

Mileposts

A Publication for MTA Metro-North Railroad Customers November 2013



New Schedules Go Into Effect Sunday, November 17

Look for changes that improve service while allowing work on our Bronx Right-of-Way Improvement Program to progress.

On the Harlem Line: Look for minor adjustments to some weekday trains. See a new timetable for details. There are no changes to weekend service. Busing continues weekdays and weekends for Melrose & Tremont stations due to the Bronx Right-of-Way Improvement Program.

On the New Haven Line: Running times for trains to/from New Haven have been improved on weekdays and weekends. As a result, a number of weekday PM Peak train times are adjusted, most by one to two minutes. In addition, the 5:48 PM to New Haven will now depart Grand Central at 5:40 PM; and the 6:07 PM train to New Haven and 6:11 PM to New Canaan will trade departure times from Grand Central to better accommodate New Canaan Branch service. See a new timetable for details.

On the Danbury Branch: With the completion of the Connecticut Department of Transportation's signal upgrade on the entire Danbury Branch (which results in better, safer, more reliable operation), we have improved weekday Reverse-Peak and Off-Peak service with the addition of three new shuttle trains making round trips between Danbury and South Norwalk.

In the AM Reverse-Peak, a new northbound shuttle departs South Norwalk at 7:33 AM, getting customers to employment centers at Merritt 7 and Wilton before 8 AM.

New shuttles also depart South Norwalk at 10:08 AM and 10:40 PM. (The 11:15 AM from South Norwalk will depart 60 minutes later at 12:15 PM.)

In the Off Peak, new shuttles depart Danbury at 8:57 AM, 11:32 AM, and 7:25 PM.

The 12:40 PM from Danbury will depart 52 minutes later at 1:32 PM. The last departure from Danbury will depart 36 minutes later, at 11:10 PM.

And finally, the last train to Danbury will depart South Norwalk 50 minutes later at 12:29 AM, giving those of you traveling from New York a post-11 PM departure on weekdays.

To accommodate these changes on the Danbury Branch, one AM Peak train and one PM Peak train are adjusted, as follows:

- The 5:32 AM Peak train from Danbury will no longer operate as a through train, and will connect at South Norwalk with an electric train that starts at South Norwalk. Arrival time at Grand Central is still 7:38 AM.
- The 6:55 PM Peak train from Grand Central, previously connecting to a Danbury shuttle at Stamford, will become a 7:12 PM departure, now connecting to a shuttle at South Norwalk. See a timetable for details.

There are no changes to the Hudson Line schedule.

Be sure to pick up a new timetable, available at outlying stations and in Grand Central Terminal to check for changes to your commute. Or you can view one [here](#). You can also get train times on your smartphone using [Metro-North Train](#)

Time or Cocoo (simply text your station to station request to 266266. Example: Rye to Grand Central.)

Feast On This: Metro-North's Thanksgiving Holiday Service

It's good for you, is low calorie, and we made it ourselves.

Our Thanksgiving Holiday service gets you or your guests to the table without having to deal with traffic, tolls and all the other headaches that come with driving on "turkey day."

On Wednesday, November 27, to help you "take flight" (yes, wild turkeys can fly, so it is an appropriate metaphor) we offer early getaway trains beginning at 12 noon. See a November 17 timetable for details. (Because of reduced ridership, some evening trains will be cancelled or combined.)

A Special Thanksgiving Holiday Timetable is in effect for the **Thanksgiving Holiday Weekend (Thursday, November 28 through Sunday, December 1)**. Be sure to pick up a copy in Grand Central or at outlying stations if you are traveling during the holiday.

On Thanksgiving Day, Thursday, November 28, we will operate a special holiday schedule with additional inbound trains for those of you heading to the Macy's Thanksgiving Day Parade, and additional outbound service to get you home (or to whoever's house you will be dining at) after the parade ends.

Feel free to impose on your hosts as long as you wish. We have plenty of service to get you home after the last crumb of pumpkin pie is consumed, and you are shown the door.

On the **Day After Thanksgiving, Friday, November 29**, we will operate a Saturday schedule with additional inbound trains in the traditional AM Peak and from 10 AM – 12 noon to get you to all of those "Black Friday" sales you probably should have lined up for the night before. (Or to get you to work so you can pay off the blizzard of bills coming in the next month.)

And after you have exhausted yourself from shopping and pushed your credit card balance into the red, we will have additional outbound trains to help you get your bounty home.

Finally, on **Saturday and Sunday, November 30-December 1**, we will provide regular weekend schedules with Shoppers' Specials trains. (See the next item for details.) Off-peak fares are in effect for the entire four-day holiday, and you can take advantage of free parking at many of our stations. (Check signs at station lots, or call 511 for details. Outside of New York call 877-690-5114.)

Here's a recipe for happy Thanksgiving Day travel: Buy your tickets in advance (like your turkey). Thanksgiving Day is the busiest travel day of the year, and you must have your ticket before boarding at Grand Central and Harlem-125th St.

If you are traveling with family or friends, we recommend using a ten-trip off-peak ticket. You'll save 30%-40% off the one-way off-peak fare, and the ticket can be used by more than one person, even when traveling together.

We wish you a happy, healthy and safe Thanksgiving, and hope you will make Metro-North part of your holiday plans.

This Season's Specials

Metro-North's Shoppers' Specials service returns on November 17 for seven Saturdays and eight Sundays until January 5, 2014. (That's a lot of time to shop!)

On Saturdays, November 23 through January 4, look for two additional Hudson line trains (one inbound and one outbound) and 15 additional outer New Haven line trains (10 inbound and five outbound).

On Sundays, through January 5, we will operate three additional outer New Haven Line trains.

See a Nov. 17 timetable for full details.

Your Direct Line(s) To Us!

Have you visited the MTA's Customer Self-Service page at mta.info/selfserve/ yet? (You can also find a link at the very top of our home page.) It lists numerous ways you can contact us and more that you can do online, 24/7.

And, of course, if you wish to speak to a customer service rep you can always call **511** (from outside of NY **877-690-5114**).

New Haven Line Customer Credit Program Due to Con Edison's Power Failure

The MTA Board has authorized Metro-North to offer a credit to any New Haven Line Monthly and Weekly Ticket Holder to compensate for the significant disruption caused by a Con Edison power outage to an 8-mile stretch in the heart of the line. The length and magnitude of the impact of this non-weather related event makes this disruption unique in MTA and Metro-North's history.

Highlights of the program are:

- Exact credit amounts will be based on ticket type and purchase price of rail service for each fare zone to reflect the duration of the service disruption from September 25 to October 6 with the full restoration of service on October 7.

- **Any customer with a monthly or weekly ticket for transportation during this period must surrender their ticket in order to receive this credit.**
- **Monthly customers who hold both a September and October ticket are urged to apply for this credit for both tickets at the same time.**
- Mail&Ride Customers will have this credit automatically applied to their December monthly ticket. WebTicket Customers should visit a ticket window in order to receive this credit.
- Customers can choose to apply for this credit at any time until March 31, 2014.
- There will be no processing fee charged for these credit transactions.

For full details on getting a credit, visit mta.info/mnr.

When Jack Frost Is Nipping At Your Nose And Other Parts...

...it is a sure sign winter is almost upon us. That is why we present the following information to help you stay informed about any changes inclement weather may have on your commute.

Clip and keep the phone numbers and web addresses for easy reference, and be sure to look for our Winter Weather Travel Tips, available shortly at mta.info/mnr.

Also be sure to sign up for free email/text service alerts at mymtaalerts.com.

MTA Metro-North

Customer Information Center
511 (from Connecticut, dial 877-690- 5114)
mta.info/mnr

Westchester County Bee Line Bus

914-813-7777
www.westchestergov.com

Transport of Rockland (TZ Express)

845-364-3333
www.rocklandgov.com

Dutchess County Loop

845-473-8524
www.co.dutchess.ny.us

MTA New York City Transit (Including MTA Bus)

511
mta.info/nyct

Putnam County Transit

845-878-7433
www.putnamcountyny.com

New York Waterway

800-53-Ferry
www.nywaterway.com

Ulster-Poughkeepsie LINK

888-827-8228 or 845-340-3333
www.co.ulster.ny.us

Newburgh-Beacon Shuttle

800-MAGIC17
www.leprechaunlines.com

Housatonic Area Regional Transit (HART)

203-748-2034
www.hartransit.com

LAZ Parking

(Metro-North owned/operated facilities)
1-888-682-PARK
www.rrparking.com

Courtesy Corner

Why aren't there any great Thanksgiving holiday songs? Were all the songwriters too busy eating to take time to write one? (Arlo Guthrie's Alice's Restaurant comes close, Guns & Roses November Rain doesn't...)

While you are searching through your iPod (or other mp3 player) listening for the tune that perfectly captures the combination of overeating, football and drowsiness, we ask that you keep the volume down, especially when riding on one



of our quite cars.

The "bleed" from your headphones when music is played at excessive volume can be heard by your neighbors, and that can be distracting. (Not to sound like your mom, but it is also bad for your hearing to listen to music at that level!)

So whether you are listening to Over the River and Through the Woods, Turkey in the Straw, the illicit Turkey Trot (mentioned in our Safety Rule of the Issue), or just Miley singing Wrecking Ball, keep the volume down. It's the courteous thing to do.

Safety Rule of the Issue

This Thanksgiving holiday season, we beg you not to do the "turkey trot"—or any other kind of trot, for that matter—while heading down the station stairs or platform for one of our trains. (The actual "turkey trot" was a ballroom dance in the 1900s that was popular because of its "suggestive" nature. It was apparently the twerking of its time. Who knew turkeys' moves were so "hot?")

It's better to take your time and walk, then to run and risk falling and possible injury. Besides, if you miss the train, there's always another one coming (just like that second slice of pumpkin pie at Thanksgiving dinner).

We also ask that you always concentrate on watching your step when getting on or off the train. (Watch the gap!), and always use the stair handrails, especially after rain or snow, when steps and platforms can become wet and slippery.

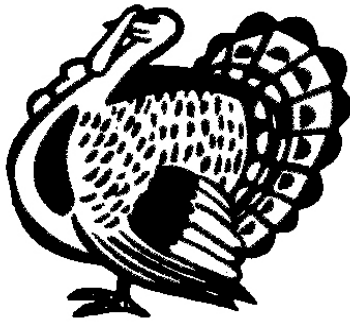
We bring you these reminders because your safety is always our first priority. Have a happy and safe Thanksgiving!

September 2013 On-Time Performance*

Line	AM	PM	Off-Peak Weekday	Off-Peak Weekend	Total	YTD **
Harlem	97.9%	99.3%	98.0%	97.9%	98.1%	96.9%
Hudson	98.5%	98.5%	97.8%	97.8%	98.1%	97.3%
New Haven	81.9%	86.7%	86.7%	94.6%	87.7%	93.7%
System	93.6%	94.5%	93.4%	96.5%	94.4%	95.5%

*Arrivals within 5 minutes, 59 seconds of schedule.

**Year to date.



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