

# MILEPOSTS

A Newsletter for MTA Metro-North Railroad Customers



June 2015

- **Safety and Service** ▪ **Positive Train Control** ▪ **Credit Cards** ▪
- Walk Bridge** ▪ **Bike Racks** ▪ **Getaway** ▪ **Safety Rule** ▪
- Courtesy Corner**

## Reaffirming Our Commitment To Safety and Service Reliability



Metro-North remains committed to ensuring the safety of our customers and our employees, and to improving our service reliability.

This message was delivered by railroad President **Joseph Giuliotti** during recent testimony before the Connecticut General Assembly Transportation Committee.

He also addressed our considerable progress in these two priority areas outlining the many accomplishments and efforts made at the railroad since he became

president last February.

He detailed a comprehensive number of reforms already completed, or underway, to improve our system.

"Metro-North's many accomplishments over the past year have been hard-won — and make no mistake about it—there has been significant progress on several fronts," Giuliotti said. "There have also been great challenges which have at times slowed, but not stopped our efforts."

Giuliotti left no doubt that safety was a vital determinant in every decision made at the railroad in terms of implementing changes.

"Every decision and change that has been made since I became president last year has been made with safety in mind," he noted. "Metro-North is committed to the goal of rebuilding the railroad's organizational culture and its physical plant so that safety is the foundation of everything we do."

[Read the full list of our long-term and recent accomplishments.](#)

We will be updating this information on a regular basis, and providing more updates in future issues of *Mileposts*.

[Back to Top](#)

## Positive Train Control Moves Forward

The Federal Railroad Administration (FRA) has approved a loan of \$967.1 million to the MTA to finance the improvement of the safety of the signal systems used by Metro-North and Long

Island Rail Road.

The loan, the largest to have been made through the Federal Railroad Administration's Railroad Rehabilitation and Improvement Financing Program, provides the lowest-cost financing for the MTA and will fund the installation of Positive Train Control (PTC).

PTC is a technology designed to remove the potential for human error that can lead to train-involved accidents.

[Read more about PTC.](#)



Photo: Emily Moser

[Back to Top](#)

## More Customers Are Taking Swipes On Our Trains...



...thanks to the system-wide distribution of our upgraded TIMs (Ticket Issuing Machines). They now allow you to buy tickets onboard your train using your credit card!

The new TIMs devices are iPhone-based using a secure "sled" for swiping your card, with a Bluetooth-connected printer. The application software was developed in house by our own Information Technology (IT) Department.

One of the project's biggest challenges was implementing a process that encrypts credit card information during the entire transaction to ensure that the TIMs application met all Payment Card Industry (PCI) banking security requirements, so that your credit card information remains secure.

Distribution of these next-generation TIMs to roughly 700 conductors was completed at the end of March, more than two-plus-months ahead of schedule.

Reaction has been extremely positive. For you — our customers — multiple payment options are now accepted for onboard ticket purchases, including cash, credit cards, pinless debit cards (also gift cards), and Transit Benefit cards with the option of partial payments from up to two sources.

For conductors, the device and printer are more compact and lighter to carry, and provide a more efficient way to collect fares. And service alerts are fed to the device from the same source as Train Time, so they always have the latest info on service.

TIMs are already proving to be a hit! As of early April, credit card payments account for about 25% of all on-board sales revenues, and receipts for non-payment customers have declined by 50% due to credit card use.

So we urge you to keep on taking those swipes...

*(Remember: It is always less expensive to buy your ticket before boarding the train at a Ticket Machine or Ticket Window.)*

[Back to Top](#)

## Walk "Reborn"



reliability.

The design for a new Walk Railroad Bridge in Norwalk, Connecticut is progressing and remains on schedule, according to a recent announcement by Connecticut Governor Dannel P. Malloy and Department of Transportation (CTDOT) Commissioner James P. Redeker.

As many of you who take the New Haven Line know by now, the bridge, built in 1896, has gone decades without any plans for replacement despite its declining

The bridge is owned by the State of Connecticut, and Metro-North forces maintain the structure.

## A Wheel Good Idea



### Cyclists rejoice!

As part of a Capital Programs project focusing on New Haven Line station enhancements, six stations now have new bicycle racks: Mount Vernon East, Pelham, New Rochelle, Larchmont, Mamaroneck, and Harrison.

These racks provide an abundance of spots on both inbound and outbound sides of the stations where you can "park" your bike.

In addition, at stations like Mt. Vernon East, Pelham and Larchmont, you'll find "vertical" spots, where you can hang your bikes upright. This cuts the space that it takes up in half, while also offering more installation flexibility.

Also, construction has started on a new bike rack shelter at Mamaroneck Station, which will increase the station's capacity to 84 spots! And recently, Pelham Station got a fresh batch of bike spots on its outbound platform side.

This effort is in response to concerns that the lack of appropriate bicycle parking was having a negative effect on the stations.

[Read more.](#)

[Back to Top](#)

## Safety Rule of the Issue

How many times have you taken a shortcut across the tracks to get to your station?

Hopefully, the answer is never!

But for some of you that is not the case, so we want to remind you:

### When Walking

- Never take a shortcut by walking across the train tracks. Always use designated walkways and crossings.
- Never walk, run or cycle under or around a lowered crossing gate!
- Wait for crossing gates to go up and the lights to stop flashing before proceeding across the tracks. (A second train may be obstructed from view.)

### In Your Car

- Don't attempt to cross tracks unless there is room for your vehicle on the other side. Don't get stuck in the crossing!
- Prepare to stop when you see the crossing gate lights flashing and gates lowering.
- Wait for the gates to rise completely and the lights to stop flashing before proceeding across the tracks.
- Never drive around lowered gates!

We bring you these monthly rules because — on foot, in your car, or wherever you are on our territory — your safety is our first priority.

[Back to Top](#)

## Courtesy Corner

### Pop quiz:

What part of your body has the most sweat glands?

You would think it was the armpit! You would think, but you would be wrong!



It is your feet! And their glands love to sweat, especially in warm weather. It doesn't matter if you are wearing Jimmy Choos or bargain "Jimmy's Shoes," odds are at the end of a long day, your feet have a bad case of bromodosis. (*That's the scientific term for smelly feet!*)

So the last thing you should be doing on our trains is taking off your shoes and putting your "dogs" (*that's an unscientific term for feet*) up on our seats.

It not only takes up a seat that could otherwise be used by your fellow commuters, but it may also make them wonder who the heck is eating a Limburger sandwich on the ride home!

So keep your shoes on, and your feet off the seats! It's the courteous thing to do.

[Back to Top](#)

## Things Everyone Should Do This Summer!

No, it's not "keeping your shoes on." (*See the previous Courtesy Corner for more on that...*)

It's taking a Metro-North discount Getaway to someplace fun, such as:

**Rye Playland (May 9 – September 7)** is New York's great family amusement park! Unleash your inner "Khaleesi" and tame the famous Dragon Coaster, or try the SuperFlight Coaster, Music Express and Double Shot — Rye Playland offers the best in family fun.

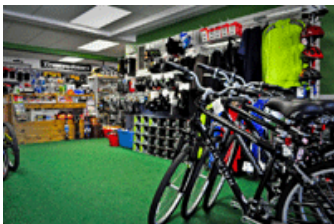
**The Clearwater Festival (June 20 & 21 at Croton Point Park)**, featuring over 100 artists performing on 7 bio-diesel or solar powered stages, including: David Crosby, Guster, The



Mavericks, Neko Case (*a Mileposts favorite*), Los Lobos, Todd Snider, The Felice Brothers (*another Mileposts favorite*) and many more. There's also an Artisanal Market, Handcrafters' Green Living Expo,



Working Waterfront with rides on small boats and tall ships (including the sloop *Clearwater* and schooner *Mystic Whaler*), Todd's Musical Petting Zoo (*yet another Mileposts favorite*), and so much more!



All you pedal pushers should try our **Westchester Trails Bike Rental** package. Take a ride on Metro-North to Endless Trail Bikeworx in Dobbs Ferry and rent a bike for the day, just a short walk from the Dobbs Ferry train station. Rent a bike and enjoy a ride down the Croton Aqueduct. This remarkable car-free bike path has beautiful views of the Hudson River and historical points of interest and is an ideal day trip for those not up for a strenuous upland tour.

Head north to Lyndhurst and enjoy a picnic or to Tarrytown and do some antiquing. Stop in Irvington and get lunch at one of the many restaurants. Choose any direction — you will not be disappointed.

[Find out more about these and all of our discount getaways.](#)

[Back to Top](#)

