



# MILEPOSTS

A Newsletter for MTA Metro-North Railroad Customers

February 2017

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## Ten Things To Love about 2016

### We Were More Reliable.

Our system-wide on-time performance for 2016 totaled 93.7%. That's up from 2015's 93.5% above our goal of 93%. The Harlem Line performed at 94.6%, the Hudson Line at 95% and the New Haven Line at 92.1%.

### We Went the Distance

We maintained a high mean distance between failure (MDBF) — that's the distance your train travels before experiencing a mechanical problem — of 216,772 miles. This improves upon 2015's MDBF by more than 8%, and beats our goal of 200,000 miles. Contributing factors included the reliable performance of our M8 fleet on the New Haven Line and our aggressive car and locomotive maintenance programs.



### We Complied!

The aforementioned MDBF resulted in a Consist Compliance Rate — the percentage of cars in service every day providing seats for your trip — of 99.6%.

### We Carried More of You



Total Metro-North ridership (East- & West-of-Hudson) for 2016 is projected to be approximately **86.5 million rides**, the highest in our history. (That's 0.2 million rides more than last year's record of 86.3 million.) In fact, 2016 was a record-setting year for all three lines! Both the Harlem Line and the Hudson Line surpassed last year's record by over 125,000 each, with 27.7 and 16.6 million annual rides respectively. The New Haven Line also had a record-setting year 40.5 million annual rides, surpassing last's year's record by approximately 20,000.

### We Stayed Aggressive

Our aggressive track improvements program continued in 2016. The extraordinary system-wide track reconstruction effort is paying off, with miles of track being rebuilt resulting in a smoother ride and a safer, more reliable service. Since 2013, Metro-North has replaced 149,044 ties, laid 26.5 miles of continuous welded rail, rebuilt 148 switches, renewed and/or upgraded 60 railroad crossings (45% of all the crossings in the network), and performed 4,835 welds on joints that connect rails with one another.

### We Gave You an App You Can Actually Use!

Tinder... Match... OK Cupid... These apps all only do one thing (*and some would argue they don't even do that very well*).

**MTA eTix®** is the new app that continues to get better! This free mobile ticketing app allows you to purchase and use tickets directly from your smartphone or tablet.

### We Went Wireless!

The rollout of our new wireless station LCD (liquid crystal display) monitors continues. The new cellular LCD monitors display the next nine trains that arrive at the station, the stops they will make, departure times, real-time train status and track information. Stations completed in 2016 included Riverdale, Hastings-on-Hudson, Peekskill, Beacon, New

Hamburg, Pleasantville, Bedford Hills, Katonah & Bridgeport. Currently there are 44 stations that have monitors which provide real-time information. We are expanding these monitors across all East-of-Hudson stations in New York State. An average of 10 stations will be completed each year, until the installation project is concluded in 2020.

### We Renovated

Major station renovations were completed at Croton-Harmon, which included a more efficient and streamlined station layout, and new wall panels, floor tiles, ceiling tiles, finishes, lighting and air-

conditioning, and Fordham, which included a rebuilt northbound platform with double the capacity, a new entrance leading directly to Webster Avenue at 193rd Street and new permanent artwork. Our station gangs also made enhancements to Patterson, Pawling, Harlem Valley-Wingdale, Dover Plains, Tenmile River and Wassiac stations on the Upper Harlem Line, as part of our ongoing station rehabilitation program.

### We Went on Camera

We advanced the installation of inward/outward facing and passenger area video cameras on our trains. Cameras have already been installed in several of our trains as part of a test pilot project. Data from those tests will be used to make adjustments to the system so we may finalize design and start production and installation. The new cameras will have far-reaching safety, security and operational benefits for Metro-North, and for you!



### We Looked Better

Total customer complaints for 2016 were down 36% from 2015. We hope to do even better in 2017!

And let's add one more, for safety's sake...

### We Made TRACKS!



We implemented a Safety Education/Community Outreach program to educate and promote grade crossing awareness and rail safety at schools and the communities we serve. **TRACKS — Together Railroads and Communities Keeping Safe**, in partnership with Operation Lifesaver and the MTA Police — started in early June of 2016. Since its inception, we have reached over 50,000 individuals to date. Visit [www.mta.info/mnr/tracks](http://www.mta.info/mnr/tracks) to **find out how you can book the program** for your child's school or community group.

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## New Fares Effective March 19 in New York State

**New fares** will go into effect on the Harlem and Hudson Lines, as well as on the New Haven Line for travel between stations in New York State ONLY, on Sunday, March 19, 2017.

### Look for the following specific changes:

- **For monthly and weekly commuters**, fares will increase by no more than 3.75%. Monthly ticket increases will not exceed \$15.00.
- **Intermediate monthly and weekly ticket** increases are also capped at 3.75%. Some one-way fares will have larger increases only because fares must occur in 25-cent increments. For these one-way fares, any increase greater than 6% would be not more than 50 cents per ride.
- **Monthly/Weekly UniTicket Fares** will increase by approximately 4%.
- The cost of **Family Fare tickets** and **City Tickets** remain unchanged.

The MTA's continued discipline in keeping costs down has resulted in the lowest increase since 2009, when the MTA committed to a biennial schedule to keep adjustments as small and predictable as possible.

**PLEASE NOTE: The March 19 fare increase does not affect ticket prices for travel between stations in Connecticut and New York, or between stations within Connecticut.**

- The best and **most cost-effective way** to buy tickets is by purchasing multiple-ride tickets (such as monthly, weekly, or ten-trip tickets) in advance of your trip. Visit a ticket window or ticket machine, or use **MTA eTix®**, the free mobile ticketing app that lets you purchase tickets directly on your smartphone or mobile device.
- **Pre-tax federal transit benefits programs** can help you save on commuting costs. Contact your employer and ask about participation that saves both you and your company money. See our **Pre-tax Fare Benefits page** for more details.
- **Join Mail&Ride** and enjoy the convenience of our monthly ticket-by-mail subscription service. Save 2% on the rail portion when you purchase a joint Monthly Ticket/Monthly Unlimited MetroCard. You can manage your account online, and pay using a number of convenient options.

**See fare tables**, or look for details in our new **Tickets & Fares brochure**, available soon in Grand Central Terminal and outlying ticket offices.

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## Budget (AKA Cheap) Dates

They say money can't buy you love, which is why you should be taking advantage of our many discount "Getaway" packages.

You'll save a few "benjamins" while you and your date enjoy some of this region's hottest attractions,

**including:**

**Jazz at Lincoln Center** Save 25% off select performances through April 8! Use the code **MNR17** when buying tickets at the Frederick P. Rose Hall Box Office (located at Broadway at 60th Street, ground floor), or from Centercharge (212-721-6500).

**The Westchester Knicks** Save up to 25% on tickets to see minor league basketball at its best.



This team plays all 24 of their home games at the Westchester County Center in White Plains (*that's right by our train station*). Fans are THIS CLOSE to seeing some of the country's best players BEFORE they hit the NBA — up close AND close to home. To **reserve your tickets**, visit [www.westchesterknicks.com/mnr2017](http://www.westchesterknicks.com/mnr2017)



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. There are slow and gentle trails, as well as advanced trails to challenge the daring and adventurous! Go for the day or spend the weekend. Please call 845-878-4100 or check **online** in advance for weather and snow conditions.

**Getting there is easy.** Take the Harlem Line to Patterson Station where a shuttle bus meets designated AM trains to take you to the ski

area. Later in the day, a shuttle bus will return you to Patterson Station to meet designated PM trains for your trip home. These are only a few of the many discount getaway packages we offer. (*Be still your heart!*)

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

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## Safety Rule of the Issue



Soul legend Jimmy Ruffin once mused in song: "What becomes of the broken-hearted?"

At least 99% of the time they meet someone else and get on with their lives. *(We won't mention the other 1%...)*

And that's a lot better than what happens to the person who breaks an arm, leg or other body part falling because they weren't watching their step.

Slip, trip and fall injuries remain at the "number one" chart position on our causes of customer injuries.

### So we ask that you:

- **Always watch — and step over — the gap** getting on and off your train!
- **Always use the stair handrails**, especially after rain/snow, when steps and platforms can become wet and slippery.
- **Always walk, never run for your train.** Remember, another one will arrive shortly.
- **Always use the designated walkway/overpass/underpass** to get from your station parking lot to the platform.
- **Always stand back from platform edges.**

We bring you these rules because your safety is our first priority *(and because we don't want you to suffer from a broken anything this Valentine's Day, or any other day!)*



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## Courtesy Corner



Who could possibly hate Valentine's Day? *(Single people and married people immediately come to mind. But we are sure that everyone else probably "loves" it.)*

We realize you want to look your best at this time of year, when everyone seems to be looking for "Mr. or Ms. Right." But we ask that you refrain from grooming yourself on the train.

Flossing, filing, trimming, brushing, shaving... all of these things are essential, they just shouldn't essentially be done in public!

Do all of your "primping" or "manscaping" before you board the train. *(After all, people should think you always look fabulous, without any extra effort.)*

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

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