

# MILEPOSTS

A Newsletter for MTA Metro-North Railroad Customers

April 2017

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## We're Moving in the Right Direction...

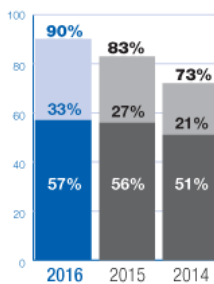
At least you think so, according to the results of our 2016 Customer Satisfaction Survey.

You gave us a **90% rating for Overall Satisfaction** — that's a 7% jump from 2015!

And we attained that increase despite the mid-May 2016 fire under the Park Avenue Viaduct, which caused a major service disruption during the time the survey was being conducted.

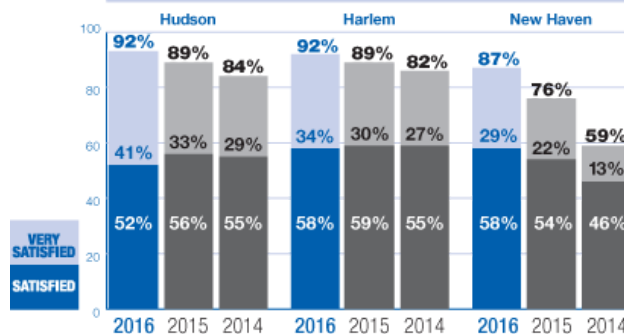
We are also pleased to report that all major service categories received higher satisfaction scores when compared with 2015's results.

**Metro-North Overall Customer Satisfaction**



By line, **Overall Satisfaction** rose 11 points on the New Haven Line to 87%. Since the 2014 survey, satisfaction with Metro-North overall among New Haven Line customers has gained an impressive 28 points.

**Metro-North Overall Customer Satisfaction By Line**

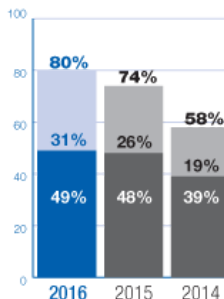


This still trails our Hudson and Harlem Lines, both of which gained 3 points and saw their ratings rise to 92% satisfied.

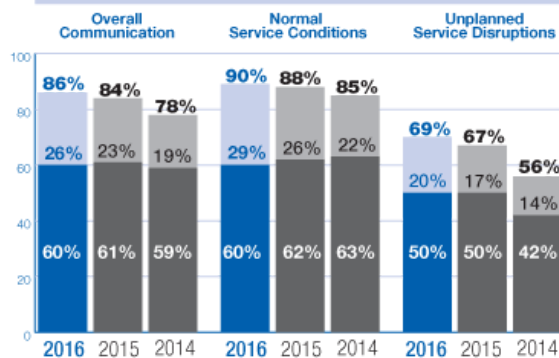
The rating for **On-Time Performance**, a key driver of customer satisfaction, improved by 6 points in 2016 to 80% satisfied. This reflects an improvement in service reliability due to our aggressive infrastructure improvements and attention to train scheduling.

**Overall Communication** saw a ratings rise to 86% satisfied. During **Normal Service conditions**, 90% of you were satisfied with our efforts. During **Unplanned Service Disruptions** 69% of you were satisfied, which is a 2 percentage point increase over 2015.

**Metro-North On-Time Performance**



**Metro-North Communications**



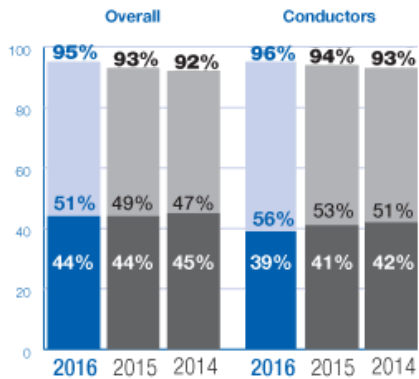
Your ratings for our stations also increased. **Home Boarding Stations Overall** attained a 90% satisfied. And Grand Central Terminal Overall was rated at 96% satisfied.

Finally, our employees rate with you! You gave them a 95% rating for **Overall Courtesy and Responsiveness**. Our Conductors attained a 96% rating in this category.

In addition to these major categories, the 2016 Customer Satisfaction Survey asked you to rate your satisfaction with specific characteristics of service.

Some 60 characteristics were also included on the 2015 survey. Of them:

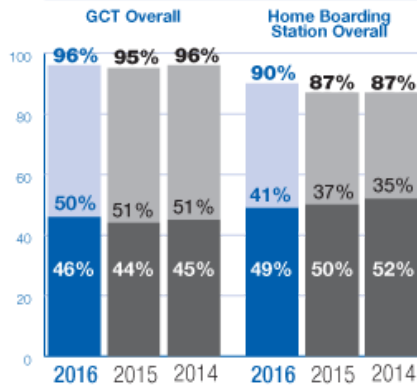
### Metro-North Employees – Courtesy & Responsiveness



- 52 characteristics improved.
- 5 characteristics remained the same.
- 3 characteristics declined.

Your participation in our Customer Satisfaction Survey is key to helping us determine areas where we need to improve, and what we need to continue doing to keep you "satisfied" with our service and moving in the right direction

### Metro-North Stations – GCT & Home Boarding Stations



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## The "Rights" of Spring...

Once again, our Station Rehabilitation Gangs are gearing up to continue their beautification efforts!

Last year saw "our gang" complete enhancements at Patterson, Pawling, Harlem Valley-Wingdale, Dover Plains, Tenmile River and Wassaic stations on the Upper Harlem Line.



This spring's work will focus on the lower portion of the Harlem Line, with extensive work set to take place at Bronxville and, if time allows, Tuckahoe and Fleetwood.

This is the seventh year of our Station Rehabilitation Program, with painters, electricians, tinsmiths and others working together to keep our "houses" in order.

They've got a long 'to-do' list, depending on what each station requires.

#### Enhancements include:

- power washing and repainting surfaces
  - fixing ADA strips
  - renewing "Watch the Gap" stenciling
  - repairing/resealing platform expansion joints
  - repairing nearby right-of-way fencing
  - repairing platform edge boards
  - replacing concrete benches with wire metal ones
- and

#### If that isn't enough, they also, where needed:

- replace station and/or directional signage
  - repair gutters & drain pipes
  - inspect and repair roofing
  - polish graffiti-etched glass and replace the "scratchitti" film on all windows
  - install or reinstall bird "deterrents"
  - replace elevator floors
  - perform minor landscaping
- and

- repainting recycle containers
- clean the nearby right-of-way.

Finally, they apply our trademark covering of cedar green paint to the station.

And of course, we schedule this work for minimal impact on your commute.

What else would you expect from good neighbors?

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## A Pretty Slick Story!

Near Bridgeport, there's a place called Jenkin's Curve that is home to one of the most arched track curves on the New Haven line.

The centrifugal force of the curve (named after the previously located Jenkin's Bros. valve manufacturer) can cause excessive wear to the rail and train wheels.

But thanks to the installation of a new solar panel-driven wayside rail lubricator, our trains' wheels take it with minimal friction.

The lubricator, installed just before the curve, has little red feeder lines that run from a box filled with a peanut-butter-like substance under the tracks to devices installed on the sides of the rail.

This device's electronic "Smart Wheel" sensors detect when a train's wheels are going by. Then, faster than the human eye could see, it spurts out about 15 blobs of the yellow-orangey lube. The lubricator's wipers then "swat" it onto each side of the rail.

When the train passes over the rail, the eco-friendly lube is transferred to its wheels, down the track, and into the curve.



Once in the curve, the lube helps wheels take it with minimal grinding, noise and friction.

Because it improves the traction of the train, the lubricator system increases safety, and could double the life of the rail. It also reduces the cost of wheel replacements and downtime for maintenance.

The lubricator box is

filled with about 100 gallons of the globular-looking substance and had been adjusted to spit out just the right amount. It takes about two weeks for the eco-friendly lube to disintegrate.

There is also a one-track lubricator currently located just north of 125th Street.

And more are set for installation for curves at Rowayton and Danbury. Next year we expect to install 35 or more of these handy machines on curves.

How's that for slick?



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## Spring Flings!

It's easy to get to New York State's great places with Metro-North.

...and get "outta" town (or head into town, if you prefer) while the weather is getting nice.

Escape for a day or make a weekend of it and stay overnight!



Getaways to the Hudson Valley, Connecticut & Beyond



New York City Getaways



Getaway On Your Own



Overnight Getaways

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## Safety Rule of the Issue

Even if you think you are familiar with what to do in the event of an emergency on your train, we urge you to take a moment to **review the emergency procedures**.

# Evacuation Instructions

Listen for directions from authorized personnel.	Remain inside train if possible. If not...	Go to next car through end doors. If unable...	Open side door and go out. If unable...	Go out emergency windows.

In the meantime, here are a few quick tips:

- Be sure to familiarize yourself with safety signage (above) in cars so you will know how to locate and operate emergency exits.
- Remember that your best protection is to **remain calm**, and think clearly.
- If you are directed to evacuate to the track level, **follow the train crew's directions carefully**, watch your step and stay away from the third rail or any downed wires.

We bring you this information because your safety is always our first priority.

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## Courtesy Corner



We've already mentioned the "**rights**" of spring in this issue.

Now we'd like to talk about avoiding some of the "wrongs" of the season.

- We know you may like to eat "alfresco" (*that's fancy talk for while riding on our trains*). **Just remember to take your garbage, wrappers, and leftovers with you!**
- You may want to take your shoes off and put your feet up to relax after a long day. **Just don't do either on our trains!**
- You may want to crank some warm weather tunes on your choice of personal listening device to get in the spirit of the season. (*We recommend Jay Z's "Izzo*

*(H.O.V.A.)," or the Raspberries "Driving Around," because we are "old school" and either works for us!)  
**Just keep the volume down** so your neighbor can't hear the music bleeding through your headphones.*

- Finally, you may want to celebrate the season with your friends. Just don't do it in a **Quiet Car.**<sup>®</sup>

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

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