MILEPOSTS

A Newsletter for MTA Metro-North Railroad Customers

August 2020

A Message from
Metro-North President, Catherine Rinaldi

Dear Customers,

As we continue the phased reopening of New York and Connecticut, we continue to work hard to maintain the safest transit system for our customers and employees.

We expect that many of you will begin returning to the office in September

so, **effective Sunday, August 30**, we will be making schedule changes on the Hudson, Harlem and New Haven lines, when we will be adding several trains to our line-up to offer you more travel options. Please check **www.mta.info/mnr** or **new.mta.info** for the most recent updates to our train schedule.

The region is still not free of the pandemic, so it is critical that we continue with the same aggressive approach we've taken since the onset of the Coronavirus.

We're Cleaner than Ever Before

Our stations and trains are cleaner than ever before, as we sanitize stations twice a day and trains every 24 hours. And we have installed touchless hand sanitizer dispensers at most of our stations.

Masks are Mandatory and Available

Masks are mandatory for customers and employees while using our train service, including in stations, at Grand Central Terminal, on platforms and in trains. We're handing out free masks at some stations, and our **Vengo vending machines** dispense masks and other Personal Protective Equipment (PPE). Masks can also be obtained from conductors on most of our trains and from station ambassadors at our busiest stations. In July, I joined our superhero robot mascot Metro-Man to hand out masks to customers at Yonkers Station. Metro-Man is visiting other stations as well.

We've Stepped Up Communications

We have placed signage throughout the system notifying customers that wearing a mask is required. This messaging is mirrored on social media, on our website, **www.mta.info/mnr**, and in email communication to you. Digital screens at our stations and in GCT feature helpful pictorial details on how to wear a mask properly. If you notice someone on the train who is not wearing a mask, please let the conductor know to offer them a free mask.

We're Asking Customers to Social Distance

We're asking you to board trains from every available door. We continue to monitor ridership daily across the system and we will make service adjustments whenever possible.

We're Developing New Technology

We are also working hard to develop a mobile application that will allow customers to estimate the total number of customers on any train or train car. In July, the MTA, Metro-North, Microsoft, and other partners held a **Hackathon** to develop an application that could provide crowd-sourced information to customers.

As more of you use Metro-North to return to work, to school, or to your favorite recreational activities, you can depend on us to deliver you in the safest way possible.

Thank you, and welcome back!

Catherine Rinaldi
President, Metro-North Railroad

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Metro-Man Hands Out Masks at Grand Central Terminal and Other Stations

Not all superheroes wear capes — but they do hand out face masks!

On Wednesday, July 15, our very own safety-inspired superhero, Metro-Man, handed out more than 50 protective face masks to Metro-North customers and city travelers passing through Grand Central Terminal. The event was picked up from our Twitter page by **the NY Post**, **TimeOut NY** magazine, and **CNN**, among others.

A mask or face covering is required on Metro-North property at all times to reduce the transmission of Coronavirus.

Metro-Man made similar visits in July to Stamford, Yonkers and North White Plains stations. We hope to host more such events with our lovable mascot in August, so check **www.mta.info/mnr** and our **Facebook** and **Twitter** pages for updates.

Purchase Masks, PPE at Select Metro-North Stations

So, you missed Metro-Man's appearance and your chance for a free face mask?

A Metro-North conductor can supply you with one on most of our trains, or you can get one from station ambassadors at our busiest stations,

But now 12 of our New York station Vengo vending machines,

are supplied and stocked with personal protective equipment including face masks, hand sanitizer and gloves. Previously, the Vengo machines dispensed items such as earbuds, battery chargers and more.

The machines are available at Harlem–125th Street Station as well as these stations:

Hudson		Harlem	New Haven
• Poughkeepsie	• Dobbs Ferry	• Southeast	• Port Chester
• Croton-Harmon	• Hastings-on-Hudson	• North White Plains	• Rye
• Tarrytown	• Yonkers	• Fordham	• Fordham

Be on the lookout for more Vengo vending machines at our New York stations.

The Best Cover-Up!

A Melodious Welcome at Grand Central Terminal

In late June, Juilliard School music students pounded out their sounds on a grand Steinway piano, placed in the middle of Grand Central Terminal's main hall, a serenade to the Phase 2 reopen in New York City.

As the music echoed across the main hall, visitors stopped to listen, including one special visitor, Catherine Rinaldi.

> *"This is a wonderful way to welcome visitors and Metro-North customers back to Grand Central Terminal,"*
>
> **said Rinaldi, Metro-North's President**

To help us all ease back into the daily routine, Grand Central Terminal also launched a dedicated Spotify channel called **"Grand Central Terminal"** featuring a variety of playlists for commuters and visitors to enjoy as they return to everyday life.

The channel will be updated regularly to keep your journey fresh.

The Juilliard School students performed repertoires on the Steinway between 6 AM and 7 PM.

And as the music flowed, so did too the savory smells of food as several of Grand Central Terminal's retail stores and dining choices continued to re-open to visitors and commuters.
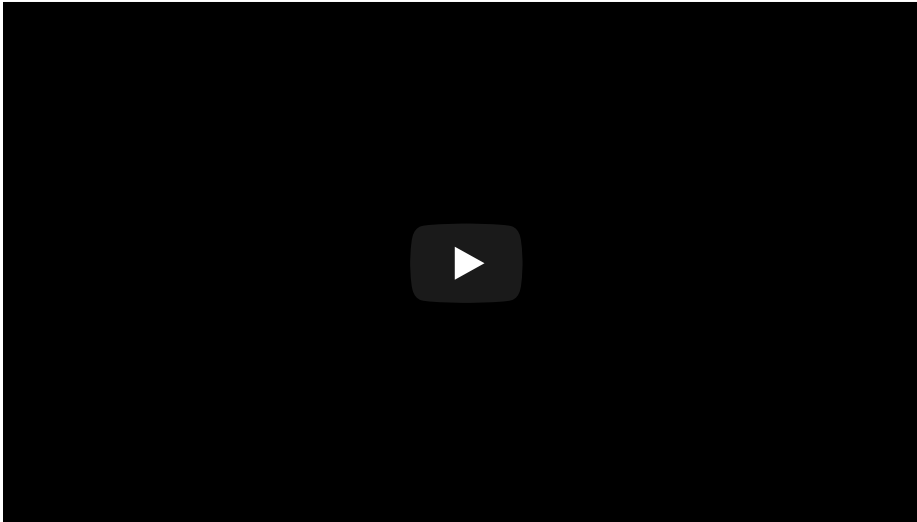
Safety Message of the Issue

Please don't walk on the tracks! Would you walk on a highway? (No!) So then why would you walk on train tracks? A train can come any time from any direction and can travel 80 mph. #MNRTRACKS

Courtesy Corner

It's no secret that we spent a great deal of this issue of Mileposts on the importance of masks and face coverings for employees and customers.

If you travel on our trains or visit our stations and Grand Central Terminal, a face covering is mandatory.

Simple science dictates this policy,

because the most effective way to reduce Coronavirus transmission is by wearing a face mask. But that only works if everyone dons the essential barrier: My face mask protects you, but if you don't wear one, I will not be protected. Wearing a mask is a sign of respect for others' health and safety.

But it's also the law.

See **Governor Andrew M. Cuomo's executive order of April 14,** and subsequent updates which spell out the requirement.

Thank you.

Get Away From it All With Metro-North

Ride or Walk Across the Hudson
On the **Mario M. Cuomo Bridge**

Travel to Tarrytown, NY on Metro-North's Hudson Line, where you can access one of the great wonders of our region: The new bicycle and pedestrian path across the Governor Mario M. Cuomo Bridge.
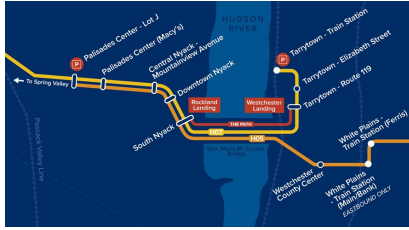
Stretching from Tarrytown, NY across to Nyack, NY, the 3.6-mile path provides unobstructed views of the Hudson, interpretive displays, public art, and at the landings on either side, food trucks and restrooms.

There are **multi-use paths, as well as off-road and on-road bike trails** to explore on both sides of the river.

The path is most crowded on weekends, but weekday evenings mean fewer users, and the sunsets are free!

Getting there is easy:

Take the **Hudson Line,** to Tarrytown or the **Harlem Line** to White Plains.
From either station you can catch **Hudson Link** *(Free Shuttle Service on Weekends)* to the to the path. You can take the **H07** bus from Tarrytown or the **H05** bus from White Plains.

> *Please Note:*
> *A face covering is **required** on all Metro-North trains and HudsonLink buses.*

Aching to get away and explore the historic Hudson River region?

FREE Mobile Audio Tour of Historic Hudson River Towns

Historic Hudson River Towns, a non-profit consortium of municipalities along New York's Hudson River, is now offering a free mobile audio tour of some the area's most historic spots!

Not only do **HHRT tour**s highlight points of interest in areas from Yonkers to Peekskill on both sides of the Hudson, but they also showcases the Mario M. Cuomo Bridge and Bear Mountain Bridge!

Getting there is easy as 1, 2, 3!

1. **Reserve a ZipCar** at Hastings-on-Hudson, Irvington, Tarrytown or Peekskill Station

2. **Take Metro-North's Hudson Line** to your **ZipCar location.**

3. **Download the TravelStorys** App from the **App Store** or **Google Play**, then visit **hudsonriver.com**, select you tour, it will sync up with App and you'll be on your way.

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