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## N.J., N.Y. PATH train commuters launch online survey to collect service complaints

by Amy Sara Clark / The Jersey Journal  
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NOAH ADDIS/THE STAR-LEDGER

There's a new group that has posted an online survey so people can tell the Port Authority what they think of the PATH. Named "PATHSUX" it's clear what the survey's authors think.

A group of PATH riders are so fed up with crowded trains that they have started an online survey and they plan to deliver the results to the Port Authority.

Ridership has been soaring on PATH trains, leading to massively crowded cars during rush hour. In 2008, ridership hit about 75 million in 2008, an increase of more than three million over 2007. That's the highest number since the Port Authority took over the transit system in 1962 when daily ridership averaged a little over 250,000.

The survey's authors write "We have gotten so sick of how lousy the NJ PATH service has gotten over recent years, that we had to do something about it. So some commuters have banded together and created <http://www.pathsux.com/>, an independent survey of NJ PATH train service. If you are as pissed off with their poor service and crowded trains as we are, please fill it out."

Then again, if you love the service you could still take the survey to make sure the results aren't too one sided.

After the first day of the survey, 80 percent have said that Newark-WTC trains are too crowded during the morning rush hour and 70 percent say

**How would you rate the PATH train service?**

- Excellent
- Good
- Just okay

the evening rush hour is too crowded on the Newark-WTC lines. On the 33rd Street line it's even worse: 82 percent think the morning rush is too crowded and 93 percent think the evening rush is too crowded.

- Needs improvement
- Awful

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The Port Authority is listening to its passengers' concerns and has made a significant commitment to improve our PATH system by investing more than \$3 billion in new cars, track signals and modernized stations over the next decade, officials said. New PATH railcars, with state-of-the-art amenities, are already being put into service under the plan to completely overhaul the 340-car fleet between now and 2011.

In addition, spokesman Ron Marsico said that the Port Authority is in the process of extending platforms on certain Newark-WTC stations, which will allow them to increase the number of cars on each train from seven to 10, which should significantly ease crowding on that line.

And while you're at it, let us know what your **favorite PATH pet peeves** are. Crowded trains? [No trash cans?](#) Infrequent night and weekend service? We want to hear it all.

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Posted by **Herreshoff** on [09/02/09 at 5:06PM](#)

The current state of PATH / NJ Transit / Penn Station are what you get when you make no major infrastructure investment in 50 years. The system has reached over capacity and there is no room for growth. Add the useless MTA into the mix and you end up with an outdated system overseen by a bloated multi-layered agency and operated by union run railroads that have a monopoly on service.

No one is in charge. No one gives a damn. No one is responsible and no one is held accountable.

Maybe Senator Lautenberg will hold an investigation...ha!

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