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Metro-North   IMMEDIATE

Big Improvements in Metro-North's Free Train Time App

Update Available: Install Update Now!

Metro-North's new and improved Train Time app delivers convenient, real-time train status with better service alerts, new search fields, a new refresh feature and more. So if you already use Train Time or if you haven't tried it yet, it's time to upgrade your travel with Train Time. It's free!

The railroad launched its mobile schedule app in 2013 so people could access train schedules by SmartPhones (Apple and Android). The app lets people check train departure times, station stops, destinations, track assignments and real-time status at any* station. Users just select a station from the user-friendly drop-down menu and click.

"Customers are going to love the new Train Time app," said Metro-North President Joseph Giulietti. "Nearly a quarter of a million people have downloaded the app and it is used thousands of times each day! Because of the many improvements built into the new app, we expect it will be even more popular."

The updated app provides "smarter" service alerts for users who create a "Favorite" station pairings list. For example, if a person lives in Pelham and works in midtown Manhattan, he or she would get alerts about problems in train service between the station pair Pelham-GCT. The app also makes it easier to edit the "Favorite Trips" list and reorganize and delete from the favorites list.

The new app also lets people search trips by arrival time as well as departure time, the only option in the older version. A new "Refresh" button has been added to enhance the performance of the program. The station search field is now quicker and easier to use. You can start typing and options will pop up.

Based on customer feedback since the original app was introduced, programmers also have initiated a numbers of "fixes" to various Train Time features. For example, saving and editing the order of your favorites is now easier. Train Time has updated its handling of status messages to better respond to service interruptions and there have been improvements to map zoom and scroll capabilities.

Metro-North Train Time works in tandem with the system we use to track the status of trains at various locations on the railroad. At each checkpoint, if a train is operating within the industry on-time standard of 5 minutes and 59 seconds, it will be shown on your SmartPhone or computer as "on-time." If it is not meeting the industry standard, it will display as being late.

Metro-North Train Time is now available for most East of Hudson stations, including Grand Central Terminal and Harlem-125th Street. *The Waterbury branch, as well as State Street Station on the New Haven Main Line, are not available through Train Time because they do not operate within the automated system used to track train status.

All West of Hudson stations are part of New Jersey Transit's (NJT) DepartureVision real-time information system, which provides similar information on SmartPhones and via NJT's website at www.njtransit.com.

If Metro-North Train Time is not displaying information, customers should contact the Customer Information Center at 511, from Connecticut 877-690-5114 for travel information.

Click here to read more about Metro-North's new Train Time app.

To download Train Time, on an Android go to Google Play and on the iPhone go to the app store. The 230,000 people who already have TrainTime on their phones will automatically be prompted to load the update.