

**FROM: NY WATERWAY**  
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**Rubenstein**

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**FOR IMMEDIATE RELEASE**

**Message from Arthur E. Imperatore, Founder & President, NY Waterway**  
**January 9, 2020**

Based on our progress, we are pleased to report full resumption of service with the hope that we'll be able to maintain it to the level during our previous history, when we ran 2,000 trips a day practically 100% on time.

We know that many of our customers have been inconvenienced and we are regretful for what I call "a spate of bad luck." Our customers should know that we are working diligently and that we have been worried sick over any lapse in service. We are only human and boats are very complex instruments of technology. Events prove the uncertainties we face each day of maintaining our fleet for service.

We have engaged a new Coordinator, two new Port Captains, and have planned an addition to our inspection staff, along with several new clerical people, improving our control systems. Ultimately availing ourselves to a new state-of-the art system of technology, with improved communications (which we have lacked in the past).

We thank our customers for their patience and forbearance. No company feels more committed to excellence in service than NY Waterway and our wonderful people. I want to confirm that we are dedicated to providing our customers with the high level of service that they have come to expect and rely upon from NY Waterway.