



MILEPOSTS

A Newsletter for MTA Metro-North Railroad Customers

December 2020

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- Cleaning
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Metro-North Train Time® App Adds Passenger Count Estimate Feature

Metro-North has launched an upgrade to its Train Time® app



that should come in very handy — the ability to estimate the number of passengers on every train car and more effectively social distance.

Along with enhanced cleaning of stations and trains, the mandatory use of face coverings, and the testing of a new air filtration system on board our trains, the availability of passenger count estimates is one more way that the railroad is working to ensure that customers have a safe and positive experience as they return to our trains.

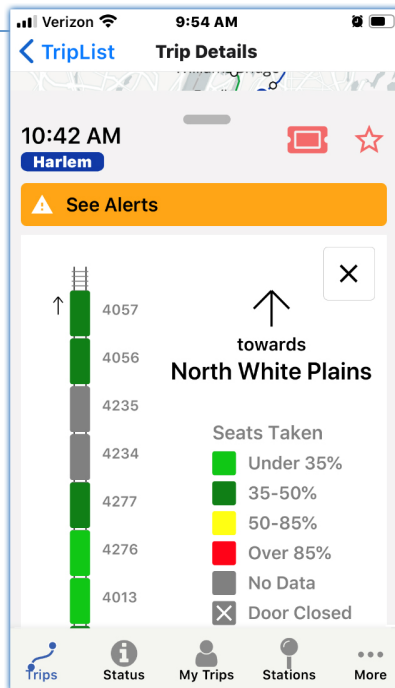
This is how it will work:

five minutes before your train arrives you can open the app and get a estimated passenger count for each train car.

The app also displays color indicators, such “green” for less than 50% occupancy, and “red” for more than 85% occupied.

The estimated passenger count will also be shown on platform signs, which are being modified to allow passenger estimate information.

Train	Time	Destination	Track	Stops	ETA
9630	12:15 PM	Grand Central	2	North White Plains • White Plains • Harlem-125th St.	Arriving
				4045 4044 4283 4282 4217 4216 4215 4214	
9623	12:30 PM	Southeast	1	Croton Falls • Brewster • Southeast	12:37 PM
9634	1:15 PM	Grand Central	2	Valhalla • North White Plains • White Plains • Harlem-125th St.	1:15 PM
9627	1:29 PM	Southeast	1	Croton Falls • Brewster • Southeast	1:29 PM
9638	2:15 PM	Grand Central	2	North White Plains • White Plains • Harlem-125th St.	2:15 PM
9631	2:30 PM	Southeast	1	Croton Falls • Brewster • Southeast	2:30 PM
9642	3:15 PM	Grand Central	2	Valhalla • North White Plains • White Plains	3:15 PM
9635	3:29 PM	Southeast	1	Croton Falls • Brewster • Southeast	3:29 PM



“The capacity-tracking update to the Metro-North Train Time® app provides another level of comfort and confidence for Metro-North riders as they come back to the system. The more information we can provide to help customers practice social distancing once they are on board will result in a safer and more pleasant ride for our customers.”

– Catherine Rinaldi, President of Metro-North Railroad

Already enabled on our fleet of 334 M7s –

the electric fleet that serves our Harlem and Hudson Lines — the technology uses the weight on the cars coupled with an algorithm to estimate the total number of people in each car.

Metro-North is expected to complete implementation of the technology on our M8s

(which serve the New Haven Line) and on our coach fleet by the first quarter of 2021, with the M3s following in the second quarter. Customers who already have Train Time® installed will receive an automatic update, with the new feature, and will be able to do so on a new, more detailed interface.

Try it out! Download Metro-North Train Time® app .



Metro-North's December 24, 2020 – January 1, 2021

Christmas Eve to New Year's Holiday Service

On Christmas Eve, Thursday, December 24,

we will operate a regular weekday schedule to provide service when you need it throughout the day.

On Christmas Day, Friday, December 25,

we will operate a regular weekend schedule with hourly service on most line segments, and regular weekend service on all branch lines. Trains do not operate between Southeast and Wassaic on weekends and will not operate on Christmas Day.

See our [website](#), or use our [Metro-North Train Time](#)® app for details.



For the three weekdays leading up to New Year's (Monday-Wednesday, December 28-30),

we will operate a regular weekday schedule.

On New Year's Eve, Thursday, Dec. 31,

we will operate a regular weekday service. There will be no ball drop at Times Square this year.

On New Year's Day, Friday, January 1, 2021,

we will operate a regular weekend schedule. Trains do not operate between Southeast and Wassaic on weekends and will not operate on New Year's Day.

Please remember that drinking alcohol on Metro-North trains and at our stations is banned from noon New Year's Eve until noon New Year's Day.



Grand Central North

will be closed on Christmas Day, New Year's Eve, and New Year's Day.

All of us at Metro-North wish you a safe and happy holiday season!

For the full schedule please visit our [holiday travel page](#).

Metro-North Continues Aggressive Cleaning of Trains and Stations

As the pandemic enters month 11, we want our customers to know that we continue to make travel on Metro-North trains cleaner and safer than ever before. We disinfect our stations twice a day and our train cars once every 24 hours. Hand sanitizer is supplied at all stations.

Face coverings are required on Metro-North trains,



in stations and at the Grand Central Terminal. This year, NY State Gov. Andrew M. Cuomo and Connecticut Gov. Ned Lamont issued executive orders making mask usage mandatory on public transit.

Free face coverings can be obtained from station ambassadors at our busiest stations, from the

Making Improvements in 2020

In 2020, Metro-North forces were busy making repairs to our infrastructure for the continuous improvement of the safety and reliability of our service. And when it came to our stations, we were super busy!

Hudson Line

- **At Beacon** we brought the land side of the overpass stairs to a state of good repair, with replacement of the steel pan, concrete, and stair treads, while the river side repairs are ongoing.
- **At Croton Harmon**, we made sidewalk improvements by demolishing and then pouring a new sidewalk and installed a new "kiss & ride" area near the north side of the main entrance. We painted the stair risers and repaired and repaved the employee crossings.
- **At Garrison station**, we have brought to a state of good repair the stairs leading to inbound and outbound side parking, made concrete and tactile repairs on the platforms, installed new edge boards on Tracks 1 and 2, and painted handrails and stairwells.
- **In Poughkeepsie**, we replaced the marquee at the entrance to the station, repaired the employee stairs, and painted the handrails and stairs of the inside overpass.
- **At Ossining station**, we replaced the wood storefront of the building, replaced the platform edge boards on Tracks 3 and 4, and completed our roof replacement project (more on this below).
- **At Greystone** we replaced about 750 feet of the platform edge board on Track 3
- **At Yonkers** we installed security fencing.
- **At Harlem-125th Street**, we replaced the two conductor shelters on the island platforms.
- **At Cold Spring** we replaced the entire cab and cradle of the Track 1 side elevator, made handrail repairs and painted them, and replaced about 800 feet of platform edge board on Track 1.
- **In New Hamburg** we painted the handrails, in **Tarrytown** we made bird netting repairs, and at **Dobbs Ferry** and **Hastings**, we replaced the old lighting with energy efficient LEDs.

Harlem Line

- **At stations from Southeast to Chappaqua**, we painted new "Watch the Gap" messaging on our platforms at all stations.
- **In Hartsdale** we replaced the stair treads or repaired them and made platform repairs.
- **At Fleetwood** we carried out stair tread replacements, platform repairs, and painted warning strips. We also replaced the Customer Information Boards.
- **At Tuckahoe** we completed platform and stair landing repairs.
- **At Brewster, Mt. Kisco and Purdys** stations we replaced the roofs of the elevator vestibules. Also, at Brewster we made repairs to the tactile strips and concrete repairs on the platforms.
- **At Southeast, Bedford Hills, North White Plains and Scarsdale**, we made canopy roof repairs.

New Haven Line

- **At New Haven** we repaired platforms Track 12 and 14 after part of the platform collapsed.
- **At Westport Station** we repaired a large gap issue on Track 3, and rebuilt the platform for CTDOT on the Track 3 side.
- We made platform repairs at the **Old Greenwich and Rye Stations** and repaired the handicap ramp at South Norwalk.
- We replaced the platform edge boards at **Greenwich, South Norwalk, Westport, and New Haven stations.**
- We repainted "Watch the Gap" signage and added shelter house doors at various stations.
- We replaced the elevator glass in **Greenwich** and the boiler at **Pelham stations.**

Grand Central

- Performed maintenance on six out of twelve Transformer Houses throughout the Terminal.
- Replaced all the fluorescent platform lighting with energy-efficient LED lights.
- Rehabilitated two platform tracks.
- Performed platform edge repair on 3 platforms.
- Refurbished Graybar Passage chandeliers.
- Using a crane, hoisted several replacement HVAC equipment to the roof of GCT including multiple air handlers, 6 glycol dry coolers, several pieces of duct work and associated

conduits.

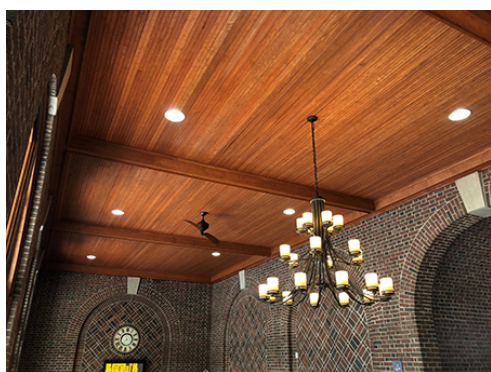
- Performed restoration on Grand Central Terminal's interior, including repairing, replacing, and cleaning walls. Repaired and painted plaster ornamental surrounds.
- Replaced historic lettering leading into the Graybar Passage.
- Built a new Taxi Booth for the Grand Central Partnership on 42nd Street.
- Reconfigured the customer-facing counter at the Lost and Found.



At Metro-North we are happy to make travel safer, and more convenient for you, our customers. We hope you enjoy these improvements.

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'Raising the Roof' at Ossining Station



This past summer, one of Metro-North Railroad's most historic stations got a well-deserved facelift.

In July, we completed the Ossining Station Roof Project,

which came to fruition via our railroad's first federally funded contract under the MTA's Small Business Mentoring Program.

"The building was originally built by New York Central Railroad, it's a sister-building to Grand Central Terminal."

**– Project Manager Dan Delgado,
Engineer, Special Projects.**

But after a fire swept through the building's attic in 1987, even though station repairs were made, enhancements were still needed.

Just one year ago, our project team and contractors demolished the station building's wall runners, eaves, tiles, gutters, decking and rafters. Contractors then replaced all of old material with new period correct components.

The work didn't stop there.

Contractors also rehabilitated six exterior light fixtures and the original waiting room clock, reconstructed the waiting room ceiling and made other repairs.

The project didn't come without challenges.

For starters, Ossining's station building is elevated over the four mainline tracks of the Hudson Line, which made coordination a challenge.

The historic station building is also adjacent to high voltage rail feeder wires, which made working on the roof a daunting task. And we had to adhere to strict regulations from the State Historic Preservation Office (SHPO) and Federal Transit Administration (FTA).

Nonetheless, in July, the Ossining Station Roof Project was completed and the station was brought back to life.

"We restored part of Metro-North's legacy, It was definitely a labor of love."

**– Project Manager Dan Delgado,
Engineer, Special Projects.**

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A Guide to Winter Safety While Traveling Metro-North

A Guide to Winter Weather Travel

on  **Metro-North Railroad**



Severe winter weather can create hazardous travel conditions throughout our region. It can also hamper MTA Metro-North Railroad's ability to provide you with regular service. This **handy resource** will help you understand and be prepared for any service changes we make based on winter weather conditions.

Included in our guide is a rundown of what we do to prepare for the weather event.

Then during the storm our crews are busy on the right of way clearing snow, cutting fallen trees and removing ice from essential communications and signal equipment and overhead wires. Our custodial crews are out cleaning platforms and stairs so that you, our customers can be safe.

To stay safety and informed during a winter storm, we strongly encourage you to:

Listen to television and radio news.

Sign up for alerts

Follow us on Social Media

Download Metro-North Train Time®

Give us a ring



Get updates with **text** and **email alerts**.

Go online for up-to-the-minute information on **Facebook**, **Twitter**, and at www.mta.info/mnr or new.mta.info

Download our **Metro-North Train Time®** app (on **iPhone** or **Android**)

Or call our main Customer Information Center at **511** (in Connecticut call **877-690-5114**), which will have a taped message upfront describing current service conditions.

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When You Need Us, We Will Be There for You



Need help getting on or off a Metro-North Train?

Use Our Call Ahead Program!

- **Request help 24/7 by calling 511** or 212-532-4900 at least one hour before your trip (in Connecticut call 877-690-5114)
- **Provide your departure information**
- **Ask your conductor for assistance** if you are already on the train

Get information on accessible Metro-North stations at: www.mta.info/mnr

 **Metro-North Railroad**

Way Ahead
www.mta.info/mnr

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Courtesy Corner



Pop Quiz: Naughty or Nice?

What can you do to deserve a present for Christmas or Hannukah?

- Keep your gifts and other bags off the seats and out of the aisles;
- Wear a mask or face covering throughout your trip; or
- Offer a seat on a crowded train to a pregnant person or the elderly.

Of course, the answer is all three.

The holidays can bring all kinds of tension, so this season let's treat others with respect, kindness and compassion!

It's the courteous thing to do!

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Ride Safe, See More & Save with Metro-North

Discount daytrips and magical nights are just a click away.



We know you just can't wait to see 2020 in the rearview mirror.

But wait! There is still safe and happy fun to be had this holiday season!

NYBG Glow at New York Botanical Garden

Save 20% on Garden Pass Tickets* when you use code **MNR20** at nybg.org

Explore a glowing world of brilliant colors and dazzling light as picture-perfect installations enliven surrounding gardens and collections. Also enjoy artistic ice sculpting, music, and pop-up performances.

LuminoCity at Randall's Island

Save 15% when you take Metro-North

LuminoCity features multi-colored fantasy light environments for adults and children alike and will be here for a limited time and

Holiday Lights at The Bronx Zoo

Save up to 20% on rail fare when you buy the **Bronx Zoo discount rail getaway package**

Enjoy five animal lantern safaris, ice-carving demonstrations, holiday treats, costumed characters, wildlife theater, stilt walkers, and more!

Please note: a face covering is required on all trains and stations. Thank you!

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