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Press Release

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[Metro-North](#)

IMMEDIATE

Metro-North Increases Service at Melrose and Tremont Stations

Makes Permanent Changes Instituted Under Pilot Program

The MTA advises customers that Metro-North Railroad's new October 8 schedule includes permanently increased service levels at the Melrose and Tremont stations on the Harlem Line.

In an effort to build ridership and provide Bronx residents with more convenient travel options, on October 2, 2016, Metro-North implemented a pilot program that increased service at the Tremont and Melrose stations from a two-hour frequency to hourly frequency during off-peak and weekend travel times. The service day was also extended, with earlier inbound service on weekdays and significantly later outbound service on weekdays and weekends. During the pilot period, overall ridership at the two stations increased by 81%, with an increase in weekday ridership of 67% and an increase in weekend ridership of 101%.

With the success of the pilot program, and after a public hearing about the schedule change, the increased service at Melrose and Tremont is now permanent.

"We continually strive to find ways to improve and enhance our service," said Catherine Rinaldi, Acting President of Metro-North Railroad. "We're pleased that increased service at Melrose and Tremont has become so popular. Expanding service at Melrose and Tremont stations not only benefits customers who commute to Grand Central Terminal, but also the Bronx residents who reverse commute up to Westchester County and Connecticut."

"Expanded service at the Melrose and Tremont Metro-North stations is not only a benefit for the commuters in the surrounding neighborhoods, but for the entire borough and, in fact, the entire region," said Bronx Borough President Ruben Diaz, Jr. "I am proud to support this expansion, and I am grateful to the MTA for listening to the numerous Bronxites who asked for this additional service at the recent public hearing."

Details of increased service at Melrose and Tremont stations are below:

- Weekday inbound service is now available from 5:51 a.m. to 12:47 a.m.
- Weekday outbound service is now available from 5:38 a.m. to 1:20 a.m.
- Weekend inbound service is now available from 6:44 a.m. to 12:44 a.m.
- Weekend outbound service is now available from 6:25 a.m. to 1:20 a.m.

Metro-North has many channels for all schedule information and service updates.

Email and text message service updates – Customers are urged to sign up to receive the alerts by visiting MyMTAAlerts.com. To avoid unwanted messages, a user can tailor the messages to the specific branch, and the specific times of day.

MTA.info – The rail tab of the "Service Status" box at the left side of www.MTA.info is always the definitive source for the latest status for each branch, updated every minute. In addition, customers can visit www.mta.info/mnr to see special service notices in the upper center of the page.

@MetroNorth on Twitter – Twitter users can follow @MetroNorth to receive updates of a similar nature to the email and text alerts, shortened to fit Twitter's format.

Metro-North Train Time app – Customers who use the Metro-North Train Time app will see up-to-the-minute status for each upcoming train at each station. The app is available via the Apple Store for iOS devices or Google Play Store for Android along with MTA eTix - Metro-North Railroad's mobile ticketing app which allows customers to buy Metro-North tickets on their mobile device -- anytime, anywhere. As a caution, trains that start out their trips on time may experience delays en route.

The above communications channels can be accessed while at home or on the go. For customers who are located at stations, Metro-North will post the latest service updates on **digital signs at station platforms** and will make **audio announcements** over public address systems, and **on-board announcements** made by train crews.

For those who prefer the **telephone**, information is available from the Metro-North's Customer Service Center by calling 511, the New York State Travel Information Line, and saying: "Metro-North Railroad." For customers calling from Connecticut, the number is: 877-690-5114. Those who are deaf or hard of hearing can use their preferred service provider for the free 711 relay to reach Metro-North at 511.

