

MILEPOSTS

A Newsletter for MTA Metro-North Railroad Customers

December 2019

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Way Ahead: Moving Forward Together One Year of Accomplishments!

This month marks the completion of the first year of our **Way Ahead** strategic plan, to set the standard for safety, reliability, and innovation in the delivery of excellent customer service to you, our customers.

And we have achieved a lot in our first year!



Putting Customer and Employee Safety First by:

- continuing to roll out **Positive Train Control (PTC)** on schedule,
- expanding public outreach through our **TRACKS rail safety program** (Together Railroads and Communities Keeping Safe,) decreasing customer and employee injury rates,
- adding **new signs** to the Park Ave. Tunnel detailing emergency exits and
- other safety messaging, and
- expanding our internal safety programs and training.



Improving our Customers' Day-to-Day Experience

We added **Customer Service Ambassadors** to our six busiest stations, improved the overall on-time performance of our trains, made a number of in-station and Grand Central Terminal accessibility improvements, made our stations and our right-of-way cleaner, added a **RailRewards** program so customers can save when they shop at Grand Central Terminal, and added a lactation room at the Terminal.

Improving Customer Communications

We brought to fruition the new Grand Central Terminal **"Big Boards"** that provide real time arrival and departure data to our customers, new electronic gate departure boards, a new **Public Address**



system, more real-time monitors at Grand Central Terminal and outlying stations, more **"Connect with Us!"** station events where we meet with you and listen to you in person, more **digital screens** that communicate safety and service messaging throughout our territory, and enhancements to our conductors' access to important information through the **Ticket Issuing Machine (TIMs)**.

Investing in Our Infrastructure

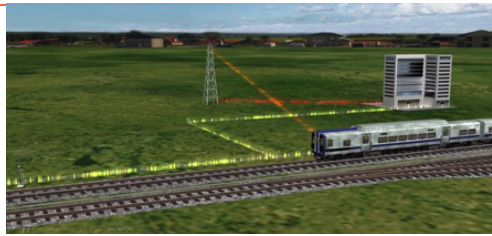
We capitalized on our **SMARTRACK** program, which enabled us to get more track work done in a shorter period of time, painted rails white in key locations to reduce the negative effect of heat on our tracks, made significant bridge and track replacements on East and West of Hudson lines, opened our new Harmon maintenance facilities where we maintain our trains, renovated and reopened our Stamford train car wash, and responded to emergencies and service outages faster and smarter than ever before so we could restore service to you after a

major weather event.



Focusing on the Future

As Metro-North continues to invest in the future, we will be focus on **completing Positive**



Train Control implementation in 2020, welcoming the arrival of **66 new M8 cars**

to our New Haven Line fleet, delivering on our 2020 – 2024 capital program, completing the **White Plains station enhancements**, continuing to aggressively trim trees and clean up our Right-of-Way, continuing our **SMARTRACK** program to get track work done quickly, and **installing Help Points** and **security cameras** at several stations.

Please join us at our next **Connect with Us event**, at **Grand Central Terminal**, **December 17, from 7 AM – 8:30 AM** to share your ideas and concerns.

We look forward to seeing you!

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Metro-North Takes You Where You Need to Be Over the Holidays!

Our Holiday Service (December 24 – January 1)

What's the best way to get around during the holidays? Is it:

- Hitching a ride on Santa's sleigh
- On skis
- Taking Metro-North's Special Holiday Service

Of course, the answer is c). (*Santa hasn't been seen lately and I doubt he has room in his sleigh for you, and skiing requires way too much snow!*)



And to make your yuletide travels even easier, we have a special **Christmas & New Year's Holiday Timetable** with schedules for Christmas Day (Wednesday, December 25), New Year's Eve (Tuesday, December 31), and New Year's Day (Wednesday, January 1).



We start things off with our Christmas Getaway Service

Christmas Eve, Tuesday, December 24,

featuring extra trains departing Grand Central beginning at 1 PM. Some evening trains will be cancelled or combined because of reduced ridership later in the day. (*Hopefully, you don't work for a Scrooge and they let you go home early!*)

On Christmas Day, Wednesday, December 25,

we will operate a special holiday schedule with hourly service on most line segments, and regular weekend service on all branch lines.

See a Christmas/New Year's Holiday Timetable or our Train Time app for details.

On the weekdays between **Christmas and New Year's** (Thursday, December 26; Friday, December 27; and Monday, December 30),

we will operate a weekday schedule with **reduced AM-Peak service** and **additional inbound service** operating in the late morning. PM-peak service will operate normally.



We put together Our Special Schedule to make things more convenient for you. Our Holiday cheer doesn't end there, we hope **our special deals with Lyft and Zipcar** bring you joy this holiday season!

See a **regular timetable** or our **Train Time app** for details on how to get there.

When you purchase your tickets, we recommend you use **MTA eTix**® the mobile ticketing app that enables you to purchase those ten-trip, one-way, round trip, weekly and monthly passes on your smartphone or mobile device.

On **New Year's Eve, Tuesday, December 31,**

we will operate a **reduced weekday schedule** in the morning and evening rush hours.

Whether you are putting on your top hat, tails, or evening gown (or all three) for a sophisticated evening out, or just throwing on some sweat pants and a parka and heading to Times Square to watch the ball drop, our New Year's Eve Service is for you!



It includes **extra inbound late afternoon and early evening service** to get you to your party. And there is "overnight" New Year's morning service that will get you safely home when that party is finally over!



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. (*Because there comes a time when the party really is over.*)

Your first resolution for the New Year

should be to buy your tickets in advance: Those of you taking our early morning New Year service will have your tickets collected prior to boarding trains at Grand Central. The best way to do that is with **MTA eTix®**.

Whether you are using MTA eTix or paper tickets, if you are traveling off-peak you can **save 30 – 40%** by buying a 10-Trip to and from Manhattan, which can be used by more than one person even when traveling together. Or, if traveling with children, **save 50%** for one child when traveling with an adult, or pay \$1 per ticket for up to four children aged 5 – 11, and the fifth child pays Child Fare, as long as they are traveling with an adult. For other ways to save, see www.mta.info/mnr

Finally, on New Year's Day, Wednesday, January 1, 2020,

we will operate hourly service on most line segments, and regular weekend service on branch lines.

For details on the holiday schedule, please see a [Christmas/New Year's Holiday Timetable](#) or our [Train Time app](#) for details.

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

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In the News: [LoHud](#), [The Journal News](#)

White Plains Station Improvements



WHITE PLAINS [Excerpt is from Lohud, The Journal News [article](#), published on 10/31/2019 by Tania Savayan.]

As development kicks off, Metro-North's longtime **efforts toward improving the White Plains train station** are nearing completion. The final phase of construction began this fall and will be finished within the year.

"This is a model station for Metro-North, meaning all of those features will be rolled out at our future station projects," Project Manager **Brad Knot** said.

The White Plains Metro-North station is the third most-used in the agency following Grand Central Terminal and Stamford, Connecticut. Currently the station takes care of around 12,000 weekday riders.

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In the News: [PIX 11](#)

Metro-North's Lost & Found

In case you missed it: Metro-North's Lost and Found Office at Grand Central



Possibly PIX 11 got a tip off from our Facebook and Twitter posts, reminding our customers not to leave their belongings on the train — and telling them where to find them if they do through our social media campaign,

#IfYouBringItOnTakeItOff

"Have you ever been on the train, put a bag overhead and forgot it? It happens countless times a day! But all hope is not lost," says the accompanying article on the PIX 11 website.

The holiday season is a particularly easy time to forget something on the train, especially when you are carrying a lot of packages, taking a trip to a new place, or just too busy to remember everything!



LATE BREAKING...

See other media cover about Metro-North's Lost and Found at..

Spectrum NEWS 1 NY

LoHud, The Journal News

USA Today

PIX 11 online

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



Use Our Call Ahead Program!

- 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



Way Ahead

Metro-North can notify train crews in advance of boarding to provide additional assistance to customers who might need it.

To request help 24/7 tap here to call [511](tel:511) (NY) and (in Connecticut call: [877-690-5114](tel:877-690-5114))

[Learn more online](#)

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Now, **MAIL & RIDE** Customers Can Get Their Tickets *Faster*, On their Phones!

Just download the MTA eTix® app



First,

register for an eTix® account on your **iPhone** or **Android** using your email address and

Then

log into your current **Mail&Ride** account and change your ticket delivery option to "eTix".

[See more details online.](#)

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Come See the "Little" Trains...

At the **New York Transit Museum's 18th Annual Holiday Train Show!**

Returning to Grand Central Terminal until February 3, 2020.

Monday – Friday:

8 AM – 8 PM

Saturday – Sunday:

11 AM – 6 PM

*Closed for special events and major holidays

This year's artist creating the background décor of the train show is cartoonist **Julia Wertz**.

Located next to the Stationmaster's Office, the show will dazzle both children and adults alike, and features Lionel trains traveling along a 34-foot-long, two-level, "O" gauge model train layout.



Departing from a miniature replica of Grand Central Terminal on their way to the North Pole, these model trains are sure to bring a special memory to your day!

So, stop on by, admission is free!

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While You Are There, Visit the Fair!

One-of-a-kind gifts for your entire list!

Through **Christmas Eve., December 24**, shop at some of the most interesting little booths for your seasonal gifts, right at Grand Central Terminal.



Back for its 26th year, the experience itself is a holiday gift! Explore one of the most beautiful architectural settings in the world, and revel in a discerning selection of locally made,

handcrafted goods from 40 talented artisans. Scarves, coats, jewelry, pens, frames, toys, Christmas ornaments, scented candles, bags, men's ties, and wall hangings, and it's all there in one space for convenient browsing before you board the train or head over to lunch, dinner or drinks at one of the great GCT eateries. For more details and vendor map, visit grandcentralterminal.com/hf.

Monday – Friday:

10 AM - 8 PM

Saturday:

10 AM – 7 PM

Sunday:

11 AM – 6 PM

Christmas Eve:

10 AM – 6 PM

And, Check Out the New Retailers @ GCT!

From stocking stuffers, to a housewarming gift for your host, or some lovely jewelry for that special someone, there are many new vendors and shops at Grand Central Terminal to entice and delight you.

Check out the hats, jewelry, chocolates, socks, shoes, eyeglasses, suitcases, dog apparel, children's toys, scented candles and perfumes, Christmas ornaments, cards and papers, and more in the northeast Graybar Passage, the southeast Lexington Ave. passage, and the Shuttle Passage at 105 East 42nd St.

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Safety Message: On Board Emergency & Evacuation Instructions

In an Emergency

Evacuations don't happen often on MTA Metro-North Railroad. But if you were on a train involved in an accident, would you know how to get to safety?

Read on and you'll know what to do.

First, familiarize yourself with safety signage in cars

so you will know how to locate and operate emergency exits. And most important, remember that your **best protection is to remain calm, think clearly, and follow the instructions** of the train crew.

Evacuation Instructions



Listen for directions from authorized personnel.



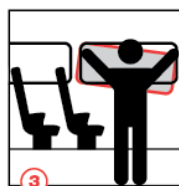
Remain inside train if possible. If not...



Go to next car through end doors. If unable...



Open side door and go out. If unable...



Go out emergency windows.

Here are some highlights [from the full instructions](#):

Stop –

Don't attempt to leave the train on your own.

Look –

If there is an emergency, look for a member of the train crew and report it immediately.

Listen –

It is important that you follow the instructions of our train crews as well as the instructions of rescue, fire, or police personnel on the scene.

Most of all: Stay calm and remain seated.

In most instances, all you need to do to be safe is to move to another car on the same train. If an evacuation is necessary crew members will help you exit the train quickly and safely.

<http://web.mta.info/mnr/html/mnrsafety.htm>

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

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What's your idea of a Holiday Joy Ride?

Whether you want to ride or drive to your final destination you can take your pick...
(Sorry, Santa's got dibs on the sleigh)

Lyft Your Spirits Over The Holidays

Sit back and relax, while a driver picks you up from the station and takes you to your final destination.

ride without the park

get \$5 off your first 5 rides to or from Metro-North stations.

USE CODE
RAILREWARDS

METRO-NORTH'S **RailReward\$** • **Lyft**

First time Lyft users only, limited quantities available. \$5 off your next 5 rides that are requested to or from a Metro-North Railroad station during the specified promotional period. Discount applies to the fare, prime time charges, service fees, tolls, and taxes only. Valid until April 30, 2020. Subject to the Lyft Terms of Service.

MTA

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

Put some Zip in Your Holidays

Zip from the station

CARS AT STATIONS BY THE HOUR OR DAY

METRO-NORTH'S **RailReward\$**

Pick up a Zipcar from nearly 20 Metro-North stations to get to all your holiday festivities — just be sure to reserve early. Not a Zipcar member?

Join and get \$25 in driving credit with this special **Metro-North Rail Rewards** code **MNRR2019**.

Join at zipcar.com/metro-north

MTA

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

You can getaway every weekend [See a complete list of our Deals & Getaways.](#)

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Courtesy Corner

Save "Bah Humbug" for Another Time!



When the holidays are at their busiest, many of us can forget our manners, and behave like Ebenezer Scrooge in Charles Dickens', "A Christmas Carol," even when we don't intend to!

So please remember, when riding alongside your fellow passengers, — male or female — *acting like a sweet Bob Cratchit, a generous Mrs. Cratchit, or a guileless Tiny Tim* — will take you a long way!

[It's the courteous thing to do!](#)

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