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Press Release

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[Metro-North](#)

IMMEDIATE

### Metro-North Advances Customer Service Initiative Project

*Multi-Year Effort to Upgrade Customer Communications at Grand Central and Outlying Stations*

*Construction Completed at 60% of Stations Included In Project, Two Additional Stations Near Completion*

[View Photos of Station Upgrades](#)

MTA Metro-North Railroad President Catherine Rinaldi today announced that Metro-North has advanced its Customer Service Initiative (CSI) project to enhance customer communications at Grand Central Terminal and outlying passenger stations. Construction has been completed at 12 of the 20 stations, with two additional stations near completion and the remaining six with expected completion by April 2021.

"While the pandemic has obviously had an enormous impact upon our operations this year, our undivided attention always remains on our customers, and their experience when riding Metro-North," **said Rinaldi**. "These station improvements, which are part of Metro-North's *Way Ahead* program, improve our ability to communicate with our customers and help them feel safe and secure while riding with us."

Stations received a variety of upgrades to better enhance customer experience ranging from safety upgrades to customer communication upgrades. The installation [Help Points](#) -- sleek metal enclosures that contain an emergency call box with a direct line to MTA Police Department (MTAPD) and is topped with a high intensity LED beacon that provides high visibility and helps deter potential crime -- and CCTVs will enhance customer safety on platforms.

The brand new arrival and departure boards provide real-time updates to trains. A customer will know from the platform whether their train is on schedule or if there is a delay along the line, and the capacity of each train car as the train approaches the platform. Upgraded elevator monitoring will alert Metro-North personnel to any potential outages and allow for quicker turnaround on those outages. Platforms were given new displays and public address systems allow Metro-North to notify customers of any track changes or delays in real-time.

The Harlem-125th Street, Port Chester and Riverdale stations are now equipped with Wi-Fi capability on the platform, with more stations anticipated to be brought online in the future.

The following stations construction is complete, with full hardware installation completion by April 2021:

- Harlem-125th Street
- Harrison
- Larchmont
- Mamaroneck
- Melrose
- Morris Heights
- Mount Vernon East
- New Rochelle
- Pelham
- Port Chester
- Riverdale
- Wakefield

The following stations are near completion:

- SpuytenDuyvil
- Tarrytown

The following stations are expected to be completed by April 2021:

- Harriman
- Nanuet
- Ossining
- Poughkeepsie
- Rye
- Tremont

The CSI project is a part of the *Way Ahead* plan, Metro-North's strategic plan that includes initiatives designed to set the standard for safety, reliability, and innovation in the delivery of excellent customer service. In its [first two years](#) *Way Ahead* has taken substantial steps to achieving its mission.

Learn more about *Way Ahead* by visiting its [dedicated webpage](#).