



NYC Ferry



PRESS KIT

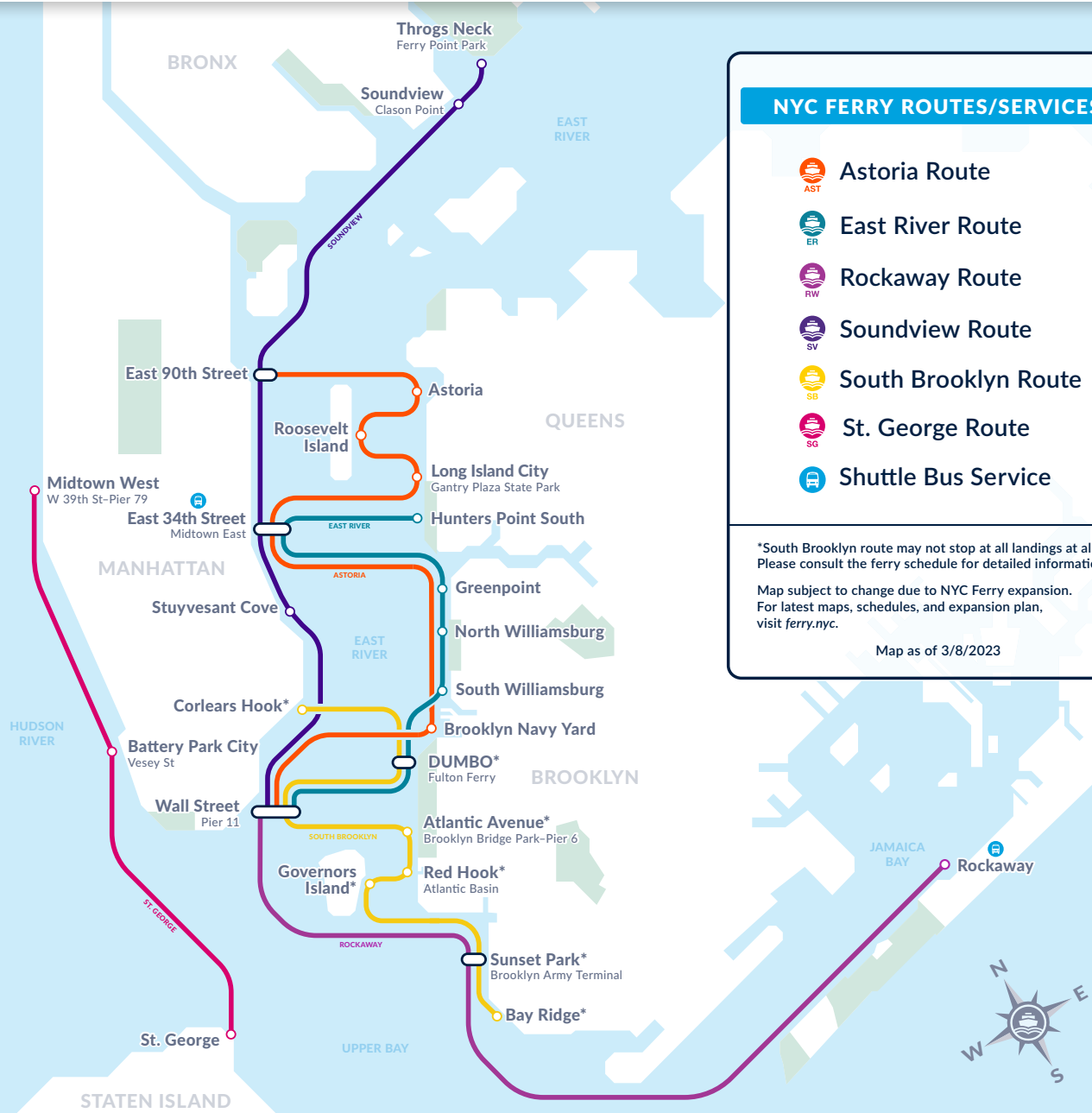
CURRENT AS OF 03/2023



NYC FERRY IS THE CITY'S NEWEST TRANSPORTATION SYSTEM CONNECTING MANHATTAN, QUEENS, BROOKLYN, THE BRONX AND STATEN ISLAND.

The service provides critical transportation links for areas under-served by transit and connects them to job centers, schools and numerous attractions in and around New York City. With its spacious, ultramodern vessels and scenic routes, NYC Ferry is the best way to commute and explore.

- Combined, the routes cover over 60 miles of waterway
- The ticket price is \$4.00 with free transfers between routes
- A 10-Trip Pass for \$27.50; \$2.75 per trip purchased in the 10 Trip Pass. A rider who purchases the Ten Trip Pass will receive ten individual tickets.
- NYC Ferry Discount program offering a reduced fare \$1.35 One-Way Ticket. The following participants shall be eligible for the program
 - Senior Citizens, aged 65 and older
 - Persons with disabilities
 - Current participants in the Fair Fares NYC program
- Operates 365 days per year
- Fleet consists of 150-passenger and 350-passenger vessels
- All vessels are ADA and NYC Local Law 68 2005 compliant
- In 2011, the NYC Economic Development Corporation (NYCEDC) launched East River Ferry as a pilot service. It saw incredible success – meeting the three-year goal of 1.2 million riders in just 14 months.
- In March 2015, NYCEDC put out a bid for proposal for a citywide ferry operator.
- In March of 2016, Hornblower won the citywide ferry bid and was awarded a contract to operate NYC Ferry.
- On May 1, 2017, NYC Ferry launched with two routes later completing the first phase of development in August 2017 with four active routes connecting Manhattan, Brooklyn, Queens and the Bronx.
- During its first seven months of service, NYC Ferry carried over 3 million riders in 2017 - approximately 33% higher ridership than anticipated.
- By July 2018, NYC Ferry served 5 million riders, exceeding the 4.6 million ridership expectation 2 years early. A month later the system launched 2 new routes, completing the second phase of development.
- Prior to the COVID-19 pandemic, NYC Ferry ridership was more than 6 million per year and growing. Now, as the pandemic continues to evolve and many people continue to work from home, NYC Ferry continues to see the strongest return in ridership in comparison to any other form of public transit communities.



TICKETS

Passengers are required to present a ticket prior to boarding.

Adult One-Way.....	\$4.00	*Seniors.....	\$1.35
10-Trip Pass.....	\$27.50	*Fair Fares NYC.....	\$1.35
Children under 44".....	free	*Persons with disabilities.....	\$1.35
In-service transfers.....	free		

No refunds. Metro Cards not accepted.

*You must submit an application online, in person, or by mail to enroll in the Ferry Discount Program. Please allow thirty (30) days for application processing. You must also meet the below eligibility requirements.

HOURS OF OPERATION

Every Day
6:30AM – 10:30PM
Varies By Route

3 EASY WAYS TO BUY

Tickets can be purchased on the NYC Ferry App, at Ticket Vending Machines located on NYC Ferry landings, and at ferry.nyc*



LAUNCHED 2017 **ACTIVE**
EAST RIVER ROUTE



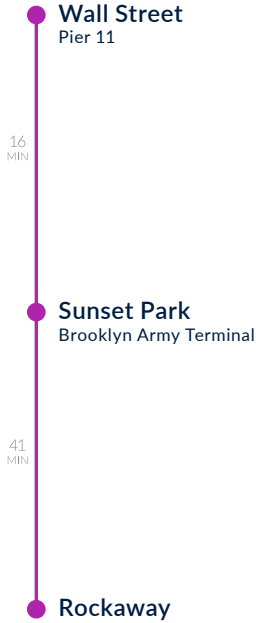
43 minutes travel time end-to-end
(Travel times are approximate and subject to change)



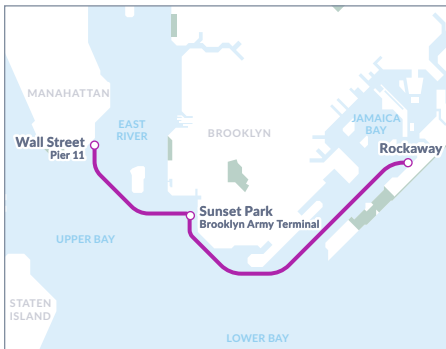
Landing Locations

- Wall Street / Pier 11
Gouverneur Ln at South St, Manhattan
- DUMBO / Brooklyn Bridge Park - Pier 1
Old Fulton St & Furman St, Brooklyn
- South Williamsburg
5 10th St & Kent Ave, Brooklyn
- North Williamsburg
N 6th St & Kent Ave, Brooklyn
- Greenpoint
10 India St, Brooklyn
- Hunters Point South
54th Ave & Center Blvd, Queens
- East 34th Street
E 35th St & FDR Dr, Manhattan

LAUNCHED 2017 **ACTIVE**
ROCKAWAY ROUTE



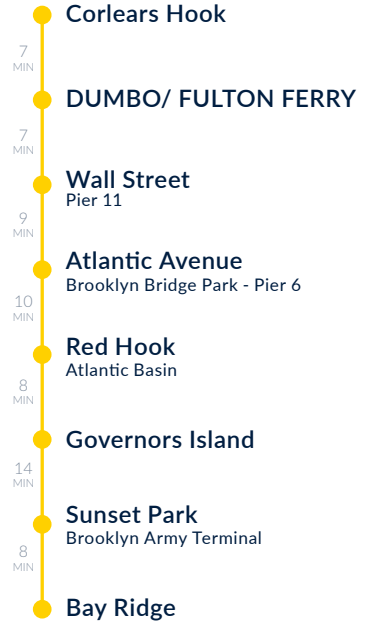
57 minutes travel time end-to-end
(Travel times are approximate and subject to change)



Landing Locations

- Wall Street / Pier 11
Gouverneur Ln & South St, Manhattan
- Sunset Park / Brooklyn Army Terminal
58th St & 1st Ave, Brooklyn
- Rockaway
B 108th St & Beach Channel Dr, Queens

LAUNCHED 2017 **ACTIVE**
SOUTH BROOKLYN ROUTE



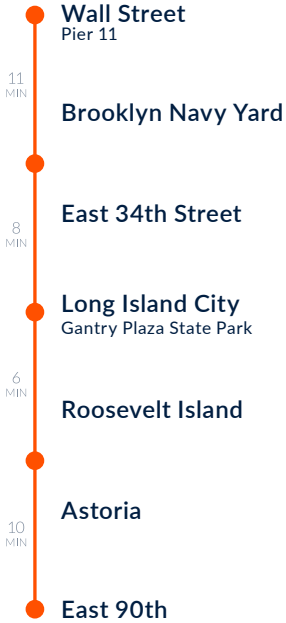
63 minutes travel time end-to-end
(Travel times are approximate and subject to change)



Landing Locations

- Corlears Hook
Grand St & FDR Dr, Manhattan
- DUMBO/Fulton Ferry
Old Fulton St & Furman St, Brooklyn
- Wall Street / Pier 11
Gouverneur Ln & South St, FDR Dr, Manhattan
- Atlantic Avenue / Brooklyn Bridge Park - Pier 6
Bridge Park Dr & Atlantic Ave, Brooklyn
- Red Hook / Atlantic Basin
Canover St & Pioneer St, Brooklyn
- Governors Island
Hay Road, New York (Governors Island Ferry)
- Sunset Park / Brooklyn Army Terminal
58th St & 1st Ave, Brooklyn
- Bay Ridge
Shore Rd & Bay Ridge Ave

LAUNCHED 2017 **ACTIVE**
AST ASTORIA ROUTE



49 minutes travel time end-to-end
(Travel times are approximate and subject to change)



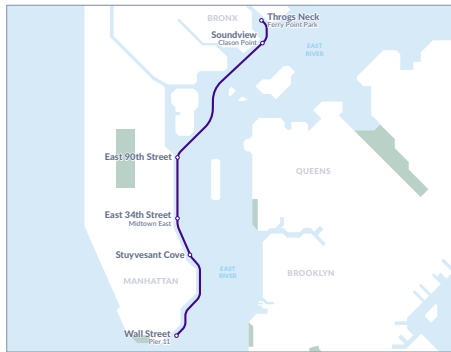
Landing Locations

- Wall Street / Pier 11
Gouverneur Ln & South St, Manhattan
- Brooklyn Navy Yard
141 Flushing Avenue, Brooklyn
- East 34th Street
E 35th St & FDR Dr, Manhattan
- Long Island City / Gantry Plaza State Park
48th Ave & Center Blvd, Queens
- Roosevelt Island
899 E Main St, Manhattan
- Astoria
30th Rd & Vernon Blvd, Queens
- East 90th Street
E. 90th Street and F.D.R. Drive, Manhattan

LAUNCHED 2018 **ACTIVE**
SV SOUNDVIEW ROUTE



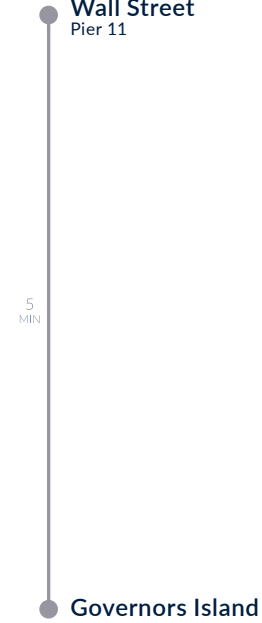
56 minutes travel time end-to-end
(Travel times are approximate and subject to change)



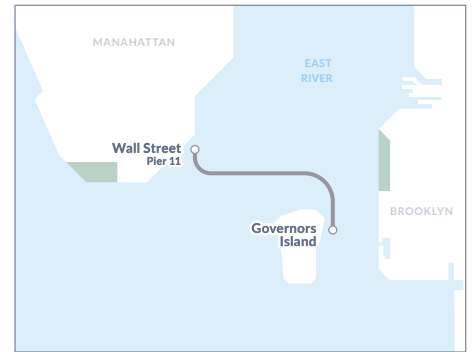
Landing Locations

- Wall Street / Pier 11
Gouverneur Ln & South St, Manhattan
- Stuyvesant Cove
E20th Street at F.D.R Drive
- East 34th Street
E 35th St & FDR Dr, Manhattan
- East 90th Street
E 90th St & FDR Dr, Manhattan
- Soundview
Sound View Ave at Clason Point, Bronx
- Throgs Neck (Ferry Point Park)
Ferry Point Park, Bronx

SUMMER WEEKEND SERVICE **ACTIVE**
GI GOVERNORS ISLAND SHUTTLE



8 minutes travel time end-to-end
(Travel times are approximate and subject to change)



Landing Locations

- Wall Street / Pier 11
Gouverneur Ln & South St, Manhattan
- Governors Island
Carder Rd & Kimmel Rd, Manhattan

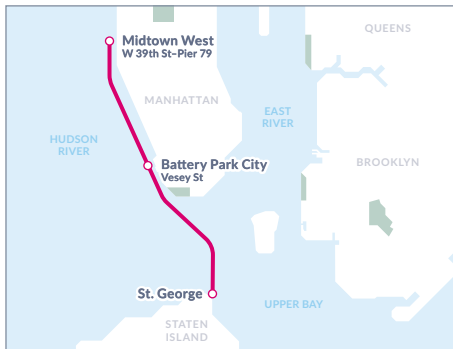


LAUNCHED 2021 **ACTIVE**

ST. GEORGE ROUTE



35 minutes travel time end-to-end
(Travel times are approximate and subject to change)



Landing Locations

Midtown West / W 39th St–Pier 79
12th Ave, Manhattan

Battery Park City Vesey St
Battery Park/Vesey St, Manhattan

St. George
1 Bay St, Staten Island



Primarily Built out of Aluminum
Which is safe & lightweight - increasing fuel efficiency



Innovative Hull Design
To limit wake, providing a more gentle ride



Ultra-Efficient Engines
To reduce emissions



Climate Controlled Interior



ADA Accessible and Compliant
Local Law 68/2005



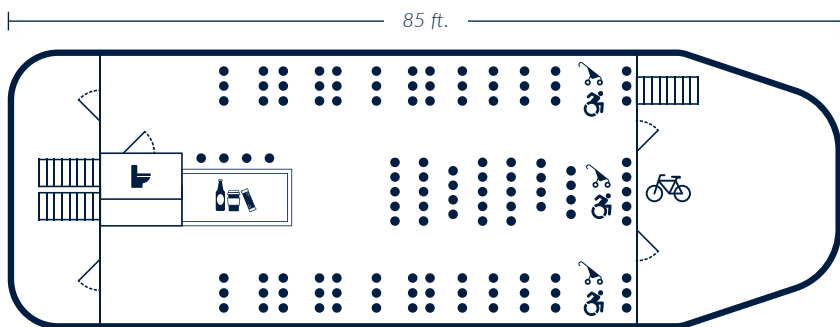
CURRENT TOTAL VESSELS

23 150 PASSENGER

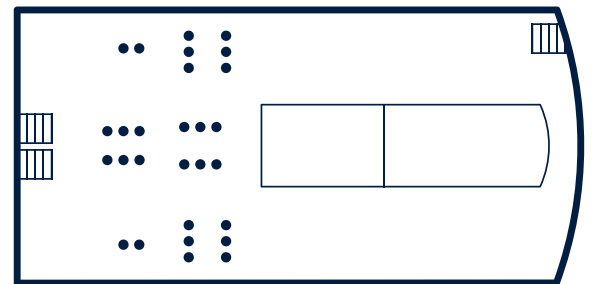
38 TOTAL FLEET

150-PASSENGER VESSELS

Maximum Capacity



Main Deck | 119 Seats Inside



Upper Deck | 28 Seats Outside



(15) 150-passenger vessels are equipped with (2) 6-cylinder engines to operate throughout the East River



(3) 150-passenger vessels are equipped with (2) 12-cylinder engines - allowing more power to travel through Jamaica Bay



Primarily Built out of Aluminum
Which is safe & lightweight - increasing fuel efficiency



Innovative Hull Design
To limit wake, providing a more gentle ride



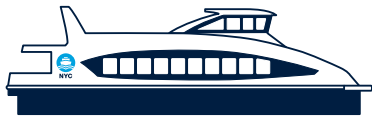
Ultra-Efficient Engines
To reduce emissions



Climate Controlled Interior



ADA Accessible and Compliant
Local Law 68/2005



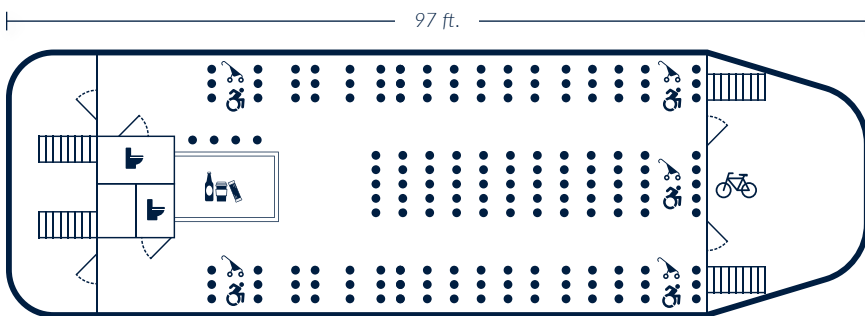
CURRENT TOTAL VESSELS

15 350 PASSENGER

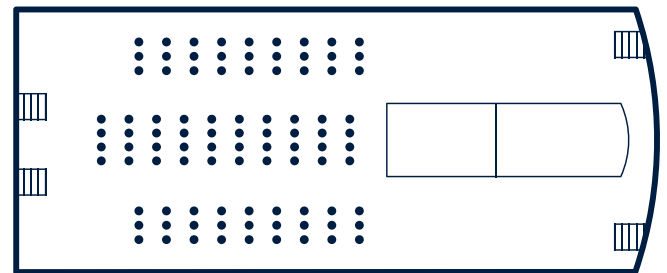
38 TOTAL FLEET

350-PASSENGER VESSELS

Maximum Capacity



Main Deck | 166 Seats Inside



Upper Deck | 94 Seats Outside



All 350-passenger vessels are equipped with (2) 12-cylinder engines



NYC FERRY APP



- Real-Time Route Updates & Alerts
- Mobile Ticketing
- Trip Planner
- Schedules
- Track Your Ferry in Real-Time



ON BOARD AMENITIES



Bike Racks



Table Space



Concessions



Restrooms



Stroller
Space



Power
Outlets



ADA
Accessible



Baby Changing
Stations



NYC FERRY'S CONCESSION STAND HAS A WHOLE NEW LOOK. INTRODUCING — THE SNACK BAR.

Onboard concessions from The Snack Bar offer contactless purchasing of your favorite bites, from chips and candy to healthier options like nuts and dried fruit. Beverage options include White Claw Hard Seltzer, Cutwater Vodka Mules, local craft beer from the Bronx Brewery and Brooklyn Brewery, and other domestic and imported beers. Please drink responsibly.

Convenience is everything, so NYC Ferry riders can place their order through our contactless ordering system by scanning the QR code on the back of each seat. Once an order is ready, riders receive a notification that the order is ready to be picked up at The Snack Bar.



NYC Ferry



4.9 • 24K Ratings



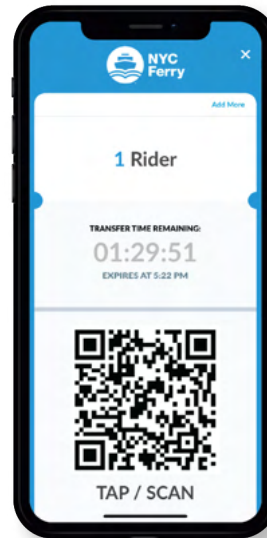
The NYC Ferry App provides riders with everything they need to know for a smooth ride.

Learn more at ferryapp.nyc

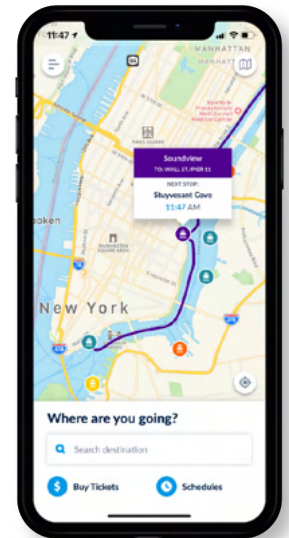
Commuting made comfortable with NYC Ferry. Come see just how easy (and enjoyable) your journey can be.

Help NYC “go green” with paperless ticketing! Buy and use tickets directly from your phone. Take the stress out of your commute with live scheduling and real-time updates. Get ready for an adventure! Explore NYC with our end-to-end trip planner. Stay ahead of the game with push notifications for the routes that matter to YOU.

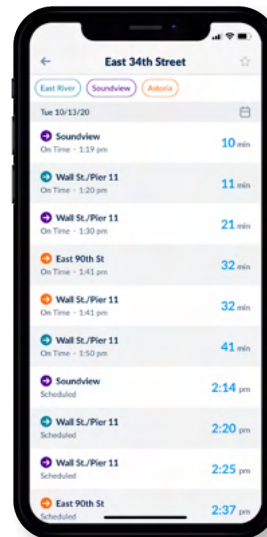
NYC Ferry (operated by Hornblower) proudly serves New Yorkers in Manhattan, Brooklyn, Queens, Staten Island, and The Bronx along the East River and Hudson River. Our state-of-the-art vessels offer you a better commuting experience.



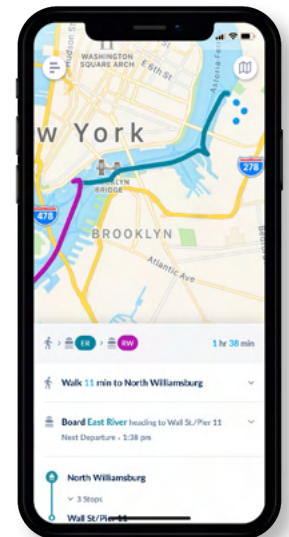
Mobile Ticketing



Live Ferry Map



Real-Time Schedules



Trip Planner

MARCH 2016 ● HORNBLOWER SELECTED AS THE OPERATOR OF NYC FERRY

Hornblower was awarded by the New York City Economic Development Corporation the exclusive NYC Ferry contract.

"Hornblower is honored to take the helm of Mayor de Blasio's vision for a more integrated transportation network that will make commuting and connecting easier. We have already begun work to deliver a ferry system by the summer of 2017 which will revolutionize the way New Yorkers work, live and play, and we are confident this new system will become a local favorite for decades to come."

-Terry MacRae, CEO of Hornblower

JULY 2016 ● VESSEL CONSTRUCTION BEGINS

Construction of the 19 boats initiated at Horizon Shipyard in Alabama, and Metal Shark Boats in Louisiana. Each of the shipyards have over 50 years of experience building large quantities of state-of-the-art vessels.

MAY 2017 ● FIRST 2 ROUTES LAUNCH – EAST RIVER & ROCKAWAY

On May 1, NYC Ferry launched the first two routes of the service.

JUNE ● THIRD ROUTE LAUNCH – SOUTH BROOKLYN

On June 1, the South Brooklyn route launched as the third route in the system.

● 500,000 RIDERS SERVED

NYC Ferry carried its 500,000th rider on June 22.

"Just over 50 days into service, NYC Ferry has exceeded all ridership expectations. New Yorkers are discovering new neighborhoods and forming new connections along our growing waterfront,"

-Cameron Clark, Senior VP of NYC Ferry operated by Hornblower.

JULY 2017 ● 1 MILLION RIDERS SERVED

On July 26, NYC Ferry reached a milestone.

"It's been less than three months and NYC Ferry has already served one million riders. As we prepare to launch the Astoria route, we continue to add capacity to this brand new and wildly popular system that connects transit-starved neighborhoods and commuters to jobs and the wider city,"

-Mayor Bill de Blasio

AUGUST 2017 ● FOURTH ROUTE LAUNCH – ASTORIA

As of August 29, 2017 the Phase I launch of NYC Ferry was fully established with four routes in service. The Astoria route brought ferry service to Roosevelt Island for the first time in history and saw more than 28,000 riders use the line during its first week of service, surpassing ridership on both the Rockaway and South Brooklyn ferry routes during the same period.

DECEMBER 2017 ● YEAR 1 SUCCESS

It's first year, NYC Ferry served approximately 2.9 million riders.

MAY 2018 ● NYC FERRY 1 YEAR ANNIVERSARY

After one year, NYC Ferry celebrated the great success of the service. With higher demand than predicted, more and also higher capacity boats were commissioned. Millions of riders coming from transit deserts reduced their commute times significantly, and even more said their quality of life improved from being out on the water.

JULY 2018 ● FIRST 350-PASSENGER VESSEL ARRIVES

The first of six 350-passenger ferries arrived at Brooklyn Navy Yard. "Ocean Queen Rockstar"—named by NYC middle schoolers—went into service at the end of July.

● 5 MILLION RIDERS SERVED

Just one year since announcing 1 million riders served, NYC Ferry reached another milestone.

AUGUST 2018 ● LES & SV LAUNCH

NYC Ferry launched 2 additional routes to Soundview and the Lower East Side to complete the second phase of the development.

DECEMBER 2018 ● OVER 7.7 RIDERS SERVED SINCE LAUNCH

By the end of 2018, over 7.7 millions riders were served, connecting riders to different waterfront communities and developing job centers along the East River.

JANUARY 2019 ● SYSTEM EXPANSION

Mayor De Blasio announced new details of the expansion of the NYC Ferry system. The new system will begin serving all five boroughs in 2020. The expansion includes two new routes that run from Staten Island and Coney Island. Two other routes will be modified to add stops in the Bronx and Brooklyn.

MAY 2020 ● ROUTE RECONFIGURATION

NYCEDC announced announced service modifications that together save NYC \$10 million. These include service modifications enacted in response to the COVID-19 crisis as well as permanent changes to service that improve system-wide efficiency. NYC Ferry permanently reconfigured the Lower East Side, South Brooklyn, and Soundview routes and permanently closed the Rockaway parking lot.

AUGUST 2020

● **ASTORIA EXTENSION**

NYC Ferry extended its Astoria route to serve East 90th Street landing in Upper Manhattan, connecting Manhattan and Queens commuters via a 4-minute cross-river connection.

DECEMBER 2020

● **DELIVERY OF 38TH VESSEL**

The 38th NYC Ferry vessel is delivered to the Brooklyn Navy Yard.

AUGUST 2021

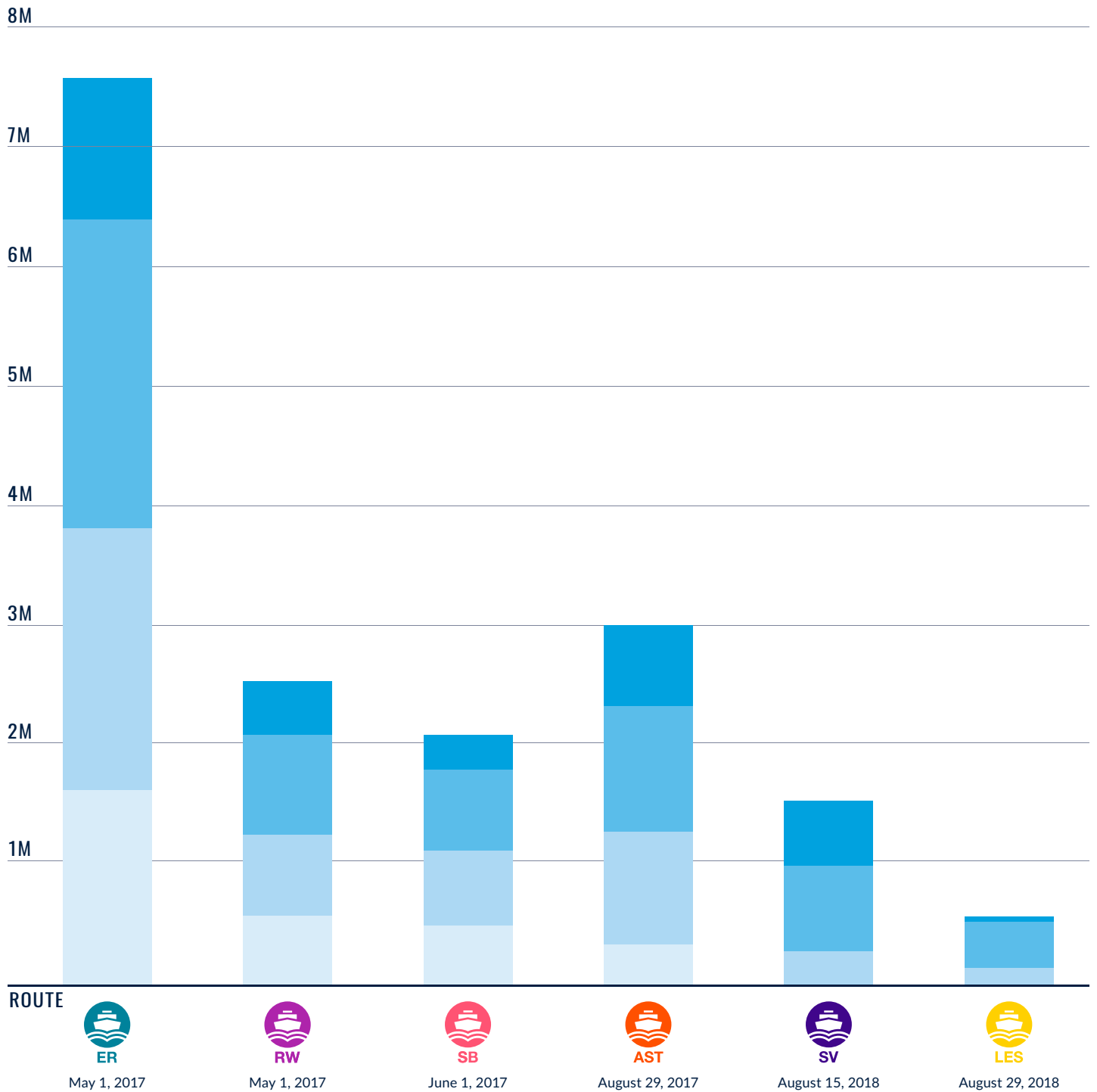
● **ST. GEORGE ROUTE LAUNCH**

NYC Ferry launched St. George route. The St. George route will connect Staten Island with the West Side of Manhattan in Battery Park City and Midtown West at W. 39th Street.

JULY 2022

● **ROCKAWAY ROCKET ROUTE**

NYC Ferry started the new Rockaway Rocket Express Route. This new premium express route allows riders to beat the lines and the heat with a guaranteed spot on a ferry from Pier 11/Wall St to Rockaway.



LEGEND

[Launch Date]

2017

2018

2019

2020



CORPORATE MISSION STATEMENT

At NYC Ferry Operated by Hornblower, we are committed to respecting our crew, our riders and the natural environment. Through our Respect Management System, an integration of our environmental, health & safety and quality management systems, we strive to serve you better and leave the planet a better place than when we began.



ENVIRONMENT

We RESPECT OUR PLANET and will protect and conserve the natural resources and ecosystems on which our business depends. We are committed to preventing pollution, reducing waste, conserving water and energy, and educating our riders and crew on environmental stewardship. We will seek opportunities to innovate and partner with stakeholders that support our commitment to the environment as well as vendors with green procurement standards and packaging.



HEALTH AND SAFETY

We RESPECT our crew and riders because their health and safety is our first priority. We expect every member of our crew to perform their tasks with a “safety first” attitude. We provide safe, healthy facilities and services for the enjoyment of our riders and a healthy, safe work environment for all crew. We provide crew training and resources to ensure that safety is never compromised in our work activities.



QUALITY

We RESPECT our riders because we want them to be 100% satisfied 100% of the time. Since our business success relies upon rider satisfaction, we dedicate ourselves to creating amazing experiences for our riders in all business practices. We will ask for crew and rider feedback, as a result, we shall take prompt action to resolve issues.



CONTINUAL IMPROVEMENT

We will truly RESPECT OUR PLANET by incorporating best management practices into our operations and seek to continuously improve in our management approach. We will continually improve our Respect Management System to enhance environmental, health & safety and quality performance. In doing so, we will also RESPECT our business and the livelihoods of our crew and Stakeholders by ensuring the continued economic success of our company.

We RESPECT all applicable laws, regulations and industry standards under which we operate and, as an ethical and socially responsible company, we are committed to full compliance with these requirements. We will verify our compliance and performance through third-party audits and will promptly correct shortcomings.



Terry MacRae
CEO



*Since 2018, NYC Ferry
received ISO 9001,
ISO 14001 and ISO 45001*

NYC Ferry has an integrated environment, health and safety quality management system that is the basis of our operations and management philosophy. ISO Standards include, Environmental Management System Standard, Occupational Health and Safety Management System and Quality Management System Standard.

ISO certification recognizes NYC Ferry's commitment to continual improvement. Our management system focuses on meeting the health & safety, environment and quality standards that have been developed through the ISO committee comprised of the international public and private sectors.



ISO 45001

Occupational Health and Safety Assessment Series
This standard confirms demonstrably sound occupational health and safety performance within general contracting, engineering, and operations.



ISO 14001

This standard defines criteria for an Environmental Management System. It verifies that environmental impact is being measured and improved. We are focused on improving resource efficiency, reducing waste, and reducing costs. With this standard, we are able to meet our environmental and economic goals.



ISO 9001

This standard is based on a number of quality management principles including a strong customer focus, the motivation and implication of top management, the process approach and continual improvement. Using ISO 9001 helps ensure that customers get consistent, good quality products and services, which in turn brings many business benefits.



1980 HORNBLOWER

Terry MacRae acquired Hornblower Coach Tours in 1980. At the time, the two-yacht company was based in Berkeley, California. Hornblower's early efforts focused on private group charters but the company also committed to future growth by signing a long-term facility lease in the Berkeley Marina.

1992 HORNBLOWER CRUISES AND EVENTS

MacRae became the sole owner of Hornblower in 1992. He renamed the company as Hornblower Cruises & Events to more accurately reflect the variety of unparalleled experiences on the water; including dining cruises, whale-watching cruises, sightseeing cruises, corporate events and weddings.

Hornblower Cruises & Events presently operates in San Francisco, Sacramento, Marina Del Rey, Newport Beach, San Diego and New York.

1994 HORNBLOWER MARITIME SERVICES

Hornblower Maritime Services was created specially to help government agencies explore, establish and manage ferry transportation systems. HMS provides operation management and solutions for clients of all sizes and needs through its' four divisions: HMS Ferries, Seaward Services, HMS Consulting & Technical and American Queen Steamboat Company.

Currently there are operations in many US and foreign locations including; California, Washington, Florida, Delaware, Connecticut, Oklahoma, Trinidad, Tobago, and Okinawa.

2006 HORNBLOWER ALCATRAZ CRUISES

Alcatraz Cruises was awarded a U.S. National Park Service concession for the exclusive operation of boat tours to the infamous Alcatraz Island, California. Operating year-round, each excursion is accompanied by an award-winning audio tour of the Cellhouse and a dramatic retelling of the most famous Alcatraz escape attempts. Guests of Alcatraz Cruises also have the luxury of sightseeing aboard the Hornblower Hybrid – the first hybrid vessel in the United States. The 64-meter-long catamaran runs entirely on a combination of solar power, wind power, and low-emission diesel fuel.



2008 *STATUE CRUISES*

Shortly after the launch of Alcatraz Cruises, Hornblower was awarded a second U.S. National Park Service award and took over the exclusive ferry service to the Statue of Liberty National Monument & Ellis Island Memorial Museum in New York. Statue Cruises provides transportation to Liberty and Ellis Island from The Battery in New York and Liberty State Park in New Jersey. Visitors are offered the amazing experience of traveling back in time to Ellis Island.

2009 *LIBERTY LANDING FERRY*

Liberty Landing Ferry began operating ferries from New Jersey to New York City. It is a point-to-point passenger ferry service in the New York Harbor providing transportation across the Hudson River. It is a fast and affordable alternative across the Hudson, connecting residents of New Jersey with Manhattan.

2012 *HORNBLOWER CRUISES AND EVENTS NEW YORK*

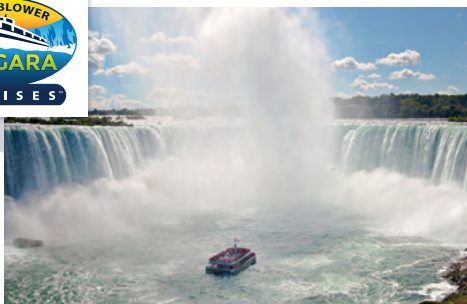
HCENY began delivering premier dining cruises and private event charters out of Pier 40 in the West Village. Due to its increasing popularity and widespread demand, in March 2014, HCENY expanded to Pier 15 at the South Street Seaport, where it hosts happy hour and nighttime entertainment cruises, as well as daily New York sightseeing tours.

2014 *HORNBLOWER NIAGARA CRUISES*

Hornblower Niagara Cruises won a highly competitive bidding process and was awarded the exclusive Canadian contract by the Niagara Parks Commission to exclusively operate boat tours to the Falls. Providing iconic daytime boat tours and evening "Firework and Illumination" cruises, Hornblower Niagara Cruises offers guests a whole new way to experience Niagara Falls.

2016 *NYC FERRY OPERATED BY HORNBLOWER*

Hornblower was awarded by the New York City Economic Development Corporation the exclusive NYC Ferry contract. Hornblower connected the 5 boroughs of New York City via waterway for the first time in nearly 100 years, changing the lives of millions of New Yorkers.



 cityferry
by Hornblower™

2020 CITY EXPERIENCES

City Experiences represents Hornblower Group's expansive portfolio of water- and land-based experience companies and includes two sub-brands: City Cruises and City Ferry. City Cruises companies operate dining, sightseeing and private events across 22 destinations in the U.S., Canada and the UK. City Cruises companies also operate cruises on behalf of the National Park Service and the Niagara Parks Commission and currently hold service contracts to provide ferry service to the Statue of Liberty National Monument and the Ellis Island National Museum of Immigration, Alcatraz Island and Niagara Falls. City Ferry companies offer specialized knowledge and expertise required to transport passengers, vehicles and other cargo safely across inland and coastal waterways, serving as operator of NYC Ferry and Puerto Rico ferry system, among others. City Experiences represents a diverse portfolio of experiences in major travel destinations worldwide and includes more than 25 brands, offering locals and tourists alike a broad range of global experiences.

 PUERTO RICO
FERRY
by Hornblower

2020 PUERTO RICO FERRY

City Experiences begins the transition process for the operation and maintenance of Puerto Rico's maritime transportation systems. The ferry system in Puerto Rico includes service between Cataño and San Juan and between Ceiba, Vieques and Culebra.

COMPLETELY CONTACTLESS TICKETING & BOARDING



1 HAVE TICKET
READY



2 PRESENT
QR CODE TO
DECKHAND



3 BOARD
AND GO!



4 KEEP YOUR PAPER TICKET!
IT WILL BECOME YOUR
TRANSFER SHOULD
YOU NEED IT

NYC Ferry mobile and print tickets provide riders with a completely contactless boarding process.

Learn more at ferryapp.nyc

NYC Ferry riders are used to comfortable commuting and incredible views. Now, riders can enjoy a contactless ticketing and boarding process, too. To board, riders simply show their ticket the deckhand with the QR code facing up. You can purchase one from the NYC Ferry app, available for iPhone and Android, OR from the ticket vending with cash, credit, debit, or commuter transit card. All tickets are valid for 120-minutes and allow you to transfer to any other NYC Ferry route within the allotted timeframe. If you are using a paper ticket, keep it! Your paper ticket will become your transfer should you need it.

This contactless ticketing validation program helps NYC Ferry make our boarding process more efficient, offers a completely contactless interaction, and gives NYC Ferry planners more insight into commuter patterns to help better schedule ferry routes.



VIA & REVEL PARTNERSHIPS

Through in-app integrations with Via and Revel, NYC Ferry riders can access first and last-mile transit solutions and route planning within the NYC Ferry app, ensuring rider access to a multi-modal commute that meets their needs when traveling throughout New York City.

