

# MILEPOSTS

A Newsletter for MTA Metro-North Railroad Customers

February 2019

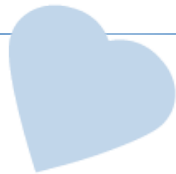
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## Things to Love at Metro-North!

### Final Phase of Harmon Yard Rebuild Has Started

The MTA Board recently awarded a design/build contract to complete the final phase of rebuilding our 100-year-old Croton-Harmon Shops and Yard maintenance complex.

This phase will enable us to complete construction of a new Consist Shop, and is the last in a multi-year transformation of the Harmon Yard.



And it's part of our **Way Ahead strategic plan**, to improve our infrastructure, so we can provide more reliable service to our customers.



Once completed, Metro-North

crews will be able to repair an entire train without having to uncouple and recouple cars, allowing us to be more efficient and return equipment to service faster than ever before.

### The new electric car shop

will also allow our crews to quickly repair or replace vital train components on the railroad's electric fleet.

As part of the Harmon Yard rebuild, we have already completed three new technologically-advanced maintenance facilities, constructed new locomotive servicing stations, and expanded train storage capacity.



Our crews work around-the-clock at this facility to repair and maintain the fleet of electric cars, coaches and locomotives that serve all three east-of-Hudson lines.



Harmon Yard also has the first "wheel truing" equipment in North America that smooths four train wheels at once to ensure a better, safer ride for our customers.

**This final stage of the project is expected to be completed in 2022. For a previous story about the project please see our story from last year.**

# “Real-Time” Coming to a Platform Sign Near You

With the drive to bring real-time train information to as many customers and locations as possible, Metro-North is leveraging existing infrastructure with a new robust cellular network.

By the middle of the second quarter of 2019 we expect to upgrade **43 stations**, which currently have legacy platform signs. Improving communications to our customers is an integral part of our **Way Ahead strategic plan**. Customers expect new technology because it’s available in every aspect of their lives.



## How will this work?

Our existing equipment includes Legacy Daktronics platform signs, with outdated circuit boards and connectivity to our public-address system. That equipment is very limited in what it can display and cannot be used for visual display of audio announcements.

## The upgraded signs

will be able to show our standard three-train display that will change to a one-train display as the train approaches the station. Information will include the train’s scheduled time, destination, track, expected time of arrival, and scrolling stops when the one train is being displayed.

The signs at these stations are scheduled to be upgraded in the first half of 2019:

### Hudson Line

- University Heights
- Marble Hill
- Ludlow
- Yonkers
- Glenwood
- Greystone
- Hastings-on-Hudson
- Dobbs Ferry
- Ardsley-on-Hudson
- Irvington
- Philipse Manor
- Scarborough
- Cortlandt

### Harlem Line

- Wakefield
- Botanical Garden
- Brewster
- Patterson
- Pawling
- Harlem Valley-Wingdale
- Dover Plains
- Tenmile River
- Wassaic

### New Haven Line

- Mt Vernon East
- Pelham
- New Rochelle
- Mamaroneck
- Harrison
- Rye
- Greenwich
- Noroton Heights
- Rowayton
- South Norwalk

### West of Hudson

- Nanuet
- Harriman

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## At Metro-North, Composite Railroad Ties Made of Recycled Plastic are the Future

Recycled plastic has made its way to Metro-North’s railroad tracks.

Dubbed the new standard for railroad crossings, recycled composite ties are now in place at 47 (or 38%) of Metro-North Railroad crossings. Replacing the old crossing ties is part of Metro-North’s **Way Ahead strategic plan**, of replacing assets near the end of their useful lives with better and more efficient materials.



Composite railroad ties have been used on crossings since 2014 as a replacement for old wooden and concrete railroad ties, and they're proving to be a very good addition.

**They're safe, less expensive to maintain, and reduce the impact to the environment, according to our engineers.**

And they last longer. Traditional wooden and concrete ties can last up to 35 years, but due to wear-and-tear from salt, sand and traffic, ties at railroad crossings only last about 20 years.

In comparison, Metro-North's composite plastic ties should last about 50 years at crossings.

### The New Standard



Composite ties also have environmental benefits. They won't decay or warp, and are impervious to insects, salt and sand. And with little risk of getting splinters, our railroad crews prefer working with them.

Replacing ties at crossings is labor intensive and requires closing service roads for days. Typically, it takes 15 to 20 crew members working several shifts to replace the crossing ties.

While composite ties cost significantly more than wood, they're more economical over time due to their durability.

Composite is now the standard for road crossings.

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## We're Headed to a Station Near You!

This spring, Metro-North will continue to host special 'Connect with Us' customer forums,

where you can ask questions, express concerns or share experiences with Metro-North management.

These forums, which are held throughout our service territory, give you — our customers — the opportunity to tell us where we can improve, and what we are doing well. We want to hear from you!

In the coming months, we'll be at the following locations to meet with you face-to-face:



## Connect with Us!

Metro-North's Series Of Informal  
**Customer Forums**

Talk with  
**Metro-North Customer Service Representatives & Management**

### Croton-Harmon Station

Tues., February 26  
7 AM – 8:30 AM

*Waiting Room*

### Nanuet Station

Tues., March 12  
6 AM – 8 AM

*Platform Shelter*

### Harriman Station

Tues., March 26  
6:30 AM – 8 AM

*Platform*

Ask questions! • Give us your input! • Share your comments, concerns and suggestions!



**Way Ahead**



Please check our [Facebook](#) or [Twitter](#) pages for upcoming forums near you.

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## Safety Rule of the Issue



We all know that the best love is taking care of yourself:

Upstairs or downstairs, the safest way to travel, is to hold onto the railing!

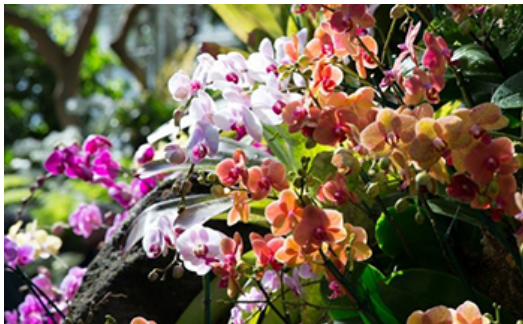


**We bring you this rule because your safety is always our first priority all year long!**

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## Witness the Power of the Flower at the New York Botanical Gardens

Tired of getting your significant other those same old flowers each year for Valentine's Day?



You can really WOW them when you surprise them with a visit to

**the New York Botanical Garden for its special exhibition, *The Orchid Show: Singapore*.**

With **Metro-North's discounted rail and admission package**, you'll get to see thousands of orchids in every shape, size and color – all under one roof at the Enid A. Haupt Conservatory.

And with full-access to the Botanical

Garden grounds, you can make it an all-day affair!

### **Buy It!**

Adults \$21 Tuesday – Friday; \$26 Saturday & Sunday plus save up to 22% on your train ticket.

### **Go!**

Take the **Harlem Line** to Botanical Garden Station and follow signs to the garden.

**See a complete list of our Getaways.**

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## Courtesy Corner

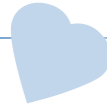
[Special Valentine's Day Quiz:](#)



When riding on the train, what is the best Valentine's Day present you could receive?

Is it...

- ...an armful of red roses?
- ...a big box of chocolates?
- ...a lovely heart-shaped card?
- ...a seat on the train?



That's easy!

Before or after a long day at work, most of our passengers (*that's you!*) would rather have a seat on the train than a nose full of roses, a mouthful of chocolates, or a handful of cards!

So, this month, (*and every month*), be the perfect Valentine and move your belongings to your lap, under the seat, or to the luggage bin above — so your fellow

passenger can sit down!

**It's the courteous thing to do!**

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