

# MILEPOSTS

A Newsletter for MTA Metro-North Railroad Customers



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## Introducing Metro-North's 'Way Ahead':

Dear Customer:

In late October we launched our public strategic plan called 'Way Ahead.'

The plan is our roadmap to our future together, detailing actions we will take to enhance safety, service, infrastructure and communications for all Metro-North customers.



Please take a look at our [Way Ahead video](#), or see more details in [the PDF of our plan](#).

We've also summarized the most important elements of the plan in this month's Mileposts. So please, read on.

In the coming weeks and months, I will continue traveling out to Metro-North's stations across the railroad to meet and speak with you, and we will continue to share specifics about our 'Way Ahead' plan, and provide regular updates on our progress.

Sincerely,

**Catherine Rinaldi**  
President, Metro-North Railroad

[Read about Our Mission & Vision](#) ■ [Our Principles](#) ■ [Our Priorities](#)  
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## Metro-North Railroad: Way Ahead.

### Our Mission:

To be a safe, reliable and efficient railroad providing regional mobility and excellent service to our customers.

### We will realize this vision through the following strategies:

- Continue to put customer and employee safety first — always
- Improve our customers' day-to-day experience

### Our Vision through Way Ahead

is to set the standard for safety, reliability and innovation in the delivery of excellent customer service.

- Improve customer communications
- Invest in our infrastructure
- Support our people
- Focus on the future

Our region has changed dramatically since Metro-North was formed in 1983. This plan will proactively respond to a rapidly growing ridership, changing demographics, and the evolving needs of you, our customers.

## Way Ahead is driven by three core principles:

### Safety

which rests at the heart of all our actions;

### Integrity

to maintain the public's confidence in our decisions, and

### Innovation

to encourage new ways of thinking and doing.

To follow through on this vision we will continue to put customer and employee safety first by:

- Expanding our **TRACKS program**
- Partnering with **WAZE** to improve safety at railroad crossings <https://www.waze.com/>
- Enhancing our grade crossings
- Enhancing and adding emergency signs and lighting in the Park Avenue Tunnel and Grand Central Terminal
- Continuing to add **security cameras** and Help Points at 10 priority stations
- Improving and expanding safety training programs

## Way Ahead is focused on three priorities:

### **Our Customers**

who are the reason why Metro-North exists

**We will also improve our customers' day-to-day experience by:**

- » Adding **Ambassadors** at our busiest stations
- » Streamlining our station management
- » Improving station and track **clean-up programs**
- » Continuing to make major **station improvements**
- » Improving accessibility
- » **Replacing seats and floors** in more than 100 coaches

**Communications will also be a major focus, and improvements will be made by:**

- » Installing a new "**Big Board**" in Grand Central Terminal
- » Adding **more digital signs** and **enhanced real-time information** displays at our stations
- » Improving **train crew communications**
- » Adding a new public-address system
- » Improving **cell coverage and connectivity**
- » Installing **ADA compliant signs** in Grand Central Terminal
- » Delivering more information through our new **MYmta App**
- » Direct customer communications through '**Connect with Us!**' outreach forums

### **Our Infrastructure**

including trains, stations, track, structures, communications, signals, power, shops and yards; and

**We will continue to invest in our infrastructure by:**

- » Completing installation of **Positive Train Control**
- » Bringing into service 66 **new M8** rail cars
- » Beginning to replace our **locomotive fleet** to improve service reliability
- » Investing in a **Wayside Energy Storage System**
- » Expanding our **tree trimming** program
- » Developing a **SMARTRACK** Program to improve safety and reliability
- » Installing **heated platforms** when we replace deteriorated platforms
- » Completing work to fix and **fortify power and communication infrastructure** damaged by Superstorm Sandy
- » Replacing **1,200 power transmission poles** on the Upper Harlem line
- » Completing a \$1B investment in our **Harmon train car maintenance facility**
- » Improving **track infrastructure**
- » Completing replacement of our **overhead power system**

### **Our People**

who are Metro-North's greatest resource

**We will support our people by:**

- » Upgrading employee facilities
- » Cross-departmental rotations and **mentorships**
- » Enhancing employee **development and retention** strategies
- » Enhanced **succession planning** and knowledge transfer
- » Improving **workforce diversity**
- » Expanding **health and wellness** offerings
- » Installing an **Emergency Notification System**
- » Building an "**Innovation team**"

# Let Us Know What You Think...

Please give us your feedback at [WayAhead@mnr.org](mailto:WayAhead@mnr.org), or on Twitter, at [#MNRWayAhead](https://twitter.com/MNRWayAhead) or on [Facebook](https://www.facebook.com/mnr)

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## Our Thanksgiving Tradition!



Like turkey, stuffing and pumpkin pie, it's a holiday tradition!

### Every year we cook up a special Thanksgiving Holiday Timetable

'stuffed with customer service' from Wednesday, November 21, — Sunday, November 25.

And we serve them up in Grand Central and at our outlying stations. (*Take one, they are packed with excellent information!*) You can

also find train times on our [schedules page](#) or on our [TrainTime App](#), and on our new beta [New.MTA.info](#) app and website.

We've got plenty of service to take you over the river and through the woods, (*wearing your little red riding hood or not*), and to your holiday destination.

### On Wednesday, November 21,

fly like a turkey (*yes, they do fly usually over our heads into a nearby tree*), on one of our 18 early getaway trains, which begin departing Grand Central Terminal at around 1 PM. Some evening trains may be cancelled or combined because of reduced ridership. See a regular [September 30 timetable](#) for details, or our [schedule online](#).

### We have a special Thanksgiving Holiday Timetable for travel...

#### On Thanksgiving Day, Thursday, November 22,

we will operate a Sunday schedule with additional inbound trains and cars for those of you heading to the [Macy's Thanksgiving Day Parade](#).

And we will have plenty of additional outbound service to get you home to the dinner table.

#### On the Day after Thanksgiving, Friday, November 23,

a Saturday schedule will be in effect with additional AM inbound and PM outbound trains, so you can take advantage of all those Black Friday sales or simply enjoy all of the holiday decorations.

#### On Saturday and Sunday, November 24 and 25,

we will provide regular weekend schedules with additional Shoppers' Specials trains.

Off-peak fares are in effect for the entire four-day holiday period Thursday through Sunday, and you can take advantage of free parking at many of our stations. (Check for signs at stations, or call 511 for details. Outside of New York, call 877-690-5114.)

### Finally, here's our recipe for happy Thanksgiving travel:

Buy your tickets in advance (*like your turkey*). Thanksgiving is one of the busiest travel days of the year, and if you're leaving New York after the parade, you must have your ticket before boarding your train at Grand Central or Harlem-125th Street Station. Again, we suggest you use [MTA eTix](#)® on your [iPhone](#) or [Android](#) (*You'll be thankful you did!*)

For the full weekend service, please visit us at [mta.info/mnr](http://mta.info/mnr), or see our interactive [schedules page](#) or download our [Metro-North's Train Time® App](#) for [iPhone](#) or [Android](#).

**All of us at Metro-North wish you and your family a happy and safe Thanksgiving holiday!**



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## Check Out These Specials!

Our Shoppers' Specials Service returns for six weekends, November 17 – December 23!

### On Saturdays, November 17 – December 22 look for:

- Six additional inbound and four additional outbound outer New Haven Line trains.

### On Saturdays, November 24 – December 22 look for:

- One additional inbound and outbound Upper Hudson Line train.

**On Sundays, November 18 – December 23**  
look for:

- Two additional inbound and outbound outer New Haven Line trains.

Shoppers' Specials are listed in the current **September 30 timetable** or you can find them on our **schedules page**, or by using our new application and **website, MyMTA**, on your **iPhone** or **Android!**



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## What's sparkling, cozy, or handmade?

These are some of the words that describe the fabulous array of artisanal gifts at this year's Holiday Fair @ Grand Central's Vanderbilt Hall from Monday, November 12 – Monday, December 24

- Weekdays, 10 AM – 8 PM;
- Saturday, 10 AM – 7 PM;
- Sunday, 11 AM – 6 PM;
- Closed Thanksgiving

Grand Central Terminal's Holiday Fair is one of the longest-running indoor holiday fairs in New York City, and will feature 40 vendors selling artwork, clothing, men's/women's accessories, children's toys, home goods... if you can't find that special something for that special someone there, then you'd better believe in Santa Claus (*because he's going to be your last best hope*).



They are even open Christmas Eve until 6 PM (*for those of you who like to tempt fate during the holidays!*)



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## While You're at Grand Central Terminal, Enjoy the Seasonal Fun!...

...At the New York Transit Museum's 17th Annual Holiday Train Show — This year features a backdrop by artist **Ebony Bolt!**



Returning to Grand Central Terminal from **November 15, 2018 – February 3, 2019**.

**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, the model trains featured in this year's exhibit will be set against a backdrop designed by artist **Ebony Bolt**.

**Admission is free!**

## Safety Message for the Month:



### Winter is Around the Corner

Before you know it, those wintry days will be upon us.

Severe winter weather can create hazardous travel conditions throughout our region. It can also hamper Metro-North's ability to provide you with regular service. And, most importantly, we want you to be safe no matter where you are going.

So, please, take a moment to acquaint yourself with our handy [Winter Weather Guide](#).

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

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## Not Just Your Garden Variety Train Show

Make your way to the [New York Botanical Garden for their Holiday Train Show](#)



Watch as model trains zip through more than 175 New York City landmarks at the New York Botanical Garden for its Holiday Train Show, — all recreated with bark, leaves and other natural resources (it is the New York Botanical Garden after all) — on nearly a half-mile of track!

This year's exhibition showcases Lower Manhattan, including the Statue of Liberty, Ellis Island and One World Trade Center, along with familiar sights like the Brooklyn Bridge and Rockefeller Center.

Your [Metro-North discount getaway package](#) includes rail travel and an All-Garden Pass, with full access to the Garden grounds, special exhibitions, and more.

The Holiday Train Show runs **November 17, 2018 – January–21, 2019**. Discounted weekday admission is \$32.50 for adults; \$29.50 for students with ID; \$20.50 for children 5 – 11 and \$9 for children 2 – 4.

And you'll [save on rides and admission by taking Metro-North](#).

[Getting there is simple:](#)

Take the [Harlem Line](#) to Botanical Garden Station and follow the signs to the Garden.

## Like the Holiday Season's Magic...

...a Little Magic Goes a Long Way with the Illusionists.

Ah, there's magic in the air – especially if you purchase...

Our discount getaway package to see [The Illusionists — Live from Broadway!](#)

Witness the jaw-dropping talents of five incredible illusionists as they mesmerize young and old alike with astonishing acts.

As a **Metro-North Rider**, you can save up to **\$50 per ticket** for performances November 23 – December 30.

To purchase tickets, visit [Ticketmaster.com](http://Ticketmaster.com) and use code **MNR2018**; call 877-250-2929 and mention code **MNR2018** or mention this offer at the Marquis Theatre Box Office.

#### Getting there is easy:

Take the **Hudson Harlem** or **New Haven** lines to Grand Central Terminal. The Marquis Theatre is just a short walk away at 210 West 46th St. between Broadway and 8th Ave.

We can make sure you have something to do every weekend!

See a [complete list of our Getaways](#).

**BROADWAY'S HOLIDAY SMASH HIT**  
RETURNS WITH AN  
**ALL NEW SHOW!**



**THE ILLUSIONISTS**  
MAGIC OF THE HOLIDAYS

WITH AMERICA'S GOT TALENT FINALISTS  
**LIGHT BALANCE**

GET TICKETS FOR PERFORMANCES  
NOVEMBER 23 - DECEMBER 30

Save up to \$50  
with code MNR2018!

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## Courtesy Corner



When the holidays are at their busiest, many of us can get *preeeetttty cranky!*

So please remember, when riding alongside your fellow passengers, — male or female — *'sugar and spice and everything nice'* will take you a long way!

**It's the courteous thing to do!**

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