



To Our Valued Customers:

For 33 years, your safety, health and well-being has been NY Waterway's top priority. As you would expect, we are doing everything possible to address the issues raised by the Coronavirus.

We are taking extra measures to frequently clean and disinfect our terminals, ferries and buses, using procedures and products approved by the U.S. Centers for Disease Control. We are also implementing additional measures to all of our staff to maintain a safe environment for our customers and for themselves.

We would like to remind you of these measures:

- Wash your hands frequently for at least 20 seconds using soap and water.
- If you cannot wash, use a hand sanitizer with at least 60 percent alcohol.
- Avoid touching your face, especially your eyes, nose and mouth.
- If you must cough or sneeze, do it into your elbow, not your hand.
- If you don't feel well, stay home.

We are in continuing contact with federal, state and local authorities and are prepared to react to any new development.

We suggest you stay informed by going to reliable information sources such as <https://www.cdc.gov/coronavirus/index.html>.

If you have any questions or comments, please contact Customer Relations at **1.800.533.3779** / [WeCare@nywaterway.com](mailto:WeCare@nywaterway.com).

Again, the safety and health of our customers is our top priority. During this present public health concern, we are being even more vigilant to this commitment.

Thank you for your cooperation and for being a NY Waterway customer.

The Staff at NY Waterway