

MILEPOSTS

A Newsletter for MTA Metro-North Railroad Customers



August 2019

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What's 'Mud' Got to Do with It?

Less than 24 hours.

That's all it took for our Metro-North workforce to combat a dangerous mudslide that threatened to bring Hudson Line service to a standstill on the night of Wednesday, June 19.

A locomotive engineer reported to the Operations Control Center that he may have struck a tree on the Track as he approached Greystone Station.

After assessing the situation,

the crew determined that their train had not struck a tree, but had operated through a mudslide.



Service on two of four tracks between Riverdale and Greystone came to a halt.

Our Maintenance of Way crews were called into action and rushed to the scene.



Soon after,

it was determined that the Yonkers Fire Department was battling a fire at two multi-family homes situated atop the hill overlooking the right-of-way at that location.

The massive amount of water used to quell the blaze had streamed down the steep hill, bringing heavy, debris-filled mud that ran onto our tracks, causing the two tracks to become impassible.

With another track out of service due to

scheduled infrastructure work, there was only one functioning track remaining. To complicate things, a steady sheet of rain began to fall.

Meanwhile, in our planning department, staff were scrambling to put together a service plan to accommodate our customers so they could get safely to their destinations.

Because we could only run a minimum number of trains over that single track, some northbound trains were canceled, and express trains were extended to include all stops to Croton-Harmon.

Some southbound trains were also combined, and customers traveling to Greystone, Glenwood, Ludlow and Riverdale were directed to northbound service to Yonkers or Spuyten Duyvil to connect with a local southbound train.

Then our crews worked through the night,

mobilizing equipment and resources, to remove the mud and debris that were stifling our rails and signals, to a safe, off-site location.

That equipment included Metro-North's 106-ton, 105-foot-long Rail Vac – along with three additional vacuum trucks to suck up all the mud and grime from the affected tracks.

An excavator was also summoned to support the removal of muddy materials from the site.

A plan was devised to bring the out-of-service track back online a few days early,

and, once again, our crews delivered. By Thursday evening, they were able to bring the remaining two tracks back into service.

By Friday afternoon, all repairs had been made and Hudson Line service fully restored
We appreciated your patience while we worked to resolve this incident.

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



Use Our Call Ahead Program!

Metro-North can notify train crews in advance of boarding to provide additional assistance to customers who might need it. If you have advance knowledge of your travel plans and would like to **request assistance**, here's how you do it:

Call 511 and request help 24/7 (In Connecticut call: 877-690-5114)

to speak with a Customer Service Representative. We recommend calling 1 hour prior to your trip.

Provide your travel information

Provide the representative with your departing station, the time you plan to travel, and your destination so they can notify the train crew in advance that you need assistance.

Ask your conductor for assistance

if you are already on a train to Grand Central Terminal, you can ask a conductor for help. The conductor can "Call Ahead" and arrange for an usher to assist you.

Get information

- About **accessible Metro-North stations** online.
- Download a **Call Ahead flyer** [PDF]

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- **Request help 24/7 by calling 511** 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

MTA Metro-North Railroad

Way Ahead

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Oscar Ready Digs at GCT!

Since Thomas Edison made the first motion picture images of New York City's subway system at the turn of the century, cameras have been rolling underground and in subway and rail stations ever since.

And the use of MTA territory for productions is vast,

from a Grand Central Terminal waltz scene with thousands of extras in the 1991 film "The Fisher King" and a more recent "John Wick 3" fight sequence.

But filming in New York's famously busy transportation networks takes careful logistical planning.

That planning is guided by special events teams for Metro-North who joined with the Governor's Office of Motion Picture & Television Development (MPTV) for a recent "Get to Know New York State" tour for film location professionals.

Our team at Metro-North aims to strike a balance with filming and keeping 750,000 daily customers moving on schedule. We host about 25 large-scale productions each year, in addition to hundreds of smaller-scale requests ranging from student films, to plate shots, to still-shoots. There are time restrictions and a few sensitive areas that cannot be used, but generally the main Terminal and surroundings are open for business.



Location manager Sam Hutchins noted that during "countless times over my 25-year career" and "no matter how challenging or farfetched a scene may appear the MTA has been a collaborative partner in bringing great New York stories to the big and small screen."

Here are some fun examples of movies and other productions shot on our territory over time:



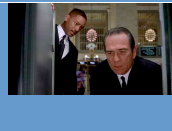
John Wick 3: Parabellum (2019),

filmed in Grand Central Terminal last June, features Keanu Reeves being stalked by hired assassins upon his arrival back in NYC.



The Girl on the Train (2016),

based on the literary thriller set in England, was filmed all along our scenic Hudson Line as well as Grand Central Terminal.



Men in Black II (2002)

filmed Will Smith and Tommy Lee Jones on the Main Concourse unveiling a colony of aliens within "locker C18" in a fictional baggage deposit.



North by Northwest (1959),

Alfred Hitchcock's classic where Cary Grant makes an amazing escape through the Terminal.



Superman (1978),

Clark Kent battles super-villain Lex Luthor, whose hideout is located underneath the Terminal.

The MPTV's "Get to Know New York State" events

are designed to bring the film community together with New York State agencies to discuss permitting, new rules and restrictions, and best practices for the production community.

To make an inquiry about [Film or Photography at Grand Central Terminal](#) send us your [info](#).

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Station Ambassadors in Action

Recently, Metro-North added station ambassadors to our most frequently traveled stations, including Harlem-125th Street, Fordham, New Rochelle, Croton-Harmon, Stamford and White Plains.

These employees are enhancing the customer experience, and helping us to interact with our customers with a friendly presence. And we hope to learn firsthand from you, our customers, about your needs and concerns.

But there have been some unanticipated side benefits as well: some of our ambassadors have been there when our customers were really in need. Here are two stories.

This spring, White Plains Ambassador [Bob Pearson](#)

observed a man pacing on the platform: he appeared very jittery and nervous. Pearson took further notice that the man had what appeared to be a law enforcement badge attached to his belt, but he wasn't wearing a police uniform. Pearson made a mental note of what he saw.



The following day a female customer approached Pearson and expressed concern that she was being followed by a man at the station, and that he had shown her information implying he was a police officer. Pearson asked the customer if the man was currently in the station and he was: Lo and behold, it was the same man Bob had noticed the previous day.

Apparently, the man observed the customer talking to Pearson and after pacing around, he boarded the next train.

A quick thinker, Pearson took a picture of the man before he boarded the train. Then he called the MTA Police with this info and texted them the picture.

MTA PD subsequently boarded the train and questioned the individual who was later arrested for impersonating a police officer. MTA Police said the information and picture were invaluable in making the arrest.

Then, at Croton Harmon and Harlem 125th Street...

On May 31, 2019, a senior customer who was unfamiliar with traveling to the city,

encountered Station Ambassador **Zearl Clarke** at the Croton-Harmon station.

The customer wanted to travel to Columbia Presbyterian hospital in New York City. It was her first time traveling there and she expressed discomfort with the idea of riding the train.

Clarke first provided her with the information and assistance she needed, including which track she should go to, and the time of the train.

Then he contacted Station Ambassador Audrey Johnson-Gordon,

at Harlem-125th Street station where the customer was headed.

Clarke provided his colleague with a photo of the customer and Johnson-Gordon met her and assisted her to a taxi to complete the journey to the hospital. The customer was grateful. This displays a great example of our ambassadors using teamwork to assist customers.



"I am so impressed with how our station ambassadors take their jobs so seriously and are very proud of the work they do," said **President Catherine Rinaldi**, when she heard what they had done.

This establishment of Station Ambassadors is part of our **Way Ahead** strategic plan, to enhance the customer experience when using our service.



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With Help, Comes Hope... We're Here to Listen

Offer Help, Save a Life

1 ASK

2 KEEP THEM SAFE

3 BE THERE

4 HELP THEM CONNECT

5 FOLLOW UP

Text **NEXT2U** to **741741**

or call **1-800-273-TALK** (8255)

www.suicidepreventionlifeline.org



CRISIS TEXT LINE |

Any individual who is experiencing a crisis, or sees someone else in a state of mental crisis, can text Metro-North's **NEXT2U to 741741** and instantly connect with a trained crisis counselor to get the help they need

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Title VI Notification

TITLE VI



Civil Rights: Filing a Title VI Complaint with MTA Metro-North Railroad



To download a Title VI Complaint Form please visit http://web.mta.info/mnr/html/MNR_TitleVIComplaintProcedure.htm or scan the Title VI Quick Response (QR) code.



Los Derechos Civiles: Póliza para Someter Querellas del Título VI con MTA Metro-North Railroad



Para descargar un formulario de quejas Título VI visite http://web.mta.info/mnr/html/MNR_TitleVIComplaintProcedure.htm o escanear el código de respuesta rápida del Título VI (QR).



Information in other languages is available on our web site or via telephone:

Información en español está disponible en nuestro sitio web o por teléfono:

Informação em português está disponível em nosso site ou pelo telefone:

Informazione in italiano è disponibile sul nostro sito web o per telefono:

可以在我们的网站, 也可以通过致电获取中文资料:

אינפֿארמאַציע אין ייִדיש און בנימצא אין אונדזער וועבזײַטל אָדער דורך טעלעפֿאָן:

www.mta.info/mnr

511

or 877-690-5114
(outside New York State)

Pick up a copy of our entire **Title VI Civil Rights announcement** at Grand Central Terminal, or access the information **online**. Download a **Title VI Complaint form**.

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Safety Rules of the Issue



Hold the applause for Pete. You should never use your hands, or any other extremity, when entering or exiting a #MetroNorth train. It's simply not worth it.

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

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Take a Spin with Metro-North

Captain Lawrence Brewery Bike Tour
September 29 & October 27

or any day before November 11 with a group of 5 or more.

Let **Gotham Bicycle Tours** take you to the best local breweries with an all-inclusive, 35-mile bike tour along the "Old Put," a former rail line. A tasting of 10 beers is included. Call 917-748-1119 for more information.



[See details on this discount package.](#)

Package Price of \$114.75 includes: Metro-North round-trip rail ticket, snacks, water and picnic lunch during the ride, and more!

Getting there is simple:

Take the [Harlem Line](#) to the Brewster Station. Metro-North departs Grand Central Terminal at 8:10 AM. Your return trip will be from North White Plains Station.

Cold Spring Bike Rental
Thursday – Sundays, 9 AM – 7 PM
Through November 15

And Metro-North gets you there with our **discount Getaway package!**

Rent a bike for a full day of fun. Bike rentals include helmet (all sizes), safety lock & 3-speed hybrid bike. Call Cold Spring Bike Rental at 914-482-0717 or visit [online](#)

See details on this discount package.

Package price from GCT/Harlem-125th Street: Adults, \$68.75 ;Seniors, \$63; children under 18 not admitted without a parent or guardian. **See details on Metro-North Package Pricing from other stations. [PDF]**



Getting there is simple:

Take the [Hudson Line](#) to the Beacon Station. Rental location at Scenic Hudson's Long Dock Park (across from the station on the river side and up the hill).



Peekskill Bike Rental

**Thursday – Sundays, 9 AM – 7 PM
Through November 15**

24 Hours advance reservation required. Kid's trailers available.

Explore Historic Peekskill. Ride by the river or take a historic journey through town! Enjoy the riverside path, ride to Blue Mountain Reservation or visit some of the local shops, pubs & brewery.

See details on this discount package.

Package price from GCT/Harlem-125th Street: Adults, \$47; seniors, \$42.50; children under 18 not admitted without a parent or guardian **Package Pricing from other stations. [PDF]**

Getting there is simple:

Take the [Hudson Line](#) to the Peekskill Station. Pick up your bike at the bike rental shop which is located at 404 S. Water Street, just a block from the station.

do every weekend!

See a complete list of our Getaways.

We can make sure you have something to

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Getaway
with **Metro-North!**

NEXT STOP HARLEM-125TH STREET STATION

CELEBRATE
HARLEM WEEK

JULY 28 - AUGUST 24

Visit Harlemweek.com



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Courtesy Corner



Bow-Wow Etiquette

At Metro-North Railroad, we wuuuuv dogs! That's why they ride crate-free and free of charge.

We realize that many New York and Connecticut residents love their four-legged babies too, and we share in that adoration. From little to big, all are welcome on our trains.

But please, when traveling with your beloved best friend, please keep them on a leash, exercise caution getting on and off the train, and keep them out of the aisle and off the seat!

We also ask you kindly, to please control your dog when the conductor approaches to collect your ticket.

It's the courteous thing to do!

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