

MILEPOSTS

A Newsletter for MTA Metro-North Railroad Customers

January 2017

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Resolve to Use MTA eTix® in 2017...

Paper train tickets are so 2016!

You should be using [MTA eTix®](#), the new free mobile ticketing app that allows you to purchase and use tickets directly from your smartphone or tablet!

Using MTA eTix® is easy:

1. Download the FREE app on [iPhone](#) or [Android](#) and set up your account.
2. Purchase your ticket with your debit or credit card.
3. Activate your ticket on the app just **BEFORE** boarding your train.

What type of tickets can you purchase with mobile ticketing?

- One way
- Round-trip
- Ten-trip
- Weekly
- Monthly and,
- CityTickets

...are available for purchase via the app. You can also take advantage of [senior/disabled/medicare, military and family discounts](#) using the app, as you would at the ticket window.

MTA eTix®

BUY METRO-NORTH TICKETS ANYTIME, ANYWHERE

WITH THE NEW MTA eTix® APP, GETTING METRO-NORTH TICKETS IS EASY AS:

1 DOWNLOAD MTA eTix FOR FREE **2** BUY YOUR TICKETS **3** ACTIVATE BEFORE BOARDING

Download on the [App Store](#) GET IT ON [Google play](#) MTA.INFO/eTIX

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For more information, visit www.mta.info/etix or contact customer service at 511 or 877-690-5114 in CT

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...And Resolve to Stay Better Informed!

- [Get Metro-North's Train Time App](#). The enhanced range of information, as well as easier search and navigation options, are designed to give you everything you need to know about your commute right on your smartphone or tablet! Our free app already makes finding up-to-the-minute departure and arrival times, service alerts and fare information easy. It will even update with real train times

when there is a service change.



• **Sign up for our free Email and Text Alerts!** Get real time and/or pre-planned info about your service by train line. And, it's easy to customize when you get alerts and where you see them. Choose to see them in an email or text alert or both! You can turn them off when you're on vacation and reactivate upon your return.



• Follow us on  Facebook and  Twitter

• And of course, you can always call our **Customer Information Center at 511** (in Connecticut call 877-690-5114).

We look forward to communicating with you in 2017!

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A Re"NEW"ed Park Avenue Viaduct...

The final phase of accelerated repairs to the Park Avenue Viaduct at 118th Street has been completed – ahead of schedule and under budget!

A new permanent column has been built to replace temporary repairs that were made this past summer.

Repairs were done in accordance with current railroad design standards and all of the permanent work was performed without impacting your service.

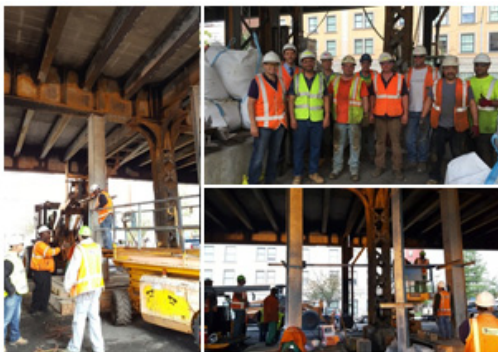
As you may recall (*or want to forget*) the steel structure was impacted by a fire that erupted on the land under the viaduct last May.



That fire shut down the main artery that carries trains into and out of Grand Central Terminal.

After the fire, immediate temporary repairs were made in two and a half days by Metro-North forces. That was followed by additional temporary repairs completed by Labor Day that allowed us to lift temporary speed and operational restrictions through the area.

The final repairs, which include the aforementioned permanent support column, were made in less than five months through an expedited procurement and repair process.



The street under the viaduct is owned by the City of New York, and we continue to work with their representatives to ensure the necessary corrective actions are taken to maximize safety and security in this area.

We thank you — our customers — for your patience as our employees worked on these emergency repairs.

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...and Some Re"NEW"ed Grade Crossings!

Our ambitious Grade Crossing Renewal Program is paying big dividends. Last year our forces renewed 16 grade crossings. When added to our 2014 and 2015 combined results, we made substantial inroads to renewing:

- 83% of Hudson Line crossings

- 43% of Harlem Line crossings
- 100% of the New Canaan Branch crossings
- 41% of the Danbury Branch crossings
- and 12% of the Waterbury Branch crossings

To minimize the impact on your commute, renewal of a crossing is usually performed over a weekend with the track being removed from service Friday night after the rush hour.

We are responsible for the track area portion of the crossing, including the crossing surface, rails, ties and ballast.



To get started...

Our Track, Structures and Signal forces remove the existing material and equipment that needs to be replaced or renewed. Ballast (stone used to make up the track bed that is packed between, below, and around the ties,) is dug out. And in electrified territory on the New Canaan or Upper Harlem lines, members of our Power Department assist when required.

To accommodate the future installation of cables in some locations, our Communications and Signals Department installs conduits through the crossing, and handholds on either end.

New track is assembled on Saturdays. To withstand the effects of road salt and water better than the normal wooden ties and uncoated steel components, we now install composite ties and the galvanized hardware (plates, rail clips and bolts) required to hold rails in place.

Brand new rail and insulated joints (which provide the point where track is joined with structural stability while maintaining the electrical circuit for our cab signal system) are installed. Ballast is dropped and our forces surface and stabilize the track. This ensures vertical evenness and smoothness, providing you with a comfortable ride.

Next the crossing panels are installed:

We have updated our standard and now install concrete crossing panels at all public crossings. These are more expensive than the old rubber panels, but provide a number of advantages that offset the increased cost.

Concrete panels provide a better roadway surface so constant car traffic does not deteriorate the crossing surface. They also retain the pavement markings. This allows us to create uninterrupted white and yellow lines through the crossing and enhanced "Don't Block the Box" markings that better delineate where cars and trucks should not stop.

By Sunday afternoon, the grade crossing warning system has been reactivated and the roadway surface outside of the crossing panel area is backfilled temporarily with materials that have been compacted to withstand highway traffic. On the next dry day, we pave the approaches and our work is done.

Subsequently the Department of Transportation comes behind and renews the pavement markings for the completed project.

Each and every crossing requires the development of a Maintenance and Protection of Traffic Plan.

We meet with local officials and first responders to determine appropriate detours. In advance of the outage, we inform you through a variety of methods including social media and direct distribution of print materials. In some cases, the crossing renewal also includes renewal or upgrade of drainage systems. In a few cases, sidewalks and brick pavers require reconstruction.

Our Grade Crossing Renewal Program will continue until conditions at all of our crossings have been addressed.

This will provide a foundation for us to stay ahead of future deterioration while providing smooth crossings for both trains and highway vehicles.

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A Bright Start to 2017: LED Lighting Installed on Pershing Square Viaduct at Grand Central

Governor Andrew M. Cuomo announced the illumination of Pershing Square viaduct in front of Grand Central Terminal with color-changing LED lighting.

The lighting, which is intended to complement the grandeur of Grand Central Terminal, will enhance the ability of nighttime pedestrians anywhere along 42nd Street to find their way to Grand Central at a glance.

Metro-North will maintain the lighting and manage the color choice as part of its duties to operate Grand Central Terminal.

The lighting was installed in a joint effort between Metro-North, the Grand Central Partnership, a business improvement district covering east Midtown, and the New York City Department of Transportation, which owns the viaduct. The viaduct carries two lanes of Park Avenue over East 42nd Street. It was named a national historic landmark in 1983, and has been featured prominently in many films, including *Men in Black*, *I Am Legend*, and *The Avengers*.

As part of the project to install the lighting, the words "Grand Central Terminal" and "Pershing Square Plaza" were added in capital letters on both its east and west facades using Garamond 3, the font used for signs throughout Grand Central Terminal.



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PTC: Positive Train Control

Learn about MTA's efforts to implement Positive Train Control (PTC) on Metro-North and the Long Island Rail Road to increase the safety of our commuter railroads.



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Go Somewhere New for the New Year...

...and save some money, too with our discount Getaway Packages!

Why not ski-daddle off to **Thunder Ridge** for a weekend. Just 70 miles north of Manhattan in Patterson, New York, Thunder Ridge Ski Area's scenic slopes are perfect for all levels of skiers and snowboarders – from beginner to expert. Go for the day or spend the weekend.

Getting there is easy: Take the Harlem Line to Patterson Station where a shuttle bus meets designated trains to take you to Thunder Ridge.

Please call 845-878-4100 visit ThunderRidgeSki.com in advance for weather and snow conditions.

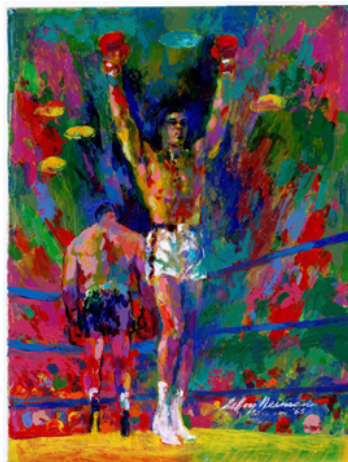


Of course, if you like nature, but love staying indoors, you can **take Metro-North to "getaway"** to the **American Museum of Natural History**. With 45 permanent exhibition halls featuring world-renowned dioramas, the 94-foot-long blue whale, and dinosaurs, it's all the adventure you'll need (*and you can take your coat off*). Included with your ticket: the stunning Hayden Planetarium Space Show Dark Universe or Giant Screen Movie with 3D and 2D screenings daily.

Two of the "Greatest" are now at one of

the city's greatest cultural institutions. **The New York Historical Society** hosts **Muhammad Ali, LeRoy Neiman, and the Art of Boxing**, celebrating one of America's finest boxers and one of its most popular artists of the sport. In vivid watercolors and on-the-spot sketches, artist LeRoy Neiman captured the late three-time heavyweight champion both in and outside the ring. You'll also see photographs of Ali taken by George Kalinsky, the official photographer for Madison Square Garden.

See all of our getaway packages, enough to keep you busy for the whole year!



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Safety Rule of the Issue

TRACKS

Together Railroads And Communities Keeping Safe

www.mta.info/mnr/tracks

Start 2017 on a safe note! Metro-North's Tracks Program promotes safety around grade crossings and trains by offering free presentations to schools (pre-K through 12th grade), civic and community groups, driving schools and busing and trucking companies.

Resolve to contact our **Office of System Safety** at mnrtracks@mnr.org for more info or to schedule a presentation.

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Courtesy Corner



As we do every year, Mileposts once again travels the world (*make that, "uses Google,"*) to report on new ways to start the New Year!

In the Philippines, they eat round fruits and wear polka-dot outfits in the belief this will bring financial fortune in the coming year. (*Somehow we don't expect this fashion trend to sweep Fifth Avenue!*)

In Scotland, locals swing giant fireballs over their heads. It's supposed to represent the sun and its purifying power. (*Sounds like a hot time to us!*)

In Russia, they write a wish on a piece of paper, burn it, throw it into a champagne glass, and drink it at midnight (*usually after having several bottles of champagne*).

And on our trains, to ensure a happy 2017, all we ask you to do is to keep your feet off the seats, keep the volume down on your headphones, take your garbage with you, and respect the rules when riding in a **Quiet Car**.

Have a happy, safe and courteous 2017!

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