

MILEPOSTS

A Newsletter for MTA Metro-North Railroad Customers

March 2021

- [Stylin' It](#) ■ [CDC Standards](#) ■ [GCT Love](#) ■ [Feb. Clean Up](#) ■
- [Black History](#) ■ [Poster Contest Winners](#) ■ [eTix® Updates](#) ■
- [Bulk Tickets](#) ■ [Safety Rule](#) ■ [Courtesy Corner](#) ■ [Getaways](#) ■

Our Customers

MASK FOR *your fellow riders*



and you can still be *stylish!*

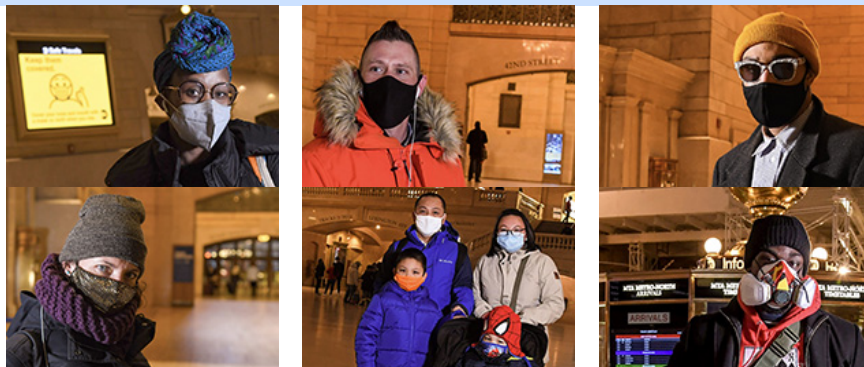
Masks that cover your mouth and nose are required on Metro-North.

Wear a Mask,
Stop the Spread.



Riding in Style on Metro-North

Our new media campaign “Mask for your Fellow Riders,” features, guess who — you, our customers — wearing cool and fashionable face masks! Many of you have embraced mask-wearing requirements with ease, good humor and style, sporting fashion-worthy and personal choices. Your masks are often color coordinated with your clothing or personality, which we truly love. Some of you have agreed to be photographed for our campaign, decked out in your face mask of choice, and are being featured on our Facebook, Twitter, and Instagram pages. Here are just a few samples, picture perfect!



[Back to Top](#)

The CDC Sets New Standards for Mask Usage on Transportation

It's all about the mask. But is your mask effective at reducing the transmission of the coronavirus? As COVID-19 continues to be the unwanted guest that doesn't know when to go home,

the Centers for Disease Control and Prevention has issued a federal order that requires all our employees and customers to wear masks of a certain type covering the nose and mouth.

These new requirements, effective February 1, add to the already existing executive orders regarding mask wearing on public transportation by NY State Governor Andrew M. Cuomo and Connecticut Governor Ned Lamont.

Wear your mask especially when traveling on public transportation

in stations, on platforms, trains, buses, etc.



These options do not meet requirements.



The [CDC order](#) provides more specific details on the type of masks that are effective and should be used:

- **KN95** and **N95** type and medical masks and their equivalents
- **Gaiters** that have 2 or more layers of fabric
- **Mask should be secured** to the head with ties, ear loops, or elastic bands that go behind the head.

According to the order, the following face coverings **are no longer considered adequate** for protection from COVID-19:

- Scarves, ski masks, balaclavas, or bandannas
- Shirt or sweater collars (e.g., turtleneck collars) pulled up over the mouth and nose
- Any mask with a slit or opening, or exhalation valve in the mask
- Masks made from loosely woven fabric or that are knitted, i.e., fabrics that let light pass through
- Masks made from materials that are hard to breathe through (such as vinyl, plastic or leather)
- Masks that do not fit properly (large gaps, too loose or too tight)
- Single ply gaiters

For everyone's good health, we ask that you respect the CDC requirements while on Metro-North trains, inside stations and at Grand Central Terminal.

[Back to Top](#)

Valentine's Day is Over, but the Love Never Ends for NYC and GCT

In case you missed it, **MTA Metro-North President Catherine Rinaldi** joined radio personality **Debbie Nigro** on 1490 WGCH on February 17 to talk about "Love Letters to New York," a project highlighting love letters to Grand Central Terminal. Among her confessions, where in the great edifice did she meet her husband on their first blind date! #LoveLetterstoNYC



[Back to Top](#)

We Really "Cleaned Up" February's String of Storms



What a snowy white February it was!

Starting with the beginning of the month, a powerful nor'easter

brought a blizzard across our service territory February 1 and overnight. Metro-North work crews took charge and answered the call. More than 350 dedicated employees remained on-site prior to and during the storm to clear snow and ice from our stations and infrastructure and fallen trees from our tracks, all working around

the clock. Among our forces were:

- **25 station ambassadors** working at outlying stations and ushers within Grand Central Terminal
- **50 specialty snow vehicles** used throughout our territory
- **More than 100 other support vehicles** in action
- **More than 1,000 bags of salt** spread
- **1,274 bags of green melt** distributed prior to the storm



Throughout the rest of the month,

a string of winter storms followed almost every week, keeping our crews busy as they worked to keep trains moving and customers safe.

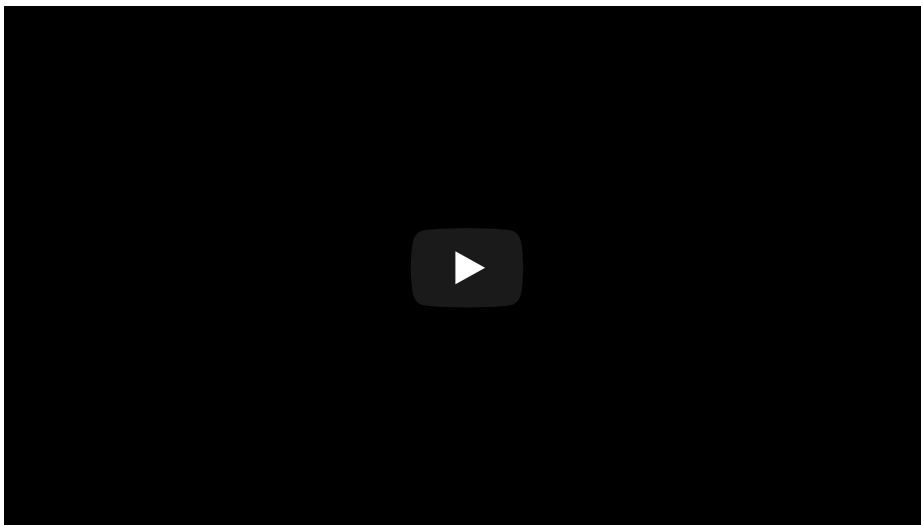
Let's hope March brings a little less snow – and for a change, maybe early spring flowers!

[Back to Top](#)

Celebrating Black History Month at Metro-North

In honor of Black History Month this February Metro-North celebrated with a video series that highlights two and three generations of African American families at our railroad.

The history of each family and how they came about to be working from one generation to the next speaks to our diversity, but also to their unique history and family dynamics which are explored in this series.



Our series features...

Alainia Tucker, who started at Metro-North in 2012 as a conductor and transferred to the Training Department in 2015 where she now trains other conductors. Her father also worked at Metro-North and her grandfather Robert Tucker, who retired in 2004 and is in his 80s, was one of the first Black conductors at Metro-North in 1983, after starting with the New Haven Railroad in 1962.

Dwayne McNeil, a conductor on the Hudson Line, who started out as a coach cleaner in 2013, and his father, **Wainthworth McNeil**, who retired last February after beginning his railroad career as a third rail worker for Conrail at the age of 19, and served as a foreman, engineer, trainmaster, training officer, and finally deputy director of training for Metro-North. Prior to his retirement, Wayne is credited with having created the locomotive engineer training simulation room and implementing PTC training for our engineers.

Wayne Ebanks, Sr., a locomotive engineer and ACRE local chairman at Grand Central Terminal started as a custodian, then became a customer service representative, a conductor, and finally progressed to become a locomotive engineer. His son **Wayne Ebanks, Jr.**, started at Metro-North in 2011 at the age of 19 when he became the railroad's youngest conductor.

And finally, **Leslie Jones**, who took the conductor test on the day of her 12-year-old son Derrick's middle school graduation — which she missed because of the test. She has been with the railroad 17 years as a conductor on all three lines. Her father worked at NYC Transit for 30 years, also as a conductor, and her son, **Derrick Jones**, followed in her footsteps to become a conductor starting in 2012.

These are just some of the faces that represent Black Americans who have made progress at the railroad and demonstrate the importance of enabling diversity at our railroad.

[Back to Top](#)

TRACKS Safety Poster Contest for Kids—Winners Announced

Pre-K

Keren Wexler **Preschool (Brooklyn, NY)**



MTA Metro-North Railroad has announced the winners of its Third Annual Rail Safety Poster Contest that asked students from grades pre-K to 12 to create posters illustrating what they believe are important safety messages around the railroad.

The contest was overseen by Metro-North's TRACKS community outreach and education program, "Together Railroads and Communities Keeping Safe."

Grades K-3

Gabriel Garofalo **St. Barnabas Elementary School (Bronx, NY)**



The TRACKS team received a total of 169 student poster entries. The poster entries were divided into four grade groups (Pre-K, K-3, 4-8, 9-12) for the judging process, and evaluated on the best representations of safety around trains and train tracks. See the top honors (left).

"We received a record number of submissions, showing the impact the program is having. Safety will always be priority number one at Metro-North and the TRACKS program helps us spread that important message to our riders of the future."

— Catherine Rinaldi,
President of Metro-North Railroad

Grades 4-8

Halima Cappa-Zafindramahavita **Dobbs Ferry Middle School (Dobbs Ferry, NY)**

TRACKS covers grade crossing safety, rider safety, trespassing, and suicide prevention. It's designed for students, drivers, customers, pedestrians and residents who work and live in or around



the communities within Metro-North Railroad's territory.

Grades 9-12

Celia Marranzino Saunders Trades and Technical High School (Yonkers, NY)



[Back to Top](#)

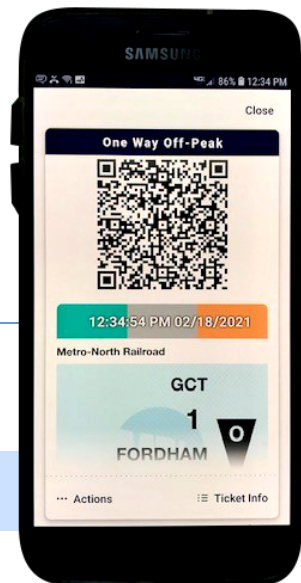
Changes Coming to the Face of MTA eTix®

With the new version of MTA eTix® that went into effect in late February, you be seeing a new ticket face. The new ticket image which will appear when you show your ticket, will include the QR code in the same image, at the top. This means you will no longer need to scroll down to show the conductor the barcode portion of the ticket, they will all be on the same app page.

Other upgrades to the software include:

- Updated pass image
- Improvements to reliability
- Accessibility and performance improvements throughout the app.

The new features will be pushed through your app update, so you don't have to worry about updating it yourself.



[Back to Top](#)

Retailers and Businesses Can 'Bulk Up' on Metro-North Tickets

Calling retailers, businesses and schools! As we continue to progress through the pandemic, now might be an opportunity to 'bulk up' on tickets with **Metro-North's Bulk Ticket Program!**

If numbers of your employees are traveling via Metro-North to your retail site, or alternate work sites, or just coming back to the office, we have you covered with a variety of convenient ticket options.

Bulk tickets are a great way for businesses to support employees getting to and from work. Their many uses mean that everyone from office employees, to construction workers, to students can travel quickly, easily and safely on Metro-North."

– Catherine Rinaldi, President of Metro-North Railroad

You can easily set up an account to purchase 10 or more tickets at a time with one credit card. **There is no maximum purchase** for bulk tickets and multiple ticket types may be purchased in one order. Customers must buy at least 10 tickets that include one-way, round trip, monthly or 10-trip packages. **Orders are taken via email** and verified and processed online before being printed and hand delivered.

For more information about purchasing bulk tickets on Metro-North, please email groupsales@mnr.org. You can also visit our webpage detailing our Bulk Ticket program and the Group Travel Program.



[Back to Top](#)

Safety Rule of the Issue

Vaccinated? Please Continue to Wear a Mask.

We love the fact that New York and Connecticut — and the rest of the United States — have made COVID-19 vaccines available.

But even if you have been vaccinated,

New York and Connecticut state laws still require you to wear a face mask that covers your nose and mouth at all times, regardless of social distancing, on all Metro-North trains, platforms, stations and in the Terminal.

Thank you.

[Back to Top](#)

Courtesy Corner

For everyone's safety,

#MetroNorth discourages eating and drinking on our trains. But if you need to do so for medical reasons, or for some reason you just can't wait, please do it responsibly and promptly, pulling your mask back up between sips and bites. **#WearAMask.**



[Back to Top](#)

Take in Some Nature



Have a rewarding experience at the Museum of Modern Art

Vincent Van Gogh's "The Starry Night," Claude Monet's "Water Lilies," Frida Kahlo's self-portrait, and Andy Warhol's soup cans are all at home in midtown Manhattan at **The Museum of Modern Art**. Enjoy more art and less crowds when you plan a visit this season.



MoMA is now open with **new hours** and **safety protocols**. Reserve **tickets**.

Purchase your train ticket from any Metro-North ticket office or ticket vending machine or on the MTA eTix app on your **iPhone** or

Android.

Zipcar and Metro-North are making getting out of town even easier!

A day trip exploring the sights or communing with mother nature. Each Zipcar reservation includes gas, insurance, maintenance, and 180 miles per day. Your next adventure awaits.

More than 25 Zipcars are now available through select **Metro-North stations** for zipping around town,

See a complete list of our Getaways.



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INSTANTLY BOOK CARS AT STATIONS, 24/7



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[Back to Top](#)

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