

MILEPOSTS

A Newsletter for MTA Metro-North Railroad Customers



September 2020

- Message from Pres. Rinaldi ■ Storm Isaias ■ Masks ■
- Rail Safety Week ■ Safety Poster Contest ■ Safety Rule ■
- Courtesy Corner ■ Getaways ■

A Message from

Metro-North President, Catherine Rinaldi



Dear Customer:

As many of you start slowly coming back to work or to school, or if you are just venturing out of your safe family “bubble,” I want to let you know that we are going the extra mile to make sure you have every protection we can offer to make your travels safe.

We continue to provide the most aggressive cleaning and disinfecting program in agency history,

fully disinfecting our stations twice a day, and trains every 24 hours. We’ve also added disinfection stands at most of our stations, and at many locations we have new vending machines stocked with face masks and other Personal Protective Equipment (PPE).

We will continue to monitor our ridership

to assure that our service levels are adjusted to the number of passengers, so that you can social distance as much as possible on trains.

I would like to take this

opportunity to remind all our customers that wearing a face covering or mask on our trains and property is mandatory

regardless of social distancing. And **please keep both your nose and mouth covered for the duration of your trip**, even if you are able to socially distance.

If you don’t have a face mask, you can ask your conductor for one.

While we continue to fight the pandemic in the region, we also ask, as a courtesy to your fellow customers, **not to eat or drink on the trains**, since that requires you to lower your mask.

As we continue into the fall, none of us really know what is going to happen with this pandemic, and how soon it will end.

I can assure you that at Metro-North, your health and safety is our number one concern. And we will continue to serve you safely as our region slowly returns to normal.

Sincerely

Cathy Rinaldi
President, Metro-North Railroad



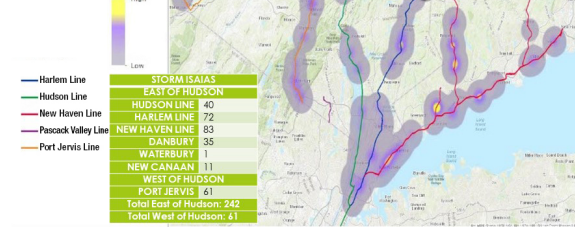
[Back to Top](#)

Bringing Back Metro-North After Tropical Storm Isaias

On August 4, Tropical Storm Isaias brought intense wind and rain and caused extensive damage across our territory, making it one of the biggest storms to hit Metro-North since Superstorm Sandy in 2012.

“What was unique about this storm is that, in only a few hours, the rain and wind resulted in over 300 downed trees across our entire territory, along with widespread power outages,” **said Dave Melillo, Vice President, at Metro-North.**

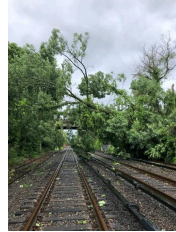
Heat Map – Trees Storm Isaias



And, like most weather-related emergencies on our railroad, our dedicated maintenance crews worked around-the-clock to bring our damaged infrastructure back to a state of good repair.



On the Hudson Green Line



On the Upper Harlem Line,



On the New Haven Line,



On the Port Jervis & Pascack Valley Lines

the least affected of our three main lines – some **40 trees** crashed down on the right-of-way and caused significant damage to power and signal infrastructure

between Goldens Bridge and Wassaic stations, **8 wooden utility poles** were heavily damaged and brought train service in the area to an abrupt halt. And **70 trees** fell on the Harlem Line alone.

including the Danbury, Waterbury and New Canaan branches, more than **130 trees** fell on the right-of-way and overhead catenary wires, causing significant damage.

West of Stamford Station, crews worked to clear broken trees from integral power feeders and pressed to repair overhead catenary components, including misaligned wires and bent arms.

East of Stamford Station, similar challenges were met head on, as crews cleared downed trees, conducted trolley work and made needed repairs to damaged catenary arms and wires.

61 trees fell on the tracks and the right-of-way on the Port Jervis Line.

Crews worked day and night to remove downed trees, repair third rail, secure and replace damaged cables and poles, pull and splice new cables, and repair and rehang traction and signal feeders.

Just one day later, by August 5,

our workforce had tackled vital repairs and was able to restore weekend service, then restored full service on the Hudson, New Haven, and the Lower Harlem Lines by August 10, and remaining train service on the Upper Harlem Line on Monday, August 24.

“Our crews did an amazing job from the initial response, to developing and coordinating a work plan to restore most of our infrastructure in just two weeks,” **said Melillo.**

[Back to Top](#)

Keeping You Safe, One Mask at a Time

Our station ambassadors are handing out free face masks to you, our customers, and when they do, they're helping to save lives.

The most effective way to reduce the spread of coronavirus is by wearing a mask,

according to the Centers for Disease Control and Prevention (CDC). On July 14, the CDC affirmed that, “face coverings are a critical tool in the fight against COVID-19 that could reduce the spread of the disease, particularly when used universally within communities.”

Wearing a mask is also the law,

due to **Gov. Andrew M. Cuomo's executive order** making face coverings mandatory on public transportation. **A similar executive order** was put in place by Connecticut **Governor Ned Lamont.**

So, our Customer Service and Stations Department set in motion an effort to provide free face coverings to our customers who don't have one.



Our Station Ambassadors spread out along the [Hudson](#), [Harlem](#) and [New Haven](#) lines, and in Grand Central Terminal and between July 18 and August 7, they had given out 3,221 surgical masks to our customers who needed one.

Said Catherine Rinaldi, President, Metro-North,

"I am really proud of our team. They showed up early every morning, because they care about the health and safety of our customers."

[Back to Top](#)

Join Us Virtually for

Rail Safety Week September 21 – 27, 2020

We're on a mission to help people stay safe around railroad tracks! Join us in marking #RailSafetyWeek September 21 – 27, #STOPTrackTragedies.



The goal of Rail Safety Week (RSW)

is to raise awareness of the need for rail safety education and empower you, our customers and the general public to keep yourselves safe near highway-rail grade crossings and railroad rights-of-way. In 2020, due to the coronavirus pandemic, Rail Safety Week activities in states across the U.S. will have an emphasis on social media and virtual safety messaging.

Please take a moment to educate your children,

and yourselves, about how to safely behave around tracks by [visiting us online](#) or by having our TRACKS Program (Together Railroads and Communities Keeping Safe) give your school or business a [virtual presentation for free!](#)

[Back to Top](#)

Metro-North Railroad 2020 Rail Safety Week Poster Contest

The Metro-North Railroad TRACKS (Together Railroads and Communities Keeping Safe) program will be holding its third annual [Rail Safety Poster Contest](#). All students (Pre-K — 12) who live within or attend schools in the Metro-North territory (throughout CT and NY) are eligible to enter. This year, due to the coronavirus pandemic, all submissions MUST be digital.



Poster Guidelines

- Students should illustrate or design what they know and believe are most important about Rail Safety.
- All students are encouraged to create and incorporate a creative safety slogan such as "Learn the Facts, Stay Off the Tracks!" on their posters
- All students are encouraged to include hashtags #MNRTracks

#USRailSafetyWeek on their posters.

Instructions:

1. The program will open on **Monday, September 21, 2020** in line with Rail Safety Week.
2. Please send an email to MNRTracks@mnr.org by Friday, October 30, 2020 to express your intent of participation in the contest.
3. All posters must be completed and submitted with the information on the Poster Entry Form **no later than Friday, November 20, 2020**. Posters received after this date will not be eligible for the contest. **All poster entries MUST be emailed to MNRTracks@mnr.org**
4. All posters (in a JPG, GIF, PNG, or PDF format) along with completed Poster Entry Form must be submitted **via email to MNRTracks@mnr.org by Friday November 20, 2020**. Posters received after this date will not be eligible for the contest.
5. One winning poster will be selected from each grade level group.

Pre-K K - 3 4 - 8 9 - 12

and the artist will be recognized as a contest winner. The winners will be decided and revealed on **Monday, January 11, 2021**. All winners and participants will be notified on this day.

6. Contest winners will be recognized and contacted with further details.



[Click, tap or scan code for full instructions \[PDF\].](#)

[Back to Top](#)

Safety Rule of the Issue



Metro-North Railroad. Wear a Mask-Stop the Spread. ✓

@MetroNorth



🚧 A Safety Reminder From #MNRTracks
#SeeTracksThinkTrain 📢

You wouldn't hang your legs over a shark tank



10:01 PM · Aug 22, 2020



Tweet your reply

Back to Top

Courtesy Corner



A Nosh Before You Dash?

Please, Eat Before You board!

Planning on grabbing something to eat before you hop on the train? That's cool, but can you please eat before you board?

Or better, save it until you reach your destination.

We're all for satisfying the munchies when you're in the mood, but for the health and safety of others, we ask that for the duration of the pandemic, you do not eat or drink while riding our trains.

The reason is simple,

you can't keep your mask on while eating or drinking, and face coverings are mandatory while riding Metro-North.

So, please, until regional restrictions are lifted, we ask that you refrain from eating on the train.

It's the courteous thing to do!

Back to Top

Flora and Fauna al Fresco



The Bronx Zoo

The Bronx Zoo is a safe space, where everyone can connect with nature and unwind from the thrills of the city.

They foster a welcoming environment for everyone that offers the outdoor experience, animals, architecture, history, education and entertainment.

Know before you go!

All visitors must have a **date-specific ticket**. Every guest. Every day.

- **Plan your visit** before purchasing this package.
 - Please contact **800-433-4149** or **wcsgroupsales@wcs.org** to secure an entry date and time.

See details on this discount package.

Package price from GCT/Harlem-125th Street: adults, \$30.25; seniors, persons with disabilities and individuals receiving Medicare, \$26.50; children 12, \$24.25; children 5 – 11, \$14; children 3 – 4, \$12; children under 3, free.

Getting there is easy:

Take the **Harlem** or **New Haven Line** to Fordham Station. From there it's **about a 20-minute walk** or you can take the **Bx9 bus** to the Zoo entrance on Southern Boulevard.

Wave Hill

Open Thursday – Sunday, 12 Noon – 5:30 PM

Wave Hill invites you to explore and celebrate human connections to the natural world in a magnificent setting... Looking out over the Hudson River and the Palisades, nestled on the edge of the city.

Know before you go!

- **Advanced Reservations** are required for all visitors
- Please review our **guidelines** to keep everyone safe and well before you purchase this package



See details on this discount package.

Package price from GCT/Harlem-125th Street: adults, \$18.25; seniors, persons with disabilities

and individuals receiving Medicare, \$12.50; college students, \$15.25; children 12 – 18, \$13.25; children 6 – 11, \$3.00; children 5, \$2.00; children under 5, free.

Getting there is easy:

Take the [Hudson Line](#), to Riverdale Station. It's **about a 15-minute walk**.

See a complete list of our Getaways.

[Back to Top](#)

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