



June 22, 2020

To Our Valued Customers:

It is with great pleasure that we announce we are starting to ramp up commuter ferry service Monday, June 29, to meet your commuting needs in the safest possible way.

We know this has been a difficult time for you and we eagerly look forward to serving you.

In the coming weeks, we will do our best to get back to normal service, whatever "normal" will be.

As a start, modified service will be added on the following routes:

- Port Imperial in Weehawken, NJ and Midtown/West 39th Street in Manhattan.
- Hoboken/NJ TRANSIT Terminal and Brookfield Place/Battery Park City.
- Belford/Middletown in Monmouth County, with stops at Pier 11/Wall Street, Brookfield Place/Battery Park City and Midtown.

We will also continue our current ferry service between Paulus Hook in Jersey City and Brookfield Place/Battery Park City.

In response to the answers you provided in the recent customer survey we conducted, NY Waterway has added extensive customer health safety measures including cleaning and sanitizing all ferries and buses after each trip (with complete sanitization each night) and sanitizing of our terminals several times a day; requiring that all customers and employees wear face coverings; and limiting ferry and bus capacity to 50 percent, with seats labeled for social distanced seating (on all ferries and buses).

We are eager to serve you, as we have for more than 33 years, and we want to assure you that NY Waterway will provide the safest commute humanly possible.

We're sure you are looking forward to that exhilarating ferry commute, with its fresh air and breathtaking views. We will monitor your needs for service and will adjust service quickly to meet those needs.

Free connecting bus service at the West 39th Street Ferry Terminal will be offered on two routes.

- One route going east on 42nd Street and returning west on 34th Street.
- One route going east on 50th Street and returning west on 57th Street.

As more New York City companies call their employees back to work, we will expand service. Please check the website [nywaterway.com](http://nywaterway.com) and subscribe to text alerts which are specific to each route.

Thanks for your patience and loyalty, and welcome back.

Yours Sincerely,

A handwritten signature in cursive script that reads 'Arthur E. Imperatore'.

ARTHUR E. IMPERATORE  
Founder and President