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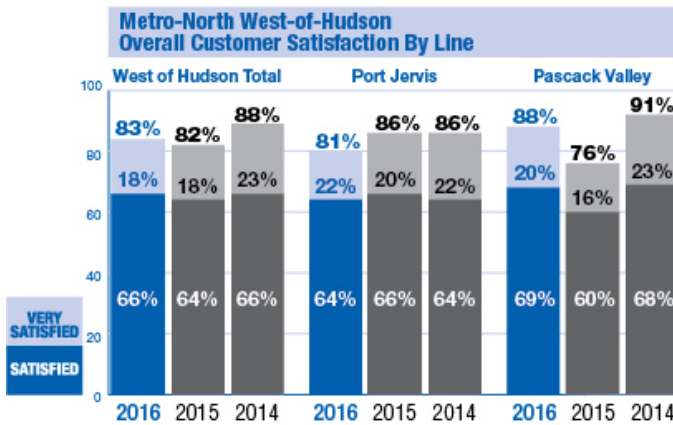
A Newsletter for MTA Metro-North Railroad Customers

Spring 2017

▪ **2016 Survey Results** ▪ **PJL Moving Forward** ▪ **Safety Rule** ▪

How Satisfied Were You in 2016?

The results of our Customer Satisfaction Survey are in, and here's a quick overview of what you've told us:



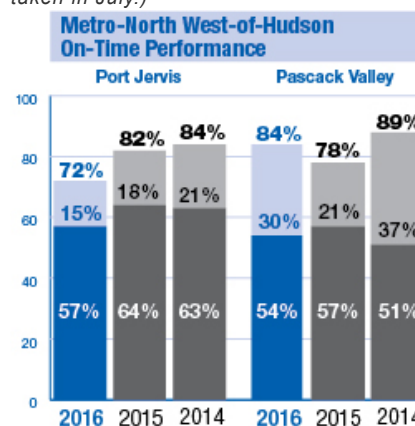
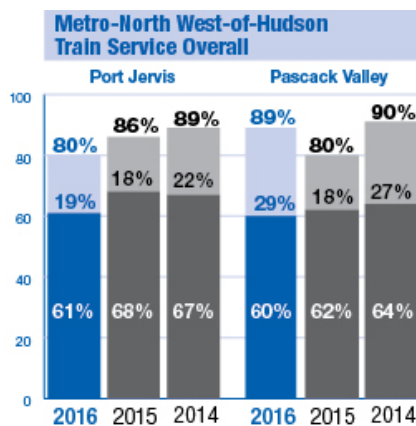
You gave service an **Overall Satisfaction rating of 83%**, a one point increase over 2015.

You rated **Your Home Boarding Station Overall at 92%**, a slight increase from 2015's 89%.

Overall Courtesy And Responsiveness Of Employees garnered a **94%** rating

Train Service Overall's rating remained unchanged at 84% satisfied.

Overall On-time Performance dropped slightly to 77%. *(This decrease occurred despite a year-to-date system-wide on-time performance of 96.8% in June of 2016. The survey was taken in July.)*



from you (up two points from 2015). **Overall Train Schedules** rose to 65%, and increase of 3 percentage points, but still low, reflecting your desire for more frequent service.

Overall Communication To You dropped to 72% (from 76% in 2015). And your rating for **Hoboken Terminal Overall** dropped to 75% (from 80% in 2015). **Secaucus Junction Overall** saw a significant increase to 89% (compared to 2015's 84%).

In addition to these major categories, the 2016 Customer Satisfaction Survey asked customers to rate their satisfaction with specific characteristics of service:

- 28 characteristics improved.
- 6 characteristics remained the same.
- 25 characteristics declined.

What Does the Future Hold For the Port Jervis Line?

Those of you who attended a recent open house event in Orange County already know, and have heard about how we are looking to increase service for our Port Jervis Line customers.

We outlined the investments that will be needed to make improved service a reality, which included building:

- **Three Passing Sidings**
(A siding is a section of track that runs parallel to the main line and is connected to it at both ends by switches. It allows trains traveling in opposite directions to pass each other, creating greater operating flexibility on single track lines.)
- **A Mid-Point Train Yard** at Campbell Hall



These improvements, once in place, will allow us to operate more frequent peak and off-peak service, and introduce reverse peak service.

In addition, they will allow Orange and Rockland County residents to benefit from potential capital projects such as a future Trans Hudson Crossing, which could provide the opportunity for a one-seat ride to NYC, and improved transit connections to Stewart International Airport.

As you know, the Port Jervis Line is primarily a single track railroad for the Line's 65 miles in New York State between Suffern and Port Jervis. This means it's effectively operating as a "one-way street," with limited opportunity for trains to pass each other along the line. In addition, the Port Jervis Yard is located approximately 95 miles from the Hoboken Terminal in New Jersey, without an available passenger yard between these points for servicing and storing trains.

Together, these constraints limit the number of trains that can operate during the peak, off-peak and reverse peak periods.



The mid-point yard and passing sidings will address these limitations allowing us to run more service for our customers.

The 2015-2019 MTA Capital Program has \$24 million earmarked to advance these improvements. In addition, there is **\$59 million earmarked for West-of-Hudson-State-of-Good-Repair Work & Capital/Track**

Improvements.

These include:

- **Rock slope remediation** at select locations;
- **Replacing or rehabilitating under grade bridges** at various locations;

- **Priority repairs** to the Moodna and Woodbury viaducts
- **West-of-Hudson Station** Improvements

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Safety Rule of the Issue

**IF YOU SEE SOMETHING, SAY SOMETHING.
ANYWHERE YOU SEE IT.**



On Trains



In Stations



Along the Right-of-Way

BE ALERT. BE AWARE.

If you see something suspicious or unusual, take note of it.

- **TEXT** your message to **NJTPD (65873)** or
- **CALL 1-888-TIPS-NJT (1-888-847-7658).**

We encourage you to remain vigilant and report any suspicious activity/packages or vehicles, with as many details as possible.

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