

AIRTRAIN NEWARK

RUNNING SURFACE REPAIR PROJECT

MAY 1 - JULY 15, 2014

FAQs

Q Why is AirTrain Newark being taken out of service for 75 days?

Answer: Sections of the running surface throughout the 6.3 mile rail system are in need of replacement.

Q How is the surface failing?

Answer: Similar to how potholes appear on roadways, the running surface, which consists of welded grid steel with an epoxy grout, has developed sections that have begun to erode.

Q A 75-day shutdown beginning May 1 would take us into the first two weeks of July. Why do the work now, as we approach the summer travel season?

Answer: While the rail system is safe, we do not want to allow further deterioration that could cause emergency closures on a rolling basis and create considerable, unplanned ground transportation delays.

Q Will the buses operate on a 24/7 basis?

Answer: Yes.

Q Will NJ Transit and the PA still charge a fee to connect aboard the substitute shuttle bus serve at Newark Penn Station replacing the NEC station service?

Answer: Yes the same fee applies. However, rides between parking lots/garages and between terminals remain free of charge.

Q Is there a set schedule for the buses that I need to follow?

Answer: No, the buses are intended to mirror the type of service that the AirTrain provides and will operate on a "load and go" basis. In general, passengers should not expect to wait for a bus for more than 10 minutes.

Q Will travelers who normally use AirTrain still see delays?

Answer: Yes. Even under perfect conditions, buses cannot replicate the service AirTrain Newark offers. (That's why it has been so popular.) We are advising anyone using the bus service to and from Newark Penn Station that will substitute for the closed Northeast Corridor Rail Link (NEC) Station connection normally served by NJ Transit and Amtrak to allow extra time. We also are advising anyone connecting to the terminals from parking lots P2, P3 and P4, and between terminals to allow additional time. But above all, we're advising people to consider other alternatives.

Q What other alternatives are available?

Answer: AirTrain Newark customers should consider getting dropped off/picked up at the airport, or using a personal or rental vehicle to Park at or drive off the airport. More information about parking is available on our PA website at <http://www.newarkairport.com>.

Other ground transportation options at Newark Airport include:

- Bus service via NJ Transit Bus lines go28, 37, 62, 67 and 107. Visit www.NJtransit.com for more information.
- The Newark Airport express bus that connects all three passenger terminals to Grand Central Station (41st Street between Park and Lexington avenues), Bryant Park (42nd Street and 5th Avenue) and the Port Authority Bus Terminal (41st Street between 8th and 9th avenues). Visit the Coach USA website for more information www.coachusa.com/olympia/ss.newarkairport.asp
- Taxi car and van service for connections between the airport and locations throughout New Jersey, New York, Connecticut and Pennsylvania. Visit the PA website for more info, www.newarkairport.com

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Q Will people parking at long and short-term lots be affected?

Answer: Long-term parking will continue to be served by the same shuttle buses, so there will be no impact there. Short-term parking is within walking distance of the terminals, so again, no impact.

Q How many people use AirTrain?

Answer: Approximately 25,000-30,000 passengers use AirTrain Newark on a daily basis as a means of transportation for inter-terminal transfers and from the parking lots, rental car stations, and NEC station. Of that total, about 6,300 daily passengers on average, connect to the airport via the NEC station.

Q How many buses are being deployed?

Answer: Approximately 70 additional buses will be put into service during the guideway repair project. We also will add drivers, dispatchers and supervisors, and equipment such as hand-held radios to enable remote monitoring of the busing operation.

Q How many additional Customer Care Representatives (CCRs) are expected?

Answer: The ability to provide information, assistance and directions to customers regarding the alternate transportation modes is critical to maintaining high levels of customer service. Doing so will require approximately 75 additional CCRs dedicated supervisors and a team of baggage handlers to assist passengers with the loading/unloading luggage on/off the buses.

Q How will customers with reduced mobility travel?

Answer: Most of the buses are accessible for passengers with reduced mobility. In addition, we have supplemented the fleet with specially equipped vans to accommodate passengers who may require additional assistance. Customers should see a red-jacketed CCR for further information.

Q So what's the prognosis?

Answer: We are planning for all contingencies, but until real repair work begins on the guideway surface, it's hard to say what we'll find. Like a home-repair project, you hope for the best and plan for the worst. We know that connecting travel from Newark Penn Station will be a challenge even in optimal conditions because it's simply not as seamless and efficient as train travel. During peak periods, crowds may build and connections will slow. That's why we're urging alternate means of travel, and advising those who have no alternatives to allow plenty of extra time.

Q I have a question not answered in this FAQ. Who can I speak to?

Answer: For assistance, please call 973-961-6000