



# MILEPOSTS

A Newsletter for MTA Metro-North Railroad Customers

January 2016

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## A Message to Our Customers

I want to thank you for your continued patronage of Metro-North as we continue rebuilding our railroad.

We made a lot of progress in 2015 with our aggressive program of infrastructure improvements which help ensure the safety and reliability of our service.

This work required us to review and refine our train schedules to ensure sufficient windows exist to perform track maintenance. When possible, we sometimes added time to a train's schedule during weekends and off-peak periods to keep the impact of our work on your commute to a minimum.

As a result of our efforts, 2015 saw gains in many important areas. Initial results for the year show the reliability of our system is continually improving.

Customer complaints have dropped, and our ridership is approaching record levels as more and more of you come to trust and rely on the service we provide every day. We will present more details on these accomplishments in future issues of *Mileposts*.

Many of you have noticed the turnaround, and this was reflected in the results of our 2015 Customer Satisfaction Survey, which showed substantial increases in key categories. The survey results are presented in this issue.

While the survey shows we are moving in the right direction, I want to assure you that in 2016 we will continue with our aggressive program of infrastructure improvements to provide you with the safest and most reliable commute possible. (See *100,000 Ties Later* story in this issue.)

We have made good progress to date, but we realize we still have a long way to go to provide you with the excellent service you deserve.

Thank you for your patience, and I wish you all the best as you continue traveling on Metro-North in the New Year.

Sincerely

Joseph Giulietti  
President, MTA Metro-North Railroad

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## What You Thought: 2015 Customer Satisfaction Survey Results

Your opinions are the ones we value most, which is why we conduct our annual [Customer Satisfaction Survey](#).

Your input helps us to determine areas where we need to improve, and what we need to continue doing to keep you "satisfied" with our service.

And what we learned from our 2015 Customer Satisfaction Survey is that, while we still have a lot of work to do, we are moving in the right direction.

The ratings you gave us show a significant rebound from 2014's results. Here is how we did in some of the survey's key categories:

**Overall Satisfaction with Metro-North** jumped 10 points to 83% satisfied. (See chart to right. Also, Reverse Peak Customer Satisfaction was up 8 points to 83% satisfied.)

**On-Time Performance**, a key component of customer satisfaction, improved by 16 points to 74% satisfied, reflecting improvements in service reliability.

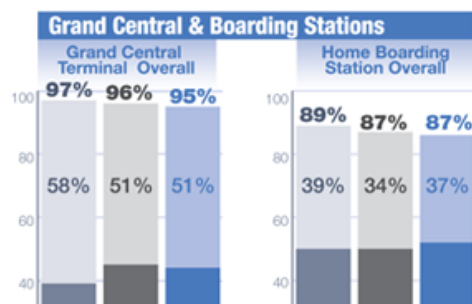
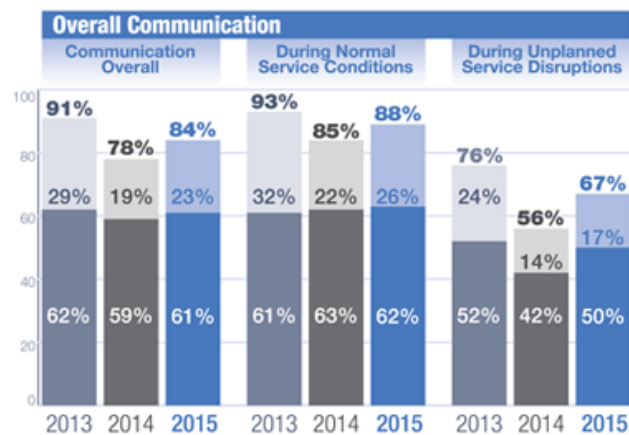
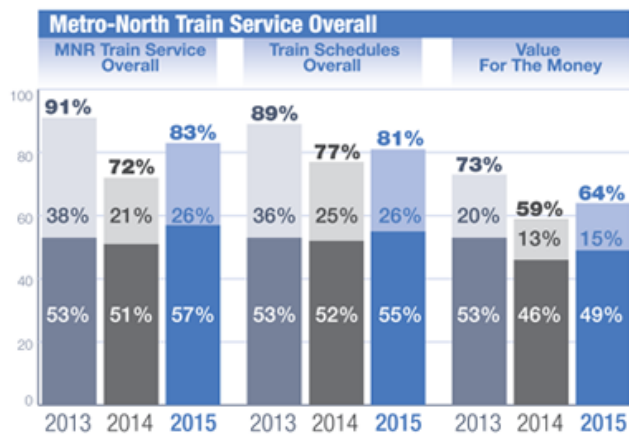
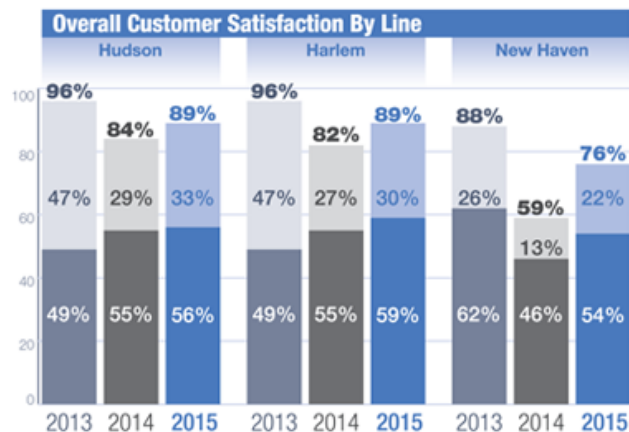
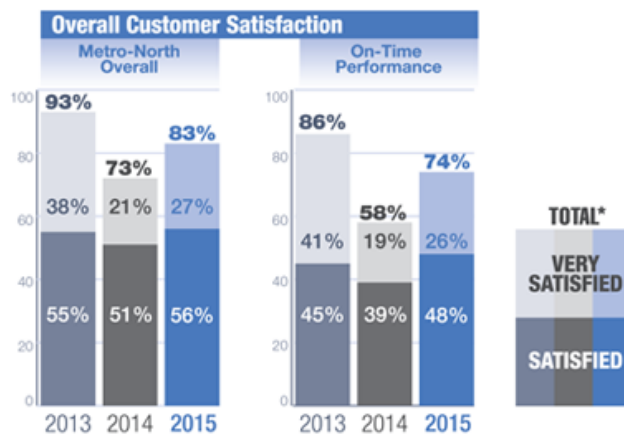
Those of you who travel in the peak periods—our toughest critics—boosted the ratings you gave us in this category 16 points to 81% satisfied.

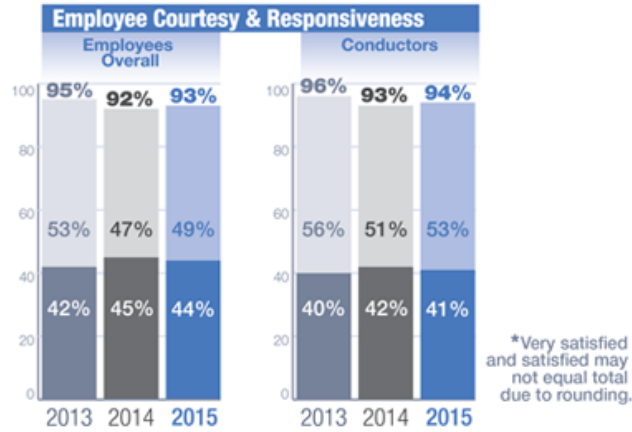
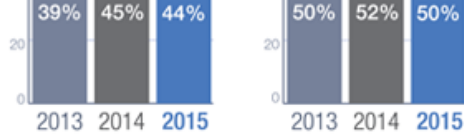
Most encouraging was the fact that Customer Satisfaction with the railroad among those of you who take the New Haven Line (traditionally the lowest-rated of our all three lines) showed the biggest improvement, rising 17 points to 76%. (This still trailed the ratings given to us by those of you who take the Hudson and Harlem Lines, both of which were given a rating of 89% satisfied.)

Your rating for **Metro-North Train Service Overall** rose 11 points to 83% satisfied. **Overall Train Schedules** jumped to 81% satisfied, a four point increase, and **Value for the Money Using the Railroad** rose to 64% satisfied despite the survey taking place just three months after a fare increase.

**Overall Communications** increased 6 points to 84%. **Communication During Normal Service Conditions** rose 3 points to 88% and **During Unplanned Service Disruptions** improved 12 points to 67%.

[See more survey results.](#)





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## 100,000 Railroad Ties Later...



Our extraordinary system-wide track reconstruction effort is paying off, with miles of our railroad being rebuilt over the last two and a half years, resulting in a smoother ride and a safer, more reliable service.

Since 2013, we've replaced 97,961 ties, laid 16.5 miles of continuous welded rails, rebuilt 88 switches, renewed and/or upgraded 32 railroad crossings, and performed 2,905 welds on joints that connect stretches of track with one another.

The reconstruction work has significantly enhanced the state of our infrastructure and Metro-North is safer today as a result of this concerted increase in track renewal work.

This accomplishment is a team effort requiring the coordination of dispatch operations and the dedication of our employees.

In addition to visual track inspections, which are conducted by employees twice a week, our efforts have made use of a range of high-tech inspection equipment and services.

[Read more about the equipment we use.](#)

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## Resolve to Stay More Informed in the New Year...

...with **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!

Our free app already makes finding up-to-the-minute departure and arrival times, service alerts and fare information easy.

[Find out more about the app.](#)



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## ...And Resolve to Have More Fun, Too!

You'll save money while doing it if you take advantage of one of our many discount Getaway packages.

Get close to the stars (the Hollywood type) at **Madame Tussauds New York**. Or explore masterworks of another kind at the **Museum of Modern Art** (check out those sculptures by Pablo Picasso). If your idea of a museum piece is a "Growler" guided missile submarine (note the distinct lines) then you should take our package to **The Intrepid Sea, Air and Space Museum**. Or take a **Gray Line Downtown Sightseeing Tour** which also goes to Brooklyn, rumored birth place of the skinny jean!



If your idea of fun is to get out of town, try our package to **Dia: Beacon**, featuring works of art from the 60s to the present in a 240,000 foot gallery space. (Amazing what can be done with an old Nabisco box factory!) If that doesn't appeal to your younger family members, try **FunFuzion**, Westchester's only indoor amusement park conveniently located in New Roc City in downtown New Rochelle. (It's five zones of fun for the price of one.)

Or "ski-daddle" to **Thunder Ridge Ski Area** where the slopes are perfect for all levels of skiers and snowboarders - from beginner to expert.

**See a list of all our Getaways, and have a Happy New Year all year-round!**



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## Safety Rule of the Issue

Some things never change from year to year! For instance, "slip, trip and fall" incidents still account for most of our customer injuries.

Let's break with this tradition in 2016 by always:

- Concentrating on watching your step when getting on or off the train. Watch the gap!
- Using the stair handrails, especially after rain/snow, when steps and platforms can become wet and slippery.
- Using the overpass/underpass/designated walkway to get from your station parking lot to the platform.
- Standing back from platform edges.

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

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## Courtesy Corner



Once again, we travel the world (*make that "use Google"*) to bring you unique and unusual ways to start the New Year!

In Peru, they fist fight to settle their differences (*that's unique?*) and start the year on a clean slate.

In Belgium, they wish their cows a happy New Year! (*If you don't have a cow, your dog, cat or closest relative will do.*)

And in some Latin American countries, they wear brightly colored underwear. Red means you'll find love, gold means wealth, and white signifies peace (*and that your wardrobe is very conservative*).

To ensure a happy New Year on Metro-North, 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 New Year!

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