Buses Passing
Big Tree	111	4	96.4%
Egg Harbor	97	1	99.0%
Fairview	131	2	98.5%
Greenville	190	2	98.9%
Hamilton	137	4	97.1%
Hilton	184	11	94.0%
Ironbound	118	2	98.3%
Market St.	153	3	98.0%
Meadowlands	149	5	96.6%
Newton Ave.	108	5	95.4%
Orange	222	7	96.8%
Wash. Twp.	99	4	96.0%
Total	1699	50	97.1%

**SERVICE
LANE**

Garage	# Of Buses Inspected	# Of Buses With Defects Not Recorded	See Note Below
Big Tree	90	14	84.4%
Egg Harbor	90	8	91.1%
Fairview	145	29	80.0%
Greenville	171	54	68.4%
Hamilton	80	18	77.5%
Hilton	160	20	87.5%
Howell	157	16	89.8%
Ironbound	166	26	84.3%
Market	156	15	90.4%
Meadowlands	223	44	80.3%
Newton	98	21	78.6%
Oradell	261	55	78.9%
Orange	165	17	89.7%
Wash. Twp.	104	14	86.5%
Wayne	205	19	90.7%
Total	2271	370	83.7%

Note: Indicates percentage of buses w/no defects or defects recorded

**PM&I
RECORDS**

Garage	# Of Inspections Audited	# Of On Time Inspections	# Of Late Inspections	% Of On Time Inspections
Big Tree	75	62	13	82.7%
Egg Harbor	183	165	18	90.2%
Fairview	72	72	0	100.0%
Greenville	90	89	1	98.9%
Hamilton	67	66	1	98.5%
Hilton	112	111	1	99.1%
Howell	217	216	1	99.5%
Ironbound	180	169	11	93.9%
Market St.	118	107	11	90.7%
Meadowlands	112	108	4	96.4%
Newton Ave.	148	143	5	96.6%
Oradell	200	200	0	100.0%
Orange	109	107	2	98.2%
Wash. Twp.	237	233	4	98.3%
Wayne	165	165	0	100.0%
Total	2085	2013	72	96.5%

**"B" CLEAN
RECORDS**

Garage	# Of B-Cleans Audited	# Of On Time B-Cleans	# Of Late B-Cleans	% Of On Time B-Cleans
Big Tree	73	62	11	84.9%
Egg Harbor	132	131	1	99.2%
Fairview	113	113	0	100.0%
Greenville	93	93	0	100.0%
Hamilton	85	81	4	95.3%
Hilton	151	143	8	94.7%
Howell	112	106	6	94.6%
Ironbound	131	118	13	90.1%
Market St.	126	111	15	88.1%
Meadowlands	127	114	13	89.8%
Newton Ave.	154	154	0	100.0%
Oradell	147	136	11	92.5%
Orange	151	150	1	99.3%
Wash. Twp.	139	139	0	100.0%
Wayne	108	108	0	100.0%
Total	1842	1759	83	95.5%

HVAC SYSTEM EVALUATION

Garage	# Of Buses Inspected	# Of Defects	Comments
Big Tree	10	3	1-Defroster knob missing 1-Defroster Inop 1-Defroster cable stuck
Egg Harbor	5	0	
Fairview	15	0	
Greenville	7	0	
Hamilton	*	*	*
Hilton	3	0	
Howell	5	0	
Ironbound	10	3	3-Parcel rack inop
Market	15	4	2-Belt worn 1-Evaporator filter dirty 1-Parcel rack filters dirty
Meadowlands	10	7	3-Compressor leak 4-Evaporator filter dirty
Newton	5	0	
Oradell	10	4	4-Lines leaking
Orange	6	0	
Wash. Twp.	5	3	1-Compressor leaking 1-Parcel rack inop 1-Line damaged
Wayne	20	3	2-Parcel rack filters dirty 1-Parcel rack inop
Total	126	27	

*Note: Hamilton's results were provided in the Facility Audit Report dated 7/7/08.

A/C CERTIFICATION

Garage	COMMENTS
Big Tree	All certification requirements were met
Egg Harbor	All certification requirements were met
Fairview	No certification for 134A at the time of audit Awaiting test results from certification exam.
Greenville	All certification requirements were met
Hamilton	Although all certification requirements were met, records binder was not updated at time of audit.
Hilton	All certification requirements were met
Howell	All certification requirements were met
Ironbound	All certification requirements were met
Market St.	All certification requirements were met
Meadowlands	All certification requirements were met
Newton Ave.	All certification requirements were met
Oradell	All certification requirements were met
Orange	All certification requirements were met
Wash. Twp.	All certification requirements were met
Wayne	All certification requirements were met

C: J. Gigantino S. Wrobel J. LaSala
R. Paprocka G. Krajewski Garage Superintendants

Attachment F
Bus Condition Report

FY09 BUS ACCESSIBILITY REPORT

Contact Name	Phone	Email	Origin	Destination	Bus Route	Run Number	Bus Garage / Line	Description	OR Number	Created Date	Reply Date	Responder	Answer
Raymond Estrada	(321) 229-7452		Broad & Market, Newark	Chester & Broadway, Newark	013 - Broad Street, Clinton Avenue		Central: Big Tree Garage	Caller states that this African American male operator refused to pick him up at this locaiton. Caller states that he made l contact with the operator and told him that he wanted his bus and the operator boarded other passengers and and simply closed the doors and kept going without boarding him in his wheelchair. Caller states that the next bus boarded him without incident. Caller states that this operator's name is A. Holder on bus #9523.	080707-Q72073	07/07/08	07/07/08	MBW	Operator M. Gregory (#40782). Customer Service sent this to the garage after 72 hours had elapsed. No violations found. Two undercover rides conducted on 7/14. No violations. ADA class pending.
Karen Cariola	(973) 484-5874		Broad & Market, Newark	Newark	013 - Broad Street, Clinton Avenue		Central: Big Tree Garage	Customer is in a wheelchair. She was in front of the crowd at Broad & Market, Newark going towards North Newark. She told the operator she wanted to board. He let all of the other customers get on the bus, then he told customer he could not take her because the bus was too crowded. She describes operator as heavvset. African American male.	080723-Q73730	07/23/08	07/24/08	cw	Operator M. Stokes (#47168): 1D suspension. Undercover ride on 7/30/09. No violations found. ADA class on 11/13/08.
Raymond Estrada	(321) 229-7452		Broad & Market, Newark	Chester & Broad, Newark	013 - Broad Street, Clinton Avenue		Central: Big Tree Garage	Caller states that he was at this location and two buses pulled up to the stop. Neither bus wanted to board him. Caller states that the first bus was a female operator, but she was already departing from the stop, but the second guy, moved into the left lane and shook his finger at him just to avoid him and kept going. Customer states that he calls all the time about things like this and it's becoming increasingly frustrating to travel in a wheelchair.	080728-Q74132	07/28/08	07/29/08	mbw	Operator B. Rogers (#47900): No action. Bus #9520 already had two ADA passengers on board as noted in C/C and GCS. ADA class not required. No rides scheduled.
Dorothy Holland	(973) 923-0132		Newark	Irvington	039 - Chancellor Avenue, Kearny Avenue		Central: Big Tree Garage	Customer says as she was exiting the bus, she noticed a customer in a wheelchair was not secured in place by seatbelts. The customer's chair was rolling and she was trying to hold it steady by holding onto the window ledge.	081021-Q79643	10/21/08	10/21/08	Steven Rubin	Operator A. Rosario (#49680): Complainant did not know that ADA passengers can choose not to wear the chest restraint. In this case, the ADA person's wheelchair was properly anchored to the floor with floor straps. No violation. No action. Undercover rides on 10/28/08 and 10/29/08. No violations found.
Elizabeth McGrady	973-484-7951	mizzliz07104@yahoo.com	7th Avenue @ Broaway	Broad & Hill Streets	013 - Broad Street, Clinton Avenue		Central: Big Tree Garage	A paassenger in a wheelchair tried to catch the 13 going to Broad & Market Street traveleing southbound.Your driver stopped, let the paassenger on the chair lift and then told the passenger to catch the next bus because he was full. This is not good customer service, especially for a wheelchair bound customer What is your policy towards disabled passengers? Is you policy ADA complaint? I await your reply.	090504-Q89925	05/04/09	05/04/09	Steven Rubin	Operator J. Campbell (#34858): 3D suspension. Two undercover rides on 5/5/09. No violations found.
Thomas Brannigan	2019916169		Belleville Tpke/Chestnut St (North Arlington)	Newark	040 - Kearny, Jersey Gardens	6	Central: Big Tree Garage	ADA customer complains that he always boards the bus at Belleville Tpke/Chestnut St (North Arlington) to travel to Newark, but this day the driver waved at him, shaking his head no and kept going. Customer statest hat as a result it was very difficult for him to get home. Follow-up comunication requested and reprimand/redirection for driver.	090528-Q91100	05/28/09	05/28/09	Steven Rubin	Operator R. Hughes (#32410): Lack of information/inconclusive. No action. Undercover rides on 6/1 and 6/2/09. No violations found. ADA class on 8/19/09.
Joann Ortiz	(201) 467-9279	ortiz_joannortiz@yahoo.com	Ridge, Abbot place - N. Arlington	Hackensack	076 - Newark - Hackensack		Central: Big Tree Garage	According to Ms. Ortiz, she flagged the bus down for it to stop for her and her mother, who is disabled, the bus saw her and kep going. She claims to have had to wait 2 hours for another bus and that shouldn't have happened because her mother again is disabled. The bus was also late, scheduled for 9:39, but didn't come through until 9:50.	090601-Q91295	06/01/09	06/01/09	Steven Rubin	Operator A. Salaam (#47368): Lack of informatin/inconvlusive. No action. No undercover ride(s). ADA class not required.
Shetima Garuba	(862) 205-7091		38th Street & Springfield Ave., Irvington	Irvington Terminal	025 - Springfield Avenue		Central: Hilton Garage	Caller states that he is bound to a wheelchair and was at the stop along with the other passengers. When they boarded the bus, the operator closed the doors and pulled off. Caller states that this was a 2862 or 2682 bus number.	080721-Q73401	07/21/08	07/21/08	MBW	Lack of information/inconclusive. (Complainant provided incorrect bus number; unable to describe operator.)

Paulette Williams	(973) 371-8190		Newark-Westend Ave & 18th Ave	NPS	001 - Newark		Central: Hilton Garage	The customer states she was waiting for the route 1 bus that was due at Westend Ave at 6:49 am. The bus never showed up. A passenger seen the operator at the Ivy Hill stop and he told her that he was taken off the route 1 and had to cover the 107 bus, because someone didn't come in. The customer is disabled and relies on the bus; she says it's the only bus she can take. She can't get around and transfer from bus to bus like other people; it's her only option. Why would the time slot be eliminated at that time when the service operates hourly?	080820-Q76167	08/20/08	08/20/08	MBW	Work cut due to extensive call-outs and resultant manpower shortages.
Patricia Floyd	(862) 220-7022 c		Springfield & Nye, Irvington	Newark	025 - Springfield Avenue		Central: Hilton Garage	A 25 bus came and the operator told Ms. Floyd that his lift didn't work to be able to get her mother on the bus. He waited until the next one came. Ms. Floyd didn't know that was the law and appreciated the operator's actions. The next bus came, vehicle 1465 but the operator didn't pull over to the curb. Instead, he lowered the lift when the bus was in the outer lane, putting her mother in harm's way because cars could travel in the curb lane. She felt he was extremely reckless in his attitude and performance and jeopardized her mother's safety for his laziness. She is requesting a call back.	080910-Q77486	09/10/08	09/10/08	Don Steele	Operator R. Johnson (#26893): Failed to properly curb bus but pick-up was made; reinstructed. ADA class on 6/26/08. Undercover rides on 8/27/08 and 9/9/08. No violations found.
Kareem Taylor	(973) 280-4493		NPS	Ivy Hill Newark	001 - Newark		Central: Hilton Garage	Caller is in a wheel chair, went to the back of the bus to board with his wheel chair. He said the driver saw him. She did not board him, drove away.	080916-Q77753	09/16/08	09/16/08	Donald Steele	Operator C. Lumford (#24354): Passenger stated the driver was female but assigned driver of the subject run (Lumbord) is male.
Edward Andrews	973-757-0431	tobush@verizon.net	broad st and west kinney newark nj	16 and avon ave	070 - Newark - Livingston Mall		Central: Hilton Garage	it was raining a lady was in a wheelchair the bus didnt stop. myself and others were also waiting. the lady in the wheel chair was all wet and crying that driver sped by so fast he even wet up people who were waiting. i ran after the bus he had a red light and then as i got to the bus the bus hurried off. this happens so frequently on the 70 bus route sometimes you see 3 buses at once and then none for an hour. something needs to be done. the bus number was 1452 going to livingston mall this incident happemed at 9:50 am at broad and west kinney st. the 70 is the worst bus to wait for no matter where you are its always late and always passes stops where people are. you have to stand in the street to stop a bus. this is sad and i feel sorry for the handicapped people who are left waiting and hoping the next bus will stop. next time i will tape this on my cell phone and get channel 7 on my side. you have to flag a bus down like a taxi! this does not make any since especially in newark nj	080926-Q78357	09/26/08	10/03/08	LQ	Operator N. Henderson (#348490): Third party complaint. Unable to verify details. No discipline. ADA class on 6/26/08. Undercover rides on 1/6/09 and 1/16/09. No violations found.Q7
Paul Soda	(973) 991-6712		Canoe Road, Short Hills Mall	Maplewood	070 - Newark - Livingston Mall	12	Central: Hilton Garage	Caller states that the caller was waiting at the stop along with a wheelchair passenger. The operator pulled up, boarded all the standing passengers in line and was about to leave the passenger in the wheelchair. It wasn't until all the passengers said something to him that he stopped to board the person in the wheelchair. Caller states that he had to help the woman in the wheelchair by folding up her chair and helping her onto the bus, while the operator simply sat there and not saying anything. The caller decided to board the next bus because he didn't want to get into it with this operator because his actions this time were way beyond poor and unprofessional. Caller states that it's always something with this guy and someone needs to watch him closer.	081120-Q81448	11/20/08	11/21/08	Don Steele	Third party complainant. Call placed to Mr. Soda requesting additional information; no calls returned.

Sandra Kelley	(973) 454-4677		Branford Pl & Broad St.	Irvington	070 - Newark - Livingston Mall		Central: Hilton Garage	Customer observed operator refusing to pick up a wheel chair passenger. The customer asked the operator to lower the lift and she replied that it's the first of the month and she can't deal with this (whatever that means). "You'll have to wait for another bus. Customer also observed operator talking nasty and putting someone off the bus.	081202-Q81887	12/02/08	12/04/08	Don Steele	Unable to identify driver.
Curtis Walker		r_jefferson@p atmedia.net	Irvington Center	Newark	070 - Newark - Livingston Mall		Central: Hilton Garage	Caller said his grandmother was in a wheelchair and the driver would not board them. Caller is saying the driver could have lowed the chair lift but would not. Driver told the caller to take the next bus and gave him 2 transfer that other passengers gave the driver, because the caller put money into the fare box. Caller used those transfers on bus13	081204-Q82064	12/04/08	12/05/08	Don Steele	Complainant (Walker) never returned calls or e-mails.
Lavon Smith	(973) 643-7227				025 - Go Bus		Central: Hilton Garage	Customer is taking bus 3# 25 with her son is in a wheel chair. At 3:11 she approached bus # 1483 and the driver told her that he could not take her and to wait for the next bus.	081205-Q82136	12/05/08	12/06/08	Don Steele	Complainant (Smith) never returned calls.
Regina Johnson		(201) 434-3809	Market & Alling		001 - Newark		Central: Hilton Garage	Customer states that she was trying to get on the # 1 bus, departing from Market and Alling at 12:54pm, she put out her hand for the driver to stop. The driver pulled up and let everone get in fron of her. Then she pulled off and would not let the passenger get on . customer is in a wheelchair and said that this happend quite often with the # 1bus.					Additional information needed
Edward Chisone	(973) 573-8357		Springfield Ave. & William Street, Newak	Springfield Ave. & 21st Street, Irvington	025 - Go Bus	07	Central: Hilton Garage	Customer states that he is in a wheelchair and the operators of the buses are making excusses not to pick him up. The customer asked the operator if he could allow him to board, and the operator first told him he was full. The customer then told him that he could see on the bus and there was lots of room, then the male operator told him he was running late and pulled off leaving the customer there at the stop. Then, on 3/20/09 @ 12:50 p.m. the customer was waiting for the route #70 bus on the corner of Broad Street and Hill Street, in Newark with the expectation of traveling to Springfield Ave. & Grove Street, in Irvington. The operator of that bus was an African American Female. The operator passed him by as he was flagging for her to stop. Customer indicates that he was at the stop when the bus arrived, but to no avail.	090326-Q87819	03/26/09	03/26/09	Rat	No action taken. Chisone stated that operator was a female but the assigned operator was a male.
Benelia Morales	8622393515		7th Ave/Cutler (Newark Colanades)	PABT	108 - Newark - New York		Central: Hilton Garage	Customer complains that on most occasions she cannot ride the #108 bus because the W/C lifts are not operational or in her recent trip literally fell off the bus when the driver attempted to use it. She is reliant on this bus to get to her doctor appointments and needs accommodations. The Supervisor at PABT apologized to her and offered her complimentary tickets which she said was very thoughtful. Her main concern is to restore accessibility, not only on this bus but all services. She is also requesting all the information so she will be able to determine what services she is able to traveling on....rail and bus.	090430-Q89805	04/30/09	05/01/09	Don Steele	The 108 experienced lift failures twice in the past month; neither the fault of the operator. Bus #3774 (defective height control link) and Bus #3776 (defective sensor edge mount); both repaired.

Jacqueline Cardona	718-313-3927	j_cardona777@yahoo.com	Beth Israel Hospital (Newark)12:57am	Elizabeth/Meeker (Newark)	107 - Irvington - New York	10	Central: Hilton Garage	Customer complains that she and her ADA relative (aunt) boarded the #107 bus at Beth Israel Hospital to travel to Elizabeth and Meeker (Newark). When she informed the driver that her aunt would also be traveling the bus, he began to swear at them because he did not want to pick up a wheelchair passenger, especially since it was a motorized chair. She alleges that he further stated that she would roll her way home instead of bothering him(using profanity). Meanwhile a young lady was sitting on his lap and his friend was sitting in the front seat smoking. She was apprehensive in boarding the bus because she knew it was going to be trouble, but since it was the last bus, she had no other choice. She nor her aunt was in no condition to travel at 1 am just to avoid him. He eventually went to the back door and her aunt put out her cigarette. He yelled at her again telling her she can't smoke, which she responded, she put it out already. He proceeded to the front of the bus and she presented a 2-zone pass for her fare, and noticed that her aunt	090508-Q90234	05/08/09	05/11/09	Basvrat	Invalid complaint. Operator stated that wheelchair-bound customer boarded bus with her niece but refused to pay and then starting smoking on the bus. When the operator told her that she could not smoke on the bus, the niece began to threaten the operator but both exited the bus before the police arrived. (Operator called Control Center; completed an occurrence report and secured four witness statements, two of whom the supervisor interviewed and both confirmed the operator's version of this incident.)
Virginia Berry		(973) 751-2136	Washington Avenue & Little St	To Nutley/Belleville/Clifton	013 - Broad Street, Clinton Avenue		Central: Hilton Garage	Ms. Berry said that the 13 N the 7:37 am from Washington Avenue and Little Street in Belleville to Franklin Avenue and Centre Street in Nutley came 10 minutes late and the driver almost drove by her without picking her up; she had to make him stop for her. Ms. Berry said that the driver's ID 48998 bus #9529. Ms. Berry wants to know if NJ TRANSIT has a problem with the disabled because this is not the first time that this has happened and she has made a complaint before.					Pickup was successfully made.
LOURDES RIVERA		lriviera51670@msn.com	ALDRIDGE PARKING RIDE	EXCHANGE PLACE	064 - Lakewood Jersey City		Central: Howell Garage	ON SEVERAL OCCASIONS THE BUS DRIVER OF HAS NOT FOLLOWED THE HANDICAP LAWS , THERE IS A YOUNG MAN WHO IS ON A WHEEL CHAIR THAT GETS ON THE 64N EVERY MORNING AND THE BUS DRIVER EITHER TELLS HIM HE HAS NO SET ON THE BUS AND ITS A LIE OR WHEN THE YOUNG MAN GETS ON THE BUS THE PERSON SITTING IN THE FRONT SET WON'T MOVE AND THE BUS DRIVER WONT TELL THE LADY TO MOVE , WE RECENTLY FOUND OUT THE REASON HE WONT TELL HER TO MOVE IS BECAUSE SHE IS HIS PARTNER, SHE WONT LET ANYONE SET NEXT TO HER SHE PUTS HER PURSE ON THE CHAIR AND WHEN SOMEONE TELL HER SOMETHING SHE IGNORES THEM . WHEN THE OTHER PASSANGERS COMPLAIN TO THE BUS DRIVER HE WONT SAY ANYTHING TO HER. TODAY HE TOOK THE YOUNG MANS WHEEL CHAIR AND THROW IT IN COMPARTMENT WHEN HE WENT TO TAKE IT OUT HE COULDN'T REACH IT AND HE HIT HIS HEAD ON THE BUS TRYING TO GET THE CHAIR OUT. THE YOUNG MAN HAS TO WORK JUST LIKE ALL OF US AND SHOULD NOT BE DISCRIMINATED ON BECAUSE OF HIS DISABILITIES. NEXT TIME IT HAPPENS I WILL REFFER THE YOUNG MAY TO MY LAW TO HANDLE THE MATTER. THE BUS DRIVERS EMPLOYEE ID # IS 30244 THANK YOU MRS. R	080718-Q73316	07/18/08	07/24/08	Alan Shultis	Operator E. Bischoff (#30244): Supervisor observed operator at Aldridge Park & Ride on numerous occasions; no violations found. Undercover ride on 10/24/08; no reported violations. ADA class on 10/6/08.
Evelyn Pagan	(908) 966-5319		Newark Airport	Lakewood	067 - Toms River-Lakewood-Newark		Central: Howell Garage	Run# _2:20PM _Bus #67 _#9037 _Newark Airport to Lakewood: customer said the Operator let other customers on first. Then refused to allow "Wheelchair person get on because bus was full. CTICGLH	080804-Q74656	08/04/08	08/07/08	Alan Shultis	Operator J. Saint Surin (#48070): 1D suspension for ADA violation. ADA class on 8/12/08.

Miguel Cintron	(732) 442-6387 h		Exchange Place	Old Bridge	064 - Lakewood Jersey City		Central: Howell Garage	Mr. Cintron's son is in a wheelchair and travels by himself. There was a different operator on 9/22 and was unfamiliar with how the young man travels. Before he could say anything to the operator, the bus pulled off leaving him behind. His son waits for everyone to board and then the former operator would come off to put the wheelchair in the underneath storage. The young man can get up the stairs by himself. The operator on 9/22 pulled off leaving him at the stop before he could ask for that kind of assistance.	080923-Q78128	09/23/08	09/25/08	Alan Shultis	Operator G. Gasford Clarke (#25936): 1D suspension for ADA violation. ADA class on 11/12/08.
John Portelli	(732) 269-3076		Toms River	PABT	137 - Toms River - New York		Central: Howell Garage	Caller, he reserved the trip, is in a wheelchair. The bus driver was having problems with the lift, finally he figured how to operate it and caller was able to board. On his return trip on bus 137, #7031 from PABT at 3:30 PM. It took 4 employees to figure how the lift worked. After he boarded, driver was not able to secure his wheel chair properly and he kept moving back and forth when the bus stopped. Mr Portelli believes NJT should retrain their bus employee how the lift works.	090116-Q84107	01/16/09	01/16/09	R. Gilligan	Operator A. Murray (#22737) - i.e., "first pick-up": Mechanic arrived/repared key cylinder malfunction on Bus #8249; trip continued late. Operator P. Saiw (#41891) - i.e., "second pick up": Operator needed assistance on lift procedures; violation issued; ADA class on 2/10/09.
Alice Blenman	(908) 926-2451		Grove & Elmora, Elizabeth		059 - Plainfield, Newark		Central: Ironbound Garage	Caller states she and her mother-in-law boarded the bus, and her mother-in-law is in a wheelchair. The operator refused to instruct her on what to do and she had to hold on to her mother's wheelchair while they rode, as the operator did not strap her in and the caller didn't know how. Another passenger had to help her position the wheelchair so that they could exit; the operator did not help with this either. When the caller asked for assistance, the operator told her that SHE needs training on how to board with a wheelchair. This was her first time.	080715-Q72919	07/15/08	07/15/08	SGG	Bus is assigned to Greenville and was in revenue service at the time on the #43 line.
Ronald Dimura	(732) 469-8130	hjorchestra@yahoo.com	Union (At Krausers Food Store)	PABT	114 - Bridgewater - New York		Central: Ironbound Garage	Customer states - "I am a disabled customer who is constantly bypassed by the bus operators. On Saturday, I was bypassed by the scheduled 9am 114 bus to the PABT. I was at Krauser's on Vosler & 28 in Union. The driver saw me and completely bypassed me. I lost \$200.00 on this day because I had studio time scheduled and lost it. The driver saw me and completely ignored me. This is becoming inexcusable and personal." According to time stated by customer for specified date; it is either run 4 or 5 on the 114	080715-Q72869	07/15/08	07/16/08	SGG	Regular operator was reassigned and complainant had problems in the past with the replacement operator who was placed on notice. No action taken (male operator; not a female operator).
Ronald Dimura	(732) 469-8130	hjorchestra@yahoo.com	PABT	UNION	114 - Bridgewater - New York	13	Central: Ironbound Garage	Customer States - I was once again bypassed but this time at the PABT. It was the scheduled 9pm bus from the Port Authority bus terminal and this has to stop. I was waiting for the 114 bus as directed and the driver completely bypassed me. The driver was later called by a supervisor and returned to pick me up. I will be forced to call the ADA regarding these matters. I am being bypassed to regularly.	080715-Q72881	07/15/08	07/15/08	SGG	Reservations are required for PABT pick-ups and made at Gate 421 vs. the regular gate (#222). Operator was unaware of reservation but was instructed by Terminal Supervisor Perez to make pick-up. C/C North; TIC; and C/C South had no record of 7/12/08 reservation but on 7/16/08 it was learned that this complaint was invalid. (Dimura filed his complaint in connection with an incident at 9:00AM - Case # 00272209.)

Emery Fekete	(908) 393-4651	emery555@cs.com	New York	Bridgewater	114 - Bridgewater - New York		Central: Ironbound Garage	I am writing to bring to your attention the lack of concern and ability to meet the travel needs of those being dissabled because these drivers in question either do not know how to operate the ramp/lift in order to carry needed wheel chairs or scooters. I am refering to 2/ 114 buses to bridgewater. The first was on Main and Grove in Somerville at 1:09PM and I was waiting at Mountain Ave and W Main St. bus stop. There the bus stopped and let 1 passenger debus and then closed its door and passed right in front of me as I was waving to stop. After t his I had to wait until the next 114 at 2:04PM eta at Grove and Main St. in the hot sun and got to Mountain and West Main St at about 2:10pm at which time the driver tried very hard to move the seat and get the ramp out. After about 15-20 minutes the ramp finally lifted me nwith my scooter on board. I wish this was all for this day but I had to make a return trip home which I thought would be much faster and easier. Not a chance, As I left Bloomingdales I saw the 4:18pm 114 and asked the driver to take me back She	080804-Q74734	08/04/08	08/06/08	Steve Rubin	Operator Camino #46204 was identified as the 1:09 PM scheduled bus operator and a hearing has been scheduled. Operator Thompkins-Sanchez #30999 was identified as the 4:15PM scheduled bus operator and a hearing has been scheduled. However,if an ADA passenger arrives late and the bus is loading, the operator can only ask passengers to vacate/defer their seat to the disabled passenger but+Q37 they cannot be forced to do so. The ADA passenger will then be accommodated first on the follower bus.)
B. Kamara		bkamara70@aol.com	New York City Port Authority (Gate 302)	New Jersey	116 - Perth Amboy - New York		Central: Ironbound Garage	I am an Executive Agency Counsel for the NYC Transit Authority- represent management in labor and employment law matters in federal and state courts. I write to bring to your attention an exchange between a NJT Dispatcher (heavy set African-American man) and a wheelchair bound passenger that I witnessed yesterday. The passenger, who was ahead of me on the line, asked the dispatcher for help boarding the bus. The Dispatcher's response was that he was not going to do so because there were passengers already seated on the area of the bus that is reserved for wheelchairs. There were about 30 passengers on the bus at that time. I am sure any passenger that was already seated on that area would have gladly moved to another seat if asked. Besides, all the Dispatcher had to do was point out to those passengers that the area was reserved for wheelchairs. In any case, when the passenger expressed that he would really like to get home, the Dispatcher maintained that it was "too much work" because people dont like getting up and that the passenger should wait for the 8:15 pm bus. The passeng	080811-Q75319	08/11/08	08/13/08	Jeff Diamond	If an ADA passenger arrives late and the bus is loading, the operator can only ask passengers to vacate their seat to the disabled passenger but they cannot be forced to do so. The ADA passenger will then be accommodated first on the follower bus.
Ronald Dimura	(732) 469-8130	hjorchestra@yahoo.com	PABT	Union	114 - Bridgewater - New York	12	Central: Ironbound Garage	The commuter Mr. Dimura who is handicap, stated that he is tired of the operator of route 114 degrading him every time he get on the bus with her. Sometimes he does not need help to put his shopping cart on the bus; other times he does because he has arthritis. On 8.03.08, the operator went up to the 4th floor handicap level and put up the handicap seat. When she saw Dimura open the luggage compartment to put in his shopping cart, she starting giving him lip. This is not her first time and he is tired of complaining about her. He is a paying passenger and should not be disrespected because of his condition.	080806-Q75003	08/06/08	08/07/08	Steven Rubin	1D suspension; attended one-day ADA class.

Louis Hoffman	(201) 616-8623	louishoffma@gmail.com	Bridgewater Commons Mall	Union Ave. & Washington St. Bound Brook	114 - Bridgewater - New York	1	Central: Ironbound Garage	To whom it may concern, I am a Travel Instructor with NJ TIP, I am also forwarding this email directly to Ed Hoff. Today I was teaching my client to back and fourth from Raritan Valley Community College. I made a reservation two days ago for a trip on tuesday and a trip today on the 114 bus. The trip on tuesday was slow but the driver was courteous and wonderful I will be writing him a commendation after seeing the operator today. We saw the bus sitting farther back from the bus stop and figured we would give the operator a head start to get Sofia on the bus if he wanted to. He came out and we saw him around 10:35 and I asked him if he would like to let her on early. He told me that this lift was very difficult to use and we should wait for another bus. I told him that this was his job and he needed to let her on because this was our only way home. He agreed and started pulling the whole luggage hatch open instead of the cassette lift opening. I told him that this was the wrong way and I told him to move the bus up so she would fit on. He did not agree but he	080814-Q75740	08/14/08	08/15/08	Steven Rubin	1D suspension.
Sofie Brenes		(908) 655-6929	Bridgewater Mall	Bound Brook	114 - Bridgewater - New York		Central: Ironbound Garage	Ms. Brenes said the bus needs repairs to the wheelchair area. She said there was only one strap to tie down her wheelchair. The seats that fold up to accommodate the wheelchair would not stay clicked back and she was afraid they would fall on her or her chair if the bus stopped quickly or made a sharp turn. Ms. Brenes said, as it is now, this bus wouldn't pass the ADA specifications.					Referred to Maintenance Department for inspection and repair.
Mary Zonana	(732) 513-0152		970 Braod Street	NPS	062 - Newark, Woodbridge, Perth Amboy		Central: Ironbound Garage	At approximately 3:30 pm at 970 Broad Street (Federal Bldg). an ADA customer wanted to board the bus. The bus operator told her that if she put the lift down she can't get it back up and she should wait for the next bus.	081203-Q82007	12/03/08	12/05/08	CWF	Customer was adamant that operator should not be reprimanded for this bus failure. (She could not recall if operator had actually deployed the lift but insisted that it was an equipment [vs. operator] error.)
Joyce Parr	(908) 722-4254		1 Mountan ave Somerville	Bridgewater Mall	114 - Bridgewater - New York		Central: Ironbound Garage	Ms Parr is calling for one of the residence at her complex. She said the driver asked Mr. Emery Sekefe if he wanted to board the bus, he said yes.The driver closed the door and drove way. She did not have a driver or bus ID. Mr. Sekefe is in a wheel chair. Mr. Sekefe said this is the same driver who did this once before. He believes the driver does not want to board him because of his wheel chair.	081210-Q82360	12/10/08	12/12/08	CWF	Based on the time listed, it could have been 4/114 but the complainant failed to return our calls for additional information.
Sofia Brenef	(908) 655-6929		Vosseller Ave. & Route 28, Boundbrook	Bridgewater Commons Mall	114 - Bridgewater - New York		Central: Ironbound Garage	Caller states that she and a friend (who is in a wheelchair) were waiting for this bus. The operator arrived, and once he seen that this was going to turn into a wheelchair pick-up, to operator began complaining that her friend should've called to reserve a ride. Caller states that the operator complained every step of the way from the time her friend boarded the bus, during the ride, until she was off the bus. Caller states that this is not the type of treatment that she expects when she takes the bus. Caller describes him as a tall African American Male.	090130-Q84858	01/30/09	02/04/09	CWF	72 hour violation. Also, complainant stated the operator was black but the assigned operator is short/stocky/hispanic.

Ronald Dimura	(732) 469-8130	hjorchestra@yahoo.com	PABT	Boundbrook	114 - Bridgewater - New York		Central: Ironbound Garage	The customer states he's handicap and in a wheelchair. The operator made him wait until she loaded the entire bus and then lowers the lift for him. By the time he boarded the bus he was freezing cold. When he gave the operator his ticket she snatched it out of his hand. The operator didn't secure his seat instead she took her seat and proceeded to pull off. His chair was moving and rolling as the operator was driving and making hard turns. He almost fell out of his seat at one point and the rubber around his wheel popped off his chair. A passenger, Larry Franco helped strap him in. The customer states he has had several problems with this particular operator in the past. He feels she doesn't like him because he's disabled. Once she was speaking rudely towards him and when other passengers came she told him that was enough and they didn't have to talk about it now. She didn't want anyone to hear her being rude and nasty. Sometimes he waits for the later bus to avoid traveling with the operator. The customer states if she pulls another receipt out of his hand he will leave the bus.	090127-Q84615	01/27/09	01/29/09	WTH	1D suspension; attended ADA class.
Sofia Moore	(908) 655 - 6929	sbres6124@mail.raritan.edu	Washington St and Union Ave	To Somerville	065 - Newark - Somerville		Central: Ironbound Garage	Complaint 1. Ms. Moore said that she takes the #65 bus (1875) the 8:45 AM at Washington Street and Union Avenue in Bound Brook to Bridgewater Commons Mall and the driver needs more training in operating the wheel chair lift, he does not know how to operate/control the wheel chair lift she is in an electric wheel chair. Complaint 2. Un safe drop off. Ms Moore also said that the driver get to the Mall he drops her off in the middle of the hill and that is not safe because of cars going by instead of dropping her off that bus stop which is near Bloomingdale's at the Bridgewater Commons Mall	090415-Q88852	04/15/09	04/15/09	CWF	Operator sent to ADA class. Left voice message to follow up for more information but no response. No action taken.
Andrew Fernandez					114 - Bridgewater - New York		Central: Ironbound Garage	Mr. Fernandez claims that he was sitting next to an ADA passenger, across the aisle. The passenger accidently pressed the strip for the bus to stop. When the operator stop to go attend to the passenger, the passenger told him that he did it by mistake. The operator begin to scold the ADA passenger and behaved very rude to him.	090417-Q89103	04/17/09	04/21/09	MBW	Operator cited for rude/uncivil behavior but unable to contact involved parties because no other complaints were filed in this matter.
John Bradley	(212) 312-7415		Bloomfield & Church	Bloomfield Center	029 - Bloomfield Avenue		Central: Orange Garage	Customer states that operator allowed a female passenger to stand in the aisle while conducting an extended conversation with her. She was obstructing other people from getting on or off the bus.	080708-Q72208	07/08/08	07/08/08	RAT	Operator will be interviewed.
John Bradley Jr.	(212) 312-7415		Blm	Mtc center	011 - Newark, Willowbrook		Central: Orange Garage	Driver is insensitive to disabled passengers. he allowed too many passengers on the bus and then asked some to get off. When no one responded, he turned the air off. In addition, a disabled women boarded the bus and he did not ask anyone to get up so she would have a seat.	080721-Q73422	07/21/08	07/21/08	ROBERT	Complainant indicated that there were no accessibility problems. He simply felt the bus was overcrowded and noted that the operator had to shut off the A/C to activate the kneeler. Also noted that the operator failed to ask passengers to vacate their seat for a woman who boarded the bus with a can. Operator will be interviewed. Undercover rides will be scheduled.
Raymond Estrada	(321) 229-7452		Broad & Market St.	Lincoln Park	027 - Mt. Prospect		Central: Orange Garage	Customer states that he was waiting for the #27 bus in his wheelchair at Broad & Market St., and the operator of bus #1382 passed him by as he was flagging him. Customer states that this is the third time in two weeks that he has been bypassed.	080721-Q73378	07/21/08	07/21/08	RAT	Operator T. Williams (#27731): Violation issued. No discipline applied. ADA class on 11/13/08.Q55
Charity Jennings	(201) 303-5875		Orange	Main & Walnut-E Orange	021 - Main Street		Central: Orange Garage	Caller stated operator was rude. He boarded a passenger in a power wheelchair but did not strap him in. He also refused to take coins as payment and told people to give him paper money only. Apologized and advised we'll forward. Call back not required.	080728-Q74077	07/28/08	07/29/08	Sean M.	Operator B. Shabazz: ADA passenger did not want to be strapped in but made no comments about fare collection. Undercover rides on 3/2; 3/9; 4/13; 5/22; and 8/03. No violations noted.

Anastasia Harris	(973) 953-9889		Orange-Main St.	Erie Loop	071 - Newark - West Caldwell		Central: Orange Garage	Ms. Harris is in a wheelchair and couldn't put her money into the fare box. She attempted to give the money to the operator, but he refused to accept it and told her to give it to a passenger to put in the fare box for her. She thought his behavior was odd, since she does this all the time and other operators don't have a problem accepting the fare. She was in the rear of the bus and didn't feel comfortable giving her money to anyone but the operator.	080821-Q76361	08/21/08	08/22/08	ROBERT	Operator A. Asante (#37744): Claimed he never refused fare. Reinstucted to be more aware/sensitive with ADA issues.
Richard Deldonna		richdd@comcast.net	Roseville Ave., and Park Ave., Newark	South Munn Ave., Newark.	034 - Market Street		Central: Orange Garage	While stopped at the intersection of Roseville, and Park Ave., in Newark, NJ, a disabled man, with two canes got up to catch the bus that was stopped right behind my truck. The man got up, walked to the area (2 feet away) to catch the bus, and waited. The light turned green and I watched the bus leave the man. I could not believe that the bus left him. My partner and I got the bus number, 1417, and returned to the corner to find that the man was still there, and that he was indeed left behind. The man explained that he wanted to go home to South Munn Ave. in Newark, and that the bus left him. This is both unbleavable, and UNACCEPTABLE !!!! I want something done with this driver. If I were to abandon a patient like your bus driver did, I would not only loose my certification, but I would be held criminally liable, and subject to a law suit. If only your drivers could be held to the same standard!!!	081117-Q81233	11/17/08	11/18/08	Sean M.	Operator R. Perez (#45320): Third party complainat. Unable to verify facts Undercovers on 4/3; 5/7; and 8/14. No violations found.
Samina Williams	(973) 979-8617		Springdale Ave. & Prospect, East Orange	Montclair	034 - Market Street		Central: Orange Garage	Caller states that this female operator stopped at this location for her and other passengers. There was a man in a wheelchair so the female operator backed up to the curb so he could board. The bus was positioned in the mud, so the man in the wheelchair didn't want to roll his chair in the mud. The caller states that there also were other passengers there as well as this man and when he told the operator that he didn't want this bus, the female operator closed the doors and pulled off, leaving everybody there. Caller and the others couldn't believe what they were witnessing.	090126-Q84530	01/26/09	01/28/09	Sean M.	Operator S. Hicks (#38253): Claimed that she stopped but the ADA passenger refused to board. Operator instructed to call the Control Center before departing stops in the future. Undercover rides on 6/19; 6/23; 7/14; 7/17 and 7/31. No violations found.
Patti Mack	(862) 520 - 4898	beebeemack@aol.com	Broad St & Lincoln Park	Park Ave, East Orange	041 - Park Avenue		Central: Orange Garage	Ms. Mack states that she filed a complaint on this Operator in the past and she feels this is why he will not stop to pick her up. She states she was waiting on Broad St in Newark at 11:18pm on Friday 6/26. When the bus came she signaled for him to stop and the Operator slowed down, waved at her and kept going. Ms. Mack states that she has to take this bus to go home at night, and she has to wait an hour for the next one. In addition, she states that some nights she has to get a taxi to get home. She also states that she has a disability and she feels that sometimes Operators don't want to pick up passengers with disabilities.	090629-Q93032	06/29/09	07/02/09	Lance Norman	Operator interviewed; denied charges. Sent to ADA class; follow-up rides pending.

Contact Name	Phone	Email	Origin	Destination	Bus Route	Run Number	Bus Garage / Line	Description	OR Number	Created Date	Reply Date	Responder	Answer
Martin Cassel	(856) 765-9407	casselmb@verizon.net	Cumberland Mall In Vineland NJ	2nd and Vine Millville Nj	553 - Atlantic City - Upper Deerfield		South: Egg Harbor Garage	On above date when the 4:09 553 to Bridgeton stopped and let passengers off driver said there was no room for me and I use a motorized wheelchair after he had left a passenger that had gotten off told me that there was plenty of room for me. On quite a few occasionsI have been refused telling me they don't go into Millville NJ this one is to the family shelter other time they say seats won't move or the lift doesn't work and of course that they are full. I am disabled / Handicaped this cannot keep happening or I will contact the A.D.A. please help me with this problem I am very sure that this has happened to alot my people. Please contact me as soon as you can so all of this can be resolved. Thank You Martin B. Cassel	080728-Q74126	07/28/08	07/28/08	Michael T. Pote	The operator has been placed on report and the appropriate disciplinary actions will be taken. A check of the GCS reports do not support the operators claim. Operator Benjamin received a One (1) Day Adm. Suspension for his action.
James Sorensen	(609) 675-8687		Atlantic City	Wildwood	552 - Cape May - Atlantic City		South: Egg Harbor Garage	Customer is commenting on the fact that our operator let a wheelchair bound customer off at the bus stop at the Lions Senior Center in Wildwood. Customer says the stop in on a narrow street, that has parking on both sides and one lane for traffic in each direction. Customer says bus stop is about 1/2 block from corner, this means wheelchair person had to navigate in the street in order to access the accessible lip on the sidewalk. <u>See attached letter.</u>	080815-Q75806	08/15/08	08/15/08	nag	This is not a complaint about the operators performance, it is a concern about cars parking in the bus stop. This should be forwarded to bus stops for further investigation. This concern was sent to Bus Stop Signs and Shelters. Sue Freire will reinstall signs that were missing.
Phlis Merrill	(609) 347-6693		Atlantic city	Ventnor	505 - Atlantic City - Margate - Longport		South: Egg Harbor Garage	On Bus #505 _#2524 _Atlantic city _So. Carolina/Atlantic _TO_ Ventnor/Bartman ave - She rang bell way ahead of her stop. But the driver would not stop (when getting off the driver was verbally abusive) until 1&1/2 Block away. CTICGLH	080820-Q76251	08/20/08	08/21/08	N Giammusso	Operator Placed on report for ADA violation. Operator was interviewed and counseled. An undercover ride was requested and no violations were found.
Scott Kohn	(609) 287-3741		Brighten ave @ Atlantic Ave	The Inlet	505 - Atlantic City - Margate - Longport		South: Egg Harbor Garage	Customer who uses a walker which is equipped with wheels and a seat and also folds up asked the operator could he be lowered off the bus with the lift. He claimed the operator said this is for wheel chairs only. Customer had to convince the operator to lower him with the lift. He felt he shouldn't have to convince the operator.	080904-Q77157	09/04/08	09/18/08	nag	investigating, placed call to passenger as I am unable to determine an operator on this complaint. None of the operators are white females at the time indicated in the direction (or in opposite direction) waiting for a return call. Lest several messages for customer to call me so we could determine the correct operator. As of 9/17 he has not returned my call. The information is incorrect, the passenger is not returning my calls. I am closing the case. Although the operator did lower the lift as required, the operator was unable to be ID'ed due to inconclusive information. Called the passenger's number and left messages three (3) different times for him to call me back as the information provided was not sufficient. The Operators on the road at the time he states were, a female with black hair and a black male. He described the driver as a white female with gray hair.

Donna Cramer	6099275083	dmc creations@aol.com	Mississippi and Atlantic Aves.	Martindale and Ventnor Ave.	504 - Bungalow Pk-Chelsea Hts-Ventnor Plz		South: Egg Harbor Garage	My father is a double amputee and has used your buses on several occasions. Saturday 9/20 they went to see Celine Dion at Boardwalk Hall. My brother in law met my Dad there to take the bus home while my sister took my Mom home by car. He has a scooter that we cannot put in the car. Anyway, this happened on the corner of Mississippi and Atlantic Ave in Atlantic City, NJ. The first bus came and it was crowded and the bus driver was very nasty and said NO way is he getting on this bus. Several other buses went by but they were not going to Margate. Finally the next bus did not come until 1am. That bus driver also said he was not going to let my father on. My brother in law spoke up that he had to let him on that they have been waiting there since 11:30 and he needed to get home. The bus driver was not happy and said he would have to ask the people in the back of the bus if they would mind moving. Of course they did not mind and immediately got up. Obviously this bus driver did not want to be bothered by lowering the lift and locking him in etc. I understand	080922-Q78067	09/22/08	09/22/08	Michael T. Pote	The operator has been placed on report. The appropriate actions will be taken as per policy. A review of the Garage Computer System (GCS) indicated that the bus was a 30 ft. bus with 42 customers. An undercover ride was requested and found the Operator was not making announcements and received a One (1) Day Adm. Suspension as per policy.
Martin Tassel	(609) 765-9407		Millville-2nd & Vine	Cumberland Mall	553 - Atlantic City - Upper Deerfield		South: Egg Harbor Garage	Mr. Tassel states he crossed in front of the 553 bus with his wheelchair, waving his hands towards the operator, as he was a loading passenger. When he arrived at the door, the operator closed it and pulled off. The customer was upset because he knows the operator seen him. The customer is requesting to be contacted by the operator's Supervisor. He said he had the Supervisor's contact number in the past but lost it. He has provided a cell phone and home contact number provided in contact information.	090106-Q83469	01/05/09	01/06/09	N Giammusso	Operator has been placed on report for ADA violation. The customer was interviewed and Operator Melvin received a One (1) Day Adm. Suspension. An undercover ride was requested and no violations were found.
robert hurrell	6097131234	hurler61@comcast.net	little egg rt9	pleasantville	559 - Lakewood - Atlantic City		South: Egg Harbor Garage	My son was standing on crutches at the bus stop waiting for the bus to take him to unemployment for retraining when the bus sped right on by while he was waving. He had to wait an hour for the next bus and was turned away at unemployment. This is the second time these lasy drivers did this. If i don't hear something back about this today i will be waiting at the stop for the bus driver to straiten this out. I want a phone call and an explaintion of the penalty you will be enforcing or your driver is going to have a tough day when i get on his bus and tell him what i think. The woman that runs that route did it the last time. I will take this as high as i have to. Just found out your driver was going so fast that when he saw my son he hit the brakes his momentum took him a long ways past the stop so he just kept going. I haven't got that call yet call me 6097131234	090126-Q84458	01/26/09	01/27/09	Michael T. Pote	The operator in question has been put on report. The appropriate actions will be taken pending an investigation. I spoke with Mr. Hurrell and apologized to him, however he was warned that he should not follow through with his plan to meet with the operator. Father called to report son was bypassed at bus stop. On crutches. After speaking with the father on the phone we found that the son was not actually at the bus stop. The father was more angry that the son missed his unemployment appointment. A follow-up undercover ride was requested and found Operator Williams failing to make announcements and received a One (1) Day Adm. Suspension as per policy.
Sharon Walker	66093173635		Atlantic/16th Ave (Longport)	Atlantic City	505 - Atlantic City - Margate - Longport		South: Egg Harbor Garage	ADA Customer complains that she waited for the bus (12:12 pm fr Venice Park) and the bus arrived a little late, but with the "No passenger" signage on. She assumed that it was not her bus until she noticed a block away, the bus stopped and was loading passengers. She maintains that this is rude, unprofessional and unacceptable. She has a disability and must now wait until the next bus in the rain unnecessarily.	090415-Q88902	04/15/09	04/17/09	N Giammusso	FROM Regional Supervisor: On the date in question op.J.Thompson did this job 4/505. Number one the 12:12pm from Venice Park does not go to Longport. Op.Thompson was due to arrive in Longport at 11:44am and depart at 11:59am. It was raining on Tuesday which attributed to the lateness. As far as the passenger seeing the bus pick up passengers down the street will be hard because at approx.50 yards from the bus stop the road curves to the right and the view of the road is blocked by houses and also0 there is nowhere to catch a bus in this area. The next bus to Longport is not until 1:29pm. There was no one at the stop today to interview about this complaint. Garage Supervisor: Attempted to call passenger, someone picks up the phone and then hangs up. The customer was called several times for clarity, however each time the customer was called, the person on the receiving end would hang up the phone. Without more information from the customer, it was unable to determine which bus the customer was referring too.

Carolyn Mansfield	732-300-8664		US-9 & Beach Ave	Lakewood	559 - Lakewood - Atlantic City		South: Egg Harbor Garage	Customer stated that this driver passed her a couple of time before but today he stopped and picked her up yelling at her that US-9 & Beach Ave in Manahawkin is not a bus stop he needs to go 4 or more blocks up. Customer said she has two broken legs unable to work that far and as far as she knows that is a bus stop. She told the driver she would report him and he told her to get off the bus and complain now, and he would not be picking her up next time	090427-Q89530	04/27/09	04/27/09	Michael T. Pote	Operator has been placed on report pending further investigation. Called the passenger and informed her that we would post a notice to make this a courtesy stop until signs and shelters can determine if it is a legal stop. Passenger stated that the operator would have no way of knowing that she had a disability, she did not walk with a cane or have any visible injury, therefore we determined this to not be an ADA issue but a bus stop issue.
Gary Braxton			Myrtle St & Landis Ave	Atlantic City Bus Terminal	553 - Atlantic City - Upper Deerfield		South: Egg Harbor Garage	Customer stated that the bus came 15mins late then when the bus got to the Hamilton Mall their was a passenger in a wheel chair and the driver did not have the keys to open up the lift, so he asked the passengers if anyone had a Ford Keys someone give a keys to him but still could not get the lift open. Customer said the process told about 10-15mins making the bus to be later and caused him to be late for work.	090427-Q89590	04/27/09	04/27/09	Michael T. Pote	Operator has been placed on report pending further investigation. Passenger reported that the bus was late because operator did not have his wheelchair key. Operator forgot his key but did have a spare and it took him a few minutes to find the spare. This is supported by Nice Vision at AC Terminal where we viewed the operator get off the bus with the ADA passenger and alight him. An undercover ride was requested and there were no violations found.
Beverly Garrett	(609) 968-9230	sisterbev2004@yahoo.com	Trenton	Mercer Mall	613 - Mercer Mall-Yardville-Hamilton Mktpl	65	South: Hamilton Garage	The customer, Beverly Garrett, reported that on Saturday 7/12/08 she was at the bus stop at Brunswick & Olden in Trenton awaiting the arrival of the scheduled 8:02 PM route #613 bus going to Mercer Mall. Ms. Garrett, who said that she was a wheel chair passenger, alleged that when the bus (#1950) arrived the driver(ID #44972) did not allow her to board the bus because of a problem with the wheel chair lift, and informed her that she would have to wait for the next bus which was due at 9:02 PM. The customer informed us that if she had taken the 9:02 PM bus the Mall would have been closed when she arrived there. She said that she was not convinced that there was a problem with the lift, but a check with the South Jersey Bus Control Center confirmed that there was such a problem. However, Ms. Garrett insisted that a report be made to the Customer Service Department as a complaint against the bus driver for not allowing her to join the bus.	080714-Q72775	07/14/08	07/15/08	jbutterfield	this case is under investigation. Oper. Tejeda has been placed on report. Upon completion of the investigation, disciplinary action will be handled accordingly Operator did notify the Control Center that his w/c lift would not fully deploy. The operator documented this incident on the Defect Card and Maintenance confirmed there was a problem with the w/c platform and repairs were made. There was not violation and the case was closed due to "No Probable Cause"
Yanires Martinez	(609) 558-4422		Princeton	Quaker Bridge Mall	605 - Montgomery - Princeton - Quaker Br Mall		South: Hamilton Garage	Caller is upset the driver did not strap the wheel chair that her mother was in. The caller had to strap down her mothers wheelchair. Driver did not wait, just started to depart before the wheelchair was secure.	081121-Q81467	11/21/08	12/04/08	Charlie Nilsen	Operator placed on notice. Customer stated that when she boards a bus with her mother, she begins to attach the floor straps to the W/C. I asked her if this operator attached the straps, and she told me the operator stood next to her as she secured the W/C. I asked her why is she putting the straps on and not letting the operators do it? She said she wants to assist the operators. I told her in the future to let the operators secure her mother's W/C because it's their responsibility to do so. The real issue here was that the operator pulled away as the last floor strap was being attached. After speaking to the customer, the operator was reinstructed on the proper procedure for securing the w/c, and not the customer.
Anita Washington	(609) 218-6800		Oakland & Hoffman, Trenton	downtown Trenton	607 - Ewing - Trenton - Independence Plaza		South: Hamilton Garage	Ms. Washington was at the stop when the bus pulled up. The operator didn't want to board her because Ms. Washington is in a wheelchair. The operator didn't give any explanation; just told her to take the next bus.	081210-Q82377	12/10/08	12/11/08	jButterfield	Oper. M Murphy was placed on Report for this incident. Upon further investigation it was found that Oper. Murphy Did not have her Wheel Chair Key with her at the time and Failed to Pick up the ADA Passenger. She also Failed to notify the Control Center of the Incident. Disciplinary Action will be taken pending a Hearing. Operator Murphy failed to pick-up a passenger and received a three (3) day suspension. Operator attended the ADA and You class.
Beverly Garrett	(609) 968-9230	sisterbev2004@yahoo.com	WALMART PRINCETON	TRENTON	613 - Mercer Mall-Yardville-Hamilton Mktpl		South: Hamilton Garage	PASSENGER IS IN A WHEELCHAIR AND FEELS THE DRIVERS ARE VERY RUDE TO HER.. SHE HAS MADE SEVERAL COMPLAINTS AND SOMETIMES THEY REFUSE TO LET HER GET ON. SHE ASKS THE DRIVER TO PLEASE SECURE HER AND THEY GIVE HER A HARD TIME FOR IT... PASSENGER WAS VERY UPSET AND CRYING ON PHONE. ITS VERY COLD AND SHES A SENIOR CITIZEN AND THEY HAVE SAID TO HER THAT BUSES RUNS LATE CAUSE OF HER. PASSENGER WANTS A CALL BACK..	090209-Q85332	02/09/09	02/10/09	jbutterfield	Operator has been interviewed regarding this incident, and the Complaint is on Record. Mrs. Garrett has a long history with Hamilton Garage and currently in a Civil Law suit regarding this past history. Complaint will be handled by Supervisor Accordingly and is documented in our Files This is a general complaint. Ms Garrett has many complaints found to be invalid. She is an undesirable, unstable, customer who has been removed by police on several occasions and arrested.

John Buckley	(609) 392-3642		465 Greenwood Ave Trenton	Hamilton Marketplace	606 - Princeton - Mercerville - Hamilton Mktplace	27	South: Hamilton Garage	Customer was waiting for 606 Bus, stop at 465 Greenwood Ave Trenton , heading to Hamilton Marketplace. Customer saw elderly gentleman, using shopping cart for balance as he has one artificial leg, heading to bus stop. 606 bus arrived on time, and customer told operator that this other gentleman wanted this bus, but operator did not wait, and stated that "he's walking too slow." Mr. Buckley states that the operator only had to wait two more minutes, and the elderly gentleman would have made the bus. Mr Buckley was appalled at the lack of service & compassion exhibited by this operator.	090319-Q87428	03/19/09	03/23/09	jbutterfield	Operator Arizmendi was initially placed on report Pending investigation of complaint. during the investigation it was found that the information provided in the complaint was not correct. therefore the violation was removed and 72 hrs has passed so the correct oper. who should have recieved the violation was Oper. Bentley, D He will be interviewed and re-instructed regarding this incident. The information provided in the complaint is incorrect: The Run # 27 and bus # 1893, matches up with Run 27/606 at 12:19pm at the Trenton West Bus Stop which is Oper. Arizmendi 35145 but, on 3/23/09 I spoke to Mr. Buckley who returned my call, regarding the incident. He advised me that the incident took place at 1131am and that it was a Black/Male Operator. Oper. Arizmendi is a White/Male and is not scheduled at Trenton West Bus stop at 11:31am. The Oper. that is scheduled at 1139am is 2/606 Oper. Bentley, D 34376 but he had bus 1955 & 1400 during the day. Mr. Buckley also stated that he was early then the scheduled time of 1139am he was there aat 1131am. Mr. Bethea(disabled Man) was only a bus length a way from the bus when he hollard that t Being a 3rd party compaint the information was inclusive and unable to identify the proper operator. The correct operator was found and reinstructed to be more observant. A follow-up undercover ride was conducted and found Operator Bently failing to make announcements and received a three (3) day suspension
Raymond Thomas	609.954.5782		State & Broad St - Trenton	Stuyvesant Ave - Trenton	609 - Ewing-Quaker Br Mall-Mercer Cty College		South: Hamilton Garage	Customer and others were waiting at the corner of State and Broad in Trenton waiting for the 609 bus. The bus stopped approximately 20 feet from the bus stop because of a light signal. When the light changed, the Operator did not stop at the bus stop corner, she continued on through the light. He and others waved her down. Her actions left him and other customers at the bus stop. The customer stated this is unacceptable and wants to know why she didn't stop at the bus stop. He is disabled and this is unacceptable. Customer wants a call back as to why she didn't stop.(D. Gould)	090520-Q90739	05/20/09	05/21/09	jbutterfield	Oper. Hollingshead was interviewed regarding this complaint, she stated that she did stop and did board and alight passengers at this bus stop. The Bus stop is verylong approx 3 bus lenghts due to multiple buses stop at this stop at the same time, so they stack up. as she approached the bus stop there was 2- buses servicing the stop and 1- pulled off and the light turned red, she was in the bus stop and boarded and alighted passengers, and she made her announcements. she closed her doors and continued on route. the customer needs to come to the bus when they see multiple buses at the bus stop. she denies the allegations Operator was interviewed and no action taken. Operator was reinstructed to insure when multiple buses are at the scene she should pull her bus up to ensure all customers are picked up
Beverly Garrett	(609) 968-9230	sisterbev2004@yahoo.com	Fisher Pl, W. State St, Trenton	Raoul Wallenberg Ave, E. State St, Trenton	608 - Hamilton - West Trenton		South: Hamilton Garage	Customers states that she is in a wheel chair and she requested to be discharged at Raoul Wallenberg Ave & E State St in Trenton and the driver refused. She said, the driver told her that he was going to drop her off at the Trenton Transit Center.	090602-Q91384	06/02/09	06/02/09	Charlie Nilsen	Service Supervision met with this customer and this operator as this was happening. The situation was handled and resolved. There was an issue with the curb being to high where cusolmer wanted to alight, which would not allow the W/C lift to extend. INstead of stopping at the forward-most part of the bus stop, the operators will have to stop with the W/C lift near the center of the stop, where the curb is low enough to extend from the bus. It was found at the location the curb was to high for the w/c lift to operate safely. Regional Supervisor investigated and actual spoke to the customer at the location and worked out a solution for a safe drop-off point near the bus stop. No action was taken with the operator.
Mark Baiamonte	(609) 968-6851		Rie130 & Heddingin Bordentown	Roebling RiverLine	409 - Trenton - Willingboro - Phila		South: Newton Avenue Garage	Caller is is a wheelchair. When the bus approached, he flagged. the bus went by him. A friend wheeled him up to the next stop where he was able to get on. Operator then had trouble with the lift. When he got off, operator let the seatbelt go & it hit him in the foot. He stated he is in pain from that. Gave customer claims number. Unfortunately he did not get a vehicle number.	080714-Q72785	07/14/08	07/18/08	NThomas	Operator Dorothy Morgan was identify as the Operator, an Occurrence Report was filled out. Spoke with Claims and the Complaint is being handled as Injury on Board. Operator on report for hearing. A follow-up undercover ride was requested and no violations were found. Operator was scheduled for ADA and You training.

FLORENCE PYATT	(609) 526-2440	florencepyatt@aol.com	12th & MARKET STREET PHILADELPHIA PA	LOURDES MEDICAL WILLINGBORO NJ	409 - Trenton - Willingboro - Phila		South: Newton Avenue Garage	MY DISABLED GRANDDAUGHTER AND I TOOK THE 409 FROM PHILADELPHIA TO WILLINGBORO NJ THE BUS DRIVER ID#45905 BUS #1251 TOLD ME I NEEDED A SEPARTED CARD THAT SAYS GUIDE MY GRANDDAUGHTER IS TOTALLY DISABLED AND A MINOR SHE IS IN A WHEELCHAIR DOES NOT TALK OR HEAR I SHOWED HIM HER NJ ISSUED DISABLITY CARD AND WAS TOLD THAT WAS OT ENOUGH HE WOULDN'T EVEN LOWER THE STEPS WHEN HE SAW SHE WAS HAVING TOUBLE. I DON'T KNOW WHAT KIND OF GUIDE CARD I NEED WHEN I CALLED THE REP DIDN'T KNOW WHAT THE DRIVER WAS TALKING ABOUT. PLEASE HELP ME SO I DON'T HAVE TO BE HASSLED THE NEXT TIME WE HAVE TO TAKE THE BUS .I NEVER HAVE A PROBLEM ON THE TRAIN TRAIN EMPLOYEES ARE MUCH KINDER THAN YOUR BUS DRIVERS. THANK YOU FLORENC PYATT	080728-Q74115	07/28/08	07/29/08	Naomi Thomas	Operator Chris Davis on report Investigation showed that the w/c pick-up was successful. Operator Davis explained to the customers when a passenger with disabilities requires the service of a guide, the accompanying guide may ride free provided the passenger with disabilities pays the appropriate fare and presents a NJ TRANSIT reduced fare card displaying the word GUIDE. A follow-up undercover ride was requested and no violations found.
Kenneth Sweet	(973) 824-2902		Elizabeth	Mt Holly Courthouse	413 - Philadelphia - Mt Holly - Burlington		South: Newton Avenue Garage	Customer states he called 973-275-5555 and spoke to a TIC person on Tuesday(9/30) between the hours of noon and 1pm and stated he needed to go to the courthouse in Mt Holly from Elizabeth NJ. The customer is in a wheelchair. The customer was informed to take a 5:23 train from Elizabeth to Trenton and then take the River Line to Camden where he would take the 7:53am Route 413 bus to the Courthouse. The customer insists he informed the TIC person that he needed a chair lift bus. The 7:53am Route 413 bus was not handicapped equipped, nor were any on the line equipped. Thanks to Ed Sweeney I was finally able to get an equipped bus swapped out with the scheduled 9:23pm bus to Mt Holly. I did check with Bus Communication who said that they did not find the customers request, but as mentioned before the customer insists he made the request.	081001-Q78584	10/01/08	10/02/08	MaryK	This is very unfortunate but I was unable to locate this call. I also tried the South Jersey office to see if an agent down there may have just given the caller the information. All agents in both offices are aware of how serious it is to make a reservation. We apologize for any inconvenience this may have caused. The 413 Line is not w/c lift equipped. There were no reservations made as required by 4 PM, the day before their trip. However, the Terminal Supervisor was successful in changing over to a lift equipped bus to transport the customer.
Anastasia Kurczewski	(856) 251-0967		WRTC	36th st	452 - Camden - 36th Street Station		South: Newton Avenue Garage	The customer states she was coming down the sidewalk in her wheel chair from the direction of the Dunkin Donuts towards the WRTC and she saw a Route 452 bus sitting about a half a bus length in front of the WRTC building at 9:57am. When the customer noticed it was a Route 452 bus she began to waive her hands at the operator who she said had not pulled away from the curb although when she got within a half a bus link from the operator he pulled off. The customer was very upset.	081007-Q78863	10/07/08	10/07/08	Naomi Thomas	This passengers name is very familiar and this story is the same as her other complaints she is always, never at the bus stop but always motorizing towards the buses waving her hand. I believe she lives in Westville NJ and her husband is disable too and she has called in for him as well with complaints for Washington Twp buses in Woodbury. I sent her 4 courtesy ticket for the 455 bus complaint an the 412 bus. I have also spoken to her on the phone before and she talks about not having money and having to pay her bills and needs NJ Transit to get around but she is never at the bus stops. Last time she told me that another Operator gave her the wrong public timetable so that's why she wasn't at the stop at the right time. The time the customer stated when the by-pass occur, did not correlate with the schedule of the line. It is unknown who the operator was. However if the bus pulled away from the curb, the operator is committed and unable to back to the curb at this location and board a w/c customer.
Debbie Samon	215 580 7007		12Th & Market Philadelphia	Merchantville	407 - Phila- Merchantville- Moorestown		South: Newton Avenue Garage	Caller was unable to board this bus, lift was not working. She will be taking this bus every day.	081009-Q79047	10/09/08	10/14/08	naomi thomas	The Director of Transportation, Carl Pulaski keep tracks all failed wheelchair picks and sends out a report. I read his report for 10/7/08 with bus 3723 29/407 was confirmed by a Regional Supervisor that it was mechanical and not Operator error. The Operator followed all procedure in notifying the Control Center and remaining with the wheelchair passenger until a Regional Supervisor arrived and released him. R/S Bugsch was at the scene and confirmed w/c lift malfunction. Customer declined any further transportation. Maintenance Dept. made repairs.

Isabel Rivera	(609) 440-9315		Philadelphia		404 - Cherry Hill Mall- Pennsauken- Phila		South: Newton Avenue Garage	Ms. Rivera was waiting for the 404 Line at 13th & market in Philadelphia. Customer says she flagged the bus from the bus stop. The operator pulled up pass the stop to the light, in doing this the bus was stop at a little curve in the road that would not allow the operator to engage the lift. Customer goes to operator and asked why did you pass by the stop, I need to get on the bus with my son, operator said he didn't know, he let another person on the bus, shut the doorleaving Ms. Rivera and her son to wait for the next bus. Customer say the operator is male of	081021-Q79632	10/21/08	10/21/08	Naomi Thomas	Operator placed on report Operator Hurst was interviewed. However, the time that the customer stated when this occurred did not match with the actual time Operator Hurst arrived. Operator Hurst was counselled. Supervisor requested an undercover ride and there were no violations reported.
Carolyn E. Gray	(856) 966-0495		Federal, Marlton	WRTC	405 - Cherry Hill Mall- Merchantville- Phila		South: Newton Avenue Garage	Customer was in w/c waiting at Federal and Marlton for the number 405 bus. She stated that when the bus arrived the operator said that she didn't have the keys to operate the lift. The customer stated it was cold outside and she still had to wait for another bus.	081029-Q80187	10/29/08	10/29/08	Naomi thomas	Operator Tracey Jenkins placed on report The operator that was originally identified was not in service at the time. The proper operator was identified and counselled.
Dawn Brown	856 845 6425		Broad St Woodbury	Redbank & Hessian Ave	455 - Cherry Hill Mall - Woodbury - Paulsboro		South: Newton Avenue Garage	Caller said talked to Ed Huff at 973 491 4266. Ms Brown said Ed Huff had the bus stop move to in front of her house at 1204 Redbank Ave. This is because her husband Lee is unable to walk far distances. The driver she is up set with does not stop infront of her house. Driver said that it is not a stop. It is the same employee she gave information to Ed Huff in May. The driver goes around the corner from Redbank to Hessian Ave, it is a long walk for her husband. The drive starts to laugh making comments to the other passengers how the caller thinks she is better than everybody.	081031-Q80354	10/31/08	11/04/08	naomi thomas	Investigating Operator Sarah Smith. I interviewed Operator Smith and she stated that she knows who this passenger is Mrs. Brown and her husband and stated she was the Operator involved with helping them get the courtesy stop establish from NJ Transit, and further added that most of our Operators know who they are because when Mrs. Brown first got the stop. She stood outside flagging down every bus to telling them that this is now a new bus stop. Operator Smith stated that 3:08pm is her time to be in that area but she did not have Mr. Brown onboard that day and have not seen him catching the bus in a long time. So I called Mrs. Brown and she gave me a description, that fix Sarah Smith. So I explained to her that Sarah knows who you are and stated that she help in suggesting to have a bus stop established in front of your home. But Mrs. Brown did not really say anything helpful or explained anything further or in more detail to identify how or why this occurred. So I do not what really happened that day if she really rode the bus either. Follow-up undercover rides were requested and found no ADA violation.
Paul Daniels	(609) 298-3355		Moorestown Mall	WRTC	317 - Asbury Pk Ft Dix - Philadelphia		South: Newton Avenue Garage	Customer who is in a wheel chair tried to board a route 317 bus at 11:04 am from Moorestown Mall on Sunday 11/09 inbound to the WRTC and was denied. Initially the operator questioned the customer if he had difficulty boarding her particularly bus in the past and then went back to move the seats but never moved the seats. The customer did indicated that a customer was sitting in that area but all the operator said to him was that she was going to have to call her supervisor and that the he would have to wait for the next route 407 bus. Because of another bus breaking down the customer did not get picked up until 2:45pm. The customer was really upset and questioned the operator's intent to pick him up in the first place with her initial comments.	081111-Q80913	11/11/08	11/13/08	naomi thomas	investigating Operator Barbara Caraballo. Operator Caraballo is placed on report. Operator Caraballo informed the Control Center that the customer had a very large w/c that can not board onto MCI-102D3 type bus. The type of bus that can accommodate this large w/c are the Nova's. R/S DelGado arrived at the location and the customer was no longer present. NJ TRANSIT operates vehicles with a variety of lift sizes. NJ TRANSIT cannot guarantee accomodation if the customer requires a lift larger than 29"x38"

Ty Franklin	(267) 519-7971		Broad & High St Burlington NJ	Trenton	409 - Trenton - Willingboro - Phila		South: Newton Avenue Garage	Customer came to the WRTC Customer Service Office and stated that she was at Broad & High St in Burlington to board the Route 409 bus to Trenton that arrived at 11:27am. The customer requested the operator to lower the lift. The operator said it was broke. The customer asked if she could just try to lower it and the operator again said it was broke. The customer finally received assistance from other customers to get on the bus.	081121-Q81509	11/21/08	11/28/08	Naomi Thomas	<p>This same passenger Ty Franklin complained about the same thing for Broad & Talbor at 2:05pm with the incorrect Operator information and I called her/him twice to try to get more information. But she has not yet returned my call, so I called her again today 11/28/08 at 2:30pm for this complaint and again I got the voice message for "Praise Consultants" where we do everything, and left another message. I interviewed Operator David Smith and he stated that he did not have a passenger for the kneeler and doesn't recall picking any up at Broad & High. I called this passenger again today 12/2/08 to talk to her about another complaint on the 317 and still no answer. I am going to close this complaint for lack of information and response of passenger. But I am going to try to get some video of this day to see if she even rode the bus or stood there pointing or waiting for the bus to kneel.</p> <p>Supervisor made several attempts and left messages on voice-mail to interview the customer and was unsuccessful.</p>
Yvette Kurvin	(609) 871-9548		Country Club Plaza	Philadelphia	409 - Trenton - Willingboro - Phila	11	South: Newton Avenue Garage	Customer complains that the bus scheduled for 4:28 pm (County Club to Phil) was late. When she attempted to flag the bus as an ADA passenger and he did not pull up at the 'normal stop' he pulled way up past the stop and was about to pull off with out her. She could not run fast because she has only one leg. Another passenger told him at her request to wait for her, and he did. She asked him did he see her flagging him and he responded 'I wasn't sure you really wanted the bus'. She states this is not an isolated incident. Follow-up requested.	090316-Q87219	03/16/09	03/24/09	Naomi Thomas	<p>Operator placed on report</p> <p>Operator was interviewed and was unaware of customer's disability. Operator Lindsey was unsure if this customer wanted the bus until after she flagged him to stop, which put the bus past the customer, causing the customer to run for the bus. Operator was counseled.</p>
Luis Ortiz	856-308-2532		Camden	Cherry Hill	404 - Cherry Hill Mall- Pennsauken- Phila		South: Newton Avenue Garage	Customer stated that the driver was very rude asking the passengers if they did not see another bus in front of her why are they all coming to her bus, the customer said that her husband's wheelchair would get on that bus easier because it was accessible from the back, and the driver did not secure the wheelchair before driving off.	090316-Q87231	03/16/09	03/24/09	Naomi Thomas	<p>I will interview Operator Pettis to see what was happening that the passengers were coming back to her bus. Because when Service and Supervision went out to monitor her they observed her performing her duties as normal and nothing happening out of the ordinary. Operator Pettis stated that she did not know that the bus in front of her was a 404 until another passenger complained about passengers pushing to get on her bus, so that when she told everyone calm down there is another 404 in front of her some people can get on that bus too. She said that she never directed the statement to this Spanish couple. She stated the wife was the one who was making all the comments and accusations. The husband told her that he didn't need the front securement straps, he told her just secure the rear, which she did.</p> <p>Operator was interviewed and admitted to not securing front securement straps as per request by the person in the wheelchair. Service Supervision conducted checks on Operator Pettis and found no violations.</p>
Vanessa White	(856) 663-5819		WRTC	JFK Hospital	457 - Moorestown Mall - Camden		South: Newton Avenue Garage	Customer (disabled wheel chair bound) states that she was waiting for the Route 457 bus # 1206 that departs the WRTC at 1:12pm. The customer was waiting up near the front of the bus lane when she saw a bus pull behind the Route 403 bus. The customer wheeled herself over to the next bus which just happened to be the Route 457 bus and the customer says the bus was just about to pull from the curb when she signaled with her hand that she wanted to board. The customer indicated that the operator made a gesture that she was late and that she could not board. The customer was extremely upset. I did explain to the customer that if the bus pulls from the curb that he or she would be unable to position the bus to pick her up safely. The customer believed the operator could have picked him up if he wanted to but chose not to.	090514-Q90490	05/14/09	05/14/09	N. Sweeting	<p>This operator has been placed on report, pending the results of a hearing which will determine the appropriate disciplinary action to be taken.</p> <p>Customer Service Jeff McNulla explained to the customer that once the bus pulls away from the curb leaving WRTC, the operator is unable to position the bus to pick her up safely.</p> <p>The first step grievance hearing is pending and scheduled to be conducted.</p>

Kathleen Mc Cornack	856-676-2138		Grove Ave & Delaware St	National Park	455 - Cherry Hill Mall - Woodbury - Paulsboro		South: Newton Avenue Garage	Customer stated that she was at the bus stop with her boyfriend, the bus stopped and the driver shook her head saying NO. Customer said in the pass this driver was very rude to her and called her white trash because she trip and fell on a passenger and while picked herself up she mumbled to herself and the driver said " I heard that". Ms McCornack said she is disable and did not answer to the driver and also did not complain because she has no other way of getting around but by the bus #455, she does not understand why the driver does not want to pick her up.	090608-Q91730	06/08/09	06/09/09	Naomi Thomas	Operator is placed on report Operator received a One (1) Day Admin. Suspension and follow-up undercover rides. The Operator did receive an ADA and You training.
Joann Payne	(856) 728-3411		Eriel Road & Andrews, Sicklerville	Avendale P/R	400 - Sicklerville - Philadelphia		South: Washington Township Garage	Caller states that she live at 304 Eriel Road in Sicklerville and she would like to catch the route #400 bus but complains that this route's buses are not all wheelchair accessible. Caller states that she had to wait three hours for a bus to accomodate her. Caller states that a few of the operators on this route are telling her that she has to call in advance in order to secure a wheelchair lift bus. Caller complains because sometimes her doctor will call her saying that she needs to come in a soon as possible and she can't depend on the buses because they won't all accomodate her.	080801-Q74552	08/01/08	08/01/08	Alan Maiman	We cannot guarantee a lift-equipped bus on all #400 line trips until the overage Metro B suburban buses are completely replaced in the next year or so...when the new buses arrive, we will have full accessibility on this and other lines in a similar circumstance. In the meantime, we must ask that reservations be made on the #400 to assure that the correct bus is on the correct trip. Older city buses to be replaced by NABI buses starting in Sept. 2009. Until then, to reserve a lift-equipped bus, passengers must call NJ TRANSIT by 4:00 PM the day before their trip.
Ralph Saquella	(856) 227-7539		Greentree rd & Rte 42- Turnersville	Ben Franklin Bridge	400 - Sicklerville - Philadelphia		South: Washington Township Garage	Caller states that his son is visually impaired and cannot drive. So, he drives him to the bus stop every morning. Caller states the bus is scheduled to leave at 7:17am. States as he approached the bus stop, he observed the bus pulling off at 7:14am. Then, the caller r followed the bus in his car. He caught up with her at Church St & Rte 42 and asked her why she departed early, operator responded by saying ."This is not my run and I have to pick up passengers. States that oftentimes the bus leaves early.	080801-Q74531	08/01/08	08/01/08	P. Karnuk	Operator Whitfield reported she departed greentree Road at 7:16 am about one minute ahead of schedule. She was re-instructed to run an accurate schedule in the future. Service Supervision has monitored this trip and found no violations.
Joann Payne	(856) 728-3411		Avandale P/R	Turnersville	400 - Sicklerville - Philadelphia		South: Washington Township Garage	Customer is wheelchair-bound she needed to connect with 400 Line from 551. Customer arrived at the Avandale P/R to connect at 9:58 PM., however operator(bus 551) had diffilcity with the lift because the ground was not level. Customer's husband went to the 400 Line Operator to advise that operator was trying to get his wife off the bus. Operator said she didn't have time to wait for them and she left them. A bus picked them up around 11:30 p.m. Operator was female, Black with short sandy streaked hair.	080819-Q76046	08/19/08	08/20/08	P. Karnuk	Operator Hairston was placed on report and appropriate action will be taken to insure this type of action doesn't continue in the future. The operator received a three (3) day suspension for ADA violation.
Troy Bagby	(856) 404-9244		WRTC	Avendale P/R	551 - Philadelphia - Atlantic City - Ocean City		South: Washington Township Garage	Caller states that he arrived to the WRTC at about 9:50 p.m. to catch the bus, but didn't realize that when the terminal closes, this bus stops on another side of the Terminal so he waited until about 12:20a.m. in the morning before he caught a bus. When the 12:20am bus did arrive, the operator of this bus told him that he didn't have time to board him, because he was running late. Caller is in a wheelchair and mentions that the operator was giving him a hard time about boarding him. Caller states that he has run into this operator in the past and he gave him a hard time then also. The operator told him that he needs make reservations to board his bus and that he's not supposed to pick up wheelchair Passengers after a certain time and so on. Eventually, the operator boarded the caller but not after he put	080916-Q77739	09/16/08	09/16/08	P. Karnuk	Operator Walker was placed on report in reference to this complaint and upon the completion of an investigation appropriate action will be taken. This employee (M. Walker, #45431) was counseled on his professionalism when dealing with customers. Also he was reminded that the 551 Line does not require reservations.
Donald Hughes	(856) 541-9786		WRTC	Camden	400 - Sicklerville - Philadelphia		South: Washington Township Garage	Customer states he was waiting for a Route 450 bus with his daughter around 4pm when a Route 400 bus # 3161 pulled up. A lady waiting in a wheel chair wanted to board the bus but the customer daughter heard the bus operator say that he was running late and left the lady in the wheel chair. The lady ended up waiting another half hour for the Route 450 bus.	080918-Q77943	09/18/08	09/18/08	P. Karnuk	In reference to this second hand complaint. #1 Bus 3161 is not equipped with a wheelchair lift. # 2 Bus 3161 waxd not assigned to any 400 lin3e on 8/14/08. #. 3 The time indicated on this complaint doesn't match any departure time for a 400 line departing WRTc outbound to Camden. This trip did not have a lift equipped bus and no reservation was made. Passengers must call NJ TRANSIT by 4 PM the day before their trip on this line.

Mike Madjeski	(856) 534-0040		Main Street & Heston Ave., Glassboro	Deptford	408 - Millville - Philadelphia		South: Washington Township Garage	Caller states that this operator is very rude to him and was very rough with him as he was boarding him on this bus. Caller states that he didn't properly secure his wheelchair on the bus causing his chair to move during the trip. Caller states that when he would ask the operator questions he wouldn't answer him or his traveling companion. Caller states that this was a very uncomfortable ride and he didn't feel very safe. Caller states that he feels that this operator doesn't want to do his job properly and every time he rides with this man, he acts like he doesn't want him on the bus. Additionall, when the pressed the stop indicator, for thier stop, the operator drove past it and took them about a 1/4 mile away	080926-Q78374	09/26/08	09/26/08	P. Karnuk	Operator Ison was placed on report and upon the compleiteon of an investigation appropriate action will be taken This employee (J. Ison 34495) received a one (1) day admin. Suspension for this complaint.
Georgann Britton	(856) 504-6425		White horse pike & warwick rd	WRTC	403 - Turnersville-Lindenwold PATCO-Phila		South: Washington Township Garage	Customer who is disabled and in a wheel Chair called 973-275-5555 at 9am on 10/4 and asked a female TIC agent about a trip that she was taking the following day on 10/5 at 6:30am from the White Horse Pike & Warwick Rd in Magnolia to the WRTC. The agent informed the customer that it was a route 403 bus and the customer asked if the bus is wheel chair accessible. The TIC agent response was that all 403 buses were handicapped accessible. The following day the customer went to the bus stop prior to the 630am departure and every route 403 bus from 630am until 9am was not wheel chair accessible. The customer was so upset that she went to a friends house and had to leave her wheel chair their and walk back to the bus stop with her severe arthritis to catch a bus to the WRTC.	081205-Q82154	12/05/08	12/08/08		This customer asked Deletha for a larger w/c bus which would be the NOVA's not he MCI's. She stated to Deletha that she was going to go out to the bus stop and wait. Deletha told her to make a resveration for the NOVa. Deletha spoke with George in the Control Center to set the w/c/ reservation up , came back to the phone customer had hung up and never called back. So Deletha told me about it. Sorry for the inconvenience but the customer never called back! The 403 Line is not wheelchair lift equipped. The garage did not receive a reservation for this trip.
Joseph McGraw	(856) 254-9331 W		Lindenwold Patco	Walter Rand	403 - Turnersville-Lindenwold PATCO-Phila		South: Washington Township Garage	Caller is in a wheel chair said the bus stopped but the driver told him he would not board him and drove away. The caller said he folds the wheelchair and boards the bus. The driver said he could not do that . Caller has been folding the wheel chair and boarding the bus for 2 years. Caller can walk but not far. Took the next bus at 8:07 AM.	081215-Q82547	12/15/08	12/15/08	P. Karnuk	Operator Paul was placed on report and appropriate action will be taken in reference to this violation. The 403 Line is not wheelchair lift equipped. The customer did not make a reservation by 4 PM the day before as required. Operator Paul explained his bus was not equipped with a wheelchair lift. Operator was instructed in future to allow customer to fold wheelchair and secure it out of the aisle to insure safety of other customer.
Georgann Britton		(856) 504-6425	White horse pike & warwick rd	WRTC	403 - Turnersville-Lindenwold PATCO-Phila		South: Washington Township Garage	Customer who is disabled and in a wheel Chair approached the Customer Service Office at 3:43pm and stated she missed her 1:13pm bus in which she stated she reserved a Wheel Chair Lift Bus and needed to get home. I called Bus Communications and the agent informed me that the next two route 403 busses were not handicapped accessible. Arrangements were made for a Regional Supervisor in car 15 to take the women to Warwick & the White Horse Pike in Magnolia.					Customer missed her bus at 1:13 PM. Clustomer was transported to her destination by a Regional Supervisor.
Georgann Britton	(856) 504-6425		WRTC	Magnolia	403 - Turnersville-Lindenwold PATCO-Phila		South: Washington Township Garage	Customer states that she called TIC on December 30th in the afternoon and spoke to a female agent to request a wheel chair lift bus for her trip from the WRTC at 1:13pm on the Route 403 bus. The customer states that when the Route 403 bus # 3037 arrived operator 46674 informed the customer that he was not wheel chair accessible. The customer came to the WRTC Customer Service Office and thanks to the help of Bus Communications I was informed that the next route 403 had a wheel chair lift	090102-Q83379	01/02/09	01/05/09	Sheila Brown	Was told about this call, Control Center was informed as well. As far as the Agent the w/c report was taken. As far as not having the lift not aware of that part.. The garage did not receive any reservation or request for a wheelchair equipped bus for the day in question. To reserve a lift equipped bus passengers must call NJ TRANSIT by 4 PM the day before their trip. customer boarded following 403 bus.

Ralph Saquella		(856) 227-7539	Rt-42, Greentree Rd, Turnsville	Camden	400 - Sicklerville - Philadelphia		South: Washington Township Garage	Customer called to complain about the bus not showing. I called the control center and spoke with Tara. I asked her was there a problem with the 400 bus being late, she said, the driver had an ADA passenger who did not make a reservation. The seats where the ADA passenger are seated were taken by passengers who did not want to move to let the ADA passenger get on the bus. Driver had to take the passengers to their destination who was on the bus and then return back to pick up the ADA passenger. I explained the situation to the customer, he said , he hopes that this does not happen tomorrow.						This complaint wasn't sent to the garage. Customer service handled this complaint. However the ADA customer was transported. No ADA violation, however the trip was delayed
James Turner			Delsea Dr, Rt 538	Deptford Mall	408 - Millville - Philadelphia		South: Washington Township Garage	Mr. Turner states that the bus is delayed at Main St. and High St. in Glassboro. The male Driver cannot get the wheelchair lift to operate for a wheelchair passenger. It has been delayed about a half hour. The same bus was involved in an accident yesterday, 5/7. Mr. Turner said that he was upset because he pays for a monthly pass and he is late for work and inconvenienced much too often. He is requesting a response for some type of compensation.	090511-Q90242	05/11/09	05/11/09	P. Karnuk	When investigating this complaint I found there was a mechanical problem with the wheelchair lift. A Washington Township repairman was sent on location and he changed a bad switch on the wheelchair unit. The delay was beyond the Operators control and the company as well. Regional Supervisor was at the scene and confirmed that the w/c would not stow. Customers were transferred to the following bus. The lift was repaired.	

FY 09 BUS ACCESSIBILITY REPORT

Contact Name	Phone	Email	Origin	Destination	Bus Route	Run Number	Bus Garage / Line	Description	OR Number	Created Date	Reply Date	Responder	Answer
Ruben Fernandez		(201) 696-7795	55st & Bergenline Union City	PABT	156 - Englewood Cliffs - New York		North: Fairview Garage	Passenger told by driver lift did not work, had to wait for next bus at 10:30 AM.					Incident not sent to garage--no incident on VMIS--no tracking identifiers
Elwood Bramhan		(201) 851-9021 c	Bergen & Fairmont	Jersey City	087 - King Drive		North: Greenville Garage	Mr. Bramhan was bypassed by one bus. The second one came along, stopped and let on 15 people and then told Mr. Bramhan there were too many people and couldn't board him in his wheelchair. This was the second bus in a row he was unable to take.					No discipline--RDM confirms full bus--operator attended ADA class June 2009. Customer accommodated by 8/87 after ten minutes.
James Young	201.920.5001		Jersey City-Pavonia & Summit	Jersey City-Montgomery & Bergen	080 - Newark Avenue		North: Greenville Garage	The Customer states the operator pulled up to pick up a disabled passenger in a wheelchair. He stepped off the bus to collect the passenger's fare first. He then threw the change in the passengers lap, said it wasn't enough, boarded the bus and pulled off. Leaving the passenger at the stop picking up his change. The customer thought the operator's behavior was appalling and he lacked professionalism.	081016-Q79435	10/16/08	10/17/08	JRC	Operator has been scheduled for a hearing. Operator suspended. Undercover rides on October 27 and 29. No violations.
Kellie Lewis		kellielewis22@yahoo.com	Grove Steet	Communipaw	081 - Greenville		North: Greenville Garage	While riding on the 81L from Grove Street an elderly woman in a wheelchair got on the bus. I was shocked at the lack of help provided by the bus driver. Not only did the bus driver refuse to help the woman wheel into the bus (her tire got caught on the railing it would have taken hin two seconds to help her) he did not strap her wheelchair into the wheelchair seating area and ignored her request to be strapped in. This violates the Americans with Disabilities Act (ADA) and action should be taken against the driver. THIS IS NOT HOW WE SHOULD TREAT OUR SENIORS! Please let me know how this issue will be addressed	081028-Q80091	10/28/08	10/29/08	mnm	Operator scheduled for hearing. Undercover ride will be scheduled per policy.- Operator Patrick Romeus. Operator suspended. Undercover rides 11/3 and 11/4. No violations.
TAWANA CALDWELL	CELL 2019947048		Fairmont,Bergen JCY	JCY	087 - King Drive		North: Greenville Garage	Ms. Caldwell claims the female driver never allows her on her bus. She is in a wheelchair.	090105-Q83412	01/05/09	01/05/09	JRC	Operator has been scheduled for a hearing and I have requested a follow up undercover ride on her. Operator suspended. ADA class 2/10/09. Undercovers 1/11 and 1/22. No violations
Frank Guitierrez	7328561386		Jersey City	Jersey City	087 - King Drive		North: Greenville Garage	Customer is in an electric wheelchair and uses the 87 line. Driver #47388 gave him a hard time and caused the other passengers on the bus to threaten his life. He was initially denied access on the bus but the driver eventually gave in a boarded him. As a result of the time it took for her to decide if she was going to let him on the bus and then get him loaded, she left late which caused the other passengers to lash out at him. He says he is a very sick man and has medical procedures that need to be performed on him at a certain time or he will begin to hemorrhage.	090409-Q88579	04/09/09	04/09/09	JRC	Operator stated that the ADA passenger was beligerent and nasty to her and other passengers on the bus which was witnessed by Auxilliary Instructor J. Vick, E# 15552, who stated that the bus had a standing load and the passenger yelled at her, using profanity, to let the people off and make room for me". The operator complied and he continued to use profanity to her and the other passengers. When Mr.Vick attempted to intervene the ADA passenger threatened to hit him with a stick and continued on his tirade until a Regional Supervisor and the Police arrived on the scene. The police left and the Regional Supervisor put the passenger on another bus. See attached incident: GARAGE : GREENVILLE VEHICLE NUMBER: 1773 Operator reported: She has an unruly ADA passenger on the bus who is threatening her and passengers on the bus. Operator request the Police. Operator also has a N.J Transit Instructor (VIC)who is riding on the bus and confirms the operators request. Cr1 (Shandler) notified Unit 1(E. Herrera)responding. Unit 1 arrived on the scene as well as J.C.P.D. (Badge #913) Supervisor Herrera reported that the passenger was upset that the operator was not as
Frank Gutierrez	732-856-1386		Old Bergen Rd & Gates Ave	Exchange Place	080 - Newark Avenue		North: Greenville Garage	Customer stated that he is in a wheelchair and driver picked up one passenger that was at the bus stop with him, closed the door and kept going.	090501-Q89892	05/01/09	05/06/09	JRC	Operator scheduled for a hearing. This complaint was received past the 72 hour contractual violation period.Please send these to the garage when they are first received. Two undercover rides. No violations. ADA class 4/8/08.

Sharon Taylor	(732) 579-2901		Grove St Path Station	Bayonne	081 - Greenville		North: Greenville Garage	Ms. Taylor states that she was not a passenger. She and her 10 year daughter were walking down the street and saw an elderly lady in a wheelchair who needed assistance. She assisted her to the bus and the male African American Driver closed the door and drove away. A short distance away he had to stop for a red light. Ms. Taylor assisted the passenger to the bus and knocked on the door. The Driver opened the door and told her that he was not going to pick up the passenger because she never pays the W/C customer yelled out that she had money and Ms Taylor saw dollar bills in her wallet. The Driver repeated that he was not going to take her and (using profanity) " F "that. Ms. Taylor also offered to pay for the elderly customer and ask the Driver how could he leave an elderly lady in a wheelchair, in the streets like that. He suddenly closed the door and swerved the bus over to the curb, and Ms. Taylor and her 10 year old daughter had to jump back up on the curb to avoid being hit. The Driver was still upset and talking and allegedly using profanity, drove the bus away from the curb. He stated his time because the W/C is not paying.	090618-Q92421	06/18/09	06/23/09	mm	Driver identified and put on notice for ADA Violation per policy. No discipline. Operator advised control center prior to boarding passenger. The passenger never pays the fare. Passenger was accommodated. Operator sent to ADA class 7/7/09.
Alvin Pope	(201) 881-3727		E. 35th & 11th Avenue, Paterson	Hackensack	770 - Paterson - Hackensack		North: Market Street Garage	Caller states he flagged the bus down and was bypassed. The caller is in a wheelchair. Someone passing by that the customer knew caught up with the operator at the next stop and asked why he bypassed the man in the wheelchair. The operator responded that he thought Mr. Pope was simply waving to him. The caller admits that he was across the street from the bus stop when it came down 11th Avenue, but had crossed to the bus stop by the time the bus came pass.	080731-Q74483	07/31/08	08/01/08	JM	Operator reported the incident to the control center, and said that the passenger didn't flag the bus. Violation issued. Operator suspended. 8/26-9/16 undercover rides--no violations noted. ADA class 1/23/08.
Rolando Chan	(973) 704-0539 c		Main & Park Slope, Clifton	Paterson	074 - Main - Passaic		North: Market Street Garage	Mr. Chan is a paraplegic and was waiting at the bus stop when he was bypassed. It was raining and because of his physical restriction he was unable to use an umbrella while waiting for the bus. Mr. Chan added that especially because it was raining, the operator shouldn't bypass anyone in a wheelchair.	080804-Q74744	08/04/08	08/05/08	JM	Violation issued, appropriate discipline will be applied. No discipline. Bus referred to in complaint traveling in opposite direction.
Robert Webb	(201) 917-8888		Garden State Plaza	Hackensack	770 - Paterson - Hackensack		North: Market Street Garage	Customer is a wheelchair customer. He waited at the Garden State Plaza for the 770 bus at 2:01PM to Hackensack. When the 2:01 arrived, it was a Metro and couldn't accommodate his wheelchair. The 2:26 arrived and he was a metro also. The 2:46 approached, the customer saw it was a metro and didn't bother to approach the operator. However, he did approach the other two operators who never reported the situation to the Control Center.	080825-Q76505	08/25/08	08/25/08	JM	Violations issued to both operators. What size is the customer's wheel chair? Is the wheel chair too large to fit on a metro? No discipline. Customer in oversized wheelchair.
Hanah Awad	(973) 955-6625		Market & Main, Paterson	Downtown Paterson	074 - Main - Passaic	9 or 21	North: Market Street Garage	Caller states her daughter is in a wheelchair. She asked the driver if he could take her daughter and the operator said he could not stop and pulled off. Black male, beard & mustache.	080828-Q76824	08/28/08	08/29/08	JM	Did the customer get a bus number? Ask her what color was the driver's beard? The description given doesn't match operators working runs 9 or 21.
Louis Deis	(201) 458-3582		Paterson	Garden State Plaza	770 - Paterson - Hackensack		North: Market Street Garage	The customer states the operator boarded a passenger in a wheelchair, but failed to strap the passenger in and proceeded to drive the bus. The passenger alerted the operator several times to strap her in. The other passengers also were alerting the operator that the wheelchair wasn't secure. Eventually the operator strapped the passenger in, but the customer felt that it was unsafe to have the wheelchair shifting as the bus was in motion.	081203-Q81996	12/03/08	12/08/08	JM	Undercover rides requested on the operator. No discipline. Over 72 hours. Undercover rides 12/12/08-1/28/09 - No ADA violations found.
Jeanie Picariello	(973) 333-1558 cell		Main St@ St.Joseph's Hosp	Patterson	072 - Newark - Paterson		North: Market Street Garage	Ms. Picariello claims 2 bus (#72 & #190)did not stop to pick her up because she is in a wheelchair. Access Link has denied her twice and told her she can catch a regular bus.	081223-Q82961	12/23/08	12/23/08	JM	Violation issued. The 190 bus is out of Wayne. Operator attend ADA class 3/27/08. No discipline. No prior complaints. 18 successful pickups in prior year.

Barbara McDonald	(201) 332-2783		Bloomfield Ave NLR	Newark Penn Station	072 - Newark - Paterson	433	North: Market Street Garage	Customer stated that the operator on Run 433 on the 72 was rude and insensitive to a passenger in a wheelchair. She stated that the operator told the passenger in the wheelchair to walk into the bus because "it's only two steps." Customer was appauled the operator would tell the passenger such a thing and wants to report the operator. Please investigate and handle.	090303-Q86482	03/03/09	03/03/09	JM	Violation issued. No discipline. Unable to verify complaint. ADA class 2/10/09
joanne warnock	973-336-3123		bloomfield, grove - bloomfield	broad, watchung - bloomfield	072 - Newark - Paterson		North: Market Street Garage	Passenger is in a wheelchair and bus driver didnt tie her down or help her. She asked a passenger to help her instead. A woman driver, heavy set african american early 40s... Passenger says shes always gossiping with passengers and doesnt charge her friends. She told passenger she will no longer pick her up anymore and mocking the st patricks parade and she felt insulted by that too.... Passenger said she got off the bus and made a 20 minute convo before she got on the bus....	090317-Q87295	03/17/09	03/17/09	JM	Violation issued. No discipline. Customer refused to supply letter of ocmplaint. Undercover rides conducted 3/19 and 3/31. No violations. ADA class 4/23/08.
Joann Bologa	(201) 387-1019		Hackensack Ter	State/Teanec k.	178 - Hackensack - New York		North: Market Street Garage	Miss. Bologra a wheel chair passenger was extremely upset because the #178 bus that showed up wasn't expecting her and when he did get her on the bus the door was having problems closing, she said she's upset because she called a few times to make sure her reservation was in order and she doesn't have money to pay all the time to call and ensure that people are doing what they suppose to do, she also said the mechanic came 45 minutes after the problem and she was very concerned about making her connection because she doesn't want NJ Transit to hold it against her, Miss. Bologra said she's call DOT to report this and she needs someone higher than me to get back to her and tell her why this has been happening, she thinks the bus number was 7947.	090430-Q89815	04/30/09	05/01/09	G. Piper	The Market St garage did have a reservation for this passenger for the am run5-178 and that pick up was made. We did not have any reservation for run 452-178 at 540PM. I checked with the control center and they confirmed no reservation. Bus 7974 did have a door issued and the repair was made ASAP. The control center had the operator go directly to her destination to minimize her delay. Customer was taken by the bus directly to her destination when the door was fixed.
John Shea	jsniagara@aol.com	(201) 240-0051	PABT	Secaucus	129 - Secaucus - New York		North: Meadowlands Garage	Mr. Shea was on the bus that broke down when trying to assist a person in a wheelchair. The bus became immobile on Bergenline, West New York. I called the Control Center who was aware of the situation. I learned that another bus was being detoured to the location since the next scheduled bus is not due there for several hours. I was unable to tell him exactly how long the delay would be (he called at 4:15 PM).					Unable to locate this incident.
Marie Ganor	(201) 798-2652		5 Corners, Jersey City	Paterson St., Jersey City	083 - Hackensack - Jersey City		North: Meadowlands Garage	Ms. Ganor said she attempted to take the bus between 12:30 PM and 1:00 PM but the operator couldn't get the wheelchair lift to work properly. The operator offered to stay with her but she and her health care worker decided to go down the few blocks without the bus' assistance. She doesn't understand why there is such a problem since this is not the first time she hasn't been able to get on a bus.	081030-Q80244	10/30/08	11/05/08	if	investigating--we apologize for the problem, but the wheelchair had a mechanical problem. Verified wheelchair defect. Operator offered to stay with wheelchair customer. Undercover rides conducted 10/21/08, 1/21 and 1/28/09. No violations.
Mary O'Conner	(201) 795-0432		South St & Palisade	Newport Mall	086 - Nungessers - Exchange Place		North: Meadowlands Garage	ADA customer - waiting in Hoboken_5:00PM_ Bus #86_at_South, Congress, Palisades - Driver would not stop- she is handicapped. CTICGLH	081119-Q81337	11/19/08	12/05/08	Jim Freeman	The passenger indicated that the operator was a white male. This trip was operated by an hispanic female at the time. Undercover rides on 5/13-5/28/09--no violaitons--ADA class 6/28/08.

Linn DeFina	551-998-2212		Union City	Hackensack	083 - Hackensack - Jersey City		North: Meadowlands Garage	Customer states that the driver was rude to her as she was trying to get her daughter on the bus who was in a wheel chair. She said, the driver asked her why didn't she get on the bus before him. Customer said, she told the driver she can get on any bus she wanted to. Customer said, the wheel chair got stuck, however, she did get on the bus. Customer said, she had a few other childrens with her and the driver was screaming at her asking how many children she had with her. She said, everytime she gets on the bus with this driver he always rude to her. She said, she admit cursing out him from the back but, did not call him the"N" word as he said she did.	090312-Q87070	03/12/09	03/12/09	Jim Freeman	There was a mechanical problem with the wheelchair lift on the bus after the passenger deboarded. i haver equested undercover rides on this operator to observe his performance. Lift defect verified. Regional supervisor Oliver verified agitated customer. Two undercover rides conducted 3/18 and 19. No violaitons found. ADA class 3/20.
Nexceles Demolina	(201) 348-8645		Palisade Ave & Paterson Plank Rd	PABT	123 - Union City New York		North: Meadowlands Garage	Ms. Demolina is an elderly passenger (81 yrs) who takes bus route no. 123, the 8:19 AM departure (Mondays, Wednesdays & Fridays) from Palisade Ave & Paterson Plank Rd into PABT on numerous occasion a male driver would not accomodate her by alighting her off at the nears elevator. Although she is accompany by her daughter they are not able to walk down the escalator or steps it just too much. I process a wheel chair reservation for her (Reservation No. 09-004130) hoping this will alleviate this situation.	090622-Q92598	06/22/09	06/26/09	nd	operator put on notice and will be disiplined accordingly. Not wheelchair related undercover ride conducted 7/10--no violations. No discipline. Customer asked not to pursue complaint.
Ignacio Aldana	(718) 791-2052		Pabt	Teaneck, Glen Pointe	167 - Harrington Pk - Dumont - NY	101	North: Meadowlands Garage	Customer states that the driver after seeing the ADA passenger in a wheel chair he said, "It's not going to be my day". He said, the driver had a problem getting the ADA passenger on the bus, so he had everyone to get off the bus so that he can fix the problem with the bus. He said, after the driver fixed the problem with the bus, the driver left without taking any of the passengers. Customer said, the bus was scheduled to depart Pabt at 1:45pm, but he was 5 minutes late.	090626-Q92905	06/26/09	06/26/09	Jim Freeman	Run 101 operates out of Meadowlands. Please remove from Oradell and forward to Meadowlands. Lift sprocket replaced. Undercover 8/11/09--no violations. Operator put customer on follower along with other passengers.
Rubin Fernandez	201-289-4832		Union City	North Bergen, Nungessers	084 - Bergenline Ave - Park Ave		North: Meadowlands Garage	Customer states that a passenger on board the bus was having a heart attack and the bus driver became very nervous. He said, while the driver was assisting the passenger who had the heart attack, she forgot and left him on the bus for 1 hour 1/2. He said, he is a ADA passenger in a wheel chair.	090629-Q92995	06/29/09	06/29/09	nd	The person on the bus was having an epileptic seizure and the operator called 911 but before the ambulance could arrive the person who was approx. 17-18 years old, got off the bus. The incident was approx. 30 min. We are sorry the trip was delayed but the operator tried to assist the sick person.
Dmitry Okraynets	(201) 675-9439		PABT	Summit & Beech, Hackensack	163 - Ridgewood - New York		North: Oradell Garage	Caller is a wheelchair passenger. He stated the boarding process took a long time because four people were sitting in the wheelchair area and it took 20 minutes for them to finally move to make room for him. Later, as his stop approached, the operator stated this was as far as he was going (Summit & Essex). Customer stated he was going to Summit & Beech. I advised Summit & Essex is the last stop on this trip. Customer also stated that operator had '163' displayed on the destination sign but insisted he was actually a 164 trip. Customer would not have had such a problem with exiting the bus, but the same four people who gave him trouble at the PA were still onboard. Caller asked if they were related to the operator and one of them said 'yes.' Apologized and advised we will forward. Call back not required.	080819-Q76014	08/19/08	08/20/08	Boston,Stephanie	Investigation results: Undercover rides requested for operator. Undercover ride on 8/27/08--no violations. Attended ADA class 8/12/08.
Paul Ward	unknown		NY PABT		163 - Ridgewood - New York		North: Oradell Garage	Customer claimed he is ADA wheelchair at NY PABT and said personnel at NYPABT told him to call TIC reservations? "ADA do not need reservations - buses are wheel chair equipped". ** 6PM _Bus #163 Parkway Express and other times. CTICGLH	081120-Q81456	11/20/08	11/20/08	Bent Larsen	Not knowing who the customer spoke to, its hard to answer, also your **** does not make sence, since * ADA reservations are not needed, but without a specific trip cannot be guaranteed, and as for your ** remark, there is no such thing as a 6PM 163 Parkway express, maybe 5:50p, or 6:10p, in addition, Wheelchairs cannot be accomodated on most of our platforms at the PABT, that's why a reservation is advisable if the passenger wants depart a specific time.

Ruben Fernandez	(201) 696-7795		PABT	Hackensack	165 - Westwood New York		North: Oradell Garage	Customer is bound to a wheelchair and does not speak English. The customer only speaks Spanish The customer is being bypassed at his stop on occassion. The customer is also being approached by drivers as to pick him up and is being told that the wheelchair lift is not operational. On May 26, the customer returned to report the same issue happened. Equipment 7616 driver "Francisco."	090529-Q91213	05/29/09	05/29/09	pk	Operator will be called to supervisors office ASAP and special requestedUndercover ride 6/9/09. Time point announcement violation. One day suspension. Spanish speaking supervisor confirms customer unable to provide specifics.
Antonio Martinez	(917) 885-5105 c	qban99@hotmail.com	PABT	Paterson	161 - Paterson - Passaic - NY		North: Wayne Garage	Mr. Martinez uses a wheelchair and he was unable to get on the bus. The operator was unfamiliar with how the seats operate and Mr. Martinez had to explain it to him. The dispatcher, Michael Perez came over to assist the operator. He was only able to get the lift to go out, not up and down. He then let that bus go and Mr. Martinez had to wait for the next bus. He asumed that the operator didn't check it before leaving the garage and felt that Mr. Perez didn't do enough to assist him to get on.	080708-Q72137	07/08/08	07/08/08	Higuera	See me slip issued to Operator and special ride requested. Terminal supervisor responded and was unable to cycle the lift. Wheelchair belt would not engage.
Bob Refused			31st & Bergenline, Union City	Willowbrook Mall	191 - Willowbrook - Little Falls - NY		North: Wayne Garage	Bob wanted the last bus that goes through Union City from PABT on Sunday night. He got to the stop at 6:50 PM. When the bus failed to show by 7:30 PM, he called TIC. A van was dispatched to transport Bob who is wheelchair-bound.					Van dispatched/transported customer to requested destination.

Attachment G
Excerpts from Accessibility Audit within
Maintenance SOP



MAINTENANCE STANDARD OPERATING PROCEDURES MANUAL

SUBJECT: MAINTENANCE WITH DISABILITIES (ADA) COMPLIANCE			
ISSUED: January 20, 1998	EFFECTIVE: IMMEDIATELY	PROCEDURE NO: 98-028-10	SECTION NO: 10

PURPOSE: Compliance with ADA presents NJ TRANSIT with several unique challenges involving both personnel and equipment. The purpose of this procedure is to guide NJ TRANSIT's compliance efforts.

PROCEDURE:

I. Goals

A. Equipment

1. Insure that all new purchases of vehicles are ADA compliant.
2. Insure that existing equipment is kept in the highest state of repair and reliability.

B. Personnel

1. Insure that all Bus Operating Personnel are trained and knowledgeable in their duties and responsibilities under ADA.
2. Insure that employees conduct their responsibilities in a professional and sensitive manner.

II. Compliance Oversight

A. Equipment

Each garage Superintendent is directly responsible for equipment maintenance and repair. Additionally, The QA/QC Department will be responsible for conducting periodic audits of all NJ TRANSIT bus equipment. Audits will include function testing of all ADA equipment including Kneelers, Wheelchair Lifts, and the PA systems. Data collection, analysis and reporting will be within the purview of the QA/QC Department. They will publish periodic reports to both locations and senior management. In-Service equipment failures will be reported to the Control Center, documented and published in a weekly tracking report.

B. Personnel

The Operational Safety, Operational Training, and Field Compliance Departments will be responsible for conducting random follow-up rides and other activities aimed at establishing

NJ TRANSIT's compliance levels. Activities will include ADA service elements in the approximately 15,000 rides done yearly. Field Compliance will provide special ADA spotter service when needed to verify Operator ADA complaints. Additionally, Data collection and analysis of ADA related complaints will be accomplished by the Control Center and Customer Service.

III. Compliance Plan Activities

A. Accessible Equipment Allocations

The Directors of Maintenance are responsible for the allocation of buses within garages to insure that each location has adequate numbers of accessible buses to meet peak wheelchair requirements.

B. Assignment of Accessible Equipment to Routes

The actual assignment of buses to specific routes to meet peak wheelchair requirements is the responsibility of the garage Supervisor (or his/her designee) in Northern and Central Divisions. In the Southern Division, the garage Superintendent (or his/her designee) will assign equipment in such manner as to insure that all required service is provided. Compliance will be audited by the Control Center on a periodic basis.

Trips that require wheelchair equipped buses are identifiable from several different sources. Our riding public uses our Public Time Tables, ATTACHMENT 1A. Any notation(s) with a "W" to the left of a run indicates that a trip is accessible to Mobility Impaired Passengers. For internal use, Report REPT41H from the TOPS Payroll System, ATTACHMENT 1B, also has a "W" next to any piece of work that requires a wheelchair equipped bus. Another source of information is the Headway, ATTACHMENT 1C, which is generated by Service Planning, and broken down by line. On the left hand side of the page, next to the run numbers, there is a column labeled "NOTE". If that notation or any part of it is a "W", this indicates that the assignment will need a wheelchair equipped bus.

C. Reporting Defects with Accessible Equipment

Operators who experience problems with accessible equipment such as Wheelchair Lifts, Kneelers or PA Systems will report all such problems on their Bus Condition Report on return to the garage each day. In service failures will be called into the Control Center at once.

D. Repair of Defects with Accessible Equipment

The Superintendent of each garage is responsible for the timely repair of all ADA related equipment to meet guidelines. Accessible equipment repairs shall be given the same priority as safety related defects.

E. Preventive Maintenance of Accessible Equipment

Maintenance Superintendents will conduct periodic maintenance on all accessible features including Lifts, Kneelers, and PA Systems in accordance with OEM and NJ TRANSIT P/M schedules.

F. Auditing of Accessible Equipment

The QA/QC Department will conduct quarterly ADA compliance audits at all NJ TRANSIT and Private Carrier locations. The purpose of these audits is to insure the function of all accessible features. Each audit will be documented and the results published to all interested parties. Deficiencies found by the QA/QC Department will be referred to the garage Superintendent for immediate corrective action. The Superintendent will provide documentation of the problem found and the corrective action taken.

G. Reporting of all In-Service Problems

All in-service problems will be reported to the Control Center for inclusion in the CAD system. The Control Center will publish a weekly report listing all in service equipment failures by route, line, garage and operator.

H. Service Recovery

When for whatever reason accessible equipment malfunctions, or is not available, the Control Center will be responsible for service recovery. This includes the prompt dispatching of changeover buses or the dispatching of wheelchair accessible vans.

I. Employee Training

Maintenance employees will be trained in the requisite skills necessary for maintenance of accessible bus features by the Maintenance Training Department. Training will be included as part of the basic programs (Rate C, Rate A) or via special programs. Refresher training is available upon request to Maintenance Training.

J. Receipt and Processing of Complaints

1. NJ TRANSIT takes its ADA responsibilities seriously. To insure complete compliance, ADA related complaints will be investigated.
2. Complaints regarding maintenance problems will be referred to the applicable Director of Maintenance for resolution. Each complaint will be investigated and processed for cause. Garage Superintendents are responsible for implementing corrective action to prevent reoccurrence of the complaint.

K. Special Compliance Auditing

Many ADA service related issues can only be evaluated under actual operation. To that end, Operations and the office of Special Services will jointly sponsor a "special" audit program. The program will involve having undercover spotters with real or simulated disabilities ride the system. Reports concerning operators and equipment will be obtained and used for corrective action. ADA policy violations found during "spotter" rides will be investigated and handled, if valid, in the same manner as complaints above.

IV. Attachments

- 1A. Public Time Table
- 1B. Report REPT41H from the TOPS Payroll System
- 1C. Bus Operations Headway Sheet (Generated by Service Planning)



Maureen A. Milan
Vice President/General Manager,
Bus & Light Rail Operations

1. 21. 98
Date

ATTACHMENT 1A

Public Time Table

To Newark
Weekdays

Any notation with a "W" next to a trip indicates that it is accessible to Mobility Impaired Passengers, and a wheelchair bus is to be assigned to that operator.

	LIVINGSTON MALL	FLORHAM PARK Hwy 206 & Vreeland Rds	WINDY HILL Rt 10 & Rte 10	EAST HAVEN Rt 10 & Burger King	LIVINGSTON Rt 10 & Other Pkwy	LIVINGSTON Rt 10 & Eisenhower Pkwy	LIVINGSTON Livingston & Mt Pleasant Ave	LIVINGSTON Northfield & Livingston Ave	LIVINGSTON St Barnabas Medical Center	WEST ORANGE Rte 10 & Northfield Ave	ORANGE Ene Loop	ORANGE Rte 10 & Essex Ave	EAST ORANGE Rte 10 & Main St	NEWARK Penn Station
WX	6:16					6:20	6:24	6:28	6:38	6:44				6:52
X	6:35					6:39	6:43	6:47	6:57	7:03				7:11
W	7:22					7:26	7:30	7:34	7:44	7:50				7:58
X	7:40					7:44	7:48	7:52	8:02	8:08				8:16
W	8:07					8:11	8:15	8:19	8:29	8:35			8:46	8:52
W	8:46					8:52	8:56	9:00	9:10	9:16			9:27	9:33
W	9:18					9:22	9:26	9:30	9:40	9:46				
W	9:47					9:51	9:55	9:59	10:07	10:13			10:30	10:46
W	10:42					10:46	10:50	10:54	11:02	11:08			11:25	11:41
W	11:12					11:16	11:20	11:24	11:34	11:40				
W	11:42					11:46	11:50	11:54	12:02	12:08			12:25	12:41
W	12:12					12:16	12:20	12:24	12:34	12:40				
W	12:42					12:46	12:50	12:54	1:02	1:08			1:25	1:41
W	1:12					1:16	1:20	1:24	1:34	1:40				
W	1:42					1:46	1:50	1:54	2:02	2:08			2:25	2:41
W	2:12					2:16	2:20	2:24	2:34	2:40				
W	2:35					2:39	2:43	2:47	2:57	3:03			3:14	3:30
W	3:10					3:14	3:18	3:22	3:30	3:36			3:53	4:09
W	3:30	3:37	3:42	3:42	3:47	3:51	3:55	4:05	4:11	4:17			4:22	4:38
Z	3:45	3:52	3:55	3:58	4:02	4:06	4:10	4:18	4:24	4:30			4:35	4:51
Z	3:55	4:02	4:05	4:08	4:12	4:16	4:20	4:28	4:34	4:40			4:45	5:01
W	4:10	4:17	4:20	4:23	4:27	4:31	4:35	4:45	4:51	4:57			5:02	5:18
W	4:35	4:42	4:45	4:48	4:52	4:56	5:00	5:10	5:16	5:22			5:27	5:43
W	4:50	4:57	5:00	5:03	5:07	5:11	5:15	5:25	5:31	5:37			5:42	5:58
W	5:10	5:17	5:20	5:23	5:27	5:31	5:35	5:45	5:51	5:57			6:02	6:18
W	5:30	5:37	5:40	5:43	5:47	5:51	5:55	6:05	6:11	6:17			6:22	6:38
W	5:50	5:57	6:00	6:03	6:07	6:11	6:15	6:25	6:31	6:37			6:42	6:58
W	6:20	6:27	6:30	6:33	6:37	6:41	6:45	6:55	7:01	7:07			7:12	7:28
W	6:47					6:51	6:55	6:59	7:09	7:15			7:20	7:36
W	7:57					8:01	8:05	8:09	8:19	8:25			8:30	8:46
W	8:57					9:01	9:05	9:09	9:19	9:25			9:30	9:46
W	9:57					10:01	10:05	10:09	10:17	10:23			10:28	10:44
W	10:30	10:37	10:40	10:43	10:46	10:50	10:54	11:04	11:10	11:16			11:21	11:37

6-165

W - Trip accessible to Mobility Impaired Passengers

X - Trip operates express via I-280 between Orange and Newark. Eastbound trips starting at Livingston Mall originate at Livingston Mall Park-Ride.

Z - Trip operates express via I-280 between Ene Loop in Orange and Eisenhower Parkway in Livingston. Trip will stop at all bus stops between Ene Loop and I-280 - West Orange.

ATTACHMENT 1B

Report REPT41H from TOPS Payroll System

DATE: DEC 01/97
TIME: 1131P
GARAGE: ORANGE

NEW JERSEY TRANSIT
DAILY PULLOUTS
FOR DEC 02/97

PAGE 1

"W" indicates that a run needs a Wheelchair equipped bus. This is the report used to assign buses.



W	C	COMB	RUN	LINE	TIME	PULLOUT GARAGE	DRIVER	VE TY	PULLIN TIME	GARAGE	BUS	LOCATION	TIME
			1	34	410A	ORAN	LONGOBARDO	00	1212P	ORAN			
		1	12	27	429A	ORAN	HAYES	00	856A	ORAN			
W			2	29	437A	ORAN	LOUVERTURE	00	1250P	RELI			
W			1	21	438A	ORAN	ROBERTSON	00	1206P	ORAN			
			9	29	443A	ORAN	COUNTS	00	1016A	ORAN			
W			2	94	445A	ORAN	EVERETT	00	152P	RELI			
W			1	27	448A	ORAN	SMITH, JOH	00	1250P	ORAN			
W			2	34	450A	ORAN	SHACKLEFOR	00	1232P	RELI			
W			2	21	453A	ORAN	NORMAN	00	1246P	ORAN			
W			1	94	454A	ORAN	BURGESS	00	122P	RELI			
W			3	29	458A	ORAN	TETTERTON	00	100P	RELI			
W			2	27	500A	ORAN	FREEMON	00	101P	ORAN			
			4	34	500A	ORAN	OLIVEIRA	00	1256P	RELI			
W			1	71	500A	ORAN	ELLISON, J	00	107P	RELI			
			53	29	502A	ORAN	ISMAIL, NA	00	839A	ORAN			
W			1	96	503A	ORAN	MOHAN	00	123P	ORAN			
			20	73	505A	ORAN	MUHAMMAD	00	913A	ORAN			
W			35	94	505A	ORAN	HESTER, BE	00	846A	RELI			
W			5	29	507A	ORAN	BRIDGEFORT	00	128P	RELI			
			25	21	508A	ORAN	GILLIAM	00	808A	ORAN			
			15	92	508A	ORAN	HOLMES	00	916A	ORAN			
W			4	29	509A	ORAN	YANCEY, MI	00	118P	RELI			

ATTACHMENT 1C

"HEADWAY" (Generated by Service Planning)

WEEKDAY : SERVICE
GARAGE : ORANGE
SCHED. # : 6478

NEW JERSEY TRANSIT
93 -- Bloomfield - City Subway

EFFECTIVE DATE: SEP/02/97

REVISED DATE:

FROM: Franklin Av. City Sub. Stat.-Nwk

TO: BLOOMFIELD CONGER

Any notation with a "V" next to a trip indicates that it is accessible to Mobility Impaired Passengers, and a wheelchair bus is to be assigned to that operator

RUN	NOTE	GAR-OUT FR-LINE	DH	CITY SBWY	BROT BAY	MONT WILL	CONG GLEN	LVE TIME	DH	GAR-IN TO-LINE
1	HW	OR- 520		535	546		555	556		
15	MW			538		543	550	551		
15	HW			610	621		630	631		
1	MW			623		628	635	636		
15	HW			650	701		710	711		
1	MW			703		708	715	716		
15	HW			730	741		750	751		
1	MW			743		748	755	756		
15	HW			810	821		830	831		
1	MW			823		828	835	836		
15	HW			850	901		910	910		OR- 916
1	MW			859		904	911	925		
1	HW			949	1000		1009	1010		
1	HW			1034	1045		1054	1055		
1	HW			1119	1130		1139	1140		
1	HW			1204	1215		1224	1225		
1	HW			1249	100		109	109		OR- 115
7	HW			134	145		154	155		
7	HW			220	231		243	244		
10	HW			255	306		318	319		
7	MW			311		316	323	324		
10	HW			335	346		358	359		
7	MW			351		356	403	404		
10	HW			415	426		438	439		
7	MW			431		436	443	444		
10	HW			455	506		518	518		OR- 524
7	MW			511		516	523	524		
9	HW			530	548		558	559		
7	MW			552		557	603	604		
9	HW			618	628		638	639		
7	MW			632		637	643	644		
9	HW			653	703		713	720	92	
7	MW			712		717	723	724		
7	MW			738		743	749	749		OR- 755

MW--- Via Montgomery St. and is accessible to mobility impaired passengers.

HW--- Via Bay and Hoover Aves. and is accessible to mobility impaired passengers.

Attachment H
NJ Transit Bus Fleet

6. BUS FLEET INVENTORY

IDENTIFYING YEAR, MAKE, BUS GARAGE, AND ACCESSIBILITY OF EACH BUS, INCLUDING WHETHER THE SYSTEM USES LOW-FLOOR BUSES AND TO WHAT EXTENT

(NJ TRANSIT does not employ low –floor buses)

VM101R4B
BVMSR101NJ TRANSIT BUS OPERATIONS
VEHICLE MAINTENANCE SYSTEM
LOCATION OF BUSES
NORTHERN DIVISION: GREENVILLEPAGE: 1
DATE: 08/07/09

W DENOTES WHEELCHAIR

TRANSIT:1989 FLXIBLE 40102-6T

1700 W 1704 W 1708 W 1709 W 1710 W 1716 W 1719 W 1720 W 1721 W

TOTAL: 1989 FLXIBLE 40102-6T : 9
-----TRANSIT:1994 METRO-D TRANSIT METRO "D"1750 W 1766 W 1768 W 1770 W 1773 W 1781 W 1783 W 1784 W 1785 W
1787 W 1788 W 1790 W 1792 W 1793 W 1794 W 1795 W 1796 W 1797 W
1798 W 1799 W 1800 W 1820 W 1821 W 1822 W 1823 W 1824 W 1825 W
1826 W 1827 W 1828 W 1829 W 1830 W 1831 W 1832 W 1833 W 1834 W
1835 W 1836 W 1837 W 1838 W 1839 W 1840 W 1886 W 1887 W 1888 W
1889 WTOTAL: 1994 METRO-D TRANSIT METRO "D" : 46
-----SUBURBAN:1994 METRO-D SUBURBAN METRO D3700 W 3701 W 3702 W 3703 W 3705 W 3715 W 3716 W 3717 W 3718 W
3728 WTOTAL: 1994 METRO-D SUBURBAN METRO D : 10
-----SUBURBAN:2008 NABI SUBURBAN 416.15.025241 W 5242 W 5243 W 5244 W 5245 W 5246 W 5247 W 5248 W 5249 W
5250 W 5251 W 5252 W 5253 W 5254 W 5255 W 5256 W 5257 W 5258 W
5259 W 5260 W 5261 W 5262 W 5263 W 5264 W 5265 W 5266 W 5267 W
5268 W 5269 W 5270 W 5271 W 5272 W 5273 W 5274 W 5275 W 5276 W
5277 WTOTAL: 2008 NABI SUBURBAN 416.15.02 : 37

LOCATION TOTAL: 102

VM101R4B
BVMSR101

NJ TRANSIT BUS OPERATIONS
VEHICLE MAINTENANCE SYSTEM
LOCATION OF BUSES
NORTHERN DIVISION:MEADOWLANDS

PAGE: 2
DATE: 08/07/09

W DENOTES WHEELCHAIR

CRUISER:MCI D4500

7420 W	7421 W	7423 W	7424 W	7425 W	7426 W	7427 W	7428 W	7429 W
7430 W	7431 W	7432 W	7433 W	7434 W	7435 W	7436 W	7437 W	7438 W
7439 W	7440 W	7441 W	7443 W	7444 W	7445 W	7446 W	8230 W	8231 W
8232 W	8233 W	8234 W	8235 W	8236 W	8237 W	8238 W	8239 W	8240 W
8241 W	8242 W	8243 W	8244 W	8245 W	8262 W	8263 W	8264 W	8265 W
8316 W								

TOTAL: MCI D4500 : 46

CRUISER:MCI D4500C

9044 W	9045 W	9046 W	9047 W	9048 W	9049 W	9050 W	9051 W	9052 W
9053 W								

TOTAL: MCI D4500C : 10

CRUISER:MCI D4500SS

7121 W	7122 W	7123 W	7124 W	7125 W	7126 W	7127 W	7128 W	7129 W
7130 W	7131 W	7132 W	7133 W	7134 W	7135 W	7136 W	7167 W	7168 W
7169 W	7170 W	7171 W	7172 W	7173 W	7174 W	7175 W	7176 W	

TOTAL: MCI D4500SS : 26

CRUISER:MCI 102D3

7490 W	7491 W	7492 W	7493 W	7663 W	7674 W	7675 W	7676 W	7677 W
7678 W	7679 W	7680 W	7681 W	7682 W	7683 W	7762 W	7763 W	7764 W
7766 W	7767 W	7768 W	7775 W	7776 W	7777 W	7778 W	7779 W	7780 W
7781 W	7782 W	7786 W	7787 W	7788 W	7981 W	7982 W	7983 W	7984 W
7985 W	7986 W	7987 W	7988 W	7989 W	7990 W	7991 W		

TOTAL: MCI 102D3 : 43

TRANSIT:1995-NOVA RTS-102" TRANSIT T80206

2601 W	2605 W	2606 W	2607 W	2608 W	2609 W	2610 W	2611 W	2612 W
2613 W	2614 W	2615 W	2616 W	2617 W	2618 W	2619 W	2621 W	2622 W
2623 W	2624 W	2626 W	2627 W	2628 W	2629 W	2630 W	2631 W	2632 W
2633 W	2634 W	2636 W	2637 W	2638 W	2639 W	2640 W	2641 W	2642 W
2643 W	2644 W	2645 W	2646 W	2647 W	2688 W	2689 W	2769 W	2770 W

VM101R4B
BVMSRI01NJ TRANSIT BUS OPERATIONS
VEHICLE MAINTENANCE SYSTEM
LOCATION OF BUSES
NORTHERN DIVISION:MEADOWLANDSPAGE: 3
DATE: 08/07/09

W DENOTES WHEELCHAIR

2771 W 2772 W

TOTAL: 1995-NOVA RTS-102" TRANSIT T80206 : 47
-----SUBURBAN:1989 FLXIBLE 40096-6T

3005 3035 3059 3109 3195 3267 W 3274 W

TOTAL: 1989 FLXIBLE 40096-6T : 7
-----SUBURBAN:1989 FLXIBLE 40102-6T

3580 3587 3589

TOTAL: 1989 FLXIBLE 40102-6T : 3
-----SUBURBAN:2008 NABI SUBURBAN 416.15.02

5278 W	5279 W	5280 W	5281 W	5282 W	5283 W	5284 W	5285 W	5286 W
5287 W	5288 W	5289 W	5290 W	5291 W	5292 W	5293 W	5294 W	5295 W
5296 W	5297 W	5298 W	5299 W	5300 W	5301 W	5302 W	5303 W	5305 W
5306 W	5307 W							

TOTAL: 2008 NABI SUBURBAN 416.15.02 : 29

LOCATION TOTAL: 211

VM101R4B
BVMSR101NJ TRANSIT BUS OPERATIONS
VEHICLE MAINTENANCE SYSTEM
LOCATION OF BUSES
NORTHERN DIVISION:FAIRVIEWPAGE: 4
DATE: 08/07/09

W DENOTES WHEELCHAIR

CRUISER:MCI 102D3

7531 W	7532 W	7533 W	7534 W	7535 W	7536 W	7537 W	7538 W	7539 W
7540 W	7541 W	7783 W	7784 W	7785 W	7789 W	7790 W	7791 W	7792 W
7793 W	7794 W	7795 W	7796 W	7797 W	7798 W	7799 W	7800 W	7827 W
7873 W	7927 W	7930 W						

TOTAL: MCI 102D3 : 30
-----TRANSIT:NEOPLAN ARTIC AN460

9501 W 9502 W 9503 W 9504 W

TOTAL: NEOPLAN ARTIC AN460 : 4
-----SUBURBAN:1989 FLXIBLE 40102-6T

3600

TOTAL: 1989 FLXIBLE 40102-6T : 1
-----SUBURBAN:NEOPLAN ARTIC AN460

9601 W	9602 W	9603 W	9604 W	9605 W	9606 W	9607 W	9608 W	9609 W
9610 W	9611 W	9612 W	9613 W	9614 W	9615 W	9616 W	9617 W	9618 W
9619 W	9620 W	9621 W	9622 W	9623 W	9624 W	9625 W	9626 W	9627 W
9628 W	9629 W	9630 W	9631 W	9632 W	9633 W	9634 W	9635 W	9636 W

TOTAL: NEOPLAN ARTIC AN460 : 36
-----SUBURBAN:2008 NABI SUBURBAN 416.15.02

5202 W	5203 W	5204 W	5205 W	5206 W	5207 W	5208 W	5209 W	5210 W
5211 W	5212 W	5213 W	5214 W	5215 W	5216 W	5217 W	5218 W	5219 W
5220 W	5221 W	5222 W	5223 W	5224 W	5225 W	5227 W	5228 W	5229 W
5231 W	5232 W	5233 W	5234 W	5235 W	5236 W	5237 W	5238 W	5239 W

VM101R4B
BVMSR101

NJ TRANSIT BUS OPERATIONS
VEHICLE MAINTENANCE SYSTEM
LOCATION OF BUSES

PAGE: 5
DATE: 08/07/09

W DENOTES WHEELCHAIR

NORTHERN DIVISION:FAIRVIEW

5240 W

TOTAL: 2008 NABI SUBURBAN 416.15.02 : 37

LOCATION TOTAL: 108

VM101R4B
BVMSR101NJ TRANSIT BUS OPERATIONS
VEHICLE MAINTENANCE SYSTEM
LOCATION OF BUSES
NORTHERN DIVISION:ORADELLPAGE: 6
DATE: 08/07/09

W DENOTES WHEELCHAIR

CRUISER:MCI 102D3

7484 W	7485 W	7486 W	7487 W	7488 W	7567 W	7568 W	7569 W	7570 W
7571 W	7572 W	7573 W	7574 W	7575 W	7576 W	7577 W	7578 W	7579 W
7580 W	7581 W	7582 W	7583 W	7584 W	7585 W	7586 W	7587 W	7588 W
7589 W	7590 W	7591 W	7592 W	7593 W	7594 W	7595 W	7596 W	7597 W
7598 W	7599 W	7600 W	7601 W	7602 W	7603 W	7604 W	7605 W	7613 W
7614 W	7615 W	7616 W	7617 W	7686 W	7687 W	7688 W	7689 W	7690 W
7691 W	7692 W	7693 W	7694 W	7695 W	7696 W	7697 W	7698 W	7699 W
7700 W	7701 W	7702 W	7703 W	7704 W	7705 W	7706 W	7707 W	7708 W
7709 W	7710 W	7711 W	7712 W	7713 W	7714 W	7715 W	7716 W	7717 W
7718 W	7719 W	7720 W	7721 W	7722 W	7723 W	7724 W	7725 W	7726 W
7727 W	7728 W	7729 W	7730 W	7731 W	7732 W	7733 W	7737 W	7738 W
7739 W	7740 W	7741 W	7742 W	7743 W	7744 W	7745 W	7746 W	7747 W
7748 W	7749 W	7750 W	7751 W	7752 W	7753 W	7754 W	7755 W	7756 W
7765 W	7769 W	7770 W	7822 W	7823 W	7824 W	7825 W	7826 W	7828 W
7829 W	7830 W	7831 W	7832 W	7833 W	7834 W	7835 W	7836 W	7837 W
7838 W	7839 W	7840 W	7841 W	7842 W	7843 W	7844 W	7845 W	7846 W
7847 W	7848 W	7849 W	7850 W	7851 W	7852 W	7853 W	7854 W	7855 W
7856 W	7857 W	7858 W	7859 W	7860 W	7861 W	7862 W	7863 W	7864 W
7865 W	7866 W	7867 W	7868 W	7869 W	7870 W	7871 W	7872 W	7874 W
7875 W	7876 W	7877 W	7878 W	7879 W	7880 W	7881 W	7882 W	7883 W
7926 W	7992 W	7993 W	7994 W	7995 W	7996 W	7997 W	8289 W	8290 W
8291 W	8971 W	8972 W	8973 W	8974 W	8975 W	8976 W	8977 W	8978 W
8979 W	8980 W	8981 W	8982 W	8983 W	8984 W	8985 W	8986 W	8987 W
8988 W	8989 W	8990 W						

TOTAL: MCI 102D3 : 210

LOCATION TOTAL: 210

VM101R4B NJ TRANSIT BUS OPERATIONS PAGE: 7
BVMSR101 VEHICLE MAINTENANCE SYSTEM DATE: 08/07/09
LOCATION OF BUSES
W DENOTES WHEELCHAIR NORTHERN DIVISION:MARKET STREET

CRUISER:MCI 102D3

7810 W	7811 W	7922 W	7923 W	7924 W	7941 W	7942 W	7943 W	7944 W
7945 W	7946 W	7947 W	7948 W	7949 W	7950 W	7951 W	7952 W	7953 W
7954 W	7955 W	7956 W	7957 W	7958 W	7959 W	7960 W	7961 W	7962 W
7963 W	7964 W	7965 W	7966 W	7967 W	7968 W	7969 W	7970 W	7971 W
7972 W	7973 W	7974 W	7975 W	7976 W	7977 W	7978 W	7979 W	7980 W
8109 W	8110 W	8111 W	8112 W					

TOTAL: MCI 102D3 : 49

TRANSIT:1994 METRO-D TRANSIT METRO "D"

1756 W	1761 W	1764 W	1801 W	1802 W	1803 W	1804 W	1805 W	1806 W
1807 W	1808 W	1809 W	1811 W	1814 W	1815 W	1816 W	1817 W	1818 W
1819 W	1884 W	1885 W						

TOTAL: 1994 METRO-D TRANSIT METRO "D" : 21

TRANSIT:1999 NOVA RTS RTS 06

1271 W	1272 W	1273 W	1274 W	1275 W	1276 W	1277 W	1278 W	1279 W
1280 W	1281 W	1282 W	1283 W	1284 W	1285 W	1286 W	1287 W	1288 W
1289 W	1290 W	1291 W	1292 W	1293 W	1294 W	1295 W	1296 W	1297 W
1298 W	1299 W	1300 W	1301 W	1302 W	1303 W	1304 W	1305 W	1306 W
1307 W	1308 W	1309 W	1310 W	1311 W	1580 W	1581 W	1582 W	1588 W
1589 W								

TOTAL: 1999 NOVA RTS RTS 06 : 46

SUBURBAN:1989 FLXIBLE 40096-6T

3138 3165

TOTAL: 1989 FLXIBLE 40096-6T : 2

SUBURBAN:1989 FLXIBLE 40102-6T

VM101R4B
BVMSR101

NJ TRANSIT BUS OPERATIONS
VEHICLE MAINTENANCE SYSTEM
LOCATION OF BUSES
NORTHERN DIVISION:MARKET STREET

PAGE: 8
DATE: 08/07/09

W DENOTES WHEELCHAIR

3515 3528 3541 3562

TOTAL: 1989 FLXIBLE 40102-6T : 4

SUBURBAN:1994 METRO-D SUBURBAN METRO D

3730 W 3731 W 3732 W 3733 W 3734 W 3735 W 3736 W 3737 W 3738 W
3739 W 3740 W 3741 W 3744 W

TOTAL: 1994 METRO-D SUBURBAN METRO D : 13

LOCATION TOTAL: 135

VM101R4B
BVMSR101

NJ TRANSIT BUS OPERATIONS
VEHICLE MAINTENANCE SYSTEM
LOCATION OF BUSES
NORTHERN DIVISION:WAYNE

PAGE: 9
DATE: 08/07/09

W DENOTES WHEELCHAIR

CRUISER:MCI D4500

7447 W	7448 W	7449 W	7450 W	7451 W	7452 W	8205 W	8207 W	8266 W
8267 W	8268 W	8292 W	8293 W	8294 W	8295 W	8296 W	8297 W	8298 W
8299 W	8300 W	8301 W	8302 W	8303 W	8304 W	8305 W	8306 W	8307 W
8308 W	8309 W	8310 W	8311 W	8312 W	8313 W	8314 W	8315 W	8317 W
8318 W	8319 W	8320 W	8321 W	8322 W	8961 W	8962 W	8963 W	8964 W
8965 W	8966 W	8967 W	8968 W					

TOTAL: MCI D4500 : 49

CRUISER:MCI D4500C

9001 W	9002 W	9003 W	9004 W	9005 W	9006 W	9007 W	9008 W	9009 W
9010 W	9011 W	9012 W	9013 W	9014 W	9015 W	9016 W	9017 W	9018 W
9019 W	9020 W							

TOTAL: MCI D4500C : 20

CRUISER:MCI D4500SS

7137 W	7138 W	7139 W	7140 W	7141 W	7142 W	7143 W	7144 W	7145 W
7146 W	7147 W	7148 W	7149 W	7150 W	7151 W	7152 W	7153 W	7154 W
7155 W	7156 W	7157 W	7158 W	7159 W	7160 W	7161 W	7162 W	7163 W
7164 W	7165 W	7166 W						

TOTAL: MCI D4500SS : 30

CRUISER:MCI 102D3

7619 W	7620 W	7621 W	7622 W	7623 W	7624 W	7625 W	7626 W	7627 W
7628 W	7629 W	7630 W	7631 W	7632 W	7633 W	7634 W	7635 W	7636 W
7637 W	7638 W	7639 W	7640 W	7641 W	7642 W	7643 W	7644 W	7645 W
7646 W	7647 W	7648 W	7649 W	7650 W	7651 W	7652 W	7653 W	7654 W
7655 W	7656 W	7657 W	7658 W	7659 W	7660 W	7661 W	7662 W	7664 W
7665 W	7666 W	7667 W	7668 W	7669 W	7670 W	7671 W	7672 W	7884 W
7885 W	7886 W	7887 W	7888 W	7889 W	7890 W	7891 W	7892 W	7893 W
7894 W	7895 W	7896 W	7897 W	7898 W	7899 W	7900 W	7901 W	7902 W
7903 W	7904 W	7905 W	7906 W	7907 W	7908 W	7909 W	7910 W	7911 W
7912 W	7913 W	7914 W	7915 W	7916 W	7917 W	7918 W	7919 W	7920 W

VM101R4B
BVMSR101

NJ TRANSIT BUS OPERATIONS
VEHICLE MAINTENANCE SYSTEM
LOCATION OF BUSES
NORTHERN DIVISION:WAYNE

PAGE: 10
DATE: 08/07/09

W DENOTES WHEELCHAIR

7921 W 7925 W

TOTAL: MCI 102D3 : 92

LOCATION TOTAL: 191

NORTHERN DIVISION TOTAL: 957

VM101R4B NJ TRANSIT BUS OPERATIONS PAGE: 11
BVMSR101 VEHICLE MAINTENANCE SYSTEM DATE: 08/07/09
LOCATION OF BUSES
W DENOTES WHEELCHAIR SOUTHERN DIVISION:EGG HARBOR TOWNSHIP

CRUISER:MCI D4500SS

7177 W 7178 W 7179 W 7180 W 7181 W 7182 W 7183 W 7184 W 7185 W
7186 W 7187 W

TOTAL: MCI D4500SS : 11

CRUISER:MCI 102D3

7401 W 7402 W 7403 W 7404 W 7405 W 7406 W 7407 W 7408 W 7409 W
7410 W 7411 W 7412 W 7413 W 7414 W 7415 W 7416 W 7417 W 7418 W
7501 W 7505 W 7506 W 7507 W 7508 W 7606 W 7607 W 7608 W 7609 W
7610 W 7801 W 7998 W 7999 W 8278 W 8279 W 8280 W 8281 W 8282 W
8283 W 8284 W

TOTAL: MCI 102D3 : 38

TRANSIT:1999 NOVA RTS RTS 06

1266 W 1267 W 1400 W 1487 W 1488 W 1489 W 1491 W 1492 W 1493 W
1494 W 1495 W 1496 W 1497 W 1498 W 1499 W 1500 W 1501 W 1502 W
1503 W 1504 W 1505 W 1506 W 1563 W 1564 W 1571 W 1572 W 1573 W
1574 W

TOTAL: 1999 NOVA RTS RTS 06 : 28

TRANSIT:1999 NOVA RTS T60206

2502 W 2503 W 2504 W 2505 W 2506 W 2507 W 2508 W 2509 W 2510 W
2511 W 2512 W 2513 W 2514 W 2515 W 2516 W 2517 W 2518 W 2519 W
2520 W 2521 W 2522 W 2523 W 2524 W 2525 W 2558 W 2560 W

TOTAL: 1999 NOVA RTS T60206 : 26

LOCATION TOTAL: 103

VM101R4B
BVMSR101

NJ TRANSIT BUS OPERATIONS
VEHICLE MAINTENANCE SYSTEM
LOCATION OF BUSES
SOUTHERN DIVISION:NEWTON AVENUE

PAGE: 12
DATE: 08/07/09

W DENOTES WHEELCHAIR

CRUISER:MCI 102D3

7543 W	7544 W	7545 W	7546 W	7547 W	7548 W	7549 W	7550 W	7551 W
7552 W	7553 W	7554 W	7555 W	7556 W	7557 W	7558 W	7559 W	7560 W
7561 W	7562 W	7563 W	7564 W	7565 W	7566 W	7611 W	7933 W	8025 W
8026 W	8027 W	8028 W	8029 W					

TOTAL: MCI 102D3 : 31

TRANSIT:1994 METRO-D TRANSIT METRO "D"

1870 W 1872 W

TOTAL: 1994 METRO-D TRANSIT METRO "D" : 2

TRANSIT:1999 NOVA RTS RTS 06

1132 W	1133 W	1134 W	1135 W	1136 W	1137 W	1201 W	1202 W	1203 W
1204 W	1205 W	1206 W	1207 W	1208 W	1209 W	1248 W	1249 W	1250 W
1251 W	1252 W	1263 W	1265 W	1577 W	1578 W			

TOTAL: 1999 NOVA RTS RTS 06 : 24

SUBURBAN:1989 FLXIBLE 40096-6T

3011	3012	3013	3014	3077 W	3079 W	3082 W	3083 W	3084 W
3085 W	3086 W	3087 W	3088 W	3089 W	3090 W	3095 W	3096 W	3118
3125	3128	3129	3130	3131	3132	3133	3154 W	3270 W

TOTAL: 1989 FLXIBLE 40096-6T : 27

SUBURBAN:1994 METRO-D SUBURBAN METRO D

3704 W	3706 W	3707 W	3708 W	3709 W	3710 W	3711 W	3712 W	3713 W
3714 W	3719 W	3720 W	3721 W	3722 W	3723 W	3724 W	3725 W	3726 W
3727 W								

TOTAL: 1994 METRO-D SUBURBAN METRO D : 19

VM101R4B
BVMSR101

NJ TRANSIT BUS OPERATIONS
VEHICLE MAINTENANCE SYSTEM
LOCATION OF BUSES

PAGE: 13
DATE: 08/07/09

W DENOTES WHEELCHAIR

SOUTHERN DIVISION:NEWTON AVENUE

LOCATION TOTAL: 103

VM101R4B NJ TRANSIT BUS OPERATIONS PAGE: 14
BVMSR101 VEHICLE MAINTENANCE SYSTEM DATE: 08/07/09
LOCATION OF BUSES
W DENOTES WHEELCHAIR SOUTHERN DIVISION:WASHINGTON TOWNSHIP

CRUISER:MCI 102D3

7512 W	7513 W	7514 W	7515 W	7516 W	7517 W	7518 W	7519 W	7520 W
7521 W	7522 W	7523 W	7524 W	7525 W	7526 W	7527 W	7528 W	7529 W
7530 W	7542 W	7618 W	8000 W	8001 W	8002 W	8003 W	8004 W	8005 W
8006 W	8007 W	8008 W	8009 W	8010 W	8011 W	8012 W	8013 W	8014 W
8015 W	8016 W	8017 W	8018 W	8019 W	8020 W	8021 W	8022 W	8023 W
8024 W	8030 W	8031 W	8032 W	8033 W	8034 W	8035 W	8036 W	8037 W
8038 W	8269 W	8270 W	8271 W	8272 W	8273 W	8274 W	8275 W	8276 W
8277 W	8286 W	8288 W	8850 W	8851 W	8852 W	8853 W	8854 W	8855 W

TOTAL: MCI 102D3 : 72

CRUISER:MCI 96D3

7802 W 7803 W 7804 W 7805 W

TOTAL: MCI 96D3 : 4

TRANSIT:1999 NOVA RTS T60206

2561 W 2562 W 2563 W 2564 W 2565 W

TOTAL: 1999 NOVA RTS T60206 : 5

SUBURBAN:1989 FLXIBLE 40096-6T

3000 W	3021	3026	3030	3036	3037	3039	3040	3042
3043	3045	3051	3052	3055	3091 W	3092 W	3126	3135
3139	3140	3143	3144	3145	3146	3147	3148	3149
3151 W	3152 W	3156 W	3157 W	3158 W	3159 W	3161	3210	3239 W
3269 W								

TOTAL: 1989 FLXIBLE 40096-6T : 37

LOCATION TOTAL: 118

VM101R4B NJ TRANSIT BUS OPERATIONS PAGE: 15
BVMSR101 VEHICLE MAINTENANCE SYSTEM DATE: 08/07/09
LOCATION OF BUSES
W DENOTES WHEELCHAIR SOUTHERN DIVISION:HAMILTON TWP. GARAGE

TRANSIT:1994 METRO-D TRANSIT METRO "D"

1873 W	1881 W	1890 W	1891 W	1892 W	1893 W	1894 W	1895 W	1896 W
1897 W	1898 W	1899 W	1900 W	1901 W	1902 W	1903 W	1904 W	1905 W
1906 W	1907 W	1938 W	1939 W	1940 W	1941 W	1942 W	1943 W	1944 W
1945 W	1946 W	1947 W	1948 W	1949 W	1950 W	1951 W	1952 W	1953 W
1954 W	1955 W	1956 W	1957 W	1958 W	1959 W	1960 W		

TOTAL: 1994 METRO-D TRANSIT METRO "D" : 43

TRANSIT:1995-NOVA RTS-102" TRANSIT T80206

2760 W	2762 W	2763 W	2764 W	2765 W	2766 W	2767 W	2768 W
--------	--------	--------	--------	--------	--------	--------	--------

TOTAL: 1995-NOVA RTS-102" TRANSIT T80206 : 8

TRANSIT:1999 NOVA RTS T60206

2526 W	2527 W	2528 W	2529 W	2530 W	2531 W	2532 W	2533 W	2534 W
2535 W	2536 W	2566 W	2567 W	2568 W				

TOTAL: 1999 NOVA RTS T60206 : 14

4001 W	4002 W	4003 W
--------	--------	--------

TOTAL: 2002 NOVA RTS HYBRID RTS 06 : 3

LOCATION TOTAL: 68

SOUTHERN DIVISION TOTAL: 392

VM101R4B
BVMSR101

NJ TRANSIT BUS OPERATIONS
VEHICLE MAINTENANCE SYSTEM
LOCATION OF BUSES
CENTRAL DIVISION:IRON-BOUND

PAGE: 16
DATE: 08/07/09

W DENOTES WHEELCHAIR

CRUISER:MCI 102D3

7489 W	7502 W	7503 W	7504 W	7509 W	7510 W	7673 W	7734 W	7735 W
7736 W	7757 W	7758 W	7759 W	7760 W	7761 W	7771 W	7772 W	7773 W
7774 W	7812 W	7813 W	7814 W	7815 W	7816 W	7817 W	7818 W	7819 W
7820 W	7821 W	7934 W	7935 W	7936 W	7940 W	8039 W	8040 W	8041 W
8042 W	8043 W	8044 W	8045 W	8046 W	8047 W	8048 W	8049 W	8050 W
8051 W	8052 W	8053 W	8054 W	8055 W	8056 W	8057 W	8058 W	8059 W
8060 W	8061 W	8062 W	8063 W	8064 W	8065 W	8066 W	8067 W	8068 W
8069 W	8070 W	8071 W	8072 W	8073 W	8074 W	8075 W	8076 W	8077 W
8078 W	8079 W	8080 W	8081 W	8082 W	8083 W	8084 W	8085 W	8086 W
8087 W	8088 W	8089 W	8090 W	8091 W	8092 W	8093 W	8094 W	8095 W
8096 W	8097 W	8098 W	8099 W	8100 W	8101 W	8102 W	8103 W	8104 W
8105 W	8106 W	8107 W	8108 W	8285 W	8287 W	8558 W	8559 W	

TOTAL: MCI 102D3 : 107

TRANSIT:1994 METRO-D TRANSIT METRO "D"

1755 W	1841 W	1842 W	1843 W	1844 W	1845 W	1846 W	1847 W	1848 W
1849 W	1850 W	1851 W	1852 W	1853 W	1854 W	1855 W	1856 W	1857 W
1858 W	1859 W	1860 W	1861 W	1864 W	1865 W	1866 W	1867 W	1869 W
1871 W	1874 W	1875 W	1876 W	1877 W	1878 W	1879 W	1880 W	1882 W
1883 W	1930 W	1931 W	1932 W	1933 W	1934 W	1935 W	1936 W	1937 W
1961 W	1962 W	1963 W	1964 W	1965 W				

TOTAL: 1994 METRO-D TRANSIT METRO "D" : 50

TRANSIT:1994 METRO-D TRANSIT METRO D DET. 50

1966 W	1967 W	1968 W	1969 W	1970 W	1971 W	1972 W	1973 W	1974 W
1975 W								

TOTAL: 1994 METRO-D TRANSIT METRO D DET. 50 : 10

4004 W 4005 W 4006 W 4007 W

TOTAL: MCI 2002 HYBRID ELECTRIC 102D3 : 4

VM101R4B
BVMSR101

NJ TRANSIT BUS OPERATIONS
VEHICLE MAINTENANCE SYSTEM
LOCATION OF BUSES

PAGE: 17
DATE: 08/07/09

W DENOTES WHEELCHAIR

CENTRAL DIVISION:IRON-BOUND

LOCATION TOTAL: 171

VM101R4B
BVMSR101

NJ TRANSIT BUS OPERATIONS
VEHICLE MAINTENANCE SYSTEM
LOCATION OF BUSES

PAGE: 18
DATE: 08/07/09

W DENOTES WHEELCHAIR CENTRAL DIVISION:ORANGE

TRANSIT:1995-NOVA RTS-102" TRANSIT T80206

2602 W	2603 W	2604 W	2690 W	2694 W	2695 W	2696 W	2697 W	2698 W
2699 W	2700 W	2701 W	2702 W	2703 W	2704 W	2705 W	2706 W	2707 W
2708 W	2709 W	2710 W	2711 W	2712 W	2713 W	2714 W	2715 W	2716 W
2717 W	2718 W	2719 W	2720 W	2721 W	2722 W	2723 W	2725 W	2726 W
2727 W	2728 W	2729 W	2730 W	2731 W	2733 W	2734 W	2735 W	2737 W
2738 W	2739 W	2740 W	2741 W	2742 W	2743 W	2744 W	2745 W	2746 W
2747 W	2748 W	2749 W	2750 W	2751 W	2752 W	2753 W	2754 W	2755 W
2756 W	2774 W	2775 W						

TOTAL: 1995-NOVA RTS-102" TRANSIT T80206 : 66

TRANSIT:1999 NOVA RTS RTS 06

1268 W	1269 W	1312 W	1313 W	1314 W	1315 W	1316 W	1317 W	1318 W
1319 W	1320 W	1321 W	1322 W	1323 W	1324 W	1325 W	1326 W	1327 W
1328 W	1329 W	1330 W	1331 W	1332 W	1333 W	1334 W	1335 W	1336 W
1337 W	1338 W	1339 W	1340 W	1341 W	1342 W	1343 W	1344 W	1345 W
1346 W	1347 W	1348 W	1349 W	1350 W	1351 W	1352 W	1353 W	1354 W
1355 W	1356 W	1357 W	1358 W	1359 W	1360 W	1361 W	1362 W	1363 W
1364 W	1365 W	1366 W	1367 W	1368 W	1369 W	1370 W	1371 W	1372 W
1373 W	1374 W	1375 W	1376 W	1377 W	1378 W	1379 W	1380 W	1381 W
1382 W	1383 W	1384 W	1385 W	1386 W	1387 W	1388 W	1389 W	1390 W
1391 W	1392 W	1393 W	1394 W	1395 W	1396 W	1397 W	1398 W	1399 W
1401 W	1402 W	1403 W	1404 W	1405 W	1406 W	1407 W	1408 W	1409 W
1410 W	1411 W	1412 W	1413 W	1414 W	1415 W	1416 W	1417 W	1420 W
1421 W	1422 W	1423 W	1424 W	1455 W	1534 W	1579 W		

TOTAL: 1999 NOVA RTS RTS 06 : 115

SUBURBAN:2008 NABI SUBURBAN 416.15.02

5308 W 5310 W

TOTAL: 2008 NABI SUBURBAN 416.15.02 : 2

LOCATION TOTAL: 183

VM101R4B NJ TRANSIT BUS OPERATIONS
 BVMSR101 VEHICLE MAINTENANCE SYSTEM
 LOCATION OF BUSES
 W DENOTES WHEELCHAIR CENTRAL DIVISION:HILTON

PAGE: 19
 DATE: 08/07/09

TRANSIT:1995-NOVA RTS-102" TRANSIT T80206

2620 W	2625 W	2635 W	2648 W	2649 W	2650 W	2651 W	2652 W	2653 W
2654 W	2655 W	2656 W	2657 W	2658 W	2659 W	2660 W	2661 W	2662 W
2663 W	2664 W	2665 W	2666 W	2667 W	2668 W	2669 W	2670 W	2671 W
2672 W	2673 W	2674 W	2675 W	2676 W	2677 W	2678 W	2679 W	2680 W
2681 W	2682 W	2683 W	2684 W	2685 W	2686 W	2687 W	2691 W	2692 W
2693 W	2732 W	2757 W	2759 W	2761 W	2773 W			

TOTAL: 1995-NOVA RTS-102" TRANSIT T80206 : 51

TRANSIT:1999 NOVA RTS RTS 06

1418 W	1419 W	1425 W	1426 W	1427 W	1428 W	1429 W	1430 W	1431 W
1432 W	1433 W	1434 W	1435 W	1436 W	1437 W	1438 W	1439 W	1440 W
1441 W	1442 W	1443 W	1444 W	1445 W	1446 W	1447 W	1448 W	1449 W
1450 W	1451 W	1452 W	1453 W	1454 W	1456 W	1457 W	1458 W	1459 W
1460 W	1461 W	1462 W	1463 W	1464 W	1465 W	1466 W	1467 W	1468 W
1469 W	1470 W	1471 W	1472 W	1473 W	1474 W	1475 W	1476 W	1477 W
1478 W	1479 W	1480 W	1481 W	1482 W	1483 W	1484 W	1485 W	1486 W
1514 W	1583 W	1584 W	1585 W	1586 W	1587 W			

TOTAL: 1999 NOVA RTS RTS 06 : 69

TRANSIT:NEOPLAN ARTIC AN460

9528 W	9529 W	9530 W	9531 W	9532 W	9533 W	9534 W	9535 W	9536 W
9537 W	9538 W	9539 W	9540 W	9541 W	9542 W	9543 W	9544 W	9545 W
9546 W	9547 W	9548 W	9549 W					

TOTAL: NEOPLAN ARTIC AN460 : 22

SUBURBAN:1994 METRO-D SUBURBAN METRO D

3742 W	3743 W	3769 W	3770 W	3771 W	3772 W	3773 W	3774 W	3775 W
3776 W	3777 W	3778 W	3779 W	3780 W	3781 W	3782 W	3783 W	3784 W
3785 W	3786 W	3787 W	3788 W	3789 W	3790 W	3791 W		

TOTAL: 1994 METRO-D SUBURBAN METRO D : 25

VM101R4B
BVMSR101

NJ TRANSIT BUS OPERATIONS
VEHICLE MAINTENANCE SYSTEM
LOCATION OF BUSES
CENTRAL DIVISION:HILTON

PAGE: 20
DATE: 08/07/09

W DENOTES WHEELCHAIR

LOCATION TOTAL: 167

VM101R4B
BVM5R101

NJ TRANSIT BUS OPERATIONS
VEHICLE MAINTENANCE SYSTEM
LOCATION OF BUSES
CENTRAL DIVISION:HOWELL

PAGE: 21
DATE: 08/07/09

W DENOTES WHEELCHAIR

CRUISER:MCI D4500

7419 W	7422 W	7442 W	7453 W	7454 W	7455 W	7456 W	7457 W	7458 W
7459 W	7460 W	7461 W	7462 W	7463 W	7464 W	7465 W	7466 W	7467 W
7468 W	7469 W	7470 W	7471 W	7472 W	7473 W	7474 W	7475 W	7476 W
7477 W	7478 W	7479 W	7480 W	7481 W	7482 W	7483 W	8200 W	8201 W
8202 W	8203 W	8204 W	8206 W	8208 W	8209 W	8210 W	8211 W	8212 W
8213 W	8214 W	8215 W	8216 W	8217 W	8218 W	8219 W	8220 W	8221 W
8222 W	8223 W	8224 W	8225 W	8226 W	8227 W	8228 W	8229 W	8246 W
8247 W	8248 W	8249 W	8250 W	8251 W	8252 W	8253 W	8254 W	8255 W
8256 W	8257 W	8258 W	8259 W	8260 W	8261 W			

TOTAL: MCI D4500 : 78

CRUISER:MCI D4500C

9021 W	9022 W	9023 W	9024 W	9025 W	9026 W	9027 W	9028 W	9029 W
9030 W	9031 W	9032 W	9033 W	9034 W	9035 W	9036 W	9037 W	9038 W
9039 W	9040 W	9041 W	9042 W	9043 W				

TOTAL: MCI D4500C : 23

CRUISER:MCI D4500SS

7101 W	7102 W	7103 W	7104 W	7105 W	7106 W	7107 W	7108 W	7109 W
7110 W	7111 W	7112 W	7113 W	7114 W	7115 W	7116 W	7117 W	7118 W

TOTAL: MCI D4500SS : 18

CRUISER:MCI 102D3

7511 W	7612 W	7928 W	7929 W	7931 W	7932 W	7937 W	7938 W	7939 W
--------	--------	--------	--------	--------	--------	--------	--------	--------

TOTAL: MCI 102D3 : 9

MCI CRUISER NATURAL GAS:MCI D3

7001 W	7002 W	7003 W	7004 W	7005 W	7006 W	7007 W	7008 W	7009 W
7010 W	7011 W	7012 W	7013 W	7014 W	7015 W	7016 W	7017 W	7018 W
7019 W	7020 W	7021 W	7022 W	7023 W	7024 W	7025 W	7026 W	7027 W
7028 W	7029 W	7030 W	7031 W	7032 W	7033 W	7034 W	7035 W	7036 W

VM101R4B NJ TRANSIT BUS OPERATIONS PAGE: 22
BVMSR101 VEHICLE MAINTENANCE SYSTEM DATE: 08/07/09

LOCATION OF BUSES
W DENOTES WHEELCHAIR CENTRAL DIVISION:HOWELL

7037 W	7038 W	7039 W	7040 W	7041 W	7042 W	7044 W	7045 W	7046 W
7047 W	7048 W	7049 W	7050 W					

TOTAL: MCI D3 : 49

MCI CRUISER NATURAL GAS:MCI D3-2000

7051 W	7052 W	7053 W	7054 W	7055 W	7056 W	7057 W	7058 W	7059 W
7060 W	7061 W	7062 W	7063 W	7064 W	7065 W	7066 W	7067 W	7068 W
7069 W	7070 W	7071 W	7072 W	7073 W	7074 W	7075 W	7076 W	7077 W

TOTAL: MCI D3-2000 : 27

LOCATION TOTAL: 204

VM101R4B
BVMSR101NJ TRANSIT BUS OPERATIONS
VEHICLE MAINTENANCE SYSTEM
LOCATION OF BUSESPAGE: 23
DATE: 08/07/09W DENOTES WHEELCHAIR CENTRAL DIVISION:BIG TREETRANSIT:1994 METRO-D TRANSIT METRO "D"

1751 W	1810 W	1812 W	1813 W	1908 W	1909 W	1910 W	1911 W	1912 W
1913 W	1914 W	1915 W	1916 W	1917 W	1918 W	1919 W	1920 W	1921 W
1922 W	1923 W	1924 W	1925 W	1926 W	1927 W	1928 W	1929 W	

TOTAL: 1994 METRO-D TRANSIT METRO "D" : 26
-----TRANSIT:NEOPLAN ARTIC AN460

9505 W	9506 W	9507 W	9508 W	9509 W	9510 W	9511 W	9512 W	9513 W
9514 W	9515 W	9516 W	9517 W	9518 W	9519 W	9520 W	9521 W	9522 W
9523 W	9524 W	9525 W	9526 W	9527 W				

TOTAL: NEOPLAN ARTIC AN460 : 23
-----SUBURBAN:1994 METRO-D SUBURBAN METRO D

3729 W	3745 W	3746 W	3747 W	3748 W	3749 W	3750 W	3751 W	3752 W
3753 W	3754 W	3755 W	3756 W	3757 W	3758 W	3759 W	3760 W	3761 W
3762 W	3763 W	3764 W	3765 W	3766 W	3767 W	3768 W		

TOTAL: 1994 METRO-D SUBURBAN METRO D : 25

LOCATION TOTAL: 74

VM101R4B
BVMSR101

NJ TRANSIT BUS OPERATIONS
VEHICLE MAINTENANCE SYSTEM
LOCATION OF BUSES

PAGE: 24
DATE: 08/07/09

W DENOTES WHEELCHAIR

CENTRAL DIVISION:BIG TREE

CENTRAL DIVISION TOTAL: 799

GRAND TOTAL: 2,148

Attachment I
Driver Interview Form

Fixed Route Driver Interview Form

This interview will take about 15 minutes. Your comments will be summarized with other driver's responses and you will not be identified individually.

Tell me a little about yourself...

How long have you been a bus driver for NJ Transit? _____

1. Are you a ____ full-time or ____ part-time/relief driver?
2. Do you usually drive a lift-equipped bus?
3. How often do you transport a person using a wheelchair or scooter? (daily, weekly...)

Training

4. When you started working for NJ Transit, how much and what type of training were you given about the use of lifts, securement systems, and passenger assistance?
5. Was the training adequate? *(What would make it better?)*
6. Is there refresher/update training for lift and securement use? What type and how often?

Lift/Ramp/Securement Information

7. When and how often do you test cycle the lift? *(Listen for daily during pre-trip inspection)*
8. What do you do if a lift doesn't work when you are test cycling it? *(How reported/action taken?)*

9. If you report that a lift is broken, how quickly is it fixed?
10. Are you ever sent out with a bus that has a broken lift? If so, how often?
11. If the lift breaks while you are in service, what do you do?
12. If you are driving a bus with a broken lift, what do you do if you see a person who uses a wheelchair waiting at a stop?
13. Do you usually deploy the lift in the street or on a sidewalk?
14. What type of assistance do you offer to people who use wheelchairs when they are boarding?
15. If someone using a “scooter” gets on the bus and there are no standard places to attach the securement system straps, what do you do?
16. What do you do if a person with a disability gets on the bus and asks for priority seating but the priority seats are taken?
17. Is there anything else you would like to tell me about wheelchair lifts or securements that I didn’t ask?

Attachment J
Record of Lift Cycling/Working Condition of Lifts
and Access Features

Reviewer: _____

Date: _____ Time: _____

Record of Lift Cycling/Working Condition of Lifts and Access Features

Transit Agency: New Jersey Transit **Bus #:** _____ **Route #:** _____ **Garage:** _____

Check one: ☐ **Rear Door Lift** ☐ **Front Door Lift**

Cycled By: ☐ **Driver** ☐ **Mechanic** ☐ **Starter (check one)**

Lift Worked? ☐ **Yes** ☐ **No** _____

Kneeler Worked? ☐ **Yes** ☐ **No** _____

ISA displayed near door? ☐ **Yes** ☐ **No** _____

Illuminated front and side destination signs? ☐ **Yes** ☐ **No** _____

Sign requesting passengers to vacate securement area upon request? ☐ **Yes** ☐ **No** _____

Securements available and functional? ☐ **Yes** ☐ **No** _____

Three-point passenger restraint available and functional? ☐ **Yes** ☐ **No** _____

Securements and passenger restraints clean? ☐ **Yes** ☐ **No** _____

PA Worked? ☐ **Yes** ☐ **No** _____

Auditory & visual stop request? ☐ **Yes** ☐ **No** _____

Operator Familiar with Equipment: ☐ **Yes** ☐ **No** _____

Comments: _____

Bus #: _____ **Route #:** _____ **(check one)** ☐ **Rear Door Lift** ☐ **Front Door Lift**

Cycled By: ☐ **Driver** ☐ **Mechanic** ☐ **Starter (check one)**

Lift Worked? ☐ **Yes** ☐ **No** _____

Kneeler Worked? ☐ **Yes** ☐ **No** _____

ISA displayed near door? ☐ **Yes** ☐ **No** _____

Illuminated front and side destination signs? ☐ **Yes** ☐ **No** _____

Sign requesting passengers to vacate securement area upon request? ☐ **Yes** ☐ **No** _____

Securements available and functional? ☐ **Yes** ☐ **No** _____

Three-point passenger restraint available and functional? ☐ **Yes** ☐ **No** _____

Securements and passenger restraints clean? ☐ **Yes** ☐ **No** _____

PA Worked? ☐ **Yes** ☐ **No** _____

Auditory & visual stop request? ☐ **Yes** ☐ **No** _____

Operator Familiar with Equipment: ☐ **Yes** ☐ **No** _____

Comments: _____

Reviewer: _____

Page ____ of ____

Date: _____

In-Service Assessment Form

Transit Agency: New Jersey Transit

Check one: " Consumer Ride-Along " In-service Observation

Check applicable: " Power wc " manual wc " standee on lift/ramp " kneeler required

Route # _____ Bus # _____

Check one: " Lift-equipped " Ramp-equipped

Boarding Location: _____ Time: _____ am/pm

Alighting Location: _____ Time: _____ am/pm

Path of Access	Y	N	N/A	Comments
1. Did the stop and the path of travel to the stop appear to be accessible?	_____	_____	_____	_____
Boarding the Bus				
1. Did the driver stop for the passenger?	_____	_____	_____	_____
If so, did he pull to the curb (if applicable)?	_____	_____	_____	_____
2. Did the driver kneel the bus?	_____	_____	_____	_____
3. Did the ramp/lift work properly?	_____	_____	_____	_____
If not, did the driver manually deploy the ramp?	_____	_____	_____	_____
If <u>not</u> , did driver appear to call dispatch?	_____	_____	_____	_____
If <u>not</u> , did the driver tell the passenger when & how they would be transported?	_____	_____	_____	_____
4. Was the rider able to board independently? In what direction?	_____	_____	_____	_____
5. Did the driver assist the rider getting up the ramp? If yes, in what direction?	_____	_____	_____	_____
Securing the Mobility Aid				
1. If needed, did the driver request a passenger to vacate the securement area?	_____	_____	_____	_____
2. Did the driver assist in securing the wheelchair?	_____	_____	_____	_____
3. Did the wheelchair appear to be properly secured?	_____	_____	_____	_____
Alighting from the Bus				
1. Did driver pull to the curb (if applicable)?	_____	_____	_____	_____
2. Did the driver kneel the bus?	_____	_____	_____	_____
3. Did the ramp/lift work properly?	_____	_____	_____	_____
If not, did the driver manually deploy the ramp?	_____	_____	_____	_____
4. Was the driver professional and courteous?	_____	_____	_____	_____
Path of Egress				
1. Did the stop and path of travel from the stop appear to be accessible?	_____	_____	_____	_____

Notes:

Attachment K
Bus and Van Specification Checklist

Reviewer: _____

Page ____ of ____

Date: _____

Lift Maintenance and Repair Summary Form

Transit Agency: New Jersey Transit

Bus # and Repair Needed	Date Breakdown Reported	Date Repaired	In Service In Interim? Spares Available?
# _____			
# _____			
# _____			
# _____			
# _____			
# _____			
# _____			
# _____			
# _____			

Notes

A. Bus and Van Specification Checklist

Name of Recipient: _____

Fleet # Assigned by Recipient/Operator (if applicable): _____

Type of Vehicle: (check one) ☐ **Minivan** ☐ **Van** ☐ **Minibus (<= 22')**
 ☐ **Minibus(> 22')** ☐ **Bus (> 22')**

Make/Model: _____ **Year** _____

Name of Person Conducting Review: _____

Signature:_____ **Date:**_____

Following is a summary of the provisions of Subpart B of 49 CFR Part 38 - the "Americans with Disabilities Act (ADA) Accessibility Specifications for Transportation Vehicles". This portion of the new ADA regulations applies to all new, used, or remanufactured buses and vans (except over-the-road, intercity buses). Also, if portions of a vehicle are modified in a way that affects or could affect accessibility, each portion must comply, to the maximum extent practicable.

Vehicles purchased by public as well as private entities operating services covered by the ADA, regardless of whether or not they receive federal funding, must comply with these specifications. Existing inaccessible buses do not have to be retrofitted to be brought into compliance.

All dimensions listed are subject to conventional engineering tolerances, including normal anticipated wear not exceeding accepted industry-wide standards and practices.

For each required specification below, indicate in the left-hand margin if the vehicle meets the specification, does not meet the specification, or the specification is not applicable to the vehicle being inspected. If the vehicle does not meet the specification, note actual measurements in the space provided to the right. Clearly indicate what the measurements are.

For some specifications (such as lift design load, securement strength, etc.), it may be appropriate to refer back to manufacturers information that was provided with the vehicle.

Meets?
(Y/N/NA)

Actual

Lift Specifications: ___ N/A (ramp specs p. 4)

- **The design load of a lift must be at least 600 pounds. Working parts must have a safety factor of at least six. Non-working parts shall have a safety factor of at least three.**
- **Controls must be interlocked with the brakes, transmission, or door so that the vehicle cannot move unless the interlock is engaged.**
- **Controls must be "momentary contact type" (meaning they require constant pressure) and must allow the up/down cycle to be reversed without causing the platform to "stow" while occupied.**
- **Lifts must be equipped with an emergency back-up system. The emergency back-up system shall be capable of being operated both up and down without the platforms "stowing" while occupied.**
- **Must be designed so that in the event of a power failure, the platform cannot fall faster than 12 inches per second.**
- **Must have an inner barrier or inherent design feature to prevent the mobility aid from rolling off the side closest to the vehicle until the platform is in its fully raised position.**
- **Side barriers must be at least one and one-half inches high.**
- **The "loading-edge" (or outer barrier) shall be sufficient to prevent a power wheelchair from riding over or otherwise defeating it (note that this test must be performed with the wheelchair facing both toward the vehicle and away from the vehicle as boarding in both directions must be permitted). If this barrier is automatic, it must close when the platform is no more than 3 inches off the ground. If the outer-barrier is to be driver operated, it must have an interlock or inherent design that prevents the platform from being raised until the barrier is closed or other system is engaged.**

Meets?
(Y/N/NA)

Actual

- The platform surface must be slip-resistant with no protrusions over 1/4 of an inch.
- The platform must be at least 28 1/2 inches wide measured at the platform surface and at least 30 inches wide measured from 2 inches above the platform surface to 30 inches above the surface. It must also be at least 48 inches long measured from 2 inches above the surface to 30 inches above the surface.
- Gaps between the platform surface and any barrier can be no more than 5/8 of an inch. Semi-automatic lifts can have a handhold in the platform that measures no more than 1 1/2 inches by 4 1/2 inches.
- When in the fully raised position, the platform surface must be vertically within 5/8 inch of the finished floor and horizontally within 1/2 inch of the finished floor.
- The ramp from ground to platform (often the lowered outer barrier) must have a slope of no more than 1:8 for a maximum rise of 3 inches (i.e., if platform 1 inch off the ground, ramp must be at least 8 inches long). If the threshold from ground to ramp (i.e., the thickness of the ramp material) is more than 1/4 inch; it must be beveled with a slope no greater than 1:2.
- The platform must not deflect more than 3 degrees in any direction when a 600 pound load is placed on the center of the platform.
- The platform must move at a rate of no more than 6 inches per second. The platform must be stowed or deployed at a rate of no more than 12 inches per second. Horizontal acceleration can be no more than .3g.
- Lift must be designed to allow boarding in either direction.
- Must be equipped with two handrails which move in tandem with the lift platform. Handrails must be 30 - 38 inches above the platform surface and must have a useable grasping area of at least 8 inches. Handrails must be capable of supporting 100 pounds, must have a cross-sectional diameter of 1 1/4 to 1 1/2 inches, and must have at least 1 1/2 inches of "knuckle clearance".

Meets?
(Y/N/NA)

Actual

— Lifts may be marked to identify the preferred standing position.

Meets?
(Y/N/NA)

Actual

Ramp Specifications: N/A

- Ramps 30 inches or greater in length must have a design load of 600 pounds. Ramps under 30 inches in length must have a design load of 300 pounds.
- Ramp surface must be continuous and slip-resistant. Protrusions can be no more than 1/4 inch.
- Ramps must be at least 30 inches wide.
- Ramps must accommodate both three-wheeled and four-wheeled mobility aids (e.g., they must be designed to support a wheel in the center of the ramp).
- If the threshold from the ground to the ramp surface (e.g., the thickness of the ramp surface) exceeds 1/4 inch, it must be beveled with a maximum slope of 1:2.
- Side barriers, at least 2 inches high, must be provided.
- Ramps must have the least slope practicable. When the ramp is deployed to ground level the slope cannot exceed 1:4 (i.e., for a vehicle with a finished floor 12 inch above the ground, a 48 inch ramp would be needed). When deployed to a 6 inch curb the following maximum slopes would apply:

<u>finished floor height above 6 inch curb</u>	<u>maximum slope</u>
3" or less	1:4
6" or less, but > 3"	1:6
9" or less, but > 6"	1:8
greater than 9"	1:12

- The ramp must be firmly attached to the vehicle.
- Gaps between the ramp and vehicle finish floor can be no more than 5/8 of an inch.

Meets?
(Y/N/NA)

Actual

- A compartment or securement system must be provided for the ramp to keep it from impinging on the space set aside for mobility aid users and to keep it from becoming a hazard in the event of a sudden stop.
- Handrails are not required. If they are provided, however, they must support 100 pounds, be between 30 inches and 38 inches above the ramp surface, have a cross-sectional diameter of 1 1/4 to 1 1/2 inches, be continuous for the full length of the ramp, and provide at least 1 1/2 inches of "knuckle clearance".

Securement Area:

- Vehicles over 22 feet in length must have two (2) securement locations. Vehicles 22 feet and under must have one (1) securement location. Vehicles are to be measured from the front-most part to the rear-most item (including the bumpers).
- Wheelchairs and mobility aids must be oriented as follows:
 - For vehicles greater than 22 feet in length, at least one securement position must be forward facing. Other securement areas can be either forward or rear-facing.
 - For vehicles 22 feet in length or less, the one required position can be either forward or rear facing.
- If wheelchair and mobility-aid-users are secured in a rear-facing orientation, a padded barrier must be provided. The barrier must be 18 inches wide and extend from 38 inches to 56 inches above the floor.
- Securement systems must have the following design loads:
 - For vehicle with a GVWR of 30,000 pounds or more: 2,000 pounds for each strap/clamp, and 4,000 pounds per mobility aid.

Meets?
(Y/N/NA)

Actual

- For vehicles with a GVWR of less than 30,000 pounds: 2,500 pounds per clamp/strap, and 5,000 pounds per mobility aid.
- Securement area must be located as close to the accessible entrance as possible.
- A clear floor area of 30 inches wide by 48 inches long must be provided for each securement area. This can include an area up to 6 inches under a seat as long as there is a vertical clearance of at least 9 inches. If flip-seats are utilized, they cannot obstruct the required floor area. The required floor area can overlap the access path (the path of travel from the accessible entrance to the securement area).
- The securement system must accommodate all common wheelchairs and mobility aids (any mobility aid not exceeding 30 inches in width and 48 inches in length and weighing no more than 600 pounds when occupied) and be able to be operated by someone with average dexterity who is familiar with the system.
- Securement systems must keep mobility aids from moving no more than 2 inches in any direction.
- The securement system must be located to be readily accessed when needed, but must not interfere with passenger movement or be a hazard to passengers. It should also be reasonably protected from vandalism.
- A seat belt and shoulder harness must be provided for each securement position. The seat belt and shoulder harness must be separate from the securement system for the mobility aid.
- A sign must be provided which indicates that the securement area is to be used by persons who use wheelchairs and mobility aids. Characters on these signs shall have a width to height ratio between 3:5 and 1:1 and a stroke width to height ratio between 1:5 and 1:10. Minimum character height (using a capital X) shall be 5/8 inch. Wide spacing shall be used (generally the space between letters shall be 1/16 the height of upper case letters). Letters must contrast with the sign's background color.

Meets?
(Y/N/NA)

Actual

General Vehicle Specifications:

- Aisles, steps, and floor areas must be slip resistant.
- Step edges, thresholds, and the boarding edge of ramps or lift platforms must have a band of color which contrasts with the step/floor surface. Typically, white or bright yellow is used to contrast against dark floors.
- The height of doors at accessible entrances and the interior height along the path of travel between accessible entrances and securement areas shall be as follows:
 - For vehicles 22 feet or longer, the clearance from the raised lift platform or the ramp surface to the top of the door must be at least 68 inches.
 - For vehicles less than 22 feet, the overhead clearance must be at least 56 inches.
- At least one set of forward-facing seats must be designated as priority seats for persons with disabilities. Signs identifying these as priority seats must be provided. Characters on these signs shall have a width to height ratio between 3:5 and 1:1 and a stroke width to height ratio between 1:5 and 1:10. Minimum character height (using a capital X) shall be 5/8 inch. Wide spacing shall be used (generally the space between letters shall be 1/16 the height of upper case letters). Letters must contrast with the sign's background color.
- Interior handrails and stanchions should not interfere with the path of travel of a common wheelchair from the accessible entrance to the securement areas.
- Handrails and stanchions shall be provided in the entrance area and through the fare collection area to assist persons with disabilities as they enter and pay a fare. Some portion of this handrail/stanchion system must be able to be grasped from outside the vehicle to assist the person as they start to board. Handrails shall have a cross-sectional diameter of between 1 1/4 and 1 1/2 inches, shall provide a minimum of 1 1/2 inches of

Meets?
(Y/N/NA)

Actual

"knuckle clearance," and shall have eased edges with corner radii of not less than 1/8 inch.

- On vehicles 22 feet in length or longer which have fare collection systems, a horizontal assist shall be provided across the front of the vehicle to allow a person to lean against the assist while paying a fare.
- Handrails and stanchions shall also be provided to assist with on-board circulation, sitting and standing, and exiting the vehicle.
- For vehicles longer than 22 feet, an overhead handrail or handrails shall be provided which are continuous from front to back except for a gap at the rear doorway.
- For vehicles longer than 22 feet which have front door lifts or ramps, vertical stanchions immediately behind the driver shall either terminate at the lower edge of the aisle-facing seats or be "dog-legged" so that the floor attachment does not impede or interfere with wheelchair footrests.
- If the driver's seat must be passed by a wheelchair user, the pedestal shall not extend into the aisle or vestibule beyond the wheelhousing, to the maximum extent practicable.
- Lighting of at least 2 foot-candles, measured on the step treads or lift platform, shall be provided in the stepwell or doorway immediately adjacent the driver. Lighting shall activate when the door is opened.
- Other stepwell and doorways shall have similar lighting at all times.
- Lighting of at least 1 foot-candle shall be provided outside all doorways to illuminate the street surface for an area up to 3 feet perpendicular to the bottom step tread outer edge. Lighting shall be located below window level and shall be shielded to protect the eyes of entering and exiting passengers.
- Fareboxes are to be located as far forward as possible and must not obstruct traffic in the vestibule area, particularly wheelchairs and mobility aids.

Meets?
(Y/N/NA)

Actual

- Vehicles in excess of 22 feet used in multiple-stop, fixed route service must be equipped with a public address system.
- For vehicles in excess of 22 feet where passengers are permitted to exit at multiple stops at their option, a "stop request" control must be provided adjacent to the securement locations. The system shall provide both auditory and visual indications that the stop has been requested. Controls shall be located from 15 inches to 48 inches above the floor, shall be operable with one hand, shall not require tight grasping, pinching, or twisting of the wrist, and shall be activated by a force no greater than 5 lbf.
- If destination or route information is displayed on the exterior of a vehicle, illuminated signs shall be provided at the front and boarding side of the vehicle. Characters on these signs shall have a width to height ratio between 3:5 and 1:1 and a stroke width to height ratio between 1:5 and 1:10. Minimum character height (using a capital X) shall be 1 inch for signs on the boarding side and 2 inches for front "headsigs". Wide spacing shall be used (generally the space between letters shall be 1/16 the height of upper case letters). Letters must contrast with background color.