

MILEPOSTS

A Newsletter for MTA Metro-North Railroad Customers

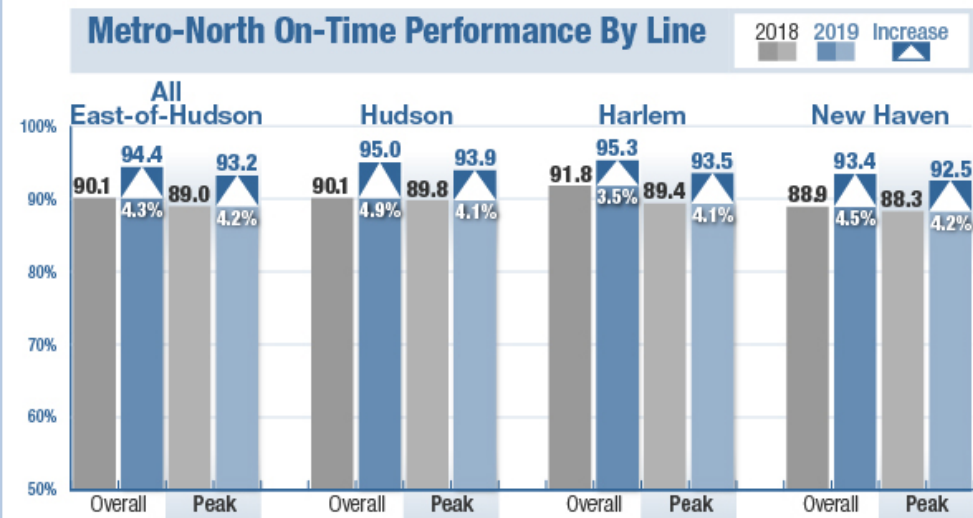
January 2020

- [2019 Reliability](#) ■ [White Plains Improvements](#) ■ [Lacation Room](#) ■
- [GCT Info Booth](#) ■ [Mount Vernon Bridge](#) ■ [Getaways](#) ■ [Safety Rules](#)
- [Courtesy Corner](#) ■

2019: Enhancing Service Reliability at Metro-North!

In 2019, we made a real effort to improve on our on-time performance for you, our customer. And our hard work paid off!

On a year-to-year comparison, the number of times our trains arrived on time in 2019 averaged 94.4%, a 4.3% improvement over 2018. During peak hours, overall performance was at 93.2%, an improvement of 4.2%.



Much of the increase in on-time performance can be attributed to programs that Metro-North implemented this year.

We brought SMARTRACK to our railway projects,

so that we could accomplish major infrastructure fixes faster and smarter in a shorter period of time.

And we optimized our schedules to allow time for our trains to get around work that was being completed on our tracks and our right-of-way. This made our service more reliable, something, you our customer, could depend on, and that we delivered 94% of the time!

Some additional key indicators for performance at the railroad include a 55.4% reduction in cancelled or terminated trains, and a 41.3% reduction in the number of trains arriving more than 15 minutes late.

[Back to Top](#)

White Plains Station Update

So much can happen in a year! And that is especially true of the **White Plains Station**

upgrades.

In 2019, we checked off a lot of boxes,

including a design and functional rebuild of the main station platform, with the installation of new wood platform canopies. We also built half of a new, glass-enclosed modern waiting room,



new



bathrooms, and created a new, modern ticket office.

Then we built a new on-platform space for our vendor, Tim Horton's, and installed a new HVAC system for your comfort. New digital screens with clear messaging were also installed on the platforms. And, most recently we replaced the main elevator.

Coming up in January, and beyond



As part of ongoing station improvements at White Plains, in January the side platform will be closed in preparation for demolition and reconstruction.

Planned for the space will be a new, platform and canopy. The new platform will contain a heating element that will melt ice and snow, reducing the need for salting during winter storms. In addition, a new elevator will be installed, and heating elements will be added to the staircase leading down from the side platform. The side platform will also be extended to the north end of the station to increase the capacity and will include a beautiful art glass railing over Hamilton Ave.

As the year progresses,

the station lobby will undergo demolition and reconstruction, including the walls, ceilings, floors and glass entrance. New HVAC systems will be installed in the lobby as well as a new concession space for the Newsstand and a large mosaic art piece on the interior wall.

During this time, the side platform will be closed through November 2020. Also, to accommodate rehabilitation, the north end escalator will be closed in mid-January. The adjacent stairs will close in early March of this year and reopen sometime in late May.

In the second quarter of 2020,

the stairs to the garage overpass from the main platform will re-open.



All of the station improvements at White Plains are on target to be completed by the end of 2020. We look forward to welcoming you fully to our newly renovated station in 2021!

[Back to Top](#)

New Lactation Room Opens at Grand Central Terminal

Moms-on-the-go now have their own dedicated space in Grand Central Terminal for nursing their infants –

a new Lactation Room, located at Track 36 near Starbucks.

Open seven days a week,

mothers can request access to the room at the Grand Central Terminal's Station Master's Office. A customer service representative then escorts the mother and their baby to the room to unlock it.

"Our team at Metro-North strives to continue to find new ways to make riding Metro-North a more positive experience for our customers," said Metro-North President Catherine Rinaldi.

"The new Lactation Room will help customers



better navigate our transportation network, and I'm proud that Metro-North is supporting women on their journey as new moms."

The ADA accessible room

features climate control, an easy chair, a table, an electrical outlet to plug in a breast pump, and a lockable door for privacy. There is also a phone with a direct line to the Station Master's Office in case of an emergency, and security cameras at the outside of the room's entrance for additional safety.

So far, reception by the mom-public has been great.

Our post of the new room on Facebook



received more than 32,000 likes and over 3,000 engagements.

"So happy to see mamas have a place to go now," wrote one mother who is a full-time commuter.

Wrote another mom, "The stress of traveling when nursing just got a little easier."



[Back to Top](#)

A Peek Inside Metro-North's Info Booth

"In an age where everything is increasingly digital, those behind the glass of the Grand Central Information booth — right below the famous clock where everyone meets — serve scores of travelers (and anyone with a question) with a smile and plenty of helpful hints," reported NBC New York's Andrew Siff.



"On a gray day outside Grand Central, inside the outlook is clear," starts Siff.

The NBC 4 New York story features Metro-North Customer Service

Representative Cleveia Paul, "One of the friendly faces behind that booth."

Her job, delivering information, with a smile, and facing questions that are endless. She is one of about 15 specially trained customer service employees. The most frequent question is, "Where is the bathroom?"

"It's refreshing to get a live person," says a customer. "The information remains personal," concludes Siff. In the report, Siff even gets to go down the 'secret staircase,' which lies hidden behind the sliding brass door of the info booth.

After Rebuild, Mount Vernon's 14th Avenue Bridge Gets New Art

New artwork has been installed on the 14th Avenue Bridge in Mount Vernon, NY.

In July, the newly replaced bridge opened to the public.

It's simple:

Metro-North built the new structure with 200,000 pounds of steel, giving it a 50-year lifespan. The new bridge also provides wider sidewalks and has ADA ramps on the north side.



The new artwork adorns the sides of the bridge thanks to MTA Arts and Design, reported Michelle Brown for News12 NY.

The artwork called 'Line to Line'

is by Frances Gallardo, a Cornell University artist originally from Puerto Rico, who "took that source material and extrapolated it, creating a new, fanciful and intricate grid on either side of the short bridge," said [The Journal News](#) reporter Peter Kramer, who also wrote about the new artwork.

"Line to Line" consists of a dozen black powder-coated aluminum panels into which are cut lines based on the blueprints of Mount Vernon's original street plot.

"The art we are looking at is kind of invented maps based on the very early blueprints of the city's planning," said Yaling Chen, Deputy Director, MTA Arts & Design in her interview with Brown.

The 14th Avenue Bridge is the first rebuilt bridge in Mount Vernon,

and is the first to be graced with new artwork. New art will also adorn the 6th Avenue, 10th Avenue, Third Avenue, Fulton Avenue and South Street Bridges. The art aims to knit the city together, with themes celebrating history, music, nature and diversity.

Next on the agenda,

is the replacement of the 6th Avenue Bridge in Mount Vernon, slated for 2020 and the 10th Avenue Bridge in 2021.

And on December 18, Metro-North announced the approval of the design-build contract by the MTA Board to replace the 119-year-old Third Avenue Bridge

Safety Rules of the Issue

Traveling with Little Feet? Please help them over the gap.



WATCH THE GAP



Metro-North Railroad

We bring you these rules because your safety is always our first priority all year long!

[Back to Top](#)

Getaway this Winter Season with Metro-North!

Thunder Ridge Ski Area Through March 15

Save money when you ride Metro-North to the slopes! Just 70 miles north of Manhattan in Patterson, New York, Thunder Ridge Ski Area's scenic slopes are perfect for all levels of skiers and snowboarders – from beginner to expert. The package includes a round-trip rail ticket, all-day/all-night lift ticket (night skiing not available on Sundays), free shuttle bus and \$5 discount on skis, ski poles, ski boots, or snowboard rentals.

For weather and snow conditions call 845-878-4100 or visit www.thunderridgeski.com

See details on this discount package.

Package price from GCT/Harlem-125th Street: adults, \$77.75; seniors, persons with disabilities and individuals receiving Medicare, \$59; children 12, \$64.75; children 6 – 11, \$38; children 5, \$19; children under 5, \$17.

Getting there is simple:

Take the [Harlem Line](#) to Patterson Station where a shuttle bus meets [designated trains \[PDF\]](#) to take you to the ski area.

VR World NYC Year-round, Seven days a week

Come play at the largest virtual reality entertainment center in the U.S! Voted the best place to play games (*with other humans*) in NYC by Thrillist. Zero experience needed. Fight a pro-boxer, jam with your favorite artists, or live out a zombie apocalypse. Includes:

- Admission
(2 hours or All-day access)
- RFID Enabled Wristband



Cloth Face Mask

See details on this discount package.

Package prices includes Discount admission to VR World: \$33.25; children under 7 not admitted and **discounted round-trip rail fares.**

Getting there is easy:

Take any [Hudson, Harlem or New Haven Line](#) to Grand Central Terminal. From there it's about a 10 minute walk to 4 East 34th Street.

Pine Ridge Dude Ranch

Year-round, Seven days a week

Established in 2018, the new Pine Ridge Dude Ranch continues the tradition of the former, Pinegrove Ranch as a premiere, "all-inclusive," affordable, family vacation destination.

Set on a 150-acre site in the Shawangunk Mountains, this ranch-style resort is 4.9 miles from Minnewaska State Park and 7.5 miles from Witch's Hole State Forest.



Day Pass includes:

- Lunch
- One free pony ride per Child
- Access to all Facilities

See details on this discount package.

Package price from GCT/Harlem-125th Street: adults, \$67.25; seniors, persons with disabilities and individuals receiving Medicare, \$60.50; children 12, \$60.25; children 6-11, \$30, children 5, \$14; children under 5, \$12.

Getting there is simple:

Take the [Hudson Line](#) to Poughkeepsie Station, from there [Zipcar](#), [Lyft](#) (Use discount code **RAILREWARDS**), [Uber](#) or a **local taxi** can take you to the Pine Ridge

Dude Ranch.

We can make sure you have something to do every weekend! See a complete list of our Getaways.

[Back to Top](#)

Courtesy Corner



Panhandling and Product Sales on Metro-North Trains Are Not Allowed

Selling goods, or soliciting donations from customers who are traveling aboard Metro-North trains is not permissible.

So, we ask our customers kindly, *even if you are feeling kindhearted*, please do not to buy products from persons selling items or make donations to persons requesting handouts on our trains.

Please make your purchases at a retail location or other licensed street vendor.

Metro-North cares about the homeless, and through an agreement with the [Bowery Residents Committee](#) (BRC), you can also make donations to the homeless at Grand Central Terminal, to our [donations boxes](#) located in the main Ticket Vending Machine room. All proceeds go directly to BRC.

It's the courteous thing to do!

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