

*Way Ahead*

**MOVING**

**FORWARD**

**TOGETHER**

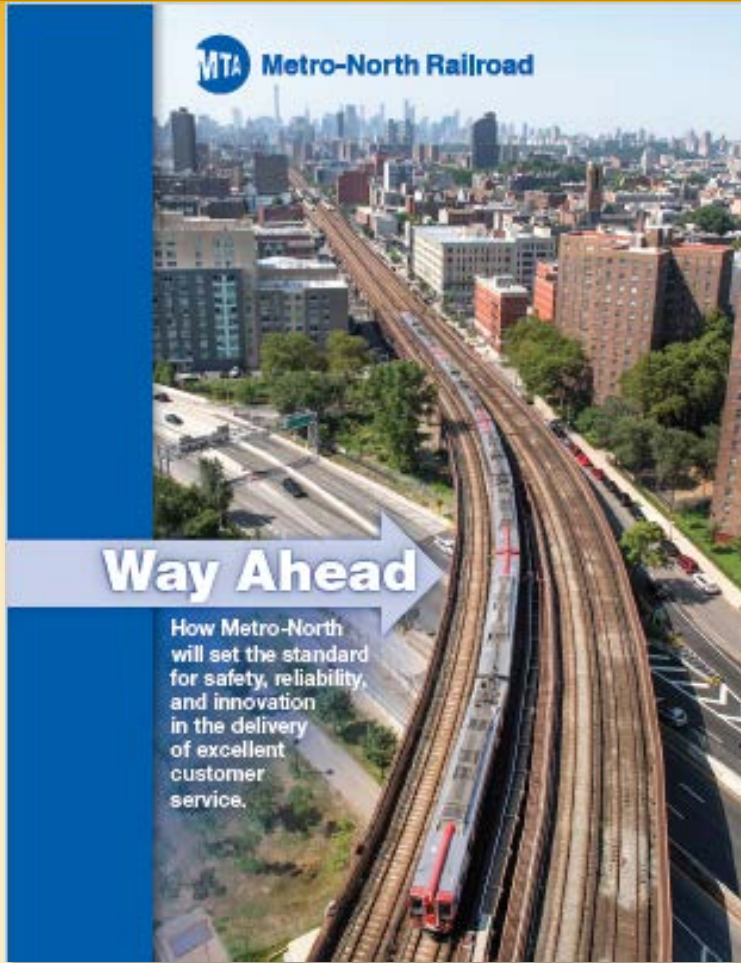
*1<sup>st</sup> Year Accomplishments*



**Metro-North Railroad**



***Our Vision through Way Ahead*** is to set the standard for safety, reliability and innovation in the delivery of excellent customer service.



We are realizing this vision through the following strategies:

- ✓ Putting customer and employee safety first
- ✓ Improving our customers' day-to-day experience
- ✓ Improving customer communications
- ✓ Investing in our infrastructure
- ✓ Supporting our people
- ✓ Focusing on the future

See the plan at [mta.info/mnr](http://mta.info/mnr)

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# Putting Customer & Employee Safety First

**WARNING:**  
PLEASE DO NOT STAND OR WAIT  
ON THE BRIDGE PLATES



For your safety, please wait for the train to **stop** and doors to **open** before boarding bridge plates.

- ✓ Continued PTC Roll-out & Progress
- ✓ TRACKS Program & Grade Crossing Outreach
- ✓ Decreasing Customer & Employee Injury Rates
- ✓ Park Avenue Tunnel Emergency Exit & Sign Improvements
- ✓ Question, Persuade, Refer (QPR) Training
- ✓ Expanded Safety Training
- ✓ Safety Focus Week Each Quarter
- ✓ Safety Excellence Awards

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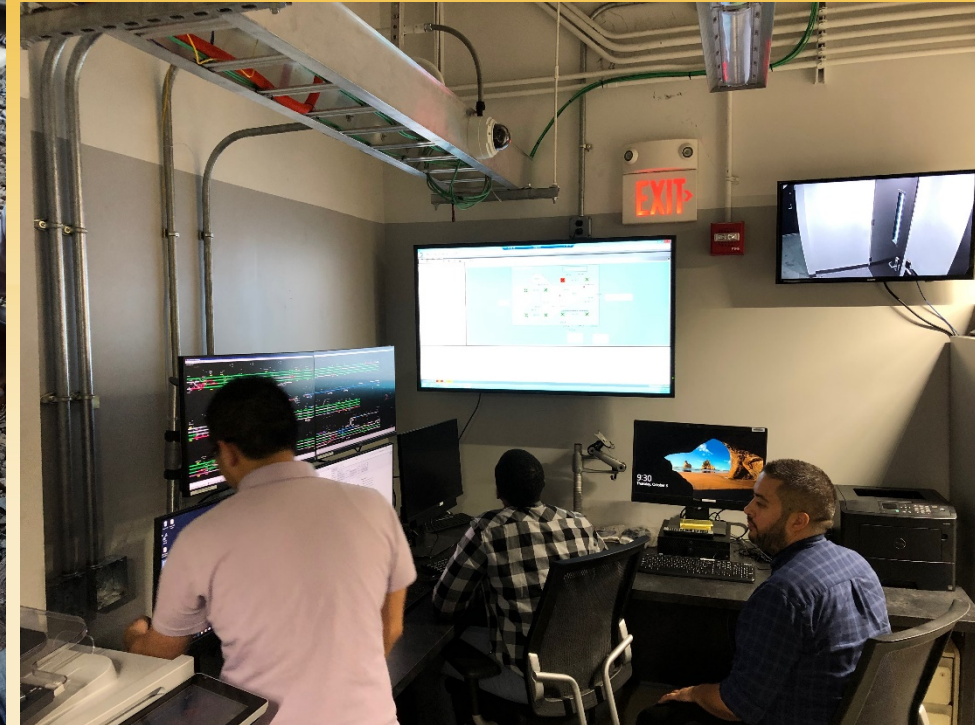


# ***Positive Train Control (PTC) Progress***

**Configuring various internal devices inside the Radio Case**



**Transponder testing with Portable Testing Equipment (PTE)**

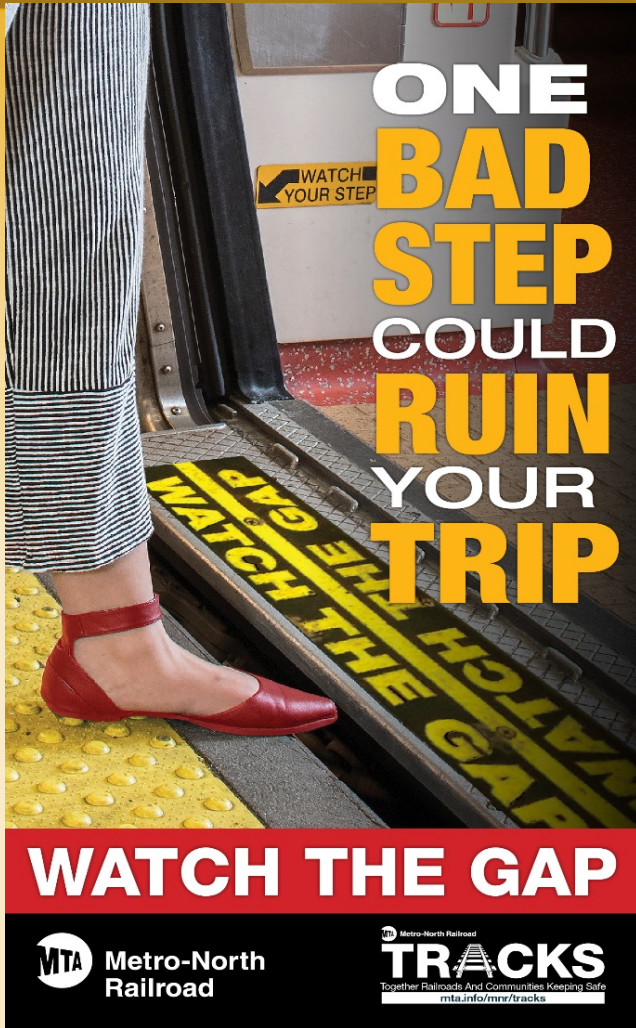


**Primary Control Center Desk observing the Office Subsystem**

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# TRACKS Program & Grade Crossing Outreach

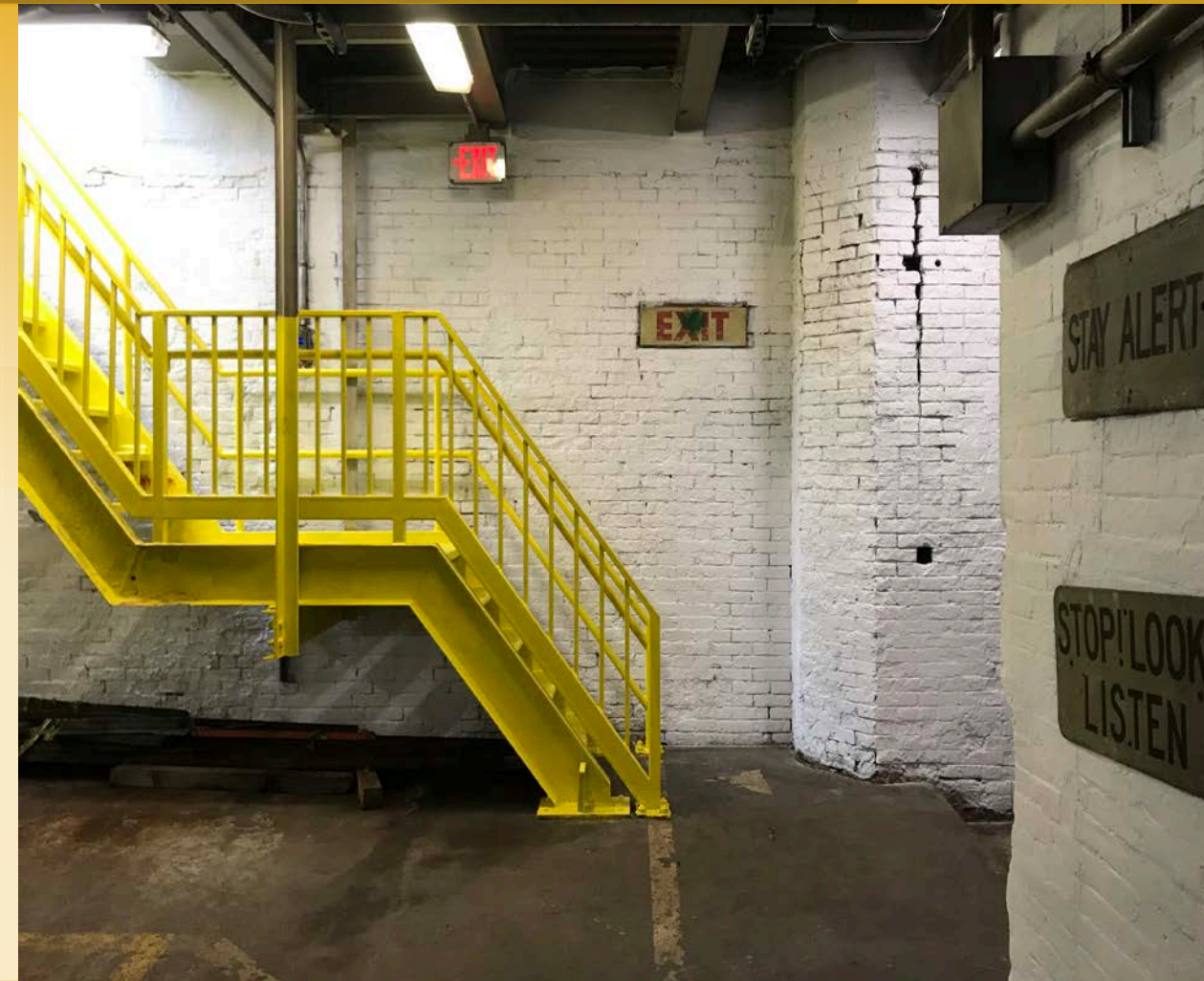


Reached 105,000 individuals YTD meeting our 2019 goal

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# ***Park Avenue Tunnel Emergency Exit and Sign Improvements***



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# New Question, Persuade, Refer (“QPR”) Training

## Offer Help, Save a Life

- 1 ASK
- 2 KEEP THEM SAFE
- 3 BE THERE
- 4 HELP THEM CONNECT
- 5 FOLLOW UP

Text **NEXT2U** to **741741**

or call **1-800-273-TALK** (8255)  
[www.suicidepreventionlifeline.org](http://www.suicidepreventionlifeline.org)

**SUICIDE  
PREVENTION**  
LIFELINE

Metro-North Railroad  
**TRACKS**  
Together Railroads And Commuters Keeping Safe  
[mta.informstracks](http://mta.informstracks)

CRISIS TEXT LINE |



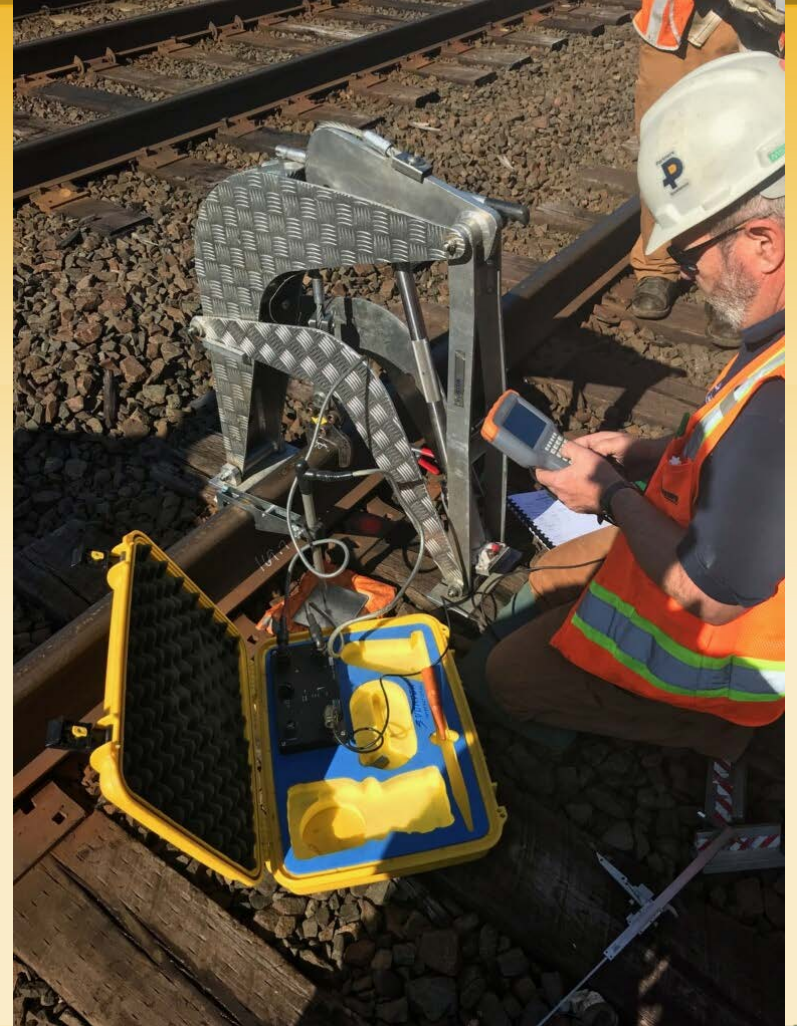
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# *Expanded Employee Safety Training*

MTA Metro-North Railroad

**SAFETY**  
**FOCUS**



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# 2019 Safety Excellence Award Winners



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# *Improving Our Customers' Day-to-Day Experience*

- ✔ Customer Service Ambassadors at Six Busiest Stations
- ✔ 94.3% On-Time Performance YTD
- ✔ MTA eTix®
- ✔ Accessibility Improvements
- ✔ Enhanced Station Initiative (ESI)
- ✔ Cleaner Stations
- ✔ Right-of-Way Clean-up
- ✔ New Rail Reward\$ Program
- ✔ New Retail Tenants at Stations
- ✔ Customer Lactation Room in GCT

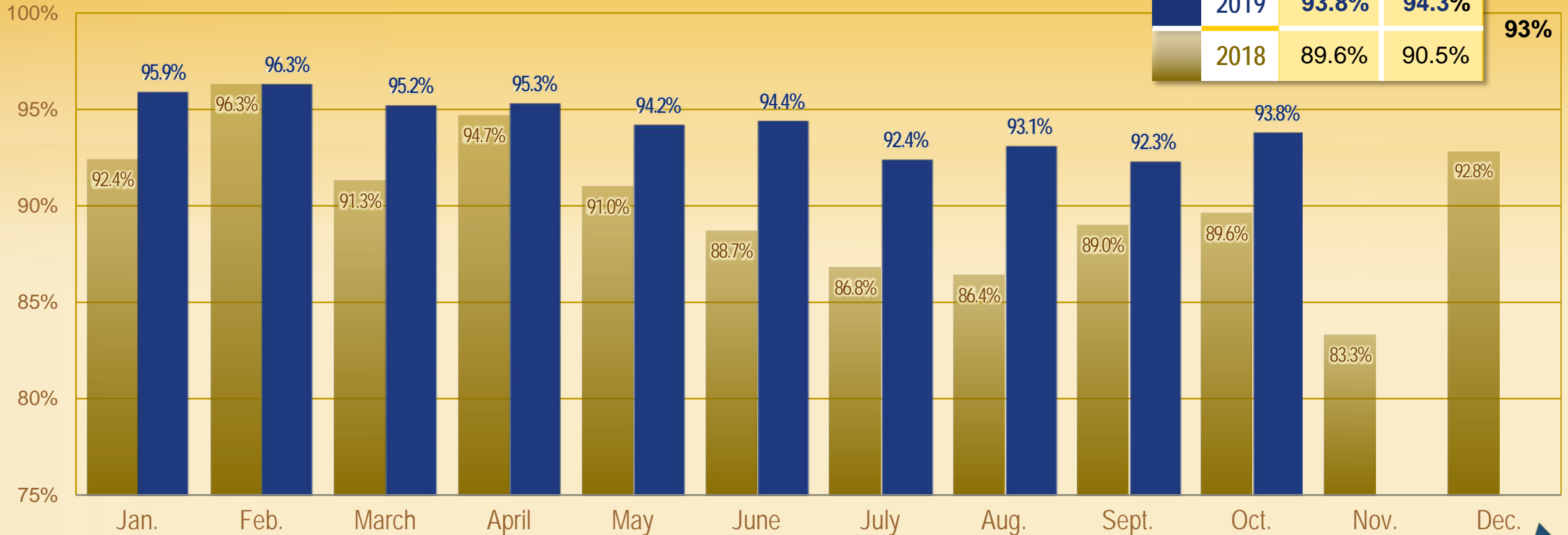


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# On-Time Performance is Improving

On-Time Performance YTD 2019 vs.  
On-Time Performance 2018



	Oct	YTD	Goal
2019	93.8%	94.3%	
2018	89.6%	90.5%	93%



# MTA eTix<sup>®</sup> - Increasing Sales & Customer Use

**MTA eTix**

**GOOD NEWS FOR  
MONTHLY & WEEKLY  
MTA eTIX CUSTOMERS**



Now, you only have to activate your monthly or weekly ticket once - the first time you use it. After that, simply click on the ticket in your wallet whenever you ride.

To enjoy this new convenience, be sure you download the latest MTA eTix update.

Download on the App Store | GET IT ON Google play

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MTA.INFO/eTIX



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# White Plains Station Improvements



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# *Connecticut Improvements*



**Atlantic Street Bridge Work in Stamford**

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# *Cleaner Stations – Increased focus on the AM rush*



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# *Right-of-Way Clean-Up - Melrose*



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# *Introducing Metro-North's Rail Reward\$ Program*



Your ticket to ride  
is your ticket to

**SHOP  
& DINE**

Introducing Rail Rewards, now  
Metro-North customers can show their  
train ticket to get exclusive offers at  
Grand Central shops and restaurants.

[grandcentralterminal.com/railrewards](http://grandcentralterminal.com/railrewards)

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# *Customer Lactation Room in GCT*



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# Improving Customer Communications

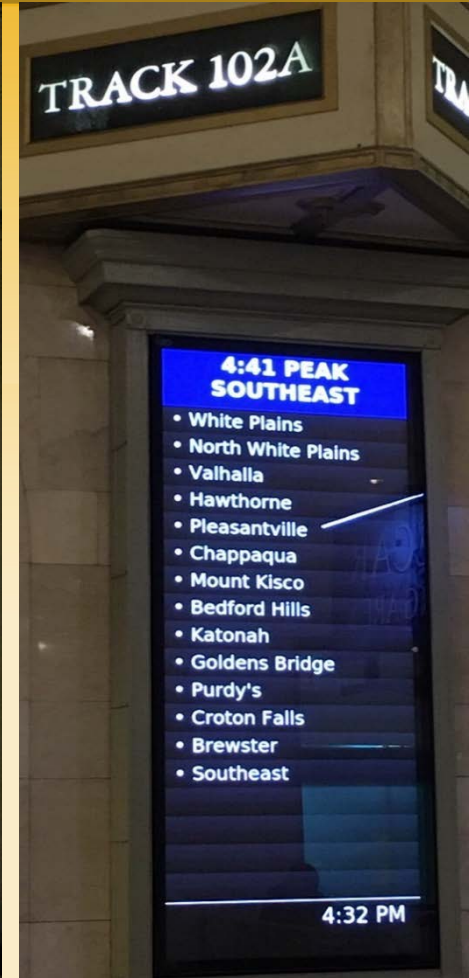
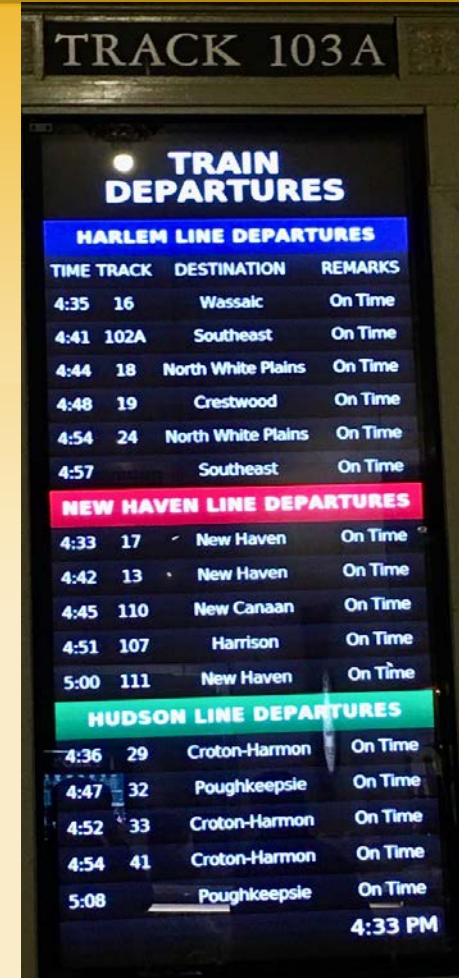
- ✓ Grand Central Terminal “Big Board”
- ✓ Departure Boards
- ✓ New Public Address System
- ✓ More Real-time Monitors
- ✓ More Digital Screens
  - GCT Platforms
  - Onboard Trains
- ✓ Monthly *Connect with Us!* Events
- ✓ Ticket Issuing Machines (TIMs) Enhancements



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# New, State-of-the-Art GCT Big Board & Departure Boards



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# Digital Screens Onboard Rail Cars



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# Ongoing “Connect with Us!” Customer Forums



- ✓ Monthly outreach events began in 2014
- ✓ 15 *Connect with Us!* events since launching *Way Ahead*
- ✓ Upcoming:
  - South Norwalk November 19
  - Grand Central December 17

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# ***Ticket Issuing Machines (TIMs) Enhancements***



Verizon LTE 11:26 AM

**Train Feedback**

Train Car

---

Door Trouble

---

HVAC Issues

---

Toilet Issues

---

Car Cleaning Needed

---

Other Comments:

Verizon LTE 11:26 AM

**Train Feedback**

Car Cleaning Needed

---

Other Comments:

**Send**



# *Investing in Our Infrastructure*



- ✓ **SMARTRACK Program**
- ✓ **Tree Trimming Program**
- ✓ **Heat Reflective Paint Program**
- ✓ **Bridge Replacements**
- ✓ **GCT Track Replacements**
- ✓ **Sandy Hudson Line Work**
- ✓ **Croton Harmon Consist Shop**
- ✓ **Stamford Car Wash**
- ✓ **West of Hudson - Port Jervis Line Work**
- ✓ **JPMorgan Chase – GCT P3 Project**

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# ***SMARTRACK Program in the Bronx***



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# *Tree Trimming Program*



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# *Innovation - Heat Reflective Paint Program*



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# ***Bridge Replacements – Mt. Vernon***



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# *Opening New Harmon Maintenance Facilities*



EMU Annex



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# *Opening New Harmon Maintenance Facilities*



**Consist Shop Facility**



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# *Stamford Car Wash*



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# *West of Hudson - Port Jervis Line Work*



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# Supporting Our People



- ✓ 2019 President's Award Winners
- ✓ Customer Service Week
- ✓ Employee Training Programs



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# ***Incident Response***



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# Customer Service Day



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# *Operations Manager Development Program & New Foremen Training Program*



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# ***Focusing on the Future***

- ▶ **Completing Installation of PTC in 2020**
- ▶ **Arrival of More M-8s**
- ▶ **Delivering 2020-2024 Capital Program**
- ▶ **Completion of White Plains Station**
- ▶ **Continuing Tree Trimming and Right-of-Way Clean-up Effort**
- ▶ **Continuing SMARTRACK Work**
- ▶ **Installing Help Points/Security Cameras**

**#MNRWayAhead**

**mta.info/mnr** **WayAhead@mnr.org**

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