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Press Release

January 1, 2010

[Metro-North](#)

IMMEDIATE

Metro-North Ends the Year with Major Achievements In Service, Stations, Equipment, Parking and Renovations

For MTA Metro-North Railroad, its customers, and the communities it serves, the year 2009 was marked by major improvements and advancements in transportation including an unsurpassed 97.8 percent on-time performance record for the year.

The much-celebrated Yankees-East 153rd Street Station opened to acclaim and proved an immediate success with as much as 15% of Yankee game attendees arriving via Metro-North. As a local Bronx station on the Hudson Line, daily ridership is picking up, especially among people going north to jobs in Westchester.

Building upon that success, the introduction of new, direct service to the Meadowlands for Jets and Giants games from the New Haven Line, has created a new model for future regional service integration.

In technology, Metro-North is introducing real-time train information that can be viewed on flat-screen monitors currently installed at select key stations—White Plains, Larchmont, Fordham, Harlem-125th Street, or Yankees-E. 153rd Street. Station monitors give information on the next nine arrivals and departures. Early next year, this real-time information will be available via smart phones and computer.

Helping Metro-North to achieve and maintain such efficiency and reliability are the just-built coach and locomotive shops at our maintenance facility at the Croton-Harmon Yard. These new shops replaced a century-old facility that has well beyond its useful life. They provide a 21st century environment in which our employees can do an even better job of maintaining the rail fleet.

Improving access to stations always includes parking, and that often involves creative thinking and planning. Hence, the newly established bus shuttle service between Fairfield, CT. and Southeast, NY created three new park-and-ride lots offering better choices for customers.

Another customer service initiative was the creation of a second ticket vending machine center in Grand Central Terminal and the addition of 40 TVMs at outlying stations. A new, system-wide vending machine contract will soon see snack and beverage machines on most station platforms. And a new company, LAZ, was selected to manage the 34 station parking lots owned by Metro-North in an effort to improve the customer experience and provide a more cost-effective operation.

During 2009, Metro-North has not only created brand new stations and services, but also improved what's old, historic, and integral to neighborhoods. The historic 1890 Tarrytown train station received a major renovation and rehabilitation program bringing its historic architecture back to life. And the Poughkeepsie Station received a new tile roof, restored terra cotta cornice, brick repointing, new windows and doors throughout the four-story building.

And on the subject of preserving historic stations and yet rehabilitating them for the needs of the present day, Grand Central Terminal—the world's largest train terminal—had its 4,000 incandescent light bulbs replaced with compact fluorescent bulbs. The CFLs more clearly illuminate the historic lighting fixtures and chandeliers and save more than \$200,000 in electricity costs in 2009.

Grand Central—the flagship home base for Metro-North—is now welcoming 200,000 visitors a day among the 700,000 people who pass through the terminal each day. The vast Main Concourse is the second most-visited site in New York City, second only to Times Square in popularity among tourists.

In other station work, ground was broken at Cortlandt for a major expansion including an extended overpass and new elevated waiting area, a new western parking lot and an access road connecting to a new Route 9A intersection. At Tarrytown, federal stimulus money jumped started a total tear down and rebuild of platforms, staircases, elevators and overpasses.

Also, stations including Ossining, Scarborough, Philipse Manor, Port Chester and Rye received major improvements repairs, updates, and customer amenities.

The year ended on an especially high note for New Haven Line customers with the Christmas Eve arrival in New Haven of the first pair of shiny, new, red M-8 electric cars. With more and more of the 300-car order arriving, 2010 is sure to be an even better year for Metro-North customers.

"Year after year, due to the efforts of its dedicated employees, Metro-North continues to meet the many challenges we face on a daily basis while providing our customers with excellent service," said Metro-North President Howard Permut. "I am confident, despite the extraordinary budgetary challenges we face, that we will not let our customers, our railroad or ourselves down in the coming year."

