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NJ TRANSIT SUMMER SERVICE CHANGES FOR AMTRAK REPAIRS TAKE EFFECT MONDAY

Customers Urged to Review Their Options

NEWARK, NJ — NJ TRANSIT is reminding customers that the summer rail service changes due to Amtrak track work at Penn Station New York (PSNY) will go into effect on Monday, July 10th. This includes the diversion of all M&E Midtown Direct trains scheduled to arrive in PSNY after 7 a.m. to Hoboken Terminal, where alternate bus, ferry and PATH service is available. Additional busing will be in place at key locations.



“This has been an all-hands-on-deck effort to communicate with our customers,” said NJ TRANSIT Executive Director Steve Santoro. “If you haven’t done so already, I strongly urge all customers to utilize the next few days to familiarize yourself with all of your travel options.

“This will not be a normal commute for any of us including our customers, so we ask that you; stay connected to social media and our web page for the latest information; stay ahead by building in extra time for your commute; and stay cool and try not to lose patience. On Monday, our customer service ambassadors will be out in force, so if you have questions or need directions, just look for them in their bright yellow vests,” Santoro said.

For the past several weeks, NJ TRANSIT has been preparing its customers for these upcoming service changes. NJ TRANSIT has been engaging with customers through “We Are Listening” forums in Hoboken and PSNY, customer service ambassadors

answering questions at key stations, senior and executive management staff riding M&E trains into PSNY during the morning rush hour in addition to informational flyers, newsletters, service alerts, internet advertising and a new section of the website devoted entirely to this effort at njtransit.com/theupdate. New paper rail schedules were printed reflecting the service changes and are available throughout the system. Electronic printable versions of the schedules can be found at njtransit.com/theupdate.

To accommodate Amtrak's track repairs in July and August at PSNY, NJ TRANSIT must implement service changes weekdays only between Monday, July 10th and Friday, September 1st. NJ TRANSIT is strongly advising customers on all modes of transportation to remain aware of the status of the system by signing up for My Transit alerts, monitoring Twitter (@NJTRANSIT) and the website njtransit.com/theupdate.

NJ TRANSIT Service Plan July 10th- September 1st

The following service plan will be in place weekdays from July 10th through September 1st. **All Morris & Essex Lines (M&E) customers should check the new schedules for train times and station stops as changes have been made.**

- Midtown Direct trains on the Morristown Line scheduled to arrive in PSNY after 7:00 a.m. will be diverted to Hoboken for the rest of the service day. **Important Note: Customers traveling into New York on four early morning Midtown Direct trains will not have return service in the p.m.; they should travel to Hoboken to access westbound M&E trains. Your Hoboken ticket/pass will be valid for travel into New York on the four early morning Midtown Direct trains.**
- The four Morris & Essex Lines Midtown Direct trains are:
 - 6602, the 5:44 a.m. arrival at Penn Station New York
 - 6604, the 6:29 a.m. arrival at Penn Station New York
 - 6696, the 6:54 a.m. arrival at Penn Station New York **(Please check schedule for station stops.)**
 - 6306, the 6:58 a.m. arrival at Penn Station New York. **(Please check schedules for station stops.)**
- Midtown Direct trains on the Gladstone Branch will be diverted to/from Hoboken.

- Midtown Direct trains on the Montclair-Boonton Line will operate on regular weekday schedules with minor time changes to/from PSNY. Montclair-Boonton Line Midtown Direct trains will not stop at Broad Street Station during peak hours. **Note: All Montclair-Boonton Line customers should check the schedules as station stops may have changed.**
- All Northeast Corridor and North Jersey Coast Line trains to PSNY will operate on regular weekday schedules with minor time changes to/from PSNY.
 - Hoboken-bound North Jersey Coast Line trains will terminate at Newark Penn Station. **Note: Customers can utilize rail service to Secaucus and transfer to Hoboken-bound trains. Hoboken tickets will be honored at Secaucus. See gate agent upon arrival.**
- Raritan Valley Line trains will operate on regular weekday schedules with minor adjustments.
- Main/Bergen, Pascack Valley and Port Jervis Lines will operate on regular weekday schedules, however, connecting PATH trains at Hoboken Terminal may be different.
- Atlantic City Line will operate on regular weekday schedules.

Summer Service At A Glance

<u>RAIL LINE</u>	<u>SUMMER SERVICE DESTINATION</u>
Midtown Direct Morristown Line	HOBOKEN (except trains scheduled to arrive in PSNY before 7:00 a.m.)
Midtown Direct Gladstone Branch	HOBOKEN
Midtown Direct Montclair-Boonton	PSNY
Northeast Corridor	PSNY w/minor time changes
North Jersey Coast Line	PSNY w/minor time changes Hoboken-bound NJCL trains will terminate at Newark Penn Station
Raritan Valley	Regular weekday service w/minor adjustments

Main/Bergen, Pascack Valley, Port Jervis	Regular weekday service w/different connections
Atlantic City	Regular weekday service
All <u>Weekend</u> Service	Regular <u>weekend</u> service

Ticketing/Fare Discounts for M&E Customers

M&E Midtown Direct customers will receive up to a 63 percent discount off their regular New York fare, and will be able to utilize cross-honoring in Hoboken and alternates described below. **M&E Midtown Direct customers should purchase a Hoboken destination ticket for July and August.** This discount will be based on the origin and the destination of the M&E customer's travel. One-Way, Round Trip, Ten-Trip and Reduced Fare tickets purchased with the discount will have expiration dates of September 1st and will not be valid for travel beginning September 2nd.

- Sale Dates
 - Monthly passes with the discount will be available for purchase beginning June 19.
 - Weekly passes with the discount will be available for purchase beginning June 29.
 - One-Way/Round Trip/Ten-Trip/Reduced Fare tickets with the discount will be available for purchase beginning July 9.
 - Tickets will be available at all points of purchase including Ticket Vending Machines (TVMs), Ticket Offices and the *MyTix* feature on NJ TRANSIT's mobile app.
- Customers purchasing monthly rail passes to Hoboken will be able to use those passes to/from PSNY from July 1st -July 9th.
- Customers traveling to Penn Station New York between July 1st – July 9th with One-Way/Round Trip/Ten-Trip/Reduced Fare tickets must purchase tickets with PSNY as the final destination.
- Customers with Hoboken passes and tickets will be able to use those passes and tickets on the four early morning M&E trains operating to PSNY on weekdays in July and August.

- Customers with Hoboken monthly/weekly passes will be able to use those passes on M&E trains to/from PSNY on weekends in July and August.
- Customers traveling on the weekends with a One-Way or Reduced Fare ticket must purchase tickets with PSNY as the final destination.
- Discounted M&E rail tickets and passes will not be valid for travel on other rail lines including Northeast Corridor, North Jersey Coast Line, Raritan Valley Line, Montclair-Boonton Line, Main/Bergen County Line, Port Jervis Line, Pascack Valley Line or the Atlantic City Line.

Cross-Honoring Options

At Hoboken:

- All NY Waterway Ferry routes to/from Hoboken Terminal including the special ferry service between Hoboken Terminal and W. 39th St. Ferry Terminal in midtown Manhattan. **Note: Cross- honoring on NY Waterway ferries will be to/from Hoboken Terminal only.**
- PATH at **Hoboken, 33rd Street and World Trade Center only.**
- NJ TRANSIT's 126 bus to/from PABT.

These options will provide access to/from New York City for M&E customers opting to purchase tickets/passes with Hoboken as final destination.

At Newark Broad St:

- Newark Light Rail to Newark Penn Station to access NEC, NJCL and RVL rail service to PSNY. **Note: Cross-honoring is available on Newark Light Rail however, once at Newark Penn Station a New York rail ticket/pass will be required for travel to/from Newark Penn Station to PSNY. Tickets/passes to Hoboken will not be valid into PSNY.**
- Contracted private bus carrier express bus service from Newark Broad Street to PABT. This option will provide access to New York City for M&E customers opting to purchase tickets/passes with Hoboken as the final destination. ****This service will only operate during the a.m. peak period (6:00 – 10:00 a.m.).**

NJ TRANSIT and Private Bus Carriers:

- M&E rail tickets/passes will be cross-honored on regularly scheduled

NJ TRANSIT bus service and private carriers including DeCamp, Lakeland and Community Coach. **Note: Private carrier busing to PABT will cross-honor rail tickets/passes with Hoboken as the final destination.**

Enhanced Ferry Service

- Beginning at 7:00 a.m. through 10:00 a.m., NY Waterway Ferry will operate special service from Hoboken Terminal to W. 39th St. in Midtown Manhattan every 15 minutes. This special service will also operate in the afternoon peak hours between 4:00 p.m. (W. 39th St. Manhattan) and 8:00 p.m. All of these trips will accept NJ TRANSIT tickets and passes to/from Hoboken.

Enhanced NJ TRANSIT Bus Service

- NJ TRANSIT will enhance peak period bus service on three key lines, bus routes 107, 108 and 126.
- NJ TRANSIT will have additional buses on standby to provide supplemental service from the South Orange train station bus stop located on Sloan Street between Second and Third streets with express service to PABT should overcrowding arise on the 107 route.
- NJ TRANSIT will maintain additional buses on standby at Newark Penn Station to accommodate increased demand on the 108 line as needed.
- NJ TRANSIT will add additional service on the 126 line from Hoboken to PABT with the focus on midpoint stops between 9th and 19th streets traveling toward PABT, and maintain additional buses on standby to accommodate times of increased demand.
- NJ TRANSIT will provide express bus service to PABT from Maplewood and Summit train stations every half hour on weekdays between 7:00-9:00 a.m. only. There will be no p.m. return service. Customers should travel to Hoboken to access westbound M&E trains, or board regularly scheduled bus service from PABT.
- NJ TRANSIT has contracted with private bus carriers to provide supplemental bus service from Newark Broad St. rail station, boarding at University Ave., with express service to PABT as demand warrants. This service will only operate

during the AM peak period (from 6 a.m. to 10 a.m.)

Enhanced NJ TRANSIT Light Rail Service

- Newark Light Rail service will increase the number of trips between Broad Street Station and Newark Penn Station to provide a 10 minute frequency instead of the current 15 minute frequency between 6:30 – 9:30 a.m. and between 3:30 – 8:00 p.m.

Website and Travel Information

NJ TRANSIT will provide updated information as new details become available at njtransit.com/theupdate.

Information on NJ TRANSIT's website is available in 14 languages using Google Translate. To use a language other than English, click on "Translate This Site" at the lower right corner of the homepage and click on the language of your choice.

Customers may also access NJ TRANSIT's Twitter feed at @NJTRANSIT or listen to broadcast traffic reports. Additionally, NJ TRANSIT will provide the most current service information via the My Transit alert system (www.njtransit.com/mytransit), which delivers travel advisories for your specific trip to your cell phone. Service information is also available by calling (973) 275-5555.

Allow additional time for travel and parking. Service and parking spaces will be limited and will fill up quickly. Expect overcrowded conditions and delays. Customers who have travel time flexibility should consider off-peak travel.

Travel Tips

- **Stay informed:** Learn what has changed with your commute and identify the best travel options for you. Make use of the maps and handouts that NJ TRANSIT staff will be distributing at stations and terminals that outline new services and fare policies. Use the MyTix feature on the NJ TRANSIT mobile app to see up-to-the-minute updates.

- **Stay connected:** From Twitter and Instagram to Facebook and YouTube, NJ TRANSIT is maintaining a robust and reliable presence on social media to keep you informed of service delays, disruptions and changes. Also, we have a dedicated web site, The Update, where you can download the latest information.
- **Stay ahead:** The first few days will be tough for all of us as we navigate through new travel territory. Allow extra travel time. Customers should plan accordingly.
- **Stay cool:** There will be days when the crowds seem larger than before or the delays longer than expected and that will take a toll on tempers and patience. But, if we all stay cool and don't let these frustrations take over, everyone will get to where they need to be.
- Check njtransit.com/theupdate or news media before starting your trip for service advisories or alerts that may affect your trip.
- Download NJ TRANSIT's Mobile App for easy access to service information and advisories, ticket purchases via MyTix, real-time train departure status through DepartureVision, real-time or scheduled bus arrivals through MyBus, and other features to assist you during your commute.
- Stay connected during your commute through Facebook, Twitter, Instagram and YouTube. Search for rail, bus or light rail-specific Twitter accounts for the best information. While we make every effort to respond to comments posted on our social media channels, we recommend that you contact our Customer Service team directly with critical or time-sensitive issues.
 - Twitter: @NJTRANSIT
 - Facebook: facebook.com/NJTRANSIT
 - YouTube Channel: [TheNewJerseyTransit](https://www.youtube.com/TheNewJerseyTransit)
- If you will be altering your travel pattern during this time, you may want to update your travel alert preferences in your My Transit account. If you do not have a My Transit account and are a frequent traveler on NJ TRANSIT, sign up to receive alerts at njtransit.com/mytransit.

- Allow additional time to make connections with NY Waterway, PATH, bus and light rail services to reach your destination.
- Purchase round-trip tickets prior to boarding trains, buses or light rail vehicles to speed up your return trip. Tickets are available at ticket vending machines and ticket agent locations at major terminals and stations, as well as through the MyTix feature on NJ TRANSIT's Mobile App. For more information on MyTix and to set up an account, visit njtransit.com/mytix.
- If you plan to travel on a bus and do not have a ticket that will be cross honored, be aware that no bills over \$20 are accepted on full-service bus routes and exact change is appreciated. Certain bus routes require the exact fare. Bus operators on those routes do not carry money and cannot make change. Bus routes 107, 108 and 126, popular routes providing enhanced service to New York during the track repair project, are all exact fare lines. For specific fare information on buses, use the Trip Planner feature on our homepage.
- Keep luggage and extra carry-on items to a minimum. Rail, bus and light rail vehicles will have increased ridership and every bit of space counts.
- You can provide feedback to us regarding your travel experience through our Contact Us feature on njtransit.com and our mobile app or call Customer Service at (973) 275-5555.
- NJ TRANSIT's website is translatable in multiple languages. To use this feature, click on "Translate this Site" located in the lower right corner of our homepage.

Ticketing

- Morris & Essex Lines customers -- tickets can also be purchased at the following stations through ticket agents:
 - Lyons Station 5:05 a.m. – 1:05 p.m.
 - Dover Station 5:00 a.m. – 1:00 p.m.
 - Morristown Station 6:00 a.m. – 1:30 p.m.
 - Convent Station 6:00 a.m. – 1:30 p.m.
 - Madison Station 6:00 a.m. – 9:30 a.m.

- Chatham Station 6:00 a.m. – 9:30 a.m.
- Summit Station 6:00 a.m. – 8:00 p.m.
- Short Hills Station 5:45 a.m. – 1:15 p.m.
- Millburn Station 6:00 a.m. – 1:30 p.m.
- Maplewood Station 6:00 a.m. – 1:30 p.m.
- South Orange Station 6:00 a.m. – 1:30 p.m.
- Orange Station 6:00 a.m. – 9:30 a.m.
- Brick Church Station 5:00 a.m. – 1:00 p.m.
- Newark Broad Street Station 6:00 a.m. – 9:30 a.m.

About NJ TRANSIT

NJ TRANSIT is the nation's largest statewide public transportation system providing more than 944,000 weekday trips on 255 bus routes, three light rail lines, 12 commuter rail lines and through Access Link paratransit service. It is the third largest transit system in the country with 166 rail stations, 62 light rail stations and more than 18,000 bus stops linking major points in New Jersey, New York and Philadelphia.