



MILEPOSTS

A Newsletter for MTA Metro-North Railroad Customers



August 2018

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The Recent Impacts on Your Train Service.

The delays you have been experiencing this summer are primarily the result of infrastructure improvement projects that we are undertaking coupled with mechanical problems on our diesel locomotive fleet that operates on the Upper Hudson and Upper Harlem.

Other delays resulted from downed trees and power lines in recent storms, as well as the effect of continued hot and humid weather on our infrastructure and equipment.

Summer is the peak of our annual infrastructure program and we have several projects underway that will ultimately improve the safety and reliability of your commute.

On the Hudson Line,

we are installing new rail and ties and continuing our Superstorm Sandy infrastructure upgrade.

On the Harlem Line,

we are undergoing a two-year State-of-Art **renewal project at White Plains station**, and performing track improvements between Scarsdale and Hartsdale.

On the New Haven Line,

we've been super busy with building a brand-new interlocking — the control point for the routing of trains from track to track — near Westport as part of **the WALK Bridge project** and doing power substation replacement work in Norwalk.

And we're making overhead bridge repairs at Sound Beach, Tomac and Cos Cob, working with CTDOT on replacing overhead catenary power between Green's Farms and Stratford, and replacing the Atlantic Street Undergrade Bridge in Stamford.

We are required to take tracks out of service to perform all this important work,

which unfortunately reduces our flexibility if another operational issue should arise.

The extended hot and humid conditions have also had an impact on our aging dual mode locomotive and diesel fleet. To help improve locomotive availability, Metro-North is implementing an action plan that includes increased technical and engineering support and additional repair personnel at our maintenance facilities. In parallel, we are accelerating the replacement of our Genesis locomotive fleet, which has served us well since 1995, and overhauling our BL-20 locomotives.

While we continue to make good progress rebuilding and maintaining our infrastructure,

we still have a way to go and you may continue to experience delays, particularly during off-peak periods.

We regret any inconvenience you may have experienced as a result of these delays, and we thank you for your patience while we perform these important improvements.



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Feeling Hot-Hot-Hot?

If that happens to be on your train car, you can contact us through Twitter [@MetroNorth](#) or by dialing **1-800-RAIL-HOT**, (1-800-724-5468), or our Customer Service Center at 212-672-1290, Monday to Friday, 8:30 AM – 5 PM.

Before you call, please make sure you make a note of:

- the date,
- the car number, and
- train number

Metro-North Railroad technicians check temperature readings regularly. The optimal temperature range (64° – 78°) used for our cars is the standard established for all seasons.

Because we don't always have spare cars, at times it may be necessary to put a hot or cold car into service. Our customers (*that's you!*) have told us that you prefer this, as opposed to canceling trains due to a lack of climate control.

Because climate control systems cannot be adjusted or repaired in route, we make every effort to ensure that climate control systems are working properly before a car goes into service.



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Estimated Time of Arrival Now on Existing Digital Station Monitors

Metro-North Railroad now has a new format on our Real-time station monitors which includes an estimated time of arrival or ETA for trains at outlying stations.

The new information is displayed on the far right of our Train Information monitors and Train Departure boards.

This improvement is another step toward providing you, our customers, with the most accurate, up-to-date and technology-enabled information about your travel.

Train	Time	Destination	Track	Stops	ETA
342	11:17 AM	Grand Central	4	Botanical Garden • Fordham	11:17 AM
323	11:17 AM	Crestwood	3	Fleetwood • Bronxville • Tuckahoe	11:17 AM
544	11:35 AM	Grand Central	4	Botanical Garden • Fordham • Tremont	11:35 AM
525	11:47 AM	N White Plains	3	Woodlawn • Wakefield • Mt Vernon West	11:47 AM
346	12:15 PM	Grand Central	4	Botanical Garden • Fordham	12:15 PM
327	12:17 PM	Crestwood	3	Fleetwood • Bronxville • Tuckahoe	12:17 PM
548	12:35 PM	Grand Central	4	Botanical Garden • Fordham • Tremont	12:35 PM
529	12:47 PM	N White Plains	3	Woodlawn • Wakefield • Mt Vernon West	12:47 PM
350	1:02 PM	Grand Central	4	Botanical Garden • Fordham	1:02 PM

If you see something, say something. (800) 836-6673 10:53 AM

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Keep up the Good, Safe Work!



Our latest numbers show that customer injuries continue to go steadily down on Metro-North trains and property.

That means many of you are being more careful while traveling on our trains and platforms. **So, thank you!**

For the period of June 17, 2017 to May 18, 2018,

customer reportable injuries per million customers decreased by 25% compared to the same period the previous year (June 2016 to May 2017).

The positive downward trend is also thanks in part to Metro-

North's ongoing focus to promote safe behavior around trains, tracks and grade crossings.

Helping reduce customer injuries is one of the goals of our **TRACKS** program (Together Railroads and Communities Keeping Safe,) whose purpose is to educate and raise awareness among the public about safety around trains.

The award-winning program reached an additional 8,910 individuals in June, bringing this year's total outreach to 67,335.

As part of our awareness and education efforts, on June 7, Metro-North participated in the **International Level Crossing Awareness Day (ILCAD)** by going out to numerous locations on our territory



to educate nearly 2,000 drivers and pedestrians about the do's and don'ts at railroad grade crossings.



Metro-North safety experts handed out flyers and spoke with the public in New York and Connecticut about reducing risky behaviors and understanding important safety signals.

Which leads us to our latest partnership innovation to improve safety at grade crossings...

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Safer 'Waze' to Approach Grade Crossings

crossings?

Wouldn't life be so much easier if — while cruising on the open road — you could foresee upcoming grade

Thanks to a collaboration between Metro-North Railroad and GPS navigation application **Waze**, drivers (that's you!) who use the award-winning app will be able to do just that.



It's simple:

Once you've **downloaded** the **free** application onto your iPhone or Android device, plug in your destination.

Waze will then send you a real-time verbal alert and/or a hazard



icon will display on screen each time

you come within 500 feet of a Metro-North grade crossing.

Currently, about 86 of our 103 grade crossings are represented on the Waze app, with the remainder to come.

It's all in an effort to keep you — our customers — safe, secure and aware of your surroundings.

So, if you feel like taking a break from the rails (*a short one, of course*) and hitting the highway, download the Waze app and feel confident that, when approaching a crossing, you're covered.

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Need Help Getting On or Off Our Trains?

Use Our Call Ahead Program!

If you are disabled, and are wondering about how to get on or off a Metro-North train, we're here to help.

With Metro-North's Call-Ahead Program, if you let us know in advance, we will notify train crews that you need additional assistance.

To request help, please contact us

by dialing **511**, or from Connecticut, **877-690-5114**, between the hours of 6 AM – 10 PM at least 15 minutes prior to your trip to speak with a Customer Service Representative so that they can notify the train crew.

Customers can get **Information on Accessible Stations** and the best place to wait for the train on the platform from the customer service rep.



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Safety Rules of the Issue

Grade Crossing Do's and Don'ts

While we're on the topic, let's talk about the best way to approach grade crossings.

A Passive Grade Crossing

does not have gates or flashing lights to tell you that a train is coming. At a crossing like this, always stop; look both ways before proceeding across.

Active Grade Crossings

have gates and flashing lights that tell you when a train is approaching. Do not try and "beat" flashing lights and lowering gates: Other trains can be approaching from the opposite direction. Come to a full stop. Do not cross the tracks until the gate is completely raised and the lights have stopped flashing. It is dangerous and illegal to go around lowered gates or to cross while lights are still flashing.

If your car stalls while crossing a track,

get out immediately and get away from your car, even if you do not see a train coming. Call the emergency number posted near the crossing immediately to alert train crews that your vehicle is stopped at the crossing.

Please also become acquainted with these warning signs:

Advanced Warning Sign:

Be prepared to stop if a train is approaching.

Pavement Markings:

Stay behind the stop line while waiting for a train to pass.

Crossbuck Sign:

Yield if a train is approaching. The sign will show the number of tracks.

Flashing Red Light Signals:

You must STOP when these signals start flashing. Do not proceed until they stop flashing.

Gates and Flashing Red Lights

A lowering gate or a flashing red light means a train is approaching. Do not proceed until the gates go completely up and the lights go off.



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Explore Great Food and Experiences!



Get your taste buds ready to indulge in some of New York's finest wines and spirits.

Take Metro-North to the **eighth annual Putnam County Wine & Food fest, Saturday and Sunday, Aug. 25 – 26,** at the Patterson Fire Department!

So, come out and taste the region's best wine and spirits, all-the-while bouncing around to live music, chef demonstrations and, of course, tasty food, crafts, exhibits and more.

Receive 20% off of your advanced Tasting Ticket when you order online and use **promo code MNR2018** or when call 800-557-4185, ext. 3.

Getting there is simple:

Just take the **Harlem Line** to Patterson Station, Patterson Fire Department, located at 13 Burdick Road (off Route 311), is just a short walk from the station.

And if you miss out on all that tasty wine and food in August...

Purchase Metro-North's discount rail and festival package to

the 40th annual Norwalk Seaport Association Oyster Festival in September!

The fest, set for Friday – Sunday, September 7 – 9 at Veteran's Park on Norwalk Harbor, will feature music, children's activities, rides, crafts and — you guessed it — your favorite mollusks.

For more information, visit www.seaport.org or call 203-838-9444.

Getting there is a breeze:

Take the **New Haven Line** to South Norwalk Station and connect with the free shuttle to the festival.



The City is your vibe? Get the New York Pass and explore the Big Apple.

The New York Pass offers FREE entry into more than 90 New York City attractions – and passes are valid all day, seven days a week.



See the Empire State Building. Madame Tussauds Wax Museum. A ride on the 'Big Bus.', **and more!**

And don't forget about your **discounted round-trip rail fare from your boarding station.**

Getting there is easy:

Take the **Hudson**, **Harlem** or **New Haven Line** to Grand Central Terminal and redeem the admission portion of your Metro-North ticket for your NY Pass ticket and booklet at the Grand Central Audio Tour Booth, located on the Main Concourse of the Terminal.

Purchase your getaway packages from any Metro-North ticket office or full-service ticket vending machine (excluding the destination station).

See a complete list of our Getaways.

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Courtesy Corner



When Fluffy, Muffy and Scruffy are part of your plans.

One thing we love about our railroad is that our favorite, four-legged companions, are welcome on board.

If you do bring your Furry Family Friend ("FFF") onto Metro-North trains, please keep in mind the following:

- **Always keep Muffy on a leash**, placed close by your person (*preferably under the seat like the Good Dog they are*), and kept out of the aisles to prevent trip accidents.
- Even if your dog has more "likes" on Facebook, please don't place them on a seat unless inside a pet-carrier, – and only if there are enough open seats for human customers to sit down (*even if you do secretly believe dogs are "more human!"*)

It's the courteous thing to do!

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