

Mileposts

A Publication for MTA Metro-North Railroad Customers September 2013



More Ticket Vending Machines...

Our newest (& SMARTest) Ticket Vending Machine (TVM) Center is now open in Grand Central. Conveniently located on the west end of the Terminal around the corner from Rite Aid and across from the bank of Chase ATMs (the center is on the former site of Hudson News), it houses nine shiny new TVMs offering a new feature—SMART Card technology.

We now have a total of 37 TVMs conveniently located throughout the Terminal for your use—10 at the Track 32 center, 9 at the east side location (nearby the 42 Street & Park Ave. exit), four in Grand Central North, two on the Lower Level (near the Chase ATMs) and one in the Hyatt Passageway.

We're adding more TVMs in Grand Central to improve customer service and because of our current—and anticipated future—ridership growth. The new TVM Center also gives you more options for buying tickets in Grand Central Terminal. This is especially important during busy peak travel periods—such as Friday afternoons, pre-holiday getaway times, and special events, such as Yankees games.

For those who don't already know, SMART "contactless payment" uses a credit card which has an embedded chip. You merely have to tap the card on the SMART Card Reader or Target which is conveniently located just under the Touchscreen to pay for your ticket! (And of course, the machines still accept cash and credit/debit cards.)

Not only is this easier, but it also provides increased security for electronic payment transactions.

This newest TVM center, which is well lit and monitored by security cameras, also represents another exceptional effort by our many talented expert craftspeople—carpenters, masons, electricians, painters, and plumbers—working in the Terminal.

While the TVMs meet the ticket-buying needs of our customers, they made sure that due attention and respect were paid to the landmark status of the Terminal in the materials chosen and used to construct the facility.

So the new TVM Center is truly a mix of the old and the new.

...And More Real Time!

Metro-North plans to rollout real-time train status information at all 71 of our New York State stations via LCD (liquid crystal display) monitors that use cellular connectivity service.

This service quality improvement is part of the MTA's 2014-2017 Financial Plan and builds upon our previously implemented service expansion program. (We are also developing a real-time program with the State of Connecticut for Connecticut stations.)

These monitors display the departure time, real-time train status, track information and station stops for the next nine trains.

Currently, there are 10 stations (Harlem-125th Street, Yankees- E. 153rd Street, Tarrytown, Croton-Harmon, Poughkeepsie, Fordham, White Plains, North White Plains, New Rochelle and Larchmont) that have monitors providing real-time information and they have been extremely well received by customers.

The first three stations (Scarsdale, Mount Vernon West and Rye) will be completed this year. Slated for next year are Marble Hill, Ossining, Spuyten Duyvil, Crestwood, Southeast, Hartsdale, Bronxville, Mount Vernon East, Harrison and Pelham.

We anticipate equipping an average of 10 stations each year with these monitors thereafter until the installation project is concluded in 2020.

A Hand-y Idea

We're piloting a handy idea for our customers—hand sanitizer dispensers that will soon be found in every train car bathroom!

This squeaky clean concept was the winning 2012 Metro-North intern project presentation (smart kids!), with an eye toward increasing customer satisfaction.

The pilot program started late in June, and hand sanitizer dispensers are currently available on a limited number of train cars. (Keep your eyes peeled next time you walk into a train bathroom for a dispenser!)

Each dispenser is filled with alcoholfree, soapy foam. This fall, we will begin installing them on all train cars with toilets, which will take about three months to finish. The dispensers will be maintained by our Coach Cleaners (who know a thing or two about cleanliness).

...We're Covered

The Metropolitan Transportation Authority has secured \$200 million of insurance protection to help pay for future repairs for damage to its infrastructure in the event of a storm featuring destructive storm surges similar to those experienced during Superstorm Sandy.

The insurance protection has been funded through the offering of "catastrophe bonds" by MetroCat Re Ltd., a special purpose insurer.

This is the first time that the MTA has accessed the capital markets to manage its property damage risks, and it is the first catastrophe bond ever issued to protect solely against storm surge. The MTA's premium cost is well below quotes that MTA received this spring for traditional property coverage.

In the aftermath of Superstorm Sandy, the traditional avenues the MTA used for insurance and reinsurance contracted dramatically, making it exceedingly difficult to obtain insurance.

But as a result of this savvy and novel reinsurance arrangement, the MTA is now in a stronger position should our service territory face another large-scale storm-surge event within the next three years.

The transaction provides protection in the unlikely event that the water level reaches designated heights in the New York City Metropolitan Region during any hurricane, tropical cyclone or tropical storm through August 5, 2016.

"It Ain't Over..."

There are still several more weeks to take Metro-North's fast, easy and convenient "train to the game" service to cheer on the Yankees.

Metro-North's game-day service to Yankees-East 153rd Street Station, located on our Hudson Line, saves you time and money on tolls, parking and gasoline.

There are plenty of "trains to the games" from all three lines, and of course, very attractive fares. There are also frequent game-day shuttles from Grand Central (for those of you going to the game after work).

Our schedules are tailored to get you to the game on time—whenever it starts—and get you home—whenever the last pitch is thrown!

Game-day schedules are available in Grand Central Terminal and at outlying ticket offices, and at mta.info/mnr.

...And For Football Fans, Things Are Just Kicking Off!

Those with a passion for the pigskin can take Metro-North's direct New Haven Line service to all Sunday 1 PM Jets and Giants games at the Meadowlands. The train departs New Haven at 8:38 AM and provides direct through service (that's a

one-seat ride) to NJ TRANSIT'S Secaucus Junction. At Secaucus, it's an easy transfer to an express shuttle to the Meadowlands Sports Complex Station.

Don't take the New Haven Line? Not going to a Sunday 1 PM game? We can still get you to the gridiron: just ride Metro-North to Grand Central; from there catch the Times Square Shuttle to the 1 2 3 subway train to Penn Station-NY; and then transfer to a NJ TRANSIT train to Secaucus for the Meadowlands express shuttle.

Purchase your round-trip rail ticket to the Meadowlands Sports Complex at any ticket machine or ticket window.

If you live in Westchester or Rockland, you can also get to the game from all Pascack Valley Line and Port Jervis Line stations. See mta.info/mnr for schedule information to Secaucus.

For more details on our "Train to the Game" service, visit mta.info/mnr, or pick up a Meadowlands brochure/ timetable in Grand Central Terminal and at outlying ticket offices.

A Train Trip For Your Thoughts

You'd like a free train trip, right? How about 100 free trips? Help us improve your commute and give yourself a chance to win 10 free Ten-Trip tickets.

Simply go to mta.info/survey and register for the MTA's Online Survey Panel. You'll be entered to win your choice of either 10 free Ten-Trip rail tickets or MetroCard rides for a full year.

And when the MTA emails you to join future online surveys, you'll be entered to win other valuable prizes.

Cheese It...

...and enjoy some wine and apples while you are making your "getaway!"

Just take Metro-North's discount package to Fall Harvest Wine, Cheese & Apple Picking Weekends in Dutchess County (from Sept. 28 – Oct. 20).

You'll visit Sprout Creek Farm, model of sustainable agriculture, also known for its artisanal cheeses lovingly produced by a graduate of The Culinary Institute of America. Sprout Creek's cheeses are all about soil, seasons, grasses, and happy cows. (Mooo-ooo!)

Visit Clinton Vineyards (Sept. 28-29, Oct. 5-6 and 19-20 only), award-winning producers of fine wines, champagnes and hand-crafted dessert wines. There's also Millbrook Vineyards & Winery (Oct. 12 & 13 only), located in a renovated Dutch-hip (and trust us, that's hip) dairy barn with views of its 130-acre estate. Millbrook produces high-caliber wines using classical French and Italian wine-making techniques.

Finally, at Barton Orchards, a family-owned farm, you can pick your own apples and enjoy a petting zoo and other types of wholesome entertainment. Getting there is easy. Take our Hudson Line to Poughkeepsie Station where a shuttle bus will whisk you to the activities! You must make a shuttle bus reservation at least 48 hours in advance by calling 800-445-3131. Once you have made your reservation, purchase your rail/bus ticket at any Metro-North ticket office or full-service ticket machine (excluding Poughkeepsie Station) or through WebTicket.

See full details, and more Getaways, by going to mta.info/mnr and clicking on Deals & Getaways on the lower right side of the page.

Harboring a Good Time!

The Village of Ossining's Bicentennial Celebration continues with the first annual Harborfest on the Hudson River on Saturday, September 21. This year, Harborfest teams up with the Hudson Rising River Tour to bring Sloop Clearwater, the historic covered barge Pennsy 399, a farm feast, outdoor adventure activities, sustainability exhibits, vendors, live music throughout the day, and fun water-related activities to the shores of Ossining.

Held along Ossining's waterfront beginning at 11 AM, the festival will conclude with fireworks over the Hudson at 10 PM. And, best of all, you can take a Metro-North Hudson Line train to the festivities!

For additional information on Harborfest or other upcoming bicentennial events, visit celebrateossining.com, or villageofossining.org, or contact the Village Manager's Office at 914-941-3554.

Courtesy Corner



Sure, bad can be cool. (Look what it did for Bryan Cranston. He went from being the sweet, slightly demented dad on "Malcolm in the Middle" to being the very demented dad on "Breaking Bad." And everyone still loves him!) But sometimes bad is just bad. Like when you are eating food on our trains. There's nothing wrong with enjoying a snack during your travels.

But leaving behind the wrappers, crumbs, and other remains when you depart the train is just, well, demented, and not in the good "bad" way.

The next person who wants to use that seat has to deal with the mess (which has the potential to attract pests), and our coach cleaners have to do extra work to clean it up. So if you are going to eat on our trains, please remember to keep your seat and area clean when you are done. It is the courteous thing to do!

Safety Rule of the Issue

Once again, it is time for our Pop Safety Quiz! And this one has a Major League Baseball theme inspired by recent headlines.

You are heading down the platform for your train, and the door is closing. You should:

- A) Slide, and stick your leg in the door to keep it from closing. If you lose a limb, steroids can always help you grow another one!
- B) Yell and throw your suitcase/bag at the train in disgust. You can always blame it on "roid rage."
- C) Let the doors close, and calmly wait for the next train to come. (One always does.)

The correct is C, because patience, and not a performance enhancing drug, always works best.

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

July 2013 On-Time Performance*

Line	AM	PM	Off-Peak Weekday	Off-Peak Weekend	Total	YTD **
Harlem	90.6%	94.0%	93.2%	96.2%	93.7%	97.1%
Hudson	89.7%	95.6%	91.3%	95.9%	92.9%	97.3%
New Haven	82.0%	90.8%	87.2%	96.0%	89.3%	94.6%
System	86.8%	93.1%	90.2%	96.0%	91.7%	96.1%

*Arrivals within 5 minutes, 59 seconds of schedule.

**Year to date.

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