

Mikie Sherrill, Governor
Dr. Dale G. Caldwell, Lieutenant Governor
Joseph D. Bertoni, Interim Commissioner
Kris Kolluri, President & CEO

TWO GATEWAY
283-299 MARKET STREET
NEWARK, NJ 07102-5310
973-491-7000



TO: BOARD OF DIRECTORS
FROM: KRIS KOLLURI
DATE: MAY 13, 2026
SUBJECT: PRESIDENT & CEO'S REPORT – MAY 2026

A handwritten signature in black ink, appearing to read 'Kris Kolluri', with a horizontal line underneath.

I want to begin this month with the Rapid Action Plan that NJ TRANSIT submitted to NJDOT Commissioner and NJ TRANSIT Board Chair Priya Jain on May 8, pursuant to Governor Sherrill's Executive Order No. 16. Yesterday, I joined Governor Sherrill, Board Chair Jain, and our Customer Advocate, Franck Beaumin, for a press conference to outline the plan, which was shaped directly by customer feedback gathered through public listening sessions led by Franck, an online survey, and outreach to community stakeholders and local officials. The plan focuses on four areas where customers have made clear they want to see improvement: digital experience, cleanliness, accessibility, and public safety.

As part of this effort, we accelerated the launch of our redesigned NJ TRANSIT mobile app, now available to all customers, featuring a simpler interface and improved location-based trip planning. We are also advancing a major investment to replace our current rail arrival and departure tracking system with next-generation GPS-based vehicle location technology. Additional initiatives include a unified customer communication system, a modernized NJ TRANSIT website coming this summer, and expanded bus Wi-Fi.

We are also expanding Station Care Teams, enhancing vehicle cleaning programs, improving station conditions at high-ridership locations, upgrading elevators and escalators, expanding wayfinding tools, establishing a Real Time Crime Center, and enhancing camera, lighting, and visibility systems across stations and facilities. At the same time, we continue making long-term investments in reliability, including the Portal North Bridge, on track to be completed this fall, 374 new Multilevel III railcars, and more than 1,400 new buses that will modernize our entire bus and rail fleet by 2031.

Speaking of the new NJ TRANSIT mobile app, FIFA World Cup rail tickets went on sale today at 12:01 a.m., and are available exclusively through the app. Since announcing the initial fare, we have continued working, at Governor Sherrill's direction, to further reduce ticket costs for fans by securing private funding through advertising. As a result, I'm pleased to share that we have reduced round-trip FIFA rail fares by 35 percent to \$98, supported by additional advertising revenue that helped offset the operational costs associated with the event. Governor Sherrill has been clear from the beginning that the cost of World Cup operations should not fall on everyday NJ TRANSIT riders or taxpayers, and we remain committed to honoring that principle while also meaningfully reducing transportation costs for the fans attending the eight matches at MetLife Stadium.

I also want to highlight the strong response to NJ TRANSIT's first-ever LAND Plan Industry Day, held on April 21 here in the Gateway complex in Newark. Joined by New Jersey State COO Kellie Doucette, we welcomed more than 300 real estate developers and industry professionals to discuss transit-oriented development, leasing, and retail opportunities at key locations including, but not limited to, Jersey City, Bayonne, and Princeton Junction. By leveraging the approximately 8,000 acres of NJ TRANSIT-owned property across the state, the LAND Plan has the potential to generate up to \$1.9 billion in revenue for NJ TRANSIT over 30 years, while also driving up to \$14 billion in statewide economic activity, and additional \$1.6 billion in municipal revenues.

Consistent with that vision, I was pleased to join Governor Sherrill on April 29 for the grand opening of the Hackensack Meridian Health and Wellness Center at Metropark — one of the first comprehensive health and wellness centers in the nation located directly at a major transit hub. This project reflects the kind of mixed-use development we want to encourage around major stations as we continue transitioning from a "Park and Ride" model to a more connected "Live and Ride" future.