



MILEPOSTS

A Newsletter for MTA Metro-North Railroad Customers

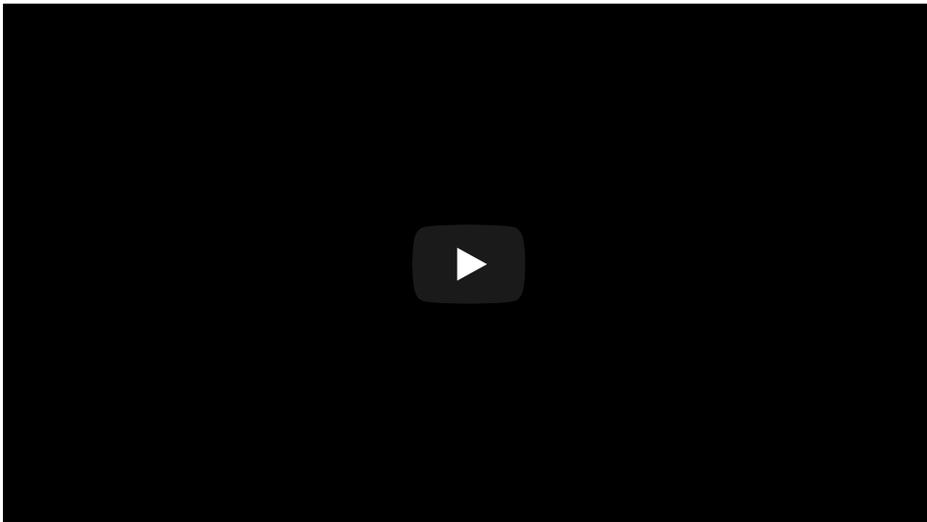
June/July 2021



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Metro-North Launches Strategic Plan Update



[Way Ahead – Moving Forward](#)

When we launched our *Way Ahead* strategic plan in the fall of 2018, we were responding to evolving customer expectations and travel patterns while building on the positive progress we had made over the past several years. We were optimistic and had good reason to be.

Little did we know that less than two years later, we would be faced with the most significant public health, economic, and social crisis of our time. When the COVID-19 pandemic hit in March 2020, Metro-North responded quickly by adopting the most aggressive cleaning and disinfection program in our history. We provided thousands of masks to our customers, and installed hand sanitizer dispensers at all of our stations.

The impact of the pandemic on Metro-North cannot be understated. Many of us fell ill with COVID-19, and tragically, we lost several colleagues to this terrible disease. We send our deepest condolences to their families and loved ones. Our ridership fell dramatically, initially by 95%.

But even at the height of the pandemic, our dedicated and hardworking employees continued to do all the work necessary to carry essential workers to and from their jobs — they are truly heroes moving heroes.



From the President



Our Mission Continues

It is to be a safe, reliable and efficient railroad providing regional mobility and excellent service to our customers.

As the region begins to reopen, we have taken a hard look at what it will take for us to recover and for us to help the region recover. We have updated our strategies to respond to new challenges, and we are ready to adapt to whatever the “new normal” becomes.

The strategies we have updated for **Way Ahead – Moving Forward** will meet the changing needs of our railroad and region as we recover from the pandemic and adjust to structural shifts in people’s work and transportation patterns.

We are still guided by the principles of safety, integrity, and innovation, and these inform how we have approached this update to our plan to move us forward. We continue to focus on our three priorities: our customers, our people, and our infrastructure. In the pages that follow, we highlight how we plan to recover and set ourselves up for success in the future.

We have all been through a lot. To our employees, I express my deepest gratitude for all that you do and commend you for continuing to exemplify Metro-North’s values of respect, honesty and pride. And to our customers, we welcome you back and we thank you for riding with us! We remain committed to setting the standard for safety, reliability, and innovation in the delivery of excellent customer service.

We know brighter days are ahead, and we are excited to be **Moving Forward** with you!

Sincerely,

Catherine Rinaldi,
President, Metro-North Railroad

Visit us online at new.mta.info/MNR-WayAhead or [Read the full plan\[PDF\]](#),

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Monthly Ticket Holders Can Travel With Up to 4 Additional People for Just \$1 Each

Introducing Summer Saturdays...

Metro-North Railroad is welcoming back customers with a “**Summer Saturdays**” program.

Between Saturday, July 3 – Saturday August 28,

Metro-North will honor all monthly tickets for travel to and from all Metro-North stations, regardless of what stations are printed on the ticket. Monthly ticket holders traveling on these days will be able to bring up to **four additional travelers for only \$1 per person each way.**

This means a Metro-North customer whose monthly ticket is only valid between Grand Central Terminal and Yonkers could ride as far away as Poughkeepsie, Brewster or New Haven.

“It’s a great way for riders to travel out of their area and explore the great trails, museums and more that the Hudson Valley has to offer, so bring your friends and family, hop on board and spend your summer with Metro-North.”

– Metro-North President Catherine Rinaldi

The program is also available on Long Island Rail Road for LIRR monthly ticket holders traveling to and from Long Island. There will be no cross-honoring between the railroads, meaning LIRR customers cannot use their monthly tickets to travel on Metro-North, and vice versa.

Under updated CDC guidance masks are no longer required on outdoor Metro-North Railroad platforms, and bus stops. Once a customer boards a train, masks are required.



Summer Saturdays
 Through August 28
 LIRR & Metro-North Monthly Ticket holders can travel ZONE FREE and bring four additional people for \$1 each.

For details visit new.mta.info/saturday 

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Welcome Back! To make your trip even easier, we increased service on June 21.

As New York City, the Hudson Valley and Connecticut continue to reopen, **on June 21 we added 24 additional peak trains** to our Hudson, Harlem and New Haven Lines.

Whether you are traveling in to Grand Central Terminal in the morning peak hours, or making your way home after a long day, we have you covered! And bonus, off-peak fares are still in effect!



Connect with us on your favorite platform.

We look forward to seeing you on our trains, welcome back!

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Progress on the Waterbury Branch



Last month we let you know that **substitute busing will be in effect through August 29** of this year on our Waterbury Branch

to accommodate substantial work along our right-of-way.

And you may be wondering, what kind of work are we doing?

It's all for a very good cause. Communications and signals for the purpose of implementing Positive Train Control (PTC) are being installed along the

entire length of the branch, which requires full track outage.

PTC is a system designed to prevent train-to-train collisions, overspeed derailments, train incursions into work zones, and the movement of a train through a wrongly positioned switch,

and its use will increase safety and reliability on the branch.

Once work is complete, we will have another vital section of our territory ready to go into testing for Extended Revenue Service Demonstration (ERSD).

Check out some of the photos of our progress.



Photos: Claudine Chi

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Scenes from ILCAD

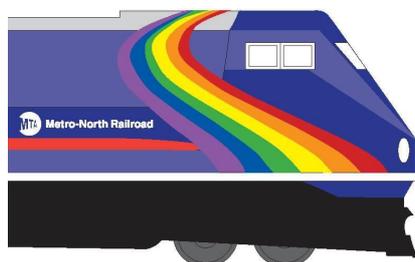
Railroad crossings can be dangerous... but our Safety Team is here to help!

In recognition of International Level Crossing Awareness Day on June 10, we came out to some of our busiest crossings to promote rail safety where we talked to our customers and the public in general about how to stay safe around railroad crossings.

We came out to see you at Brewster Station, in Peekskill, NY, and at Taylor Ave. in Bethel, CT.

Find out more on our [TRACKS \(Together Railroads And Communities Keeping Safe\)](#) webpage.
#ILCAD #MNRTRACKS

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Celebrating Pride

On June 20, Metro-North recognized Pride Month by changing its avatar across social media platforms. The multi-colored image designed by our artist Linda Keyes, graced our Facebook, Twitter and Instagram pages through the end of June.

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Grand Central North End Access Resumes, Open 6:30 AM – 9:30 PM Weekdays

Customers who prefer exiting and entering Grand Central through the North End Access, we're pleased to let you know starting June 14 we resumed the 6:30 AM – 9:30 PM weekday open hours.

The North End will continue to be closed on weekends and holidays and North End access to Tracks 32 & 33 remain closed 24/7 due to construction.

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Safety Rule of the Issue

'Open Season' on Hurricanes

Hurricane Season runs from June 1 – November 30, with the New York metropolitan region most vulnerable to its effects from August – October.

Significant coastal storms can impact the area at any time.

[We can't stop the weather's worst from happening,](#)

but we can control our team's response to it. In the event of a hurricane or severe storm, we have several operating plans at the ready, depending on the weather's impact.



Please stay informed:

To your inbox



Get updates with **text** and **email alerts**.

Via Social Media



Go online for up-to-the-minute information on **Facebook**, **Twitter** **@MetroNorth**, and at **new.mta.info/mnr**

Info on the go



Download our **Metro-North Train Time®** app (on **iPhone** or **Android**)

Give us a ring



Or call our main **Customer Information Center** at **511** (*in CT call 877-690-5114*), which will have a taped message upfront describing current service conditions.

Text Us



Download **WhatsApp** for your **iPhone** or **Android**

or speak with a Customer Service Specialist at 646-252-1701.

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Courtesy Corner



Be a 'Goody-Two-Shoes'

We know our trains make you feel so much at ease, you could be sitting in your living room!

But no matter how comfortable you feel we ask that you please refrain from putting your soles on the seats.

After all, we don't want your fellow travelers to be 'shaking in their boots.'

Be a goody-two-shoes...

It's the courteous thing to do!

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Group Travel Brings the 'Pedal to the Metal'



As Metro-North ridership returns to the rails, group travel is making a comeback.

In May, Jim O'Brien, our Manager of Group Travel, met a bike group of nearly 30 girls at Larchmont station for an adventurous bike ride. It started with a train ride from Larchmont down to Grand Central Terminal.

With dozens of bicycle permits and one-way trip tickets in hand, O'Brien escorted the group onto the train and down to the Terminal. Once they arrived, the group eagerly rolled their bikes off the train and onto the platform for the

next leg of their journey.

The group then biked from Grand Central Terminal over to the Hudson River bike path and proceeded north to Tarrytown.

Groups like this one typically range from 10-50 riders at the maximum. See our webpages on **group travel** and **bike permits**.

"It's definitely cost-effective, and it's fun, exciting and safe. Groups are starting to come back. Let's keep the momentum rolling!"

– Jim O'Brien, Manager of Group Travel

Do you represent a group that's interested? Reach out two weeks in advance to Group Sales at GroupSales@mnr.org or 212-340-3990 to schedule a pickup time and station – subject to availability. Bike permits are required for each bicycle.

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