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## Bringing PATH into the 21st Century

The PATH Improvement Plan, launched in June 2019, addresses the biggest problems facing the rail system. By adding more trains, reducing delays, and focusing on the customer experience, PATH will significantly improve the rides of the nearly 300,000 customers who rely on it each day.

### ADDING MORE TRAINS

PATH will provide major capacity increases across the system, including adding new trains to the fleet and increasing service frequency.

### Capacity Increased by 10% in September 2019

- New signal system allows trains to run every three minutes
- Added two trains from existing fleet into service during the morning and evening rush to the two busiest lines—NWK-WTC & JSQ-33rd

### 72 New Rail Cars by 2024

These new high-performance rail cars will supplement the current fleet of 350 and will be gradually integrated into the system throughout 2023 and into 2024, marking an increase of more than 20 percent.

By 2024 PATH will have:

**Increased Capacity on NWK-WTC Line**

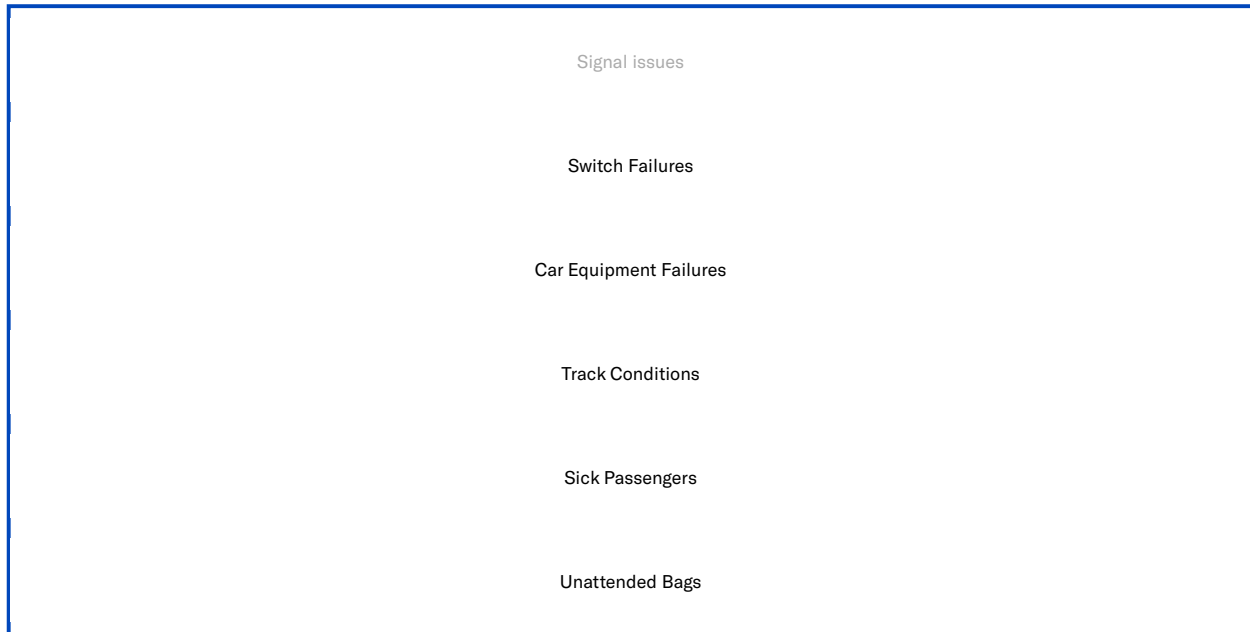
- Every train on the NWK-WTC line will have 9 cars
- Trains will run every 3 minutes during the busiest times, resulting in more frequent service than ever before

**Increase in Frequency on all Other Lines (JSQ-33, HOB-WTC, HOB-33)**

- Trains will run every 3 minutes during the busiest times, resulting in more frequent service than ever before

## REDUCING DELAYS

**To deliver the service that its customers deserve, PATH's six-point delay reduction program will deliver substantial and measurable improvements.**



- Repair track bed conditions that compromise signal equipment
- Continue upgrades and enhancements of signal software
- Enhanced maintenance procedures

## ENHANCING THE CUSTOMER EXPERIENCE

PATH is committed to improving riders' experience, from countdown clocks to station cell service and a range of other measures.

## Reduce Overcrowding

- Active platform management & visual markers to assist monitoring
- Pilot automated crowd counting technology at Grove Street Station – 4th quarter of 2019
- Platform controllers at busiest stations during morning rush
- Modify Journal Square turnstiles to reduce fare zone crowding

## New Fare Payment System: 2023

- Capital investment to upgrade fare payment system
- Enable mobile & contactless credit cards fare payment
- SmartLink & MetroCard remain until 2024

## Transparent, Timely & Actionable Information

- Improve in-station and on-train announcements
- Revise PATHAlerts & enhance RidePATH app
- Display real-time next train arrival information on every PATHVision screen
- Digital information kiosks at every station
- Expanding customer experience staff

## \$1 Billion Investment

New Signal system

\$752.6M

Investment

2022

Ongoing implementation of the system will be fully complete

72 new rail cars

\$215.7M

Investment

2024

Delivery of cars will be complete

Modify Grove St. & Exch. Pl. to enable 9-car trains on NWK-WTC Line

\$80M

In Capital Construction

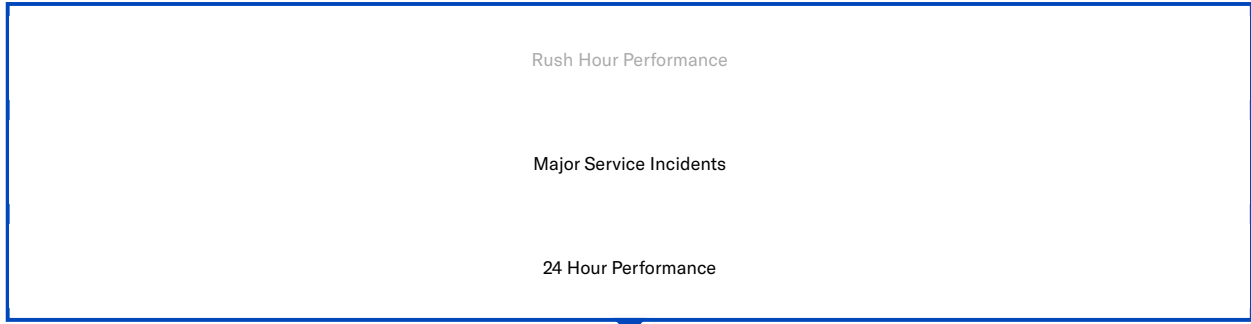
2022

Construction complete



# PATH PERFORMANCE

Data updated quarterly.



## Rush Hour Performance

Morning and evening rush hours where PATH had no more than 3 delayed or cancelled train trips.

**18 of 23**

March morning rush hours with no more than 3 delayed or cancelled train trips

**19 of 23**

March evening rush hours with no more than 3 delayed or cancelled train trips



**Morning Rush Hour:** 7:30 a.m. - 9 a.m. (131 train trips)

**Evening Rush Hour:** 4:30 p.m. - 6 p.m. (131 train trips)

**Rush Hour Performance:** Morning and evening weekday rush hours where PATH had no more than 3 delayed or cancelled train trips.

**Train Trip:** One-way train journey from terminal to terminal.

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PATH

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