

# MILEPOSTS

A Newsletter for MTA Metro-North Railroad Customers

March 2016

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## Changing with the Season: New Timetables Effective April 3



Our new timetables, which go into effect **Sunday, April 3**, look to improve performance in peak periods, accommodate track outages for crucial infrastructure work, and accommodate some of your suggestions.

To improve performance, we did a "point-by-point" analysis of the worst performing trains

in our system. We discovered these trains lost time enroute to your destination due to longer dwell times at stations (because of ridership increases and/or bridge plates for track work slowing boarding), temporary speed restrictions and track changes for track outages, and the cascading impact of other late trains..

What do we mean by "cascading impacts?" Here's an example: Let's say the 7:18 AM train from Mount Kisco is running 3-4 minutes late at North White Plains. This creates delays to five other subsequent trains; adjusting the schedule of this train and a few others by 2-4 minutes gives all six trains an opportunity to improve..

Here are some major changes you should look for:

### On the Hudson Line:

On Weekdays:

- The 5:35 AM train from Poughkeepsie to Grand Central will depart **2 minutes earlier** at 5:33 AM.
- Arrival times of the 4:54 PM train from Grand Central to Croton-Harmon will be adjusted 1-2 minutes later from Morris Heights to Harmon.

On Weekends:

- With so many of you heading to Manitou and Breakneck Ridge stations to hike, we've experienced longer dwell times at these stations of up to 10 minutes. To accommodate all of you nature lovers, we are adding three additional round trips to these stops.

### On the Harlem Line

On Weekdays:

- Eight AM Peak trains will be adjusted by 2-4 minutes to improve performance.
- All four PM Peak Wassaic "through" trains have intermediate times adjusted by 1-2 minutes to improve performance at intermediate stations; Wassaic arrival times remain the same.

### On the New Haven Line

On Weekdays:

- Twelve AM Peak trains will have their schedules adjusted by 1-3 minutes to improve performance.

- Five PM Peak trains will have their schedules adjusted by 1-3 minutes to improve and relieve congestion at Stamford around 7 PM.

#### On the Waterbury Branch:

The Devon Transfer returns to service to accommodate needed repairs on the Devon movable bridge. The following changes will be in effect through October:

- All Waterbury Branch customers who usually transfer to main line trains at Bridgeport will instead get off at the new Devon Transfer location.
- Waterbury Branch customers who travel to New Haven will transfer again at Bridgeport for a main line train connection to New Haven.
- Northbound customers will be dropped off main line trains at the Devon Transfer and board a waiting train for Waterbury.

#### See more details.

Be sure to check a new timetable for possible changes to your travel. They are available in Grand Central and at outlying stations, via our free TrainTime App for Apple and Android devices, and on our [schedules page](#).

**Please keep in mind:** Track work will be occurring at night and weekends as we continue to rebuild our infrastructure. While we are performing work along the right-of-way (track, bridge work, etc.) and Metro-North employees are either on or close to the tracks, Federal regulations require all train engineers to sound the train horn. [See a full explanation.](#)

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## Now With More "Quiet!"



Starting April 4, two Quiet Cars® will be available on every weekday train — peak and off peak — thanks to the expansion of our popular "Quiet CALMmute" program.

- On all weekday inbound trains, the **last two cars** are designated Quiet Cars®.
- On all weekday outbound trains, the **first two cars** are designated Quiet Cars®.

Look for the Quiet Car® signage identifying the cars.

#### Customers traveling on Quiet Cars® should:

- Not use cell phones.
- Disable sound features on computers & other electronic devices.
- Conduct conversations in a subdued voice.
- Use headphones at a volume that cannot be heard by fellow passengers.

Customers should not ride in Quiet Cars® if they do not want to follow these rules.

To spread and reinforce the message about Metro-North's Quiet Cars®, conductors will hand out on an "as needed basis" specially designed "Shhhhhh" cards that explain the rules of etiquette in English and Spanish.

All regular announcements will continue to be made in the designated Quiet Cars®. For those of you who wish to travel in our Quiet Cars®, we say enjoy the "CALMmute."

Weekend trains are not included in the Quiet Car® program.

**Quiet Car®** is the registered service mark of the National Railroad Passenger Corporation (Amtrak) and is being used by permission.

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## Circling the Earth...

#### Pop quiz:

**How many miles would you have traveled if you circled the earth eight times?**

The answer is about 199,838 miles — the average distance our rail cars went in 2015 before experiencing a mechanical failure!

That's the best "mean distance between failure" since we first started tracking that statistic in 1989. Last year's result obliterates



Transportation have brought new M8s the New Haven Line.

2014's by more than 50,000 miles (or two times around our planet) and it was 8% greater than our goal of 185,000 miles.

The reasons for the improving reliability can be attributed to improved car maintenance strategies and the strong performance of a renewed rail car fleet.

Joint investments made through the MTA's Capital Program and the Connecticut Department of

**The M8s have replaced nearly all of the older M2, M4 and M6 rail cars, which dated to the 1970s and 1980s.**

The first of the M8 cars — there are 405 of them in total — went into service in 2011, and the last were put into service by the end of June 2015.

The M8s exceeded their mileage goal for the year by 2.4%. Enhanced performance features of the M8 cars include sealed, alternating current motors that are less vulnerable to weather and simplified, more reliable single-leaf doors.

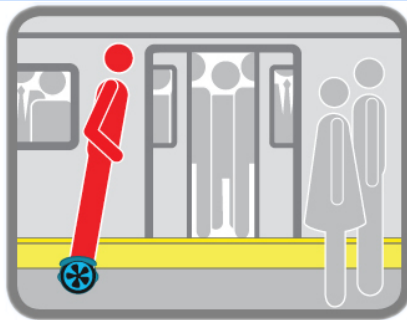
To keep our M8 fleet running smoothly, inspections and maintenance of all cars is scheduled at 92 day, 1 year and 5 year intervals. The maintenance becomes increasingly comprehensive as the vehicles age.

On the Harlem and Hudson Lines, our intensive Reliability Centered Maintenance program has helped our M7s maintain their exceptional record of service. Although it's been more than 10 years since they replaced our old M1s, the M7s are operating as though they're brand new.

Our fleet's strong performance has another upside: more cars available for service on a daily basis, which means seats for 99.6% of all Metro-North customers. And that is good news as our ridership continues to grow to record levels.



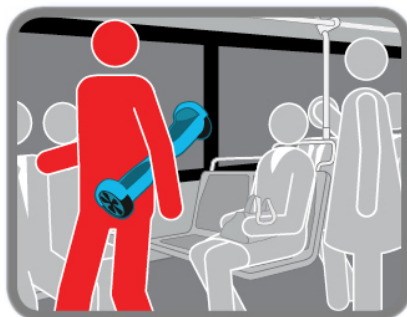
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## No Hovering!

Hoverboards are prohibited on all Metro-North trains and at our stations (and that goes for MTA New York City Subway, New York City Buses, Long Island Rail Road, Staten Island Railway and Access-A-Ride, too!) The MTA's safety rules have long prohibited the use of personal wheeled vehicles, such as skateboards, skates or scooters, in train stations. The rules of conduct also prohibit customers from possessing hazardous or flammable materials into the public transportation network, and the lithium-ion batteries used to power hoverboards pose the risk of fire.

The prohibition on hoverboards will be enforced by the MTA Police Department.



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## You "Auto" Go On Metro-North!

That's because our discount package to the **New York International Automobile Show** at the Javits Center (March 25-April 3) saves you money on rail fare and admission! (And it is easier and more environmentally friendly than driving.)

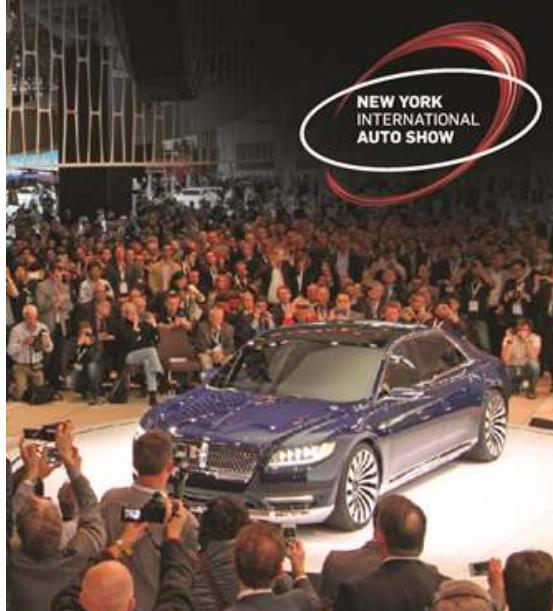
Preview the latest in automotive excitement from futuristic concept cars to never-before-seen production models. There are even a few cars on display that you can afford, too!

For more information, visit [www.autoshowNY.com](http://www.autoshowNY.com) or call 800-282-3336.

Metro-North monthly/weekly ticket holders who wish to purchase only the Auto Show admission ticket must do so at a Metro-North ticket office. Discount will not be honored by presenting your rail pass at the Auto Show.

[See more details on this discount package.](#)

[See full details on all our Getaways packages.](#)



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## Safety Rule of the Issue

We can't say it enough, so we will say it once again: Watch the gap when getting on and off your train... and be sure to step over it!

Slip, trip and fall injuries continue to be the number one cause of customer injuries, and most of those are caused by folks not paying attention to that gap.

A small gap is necessary between the platform and train to provide enough clearance for trains to pass safely through a station. And while the size of the gap at different stations and platform spots may vary, it can always easily be stepped over.

So stop texting or taking that "selfie" and pay attention to the gap! (*There, we said it yet again...*)

We bring you these reminders because your safety is always our first priority.

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## Courtesy Corner



What exactly are the "Ides of March" and why should we "beware" them?

The "Ides" is actually March 15 on the Roman calendar—a day linked to bad prophecies and misfortune. (*Just ask Julius Caesar!*) Luckily, we have some sure-fire tips to avoid both during your commute this month:

- **Keep your feet off the seats!**
- **Put your belongings securely in the overhead racks.**
- **Take your garbage with you when you leave the train.**
- **Keep your smartphone conversations to a reasonable length and level.**

We promise if you do all of the above you will avoid getting the "evil eye", or worse, from your fellow travelers. Hail Caesar!

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