

MILEPOSTS

A Newsletter for MTA Metro-North Railroad Customers

July 2018

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Metro-North Receives Top Safety Honor for TRACKS Program



Metro-North recently earned the highest safety award from the **American Public Transportation Association (APTA)**, a leading public organization whose mission is to strengthen and improve public transportation across the nation.

The commendation, known as the Gold Award for Safety, was awarded to our Office of System Safety for implementing **TRACKS**, the free, community outreach program designed to educate and promote rail safety.

“We’re proud to receive this honor from the American Public Transportation Association,” said Metro-North President Catherine Rinaldi.

“Earning the Gold Award is a recognition of our intense focus on promoting a culture of safety throughout the organization... Whether educating the public about the ‘safety do’s and don’ts of riding the train, driving through a grade crossing or walking near the tracks, the TRACKS program can save lives.”

TRACKS –Together Railroads and Communities Keeping Safe—is designed to reach as many K-12 students, pedestrians, civilian and commercial drivers, train riders and residents throughout our territory as possible.

Since its inception in 2016, the TRACKS program has reached more than 191,000 people.



If your business, organization, or community group might benefit from our program, please call us at 914-461-0459, or email MNRTracks@mnr.org to obtain more information or schedule a free presentation. Or visit <http://web.mta.info/mnr/tracks>

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Enjoy These Reads Free, at the Touch of

Your Fingertips @ GCT!

While you're waiting for the train at Grand Central Terminal, why not catch up on the newest literature?

Thanks to a **new partnership between MTA Metro-North Railroad and Penguin Random House**, you can now **read excerpts** from the latest and greatest novels that celebrate New York authors, New York City, and Grand Central Terminal! Just sign on to Grand Central's new and improved free Wifi from your electronic device and start your five-minute excerpt.

Among the cool choices are "Grand Central," featuring fiction from best-selling authors such as Karen White, Pam Jenoff, Sarah Jio, Melanie Benjamin, and Kristina Morris; "Rules of Civility," by Amor Towles; and "Eleanor Oliphant is completely fine," by Gail Honeyman.

Of course, there is also "The Girl on the Train," by Paula Hawkins. The feature movie version of the story which was released in 2016 was filmed on and along the Metro-North Railroad!



It's Time to Read

Enjoy free book excerpts from **Penguin Random House**. Now available on Grand Central's free WiFi.

Free WiFi and improved wireless service now available in Grand Central Terminal.

Connect to Grand Central's free WiFi and find your next great read at grandcentralreads.com



START READING NOW



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Power on Upper Harlem — Restored and Renewed!



You may remember March 2018 — four nor'easters in a row hit our region!

One of those storms hit the upper portion of the Harlem line hard, and like dominos, brought down our power and signal lines over an extensive section of the track.

Those of you who travel along Upper Harlem may recall that, over several weekends, we performed repair work, replacing the downed poles, and the lines themselves, a significant undertaking.

We brought in about 60 Metro-North experts and manpower from our New Haven Power crews with their one-of-a kind equipment and expertise to assist the Harlem and Hudson crews for the fastest turnaround possible.

After clearing tracks of debris, crews pulled out and replaced 21 poles over 3.3 miles, then installed support structures for the brand-new communications and signal lines.

Bringing in their "big gun" the Catenary Maintenance Vehicle, our Power experts devised a way to string power lines in multiple feeds, so that the process could be accomplished three times faster than normal.

Metro-North crews also cut back more than 450 trees and limbs and cleared them from the right of way to reduce future occurrences of downed wires and poles (see our story in [June's Milepost](#)).

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And While We Fixed the Power, The Tracks Were Renewed too!

While the Power team was working south of Brewster to repair all the lines, a few miles away our Track crews were out replacing ties, track, and switches to help make your ride just a little bit smoother.

Just north of Brewster, six switches were replaced. Switches are mechanisms that provide the route from track to track for the train to run on.

And while crews were at it, they replaced about 200 ties.

While we were working we provided weekend substitute bus service with assistance from our employees.



Replacing these infrastructure elements provides a more robust infrastructure that will serve the railroad for years to come.

We thank you, our customers, for your patience while we made these repairs and improvements to our infrastructure.

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Calling all Customers! Try MYmta, the new Beta app! MTA's new beta app!

To Croton-Harmon and Poughkeepsie

THE NEW MYmta APP HAS THE FEATURES YOU WANT.

Introducing MYmta, the new app with everything you need to know about the Metro-North and LIRR trains, subways and buses — straight from the MTA:

- supports Metro-North and LIRR, bus and subway
- personalized trip planning
- planned and unplanned service changes
- real-time train departures and more

Download the beta version today, then use the feedback button to help make it even better.

We've launched a test version of MYmta, our new service app that provides real-time arrival and departure information, service status, and unified trip planning for Metro-North and the wider MTA network of subways, buses and the LIRR.

This app is all about you, so make your travel easier — download it for your **iPhone** or **Android** device today! And while you're at it, check out new.mta.info our new responsive website. It works just as well on your mobile device as it does on desktop computers..

Both the new app and website have a handy feedback feature — so use it and tell us what you think!

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Metro-North Extends Ticket Refund Policy by 2 Years

As of the first day of July, Metro-North has extended its **ticket refund policy** by two years.

Now, One-Way, Round-Trip and Ten-Trip tickets, including MTA eTix purchased on or after July 1, are refundable within the validity period plus 2 years.

MTA eTix holders who believe they have an expired ticket that was never used because it is no longer in their wallet



should contact Customer Service with a request for a refund by dialing 511, or from Connecticut 877-690-5114, or **by filling out the PDF form on our website** and mailing it to our Customer Service department.

For more information, please visit our [fares page](#),

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Off-Peak Weekday Trains to Have One Quiet Car®

All **Off-Peak weekday** Metro-North trains will now have only **ONE Quiet Car®** to better accommodate customers during this period.

The **Quiet Car® Program** remains the same during the **PEAK** periods with **TWO Quiet Cars** on every peak weekday train.

Look for the Quiet Car® signage identifying the cars.



Customers Traveling In This Quiet Car® Should:

Quiet Car® is the registered service mark of the National Railroad Passenger Corporation (Amtrak) and is being used by permission.



NOT USE
cell phones



DISABLE SOUND
on electronic
devices



Use headphones
at a **LOW VOLUME**,
which cannot be heard by others



Speak in a
SUBDUED
voice

Customers should not ride in Quiet Cars® if they do not want to follow these rules.

Customers Traveling on Quiet Cars® should:

- Not use cell phones.
- Disable sound features on computers & other electronic devices.
- Conduct conversations in a subdued voice.
- Use headphones at a volume that cannot be heard by fellow passengers.

Customers should not ride in Quiet Cars® if they do not want to follow these rules.






Weekend trains are not included in the Quiet Cars® program.

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Safety Rule of the Issue

In an Emergency, Please Follow **these Instructions**:

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.

You may have seen this sign a million times: but have you studied it carefully?

- Be sure to become familiar with the safety signage (above) in cars so you will know how to locate and operate emergency exits.
- Your best protection is to remain calm at all times; it will help you think clearly.

- The safest place to be is on the train. However, if you are directed to evacuate to the track level, please follow the train crew's directions carefully, watch your step, and stay away from the third rail or any downed wires.

We bring you this information because your safety is always our first priority.

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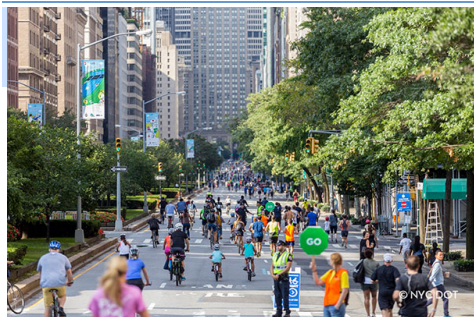
Now's the Time for Summertime Fun

Summer is Here & You Haven't Had Your Vacation Yet?

We have the answer. Easy, quick, and discounted getaways are here for the taking, especially if you haven't had time to plan a vacation and can't bear the thought of going through the summer without having some fun. *(And why shouldn't you have fun?)*

These city-centric destinations are great for friends and family.

For the bargain price of a Metro-North train ticket, you can attend...



New York City Department of Transportation's Summer Streets, held August 4th, 11th and 18th,

where you can ride your bike car-free on Park Ave. from 72nd Street down to the Brooklyn Bridge.

And, you can bring your bike on off-peak trains with a **Metro-North bike permit** (a lifetime permit only costs \$5) or when you get to NYC, rent a **Citibike**,

The nearly 7-mile route becomes the city's playground for biking, walking and jogging,

with fun stops along the way, activity stations, entertainment, vendors and much more.

Once you're in the city, you might as well make it a two-day trip.

Take a load off your feet *(and pedals)*, because you're in for a real treat when you purchase our discount package to...

the New York Sightseeing Pass

which allows you to visit between three to five options (out of 90 possibilities), among them hop-on and hop-off tours, and bus loops, with savings of 50% or more.



O'Keeffe Visions of Hawaii exhibit at NY Botanical Garden

featuring a spectacular and rare focus on 20 of the artist's depictions of Hawaii from a nine-week sojourn she made in 1939.

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

Getting there is easy:

Take the **Harlem Line** to Botanical Garden Station lit's a short walk from there.

Want to head out of town instead? **Metro-North's deals and discount packages** for the **Hudson Valley or Connecticut** make day trips and vacations easy and affordable.

You can purchase your getaway packages at Metro-North ticket windows or any full-service ticket vending machine at all stations *(except the getaway destination station)*.



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

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Using MTA eTix[®] to get to your

Getaway?

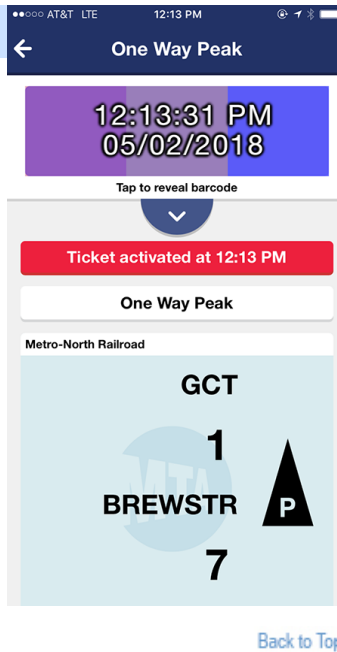
A small reminder from your friendly conductor: please have your ticket activated prior to boarding the train.

Conductors may ask you to show your eTix barscan, and if your ticket is not activated, they are entitled to charge customers the on-board ticketing fee, which is an additional \$5.50 to \$6.50 per ticket!

Traveling with your family? MTA eTix is the easiest way to go. Just select your destination and the number of passengers in your group. Then swipe sideways to show all your tickets to the conductor.

And you can really save with the kids: Pay \$1 per ticket for up to four children (ages 5 to 11) traveling with a fare-paying adult (18 years or older). The fifth child and all other children pay **Child Fare**. See our [fares page](#) for more information and restrictions.

Still don't have eTix on your phone? Download the totally liberating e-ticket experience, for [iPhone](#) or [Android](#).



Courtesy Corner



Summer is here and so are the big groups of sports fans, ball players, school-mates, hikers, and bikers, all heading out to the ballfields, mountains or lakes — or coming in to the city for a special event.

Group travel may be a lot of fun for you and your team, but for others on the train who aren't part of the "party," your hub-a-bub-bub may be a downer.

So, when traveling together, please:

Keep your voices at conversation level:

Unless you are planning an hour or so of "silent group meditation," please do not sit in the Quiet Cars®. If traveling in a regular car, please keep your voices at a "normal" level.

Be aware of other passengers when getting on and off the train:

Ball bags, bats, hiking sticks, or a bike (or two)? Please be aware of fellow travelers when getting on and off the train with bulky carry-ons.

Keep your "stuff" out of the aisles:

Please tuck your bags and backpacks under the seat or above on the luggage rack, and out of the way of people walking down the aisle — to reduce trips and falls!

Practicing common courtesy with your fellow Metro-North passengers will definitely score you more points in train "car"-ma!

It's the courteous thing to do!

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