



# BUS STOPS & BUS SHELTERS FREQUENTLY ASKED QUESTIONS

## How do I request a new bus stop in my municipality?

Under New Jersey law, N.J.S.A. 39:4, the power to designate bus stops rests with each municipality, not NJ TRANSIT. We do, however, work closely with each municipality and provide recommendations for safe and convenient bus stop locations, along existing route points, which the municipal governing body may accept or reject.

## How does the process work if it is a local, county or state road?

First, a local municipality must pass a resolution or ordinance approving the site of the bus stop. If it is a county road, both the municipality and the county must pass a resolution or ordinance approving the site of the bus stop. If it is a state road, the municipality must send the location of the proposed bus stop to the New Jersey Department of Transportation (NJDOT) for approval.

## How do I request to relocate a bus stop?

To request a stop be relocated or eliminated, please contact NJ TRANSIT. We will work together to address your issue.

## Does NJ TRANSIT remove snow at bus stops?

NJ TRANSIT does not own the bus stops, nor does NJ TRANSIT shovel snow at bus stops. Please contact the bus shelter sponsor for snow removal.

## Why didn't the bus stop for customers?

Contact NJ TRANSIT and provide the town in which the incident occurred, the street on which the bus was traveling, and the closest intersection, and we will address the issue.

## Does NJ TRANSIT replace bus signs?

We will check our records to determine if your local government has designated the location as a bus stop. If the location is listed as a bus stop, NJ TRANSIT will replace the sign. This will alert operators that the location is an official stop.

## Can you shorten the bus stop to permit parking?

We will review your request with our local municipal contact. If we find the stop can be shortened without jeopardizing the safety of our customers and operators and the zone does not fall below the NJDOT minimum length, we will make arrangements to shorten the stop. Bus stop zones are assigned standard lengths to permit buses to pull in and out safely and stop parallel to the curb.

## I would like a bus shelter. How do I go about getting one?

NJ TRANSIT's bus shelter program will arrange for, and bear the cost of installing bus shelters, including concrete pads, at bus stops established by municipal resolution provided that a local sponsor, public or private, will agree to accept responsibility for maintenance and liability.

## Who maintains NJ TRANSIT bus shelters?"

Once a shelter has been installed, maintenance, repairs and replacement are the responsibility of the shelter sponsor, usually the local government. In some communities, local governments have entered into agreements with advertisers to install and maintain shelters. Many shelters have the name of the party responsible for maintenance printed on the shelter.

Contact your local government or the shelter sponsor to request repairs to the bus shelter. NJ TRANSIT's shelter contractor, Handi-Hut, can be contacted for a list of parts and prices at (973) 614-1800 ext. 212.

## How do you address littering or loitering near a bus stop?

To address a litter problem, you may want to ask your local government for the placement of a trash receptacle. To address a problem with people loitering, you may want to contact your local police department to provide assistance. NJ TRANSIT will work with a local government official to determine if the bus stop can be relocated to a spot that will address your issues while still serving our bus patrons.

For questions or more information, email us at [busstops@njtransit.com](mailto:busstops@njtransit.com).

## Where do I send my municipal and/or county resolution regarding bus stops?

Please forward all municipal and/or county resolutions regarding bus stops to:

**Bus Stop Sign and Shelter Programs  
NJ TRANSIT  
1 Penn Plaza East  
Newark, NJ 07105  
(973) 491-8671**