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Press Release

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[Metro-North](#)

IMMEDIATE

### Metro-North On-Time Performance Rises to Six Year High in 2019; Cancellations, Major Delays, Short Trains All Improve by Double Digits as Safety Measures Improve

#### *Improvements Follow Major Infrastructure Renewal Under Metro-North Way Ahead Plan*

MTA Metro-North Railroad President Catherine Rinaldi today announced that Metro-North's on-time performance increased 4.3 percentage points in 2019, rising to 94.4%, the best performance in six years. The railroad recorded 55% fewer train cancellations, 41% fewer trains delayed more than 15 minutes, and 63% fewer trains operating with less than their normal complement of cars. Trains traveled 64% more miles before experiencing any type of mechanical malfunction and causing a delay. The improved metrics come at a time that the railroad provided more service, with 0.5% more trains scheduled.

The improved performance measures follow tremendous progress under the Metro-North Way Ahead plan, a roadmap that details actions to enhance safety, service, infrastructure, communications, and transform customers' day-to-day commuting experience.

"We are very pleased to report significant and improved train performance, while continuing to improve safety for employees and customers," **Rinaldi said**. "This year we improved our on-time performance for 13 consecutive months while operating more service than the prior year. That is only made possible by the dedication and commitment of our workforce who rise to the challenge every single day. On behalf of our customers, I would like to extend my thanks and appreciation."

Under the Metro-North Way Ahead Plan, which was put into place in October 2018, the railroad has concentrated resources on enhancing safety, service, infrastructure, and customer communication.

In 2019, Metro-North installed more than 50,000 new cross ties, 28 new switches and over 8 miles of new continuously welded rail, surfaced almost 111 miles of track and replaced five railroad grade crossings, Metro-North cut in a new cab signal system at all Port Jervis Line interlockings, renewed the components of the Cos Cob moveable bridge, reduced the number of switch failures by 67%, replaced 20 substation roofs, installed 1,800 feet of fencing alongside the tracks, and removed 90 tons of debris and garbage from the tracks.

In addition to these infrastructure milestones, Metro-North made major enhancements to safety and customer amenities.

#### **Positive Train Control**

Metro-North made significant advances toward completing its implementation of the Positive Train Control (PTC) safety system. In 2019, Metro-North activated PTC to cover the Hudson Line from Marble Hill to Poughkeepsie, the Harlem Line from Southeast to Wassaic, and the entire Danbury Branch in Connecticut. Today, 41% of Metro-North trains operate daily in full PTC mode. The railroad is on pace to meet full implementation by December 2020.

#### **Modernized Customer Information at Grand Central**

Metro-North completed the installation of new state-of-the-art "big boards" at Grand Central Terminal that are brighter, easier to read. They can be nimbly updated in response to service changes, and maintain the Terminal's world-renowned historical integrity. The railroad is also more than halfway toward completion of the departure board installation at each track at Grand Central.

#### **Customer Ambassadors Expand as Part of Focus on Customer Outreach**

Metro-North extended its popular customer ambassadors program beyond Grand Central. Customer ambassadors are now stationed at Croton-Harmon, Fordham, Harlem-125th Street, New Rochelle, Stamford and White Plains. The ambassadors help provide customers with train service information and provide assistance to those who need extra help boarding trains.