



July 23, 2020

To Our Valued Customers:

Since we reopened service on June 29, we are slowly seeing ferry ridership increase, but are still a long way from where we were before Covid-19. We are pleased to report that thus far, we have received no reports of any of our staff contracting the Coronavirus. This is due to our riders being conscious of their own health safety and considerate of others by wearing face coverings and keeping social distance. It also is because our ferry crews, bus drivers and maintenance staff are meticulous in their interactions and in keeping our ferries, buses and terminals spotless.

Just as a reminder, we have implemented extensive health safety measures including the cleaning and sanitizing of all ferries and buses after every trip, along with complete disinfecting every night; the sanitizing of all terminals several times a day; requiring all customers and employees to wear face coverings; and limiting ferry and bus capacity to 50 percent, with seats labeled for social-distanced seating on all ferries & buses. Also, all of our employees have their temperature checked before being permitted to work their shifts. And of course, nothing can beat our fresh-air ferries and open-air top decks.

Please be assured that we will not falter in our diligence and commitment to provide the safest way to travel to and from New York City. As always, the health and safety of our customers remains our top priority.

As more people return to Manhattan for work and leisure, we hope more and more will continue to make the smart choice in taking the ferry. We are proud to be the best way to travel to New York City.

Sincerely,

Handwritten signature of Arthur E. Imperatore in blue ink.

Arthur E. Imperatore
Founder & President
NY WATERWAY