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Press Release

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[Metro-North](#)

IMMEDIATE

Metro-North Railroad Installing Help Points at 14 Stations

Help Points Equipped with Security Cameras to Improve Safety for Customers and Employees

Early, Under-Budget Completion of Original Contract for 12 Stations Allowing for Installation at Two Additional Stations

Part of 'Way Ahead' Initiative to Enhance Customer Experience; Once Project Completed, 40% of NYS Metro-North Stations Will Have Help Points

MTA Metro-North Railroad today announced the installation of Help Point devices at 14 of its New York State stations. Help Point devices have been installed at 12 stations with two more stations to be completed. A Help Point is a sleek metal enclosure that contains an emergency call box with a direct line to MTA Police Department and is topped with a high intensity LED beacon that provides high visibility and helps deter potential crime.

The devices use cellular wireless networks to call the MTA Police Department emergency call center. The Help Points have been deployed at high traffic access points on the station platforms.

The original project was for the installation Help Point devices at 12 stations, however an early completion allowed an additional two stations to be added under the original contract duration, at no additional cost.

The Help Point deployment throughout Metro-North's New York territory comes after the success Help Points have seen on NYC Transit's subway system. Help Points [debuted in the subway system in 2011](#) and have been well received by customers.

The installations are part of 'Way Ahead', 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. Once completed, 40% of Metro-North's New York stations will have Help Points.

"Keeping our customers safe and secure is always the top priority at Metro-North," **said Catherine Rinaldi, President of Metro-North Railroad.** "The installation of these cameras and Help Point stations gives us additional tools to keep everyone safe, while also giving our customers peace of mind as they continue to return to the system."

Security cameras were also installed and utilize cellular wireless technology, with the ability to provide real-time streaming, which allows Metro-North Security and the MTA Police Department to assess platform crowding and review incidents remotely.

Help Points were successfully installed at the following stations:

- Bedford Hills
- Bronxville
- Chappaqua
- Hawthorne
- Katonah
- Marble Hill
- Mount Kisco
- North White Plains
- Pleasantville
- University Heights
- Valhalla
- Woodlawn

In the current phase of Help Point installations, the following stations are being added:

- Beacon
- Southeast

The construction project was awarded in December 2019 through the MTA's Small Business Mentoring Program, to Alliance Tri-State Construction, Inc. of Staten Island, for a 14-month, \$2.7 million contract. The original contract was for the installation of security camera systems and Help Points at 12 stations. All 12 stations were successfully completed ahead of schedule and under budget.

The early completion allowed Metro-North to request the installation of Help Points at two additional stations, Southeast on the Harlem Line and Beacon on the Hudson Line. Even with the additional stations, the final completion of the project is expected to be within the original 14-month contractual duration.