

# PATH 33<sup>rd</sup> St. Line

## Planned 2016 Weekend Service Suspension

### FAQ Page

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#### 1. Why does PATH need to take the 33<sup>rd</sup> St. Line out of service on weekends?

- PATH needs to take the 33<sup>rd</sup> St. Line out of service on weekends from August 6 through December 19, 2016 to perform critical construction work in order to meet a federally mandated deadline to install *Positive Train Control (PTC)* by the end of 2018, as well as install elements of *Communication Based Train Control (CBTC)*. Both *PTC* and *CBTC* are part of a larger railway signal system called *Automatic Train Control (ATC)*, which utilizes wireless communication for traffic management and infrastructure control. These systems allow for better control of trains, switches, and other rail components from a central control system.
- While PATH has largely been able to install *PTC* on the rest of our system without major service outages, due to the layout of the tunnels on the 33<sup>rd</sup> St. Line, this work would not be possible while maintaining service. Installing *PTC* system-wide is a massive undertaking that every railroad regulated by the Federal Railroad Administration (FRA) in the United States is currently undergoing. PATH is currently on schedule to meet the federally mandated deadline of 2018 for *PTC*, but in order to overcome the challenge of overhauling our entire system to accommodate *PTC* technology while maintaining safe operations within tunnels that are over 100 years old, the 33<sup>rd</sup> St. Line needs to be shut down on weekends for the latter half of 2016.

#### 2. What changes will I see as a PATH rider after these outages are over?

- Positive Train Control (PTC) and Communication Based Train Control (CBTC) will help PATH create a safer system with the ability for increased capacity, reliability, and train frequency. PTC provides continuous onboard enforcement to prevent collisions, over-speed derailments, movement of a train through a main line switch in the improper position, and provides protection for workers in work zones. CBTC allows for the continuous calculation and communication of a train's location, making it possible to know its exact position, speed, travel direction, and safe breaking distance.
- To learn more about PTC and CBTC, and what this means for PATH riders, please watch the following video on our website: <http://www.panynj.gov/path/cbtc-ptc-video.html>
- The 33<sup>rd</sup> St. Line stations that will be closed on weekends will also be getting a refresh; during the weekend outages these stations will be painted, power washed, and elements of their platform infrastructure will be replaced.



### *3. When does the Shuttle Bus Run?*

- The free shuttle bus will run on weekends starting August 6, 2016, to December 19, 2016 from 12 a.m. Saturdays to 5 a.m. Mondays.
- The free shuttle bus will run every weekend through December 19, 2016, except for Labor Day (Sept. 3-5), Veteran's Day (Nov. 11-13), and Thanksgiving (Nov. 24-27). During those three holiday weekends, PATH will run regular holiday weekend service on all lines, and there will be no shuttle bus.

### *4. How frequent is the shuttle bus service and how long is the ride?*

- The free shuttle bus will depart from the bus stop near WTC approximately every 10 minutes during the peak hours of 7 a.m. to 12 a.m., and approximately every 20-30 minutes during the overnight hours from 12 a.m. to 7 a.m.
- Approximate travel time from Church and Warren streets to 29th Street and 6th Avenue is between 30-35 minutes.
- Frequency and estimated travel time are approximate due to the inability to predict NYC vehicular traffic conditions. We advise passengers to allow for additional travel time.
- The first bus will depart from Church and Warren streets, and 28th Street and 7th Avenue at approximately 12 a.m. on Saturdays.

### *5. Where are the bus stops?*

- There are a total of eight bus stops: four pick-up only stops, and four drop-off only stops (see map).
- The bus from WTC will depart near WTC at Church Street and Warren streets (a 5-min walk from the PATH WTC station) and travel uptown via Church Street and 6th Avenue, making three drop-off stops.
- The bus from uptown will depart from 28th Street and 7th Avenue and travel downtown via 7th Avenue, making three pick-up stops before dropping passengers off near WTC at Church Street and Murray Street (a 5-min walk to the PATH WTC Station).

### *6. Why are the bus stops not closer together and at exactly the same locations as PATH stations?*

- Due to vehicular traffic conditions on New York City streets, additional stops would negatively impact the reliability of the service.
- The selected bus stops minimize the level of inconvenience to PATH passengers and maximize efficiency of the service; all selected bus stops are within a 10-min walk to one of PATH's 33rd St. Line Stations.



### *7. How does one “pay” to get on the Bus?*

- The shuttle bus service is free; however, all passengers traveling uptown will be required to pick up a shuttle bus voucher from a PATH representative at the designated location at WTC before exiting the turnstiles. Once passengers cross through the turnstiles to exit PATH, they will be unable to get a voucher unless they pay to enter PATH again. **ONLY vouchers will be accepted to board the shuttle bus at WTC to ride up to 29<sup>th</sup> St.**
  - The voucher will have two parts: one part will only be valid for boarding at the bus stop near WTC (heading uptown), and the other part will only be valid for boarding at an uptown bus stop (heading downtown).
- To ride the shuttle bus downtown to the WTC PATH station, PATH riders may board the shuttle bus by showing either a voucher picked up at WTC earlier that same weekend, their SmartLink card, or their MetroCard. **SmartLink and MetroCards will only be accepted at the shuttle bus pick-up stops, located along 7<sup>th</sup> Avenue at 28<sup>th</sup> St., 14<sup>th</sup> St, and Barrow St.**

### *8. Can I use my SmartLink Card or MetroCard to get on the bus?*

- As of August 20, 2016 SmartLink cards and MetroCards can be used **ONLY** to board the bus at pick-up locations to head downtown to PATH’s WTC station. Passengers can show their fare card to the bus driver to board the bus. SmartLink and MetroCards will **NOT** be accepted to board the bus at WTC to head uptown to 29<sup>th</sup> St; only bus vouchers obtained before exiting the turnstiles at the WTC station will be accepted.

### *9. Can I use the bus voucher to get on the MTA NYCT Subway for a free transfer?*

- No. The bus voucher is only valid for use on the PATH free weekend shuttle bus and is not valid for use on the MTA NYC T subway or bus system.

### *10. Why can’t PATH subsidize my trip on the MTA NYCT Subway so that I can get a free transfer?*

- Due to technology limitations between the PATH and MTA Subway fare system, the MTA cannot cross honor PATH SmartLink or MetroCard Single Ride tickets at this time.

### *11. Will PATH refund monthly unlimited SmartLink Card passes during this outage?*

- At this time, PATH will not refund monthly unlimited SmartLink card passes during the outages. Passengers can still use PATH services to travel between New York and New Jersey during the weekend outages, and unlimited passes will remain valid for 30 days.



### **12. What if I lose my bus voucher?**

- Bus vouchers are only distributed to passengers before they exit PATH WTC Station turnstiles. Bus vouchers that are lost cannot be replaced. Bus vouchers will be distributed during the entire duration of the weekend outage, from Saturdays at 12 a.m. to Mondays at 5 a.m. If you lose your bus voucher, you can obtain a new bus voucher during your next trip before exiting from the PATH WTC station.
- If bus vouchers are lost, passengers can still board the shuttle bus at the pick-up stations heading down to WTC by showing a SmartLink Card or a MetroCard.

### **13. Can I use my bus voucher on another weekend?**

- Your bus voucher is only valid during the weekend you have obtained it. Vouchers are not transferable, and cannot be used for future weekends. They will be uniquely identified for each of the weekend closures.

### **14. Can I bring my bike on the bus?**

- Due to the expected volume of passengers, and to ensure the safety of all passengers, bikes will not be allowed aboard the bus.

### **15. Can I bring my pet on the bus?**

- Due to the expected volume of passengers and to ensure the safety of all passengers, only service animals will be allowed on the bus.

### **16. What are other travel alternatives for passengers if they don't take the Free Shuttle Bus?**

- Several MTA NYCT subway lines are within a 5-minute walking distance from the PATH WTC Station. This includes the new direct underground connection between the WTC Transportation Hub and Fulton Center, which offers connections to the A/C/J/Z/2/3/4/5 NYCT subway lines.
- The closest alternative near the PATH WTC Station is the E train which makes stops at West 4<sup>th</sup>/6<sup>th</sup> Avenue, 14<sup>th</sup>/8<sup>th</sup> Avenue, 23<sup>rd</sup>/8<sup>th</sup> Avenue, and 33<sup>rd</sup>/8<sup>th</sup> Avenue.
- For passengers looking to be closer to PATH's uptown stations on 6<sup>th</sup> Avenue, they can take the E train to West 4<sup>th</sup> St. and transfer to the F or M trains making stops along 6<sup>th</sup> Avenue at 14<sup>th</sup>, 23<sup>rd</sup>, and 34<sup>th</sup> Street. Passengers can also take the R train uptown at the corner of Cortlandt St./Church St. to 14<sup>th</sup> St, 23<sup>rd</sup> St., and 34<sup>th</sup> St. which are all within a 10-minute walk to existing PATH stations.
- MTA NYCT West 4<sup>th</sup> Station is within a 10-minute walk to the PATH Christopher Street Station and within a 5-min walk to PATH 9<sup>th</sup> Street Station.
- **NOTE: MTA weekend service adjustments are anticipated on the A, C, E, and 4 lines. Customers planning to use these lines should check service changes at [www.mta.info](http://www.mta.info)**



**17. *If I was to originate from NYC, how would I get on the bus if the bus voucher is only available at WTC?***

- Passengers originating from NYC may show a MetroCard or SmartLink card to board the free shuttle bus at any of the pick-up locations, to get down to the WTC PATH station for service to New Jersey.
- To take the shuttle bus back uptown from WTC, passengers must obtain a shuttle bus voucher BEFORE exiting the turnstiles at PATH's WTC station.

**18. *Are the shuttle buses ADA accessible?***

- Yes, the buses will be ADA accessible.

**19. *What other alternate service options did you consider?***

- PATH considered over 10 possible alternate service options, and working with our sister agencies, including NJ Transit, NYC Transit, and NYCDOT determined that the travel alternatives provided between New York and New Jersey are the most feasible travel options given the region's operational constraints.

**20. *How can I get more information? How do I file a complaint?***

- Questions/comments/complaints regarding the outage plan can be directed to PATH's Customer Service Hotline at (800) 234-PATH during business hours Monday to Friday, 9 a.m. – 5.p.m., or by accessing PATH's website at [www.panynj.gov/PATH](http://www.panynj.gov/PATH)
- Customers can also sign up for PATHAlerts for email/text notifications at [www.PATHalerts.com](http://www.PATHalerts.com), and follow PATH on Twitter via @PATHTrain.

**21. *Will PATH continue to offer direct weekend service from Hoboken to WTC after these outages?***

- While PATH periodically adjusts service schedules to best meet maintenance requirements and ridership demand system-wide, the Hoboken to WTC direct weekend service has only been approved for the 2016 33<sup>rd</sup> St. Line outage period.

**22. *Will PATH trains run more frequently during the weekends to accommodate extra ridership to WTC?***

- The current weekend service levels on the Newark to WTC line will remain the same, however PATH will also run additional train service between Journal Square and WTC to accommodate extra ridership to WTC. PATH will adjust the train service between Journal Square and WTC on an ongoing basis to best serve ridership demands. For more detailed schedule information, please check PATH's new timetable, available online at [www.panynj.gov/PATH](http://www.panynj.gov/PATH), and in each of our stations.

As of 8/19/2016

