Metro-North Update

Metro-North has implemented a comprehensive set of actions since experiencing several major incidents: the May 17 derailment in Bridgeport, the tragic accident in West Haven on May 28, the power outage on September 25, and the derailment on the Hudson Line in the Bronx on December 1. The specific actions include a reassessment and implementation of:

1. Track maintenance and inspection programs and procedures
2. New train dispatching and employee protection protocols
3. Speed enforcement technology and practices
4. Track and safety departments' organizational capabilities and structure
5. Programs and training related to overall safety and the safety culture at Metro-North

New Haven Line Derailment in Bridgeport

Metro-North began the assessment of the New Haven Line immediately following the May 17 derailment/collision in Bridgeport, CT. Metro-North contracted with Transportation Technology Center, Inc., (TTCI) the nationally recognized research arm of the American Association of Railroads. As a result, the railroad took immediate actions and prioritized the work on the infrastructure to ensure the safety of Metro-North's customers and employees. Of note, although Metro-North has always complied with FRA standards, the actions that have been taken and the programs that have been implemented meet and exceed the FRA standards.

Specific actions taken include:

- TTCI has conducted a comprehensive assessment of track infrastructure utilizing different pieces of specialized equipment: Gage Restraint Measuring Systems, Track Geometry Vehicles, and Ground Penetrating Radar. In addition, Metro-North documented and mapped the location of all of the joints and compromise joints and performed a physical inspection of their condition. These surveys and inspections provided a comprehensive assessment of the condition of Metro-North's infrastructure and will be used to develop future track maintenance and investment programs.
- TTCI also reviewed several areas within the Track Department, specifically: Inspection, repair and maintenance programs; training of employees; and quality assurance standards.
- Of particular focus as a result of the Bridgeport derailment was the practice of installing compromise joints to marry two pieces of rail that are of different sizes. While this is an accepted practice in track maintenance, Metro-North has made the decision to make welding these joints a priority. As of November 7, all mainline compromise joints have been welded and an ongoing program is in place to weld these and joints as they are installed.
- Metro-North's standards for track inspection and the manner and frequency of those inspections have also been examined and reassessed. Metro-North has communicated with

employees and will continue to reaffirm that the track inspectors' thorough performance of their inspections and repairs on the track is of paramount importance.

- Each track is individually inspected, either by high rail or on foot, a minimum of two times each week (based on Class 4 track) to identify, document and repair any exceptions.
- Automated inspections of track geometry will be conducted four times each year (instead of the two times a year they had been conducted in the past).
- Metro-North will procure specialized track inspection equipment to expand their ability to identify defects and plan and prioritize repairs and $10 million has been identified in the 2014 Financial Plan to fund this purchase. Until such time as this equipment is on the property, Metro-North will rent the equipment needed to increase track inspection capability.
- The track department has been reorganized. Metro-North has hired additional management employees within the department to increase oversight and expand technical expertise. The railroad is also committed to fill vacancies immediately and provide for succession planning for retiring employees. The department expects complete these activities by June 2014.
- An enumeration of all the work performed follows:

  <u>New Haven Line – CT MP 26.0 to MP 72.0</u>
  110 Slow orders removed
  7,900 ties installed
  6 switches installed
  Completed the rehabilitation of 36 poor drainage areas
  41 compromise joints and 72 straight rail joints were welded

  <u>New Haven Line – NY MP 12.0 to MP 26</u>
  Changed out rail Port Chester curve on 2 of 4 tracks
  Replaced poor tie conditions throughout the Port Chester curve on 2 of 4 tracks
  Completed the rehabilitation of 12 known poor drainage areas

  <u>Harlem Line – CP106 – CP 112 (These tracks are shared by all New Haven Line trains)</u>
  Excavated and removed 4,702 cubic yards of mud (to address poor drainage along the tracks)
  Removed 5,381 concrete ties
  Installed 6,610 new wood ties
  Installed 2,350 tons of new stone ballast
  Trenched 6,350 feet of the right-of-way shoulder or between tracks to improve drainage
- Work is continuing with the goal of elimination the New Haven Line slow orders caused by track conditions by year end. This work will then be done on an ongoing basis.
- Costs: The investments in CT are currently estimated to cost CTDOT $18M.

Accident in West Haven

After the tragic accident on May 28th in which a train was misrouted onto a track that was out of service for track work in West Haven, Connecticut, Metro-North reassessed practices and procedures to safeguard roadway workers. Since that incident, Metro-North implemented multiple changes in the Operations Control Center procedures and protocols. These include:

- Management personnel have been added in the Operations Control Center (OCC) to assist in oversight and compliance with protocols to allow track personnel to work as well as to ensure that workers are performing the work as they are trained.
- With the assistance of TTCI, they reviewed training procedures to ensure that the training modules for Roadway Worker Protection are well developed and efficiently delivered.
- The NTSB issued an urgent recommendation in the wake of this incident that called for the use of shunting devices or other redundant signal protection system. Shunting devices short-circuit the signals in an area to prevent a train from operating in that section of track. In response, Metro-North established a pilot program on east end of the New Haven Line to test the use of shunts with physical barricades. The pilot is progressing well in this specific area, although there are still concerns about using these devices in areas of track where there is third rail and in interlockings.
- Metro-North is developing an automated system that the railroad believes will provide significantly more protection for employees working on the right-of-way in any part of Metro-North's territory. This system allows the employee in the field to control the taking a track out of service or putting it back in service by use of a computer-generated, random code known only to that employee. This Enhanced Employee Protection System (EEPS) is being tested and is expected to be operational in January 2014.
- Until this electronic system can be fully deployed, Metro-North has put interim measures in effect: a dedicated OCC manager was designated to approve all actions taking a track out of service and putting it back in service. The OCC also reinstituted use of the handwritten BDA-1 form, as an additional safeguard.

Con Edison Power Outage at Mount Vernon

On September 25, there was a failure of the Con Edison feeder that supplies electricity to a substation in Mount Vernon that disrupted not only Metro-North service, but also caused disruption in the critical Boston-New York Corridor served by Amtrak. This incident was the result of a failure by Con Ed personnel during a "freezing" operation of the feeder line as part of a Metro-North project to upgrade its substation. The failure also demonstrated the lack of redundancy in the New Haven Line's power supply, resulting in the inability to operate the normal train schedules, even after a secondary supply was connected.

CTDOT is scheduled to connect two new substations in the first quarter of 2014 – one in Cos Cob and one in New Haven. These two investments, along with additional Metro-North work in New York State,

will provide full redundancy for the entire NHL, and be able to reverse-feed the area impacted by the failure in Mount Vernon. CTDOT is requiring the commitments of Metro-North and power company leadership to have complete project oversight plans as well as contingency power and service plans in place before these projects are implemented.

The cost of the substation outage to CTDOT is estimated at $10M, unless ConEd ultimately reimburses the ticket refund costs.

Derailment in the Bronx

On December 1, a train derailed in the Bronx on the Hudson Line. All 7 cars as well as the locomotive derailed at a curved track location in Spuyten Duyvil. Event recorder data indicated that the train was operating at a speed of 82 mph, well above the 30 mph speed this curve is rated. Metro-North began a series of corrective actions to address concerns raised by the derailment. The FRA issued an emergency order that required additional actions. All parties (MTA, MNR, FRA and CTDOT) agreed upon the action plan, and it is currently being implemented, as described below:

- Signal crews installed new protections at the Spuyten Duyvil curve, the site of the fatal derailment, which will warn train engineers of the approaching speed reduction and will automatically apply the train's emergency brakes if speed is not lowered to the 30 mph maximum in the curve. The signal improvement at Spuyten Duyvil was done simultaneously and in coordination with work to restore track, power and signal systems there after the derailment. Those protections were operating on all trains by Monday, December 9.
- By Tuesday, December 10, all Metro-North trains implemented enhanced communication between train engineers and conductors to ensure trains are operated at safe speeds at four other critical curves as well as at five movable bridges. Conductors will stand with engineers at each train's control cab through the critical curves to verbally confirm that speed limits are adhered to. Where the train layout prohibits the conductor from reaching the engineer in a locomotive, they will communicate by radio. They will also communicate by radio at the five movable bridges.
- Metro-North engineers are developing new signal protections to automatically enforce speed restrictions at the other four critical curves by March, and at the five movable bridges by September. The four critical curves are at Yonkers on the Hudson Line, White Plains on the Harlem Line, and Port Chester and Bridgeport on the New Haven Line. All five movable bridges are on the New Haven Line.
- Metro-North has also surveyed its tracks and reduced the maximum authorized speed at 26 locations to eliminate all locations where the speed limit drops by more than 20 mph. Signs will be posted along the right-of-way to alert engineers of reductions in maximum authorized speed at the four curves by December 16.
- Metro-North has committed to enhance its monitoring of compliance with speed restrictions. This monitoring is accomplished by reviewing the event data recorders from randomly selected trains, by sending supervisors to ride trains and observe speeds, and by operating radar gun enforcement at locations throughout the Metro-North network.

- Two-thirds of Metro-North's operating fleet is equipped with alerter devices in the engineer's position to ensure engineers remain attentive, and the remaining one-third is equipped with dead man's controls. Within the next year, all equipment without alerters will be either retrofitted to include them or replaced with new equipment that includes alerters.

Metro-North Safety Culture

Metro-North has undertaken a number of initiatives to improve safety and safety culture throughout the railroad.

- Metro-North has committed to implementing a confidential close call reporting system, a measure which will allow employees to anonymously report safety concerns without fear of reprisal in order to identify potential problems before they can cause an accident or injury.
- Metro-North has conducted safety stand-downs following each incident, providing the opportunity to listen to the immediate concerns of these workers about their safety and incorporate changes to the safety management system. The safety stand -own also emphasizes the importance of new training and the safeguards provided to Metro-North employees. Last week, safety stand-downs were conducted for 4,500 employees in over 200 sessions at more than 80 locations. These safety stand-downs will be conducted every quarter.
- Resources have been increased in the Safety & Security Department. Two new groups have been created: a new analytical group will be responsible for the evaluation of systemic risks and the development of programmatic approaches to safety concerns; responsibility for all incident investigations has now been consolidated within the safety department to ensure independent review of incidents as well as facilitate the ability to perform analysis of trends.
- MTA has established a Blue Ribbon Panel of experts in transportation safety and track maintenance to assist in the identification of the ways in which we can best improve.
- In addition to the confidential close call system, Metro- North is also encouraging employees to freely communicate safety concerns through their supervisor, through their safety committees, or directly to the local Safety Officer in our operational districts. There is also a local safety committee hotline that the employees can call to report safety concerns or violations 24 hours a day.

Service

New Haven Line service has experienced significant travel time and delay impacts due to the inspection of the tracks, the repairs and the implementation of the most recent FRA rule. Metro-North attempted to maintain all regular service and schedules when they began to do the major work of repairs in the Bronx between Melrose and Woodlawn beginning on July 1. This work required one of four tracks to be out of service in the Bronx during peak periods (two tracks during off-peak periods), where all Metro-North New Haven and Harlem trains must pass. While significant progress was made on the infrastructure, service continued to be impacted by major delays. A single train delayed by even a minute caused cascading delays across the entire network.

As a result, Metro-North implemented a new train schedule on August 19 that added up to 6 – 7 minutes of travel time on New Haven Line trains to accommodate the work that was being done.

On November 17, with significant work completed, Metro-North issued a new schedule that removed about 1 minute in most train schedules when compared to August timetable.

Through this entire period, Metro-North experienced service delays in excess of the normal performance that has historically run over 95% on time.

While there is still work to be done in the spring, Metro-North is planning to issue another revised timetable in mid-January that removes another 1-2 minutes from the most train schedules.

An example:

Train No. 1527 (express train from NH to GCT –stops at West Haven, Milford, Stratford, Bridgeport, Stamford) had 98 minute schedule in April 2013; had 105 minute (+7") schedule in August 2013; went to 104 minute (+6") schedule in November and will be 103 minute (+5") in January.

Metro-North has committed to review all its schedules before its April 6 schedule change and will advise CTDOT as to the schedule to restore train schedules to their pre-derailment times. Connecticut DOT has indicated that a plan to achieve the former schedule times as soon as possible must be aggressively implemented. Metro-North is working toward that goal while ensuring that the schedules that are developed and implemented can be operated safely and reliably.

Communication to Customers

Metro-North issued several key press releases during this period (June 12, August 15, November 14 and December 16). The railroad also directly communicated with its customers in a variety of ways. In addition to providing up-to-date information in a special section of Metro-North's website, seven seat notices providing information on this topic were placed on the seats of New Haven Line trains throughout the summer and fall (see examples attached). Updates were also included in Metro-North's customer newsletters Mileposts/Outposts as well as through email, Facebook posts and tweets.

Ongoing Reporting, Communication and Investments

As requested by Governor Malloy, Metro-North has agreed to increase communication to the Commissioner of CTDOT, both on an emergency basis and on a routine basis. Metro-North will develop a monthly report for the Commissioner that summarizes right-of-way inspection and maintenance activities as well as provides a look-ahead for future scheduled work.

Service impacts – both positive and negative -- will be clearly indicated. Governor Malloy asked MTA/Metro-North to develop an action plan that addresses these items, but also safety reporting, maintenance programs, remedial short term action plans, and longer term capital investment programs to upgrade the infrastructure. Monthly reports of all track, bridge, signal, power and equipment inspections and maintenance actions will be provided to the Commissioner.

These reports will identify all the immediate actions that were taken and all future scheduled work. They also will clearly indicate when there are service impacts and when any slow orders will be lifted. While it is understandable that track outages were necessary to complete critical maintenance, Connecticut customers deserve a commitment to restoring train service to the expected standards.

Positive Train Control

Metro-North began development work for Positive Train Control (PTC) systems in 2009, shortly after Congress enacted the legislation mandating its installation.

Earlier this year, the Government Accountability Office (GAO) concluded that many PTC components continue to be in various stages of development and have yet to be tested in a high-density environment like the one in which Metro-North operates. Additionally, in 2012, the FRA concluded that the majority of railroads across the country will be unable to meet the 2015 deadline because of many factors beyond the railroads' control.

Nonetheless, Metro-North will continue to move forward with the installation of PTC and other critical safety measures to ensure the optimum level of safety for its riders and employees. Most recently, the MTA Board approved a $428 million contract for a PTC system integrator; this was a joint contract for both Metro-North and the Long Island Rail Road. In addition to installing PTC as expeditiously as possible, Metro-North will continue to make prudent and necessary State of Good Repair investments to keep its infrastructure safe.

Connecticut has fully funded the implementation of Positive Train Control, and Metro-North has been asked to expedite full implementation of PTC throughout the network. This is an essential investment in safety that is a top priority. Connecticut has consistently funded all of the MetroNorth operating and maintenance budget requests, and has a record of increasing state and federal funding for the capital infrastructure. Any essential safety investments that are identified will be made a priority.

Schedule Changes Effective July 1 – September 2 To Accommodate Bronx Right-of-Way Improvements

To Our Customers

Metro-North will conduct a comprehensive right-of-way improvement program in the Bronx between Melrose and Woodlawn for nine weeks from July 1 through Labor Day, September 2.

Work taking place as part of this program will include track and drainage improvements, tie replacement, fencing repairs and general cleanup of the area along our tracks.

To accommodate this project, one of the four tracks in this area will be out of service at all times, requiring some minor train schedule changes

The schedules of a small number of AM Peak, PM Peak, and Off Peak trains will be adjusted, mostly between one and three minutes.

In addition, three AM Peak trains—one on the Harlem Line and two on the New Haven Line—will not operate.

Details of the changes by line are as follows:

On the Harlem Line

- The 8:03 AM local train from Mount Vernon West to Grand Central Terminal will not operate. Several other trains will make additional stops at Bronx stations to accommodate riders of this train, up to 15 minutes earlier than the train not operating.
- Nine other AM Peak trains will be adjusted up to three minutes, or travel time will be up to four minutes slower to make additional stops to accommodate customers of the train not operating.
- Three PM Peak trains will be adjusted up to three minutes.
- Travel time of two inbound Off Peak trains will be up to three minutes slower.

On the New Haven Line

- The 7:35 AM train from Port Chester, due in Grand Central Terminal at 8:18 AM, will be combined with the 7:09 AM from New Canaan, resulting in a two-minute longer ride for the New Canaan train's customers and no change for the customers who ride the Port Chester train.
- The 8:30 AM train from New Rochelle, due in Grand Central Terminal at 9:05 AM, will not operate. Customers who ride this train may take the 8:15 AM from New Rochelle, or the 8:08 AM train from Stamford, instead.
- One AM Peak train will operate three minutes earlier and one minute slower.
- Seven PM Peak trains will be adjusted by one or two minutes, and one additional PM Peak train will operate six minutes later but four minutes faster.
- One inbound Off Peak train will operate two minutes later, and travel time will be one minute slower for two other inbound Off Peak trains.

Also look for these New Haven Line adjustments associated with our ongoing Stations Rehabilitation Project:

- Several evening and late-night trains will see their schedules adjusted up to 22 minutes earlier or later, seven days per week, to accommodate the next phase of the New York State stations rehabilitation project (Larchmont through Harrison). To mitigate the weekday impact of this adjustment, a new local train will depart Stamford at 10:05 PM on weekdays for the duration of this project. When the project is complete, we will revert to the current schedule and this additional train will no longer operate

At the conclusion of the Bronx project, service will revert to the timetable currently in effect.

New July 1 schedule information is available online at **www.mta.info/mnr** and timetables will be available later this week in Grand Central Terminal and at outlying stations.

Customers between Melrose and Woodlawn stations please note:

- Please listen for special announcements at your station or on your train for boarding or exiting trains.
- When the track next to a platform is out of service, trains will stop on the inside (express) tracks, and bridge plates—temporary platforms that span the out-of-service track—will be in place. Please do not stand on the bridge plate while waiting for your train. Remain on the platform and wait until the train has stopped and customers have gotten off the train before stepping onto the bridge plate. Always use extra caution when using these metal structures.
- You may experience some train delays due to the combination of track outages, the use of bridge plates and trains stopping at opposite side platforms, which will significantly reduce our operating flexibility in the Bronx.

Metro-North will be monitoring train operations during this project and will make additional changes if necessary.

Please sign up for free email or text message service updates at **www.mta.info/mnr**

We appreciate your patience as we conduct these improvements to our right-of-way in the Bronx.

MTA .info

For Customer Information: 511 (Outside of New York State, 877-690-5114)

Cambios de horario efectivos del 1ro. de julio al 2 de septiembre para realizar mejoras a la servidumbre de paso en el Bronx

Metro-North llevará a cabo un programa integral de mejoras en el Bronx entre Melrose y Woodlawn por nueve semanas, entre el 1ro. de julio y el Día del Trabajo, 2 de septiembre.

El trabajo que se realizará como parte de este programa incluirá mejoras a las vías y al sistema de drenaje, reemplazo de traviesas, reparación de vallas, y limpieza general del área a lo largo de los rieles.

Para realizar este proyecto, en esta área siempre habrá una de las cuatro vías fuera de servicio, lo que requerirá algunos cambios menores en los horarios de los trenes.

Se modificarán los horarios de un pequeño número de trenes de hora pico por la mañana (AM peak), de hora pico por la tarde (PM Peak), y trenes en horas valle (off-peak), resultando en variaciones en su mayoría de entre uno y tres minutos.

Además, tres trenes de hora pico por la mañana (AM peak) – uno en la Línea de Harlem y dos en la Línea de New Haven – no estarán en funcionamiento.A continuación se indican los detalles de los cambios:

En la Línea de Harlem

- El tren local de las 8:03 AM de Mount Vernon West a la Terminal Grand Central no estará en servicio. Varios otros trenes harán paradas adicionales en las estaciones del Bronx para servir a los pasajeros que usan este tren, hasta 15 minutos más temprano que el tren que no estará operando.
- Se ajustarán los horarios de otros nueve trenes de hora pico por la mañana *(AM peak)* por hasta tres minutos, o el tiempo de recorrido será hasta cuatro minutos más largo debido a que harán paradas adicionales a fin de dar servicio a los usuarios del tren que no estará operando.
- Se ajustarán los horarios de otros tres trenes de hora pico durante la tarde *(PM Peak)* por hasta tres minutos.
- El tiempo de recorrido de dos trenes entrantes de horas valle *(off-peak)* será hasta tres minutos más largo.

En la Línea de New Haven

- El tren de las 7:35 AM proveniente de Port Chester, que debe llegar a la Terminal Grand Central a las 8:18 AM, se combinará con el tren de las 7:09 AM proveniente de New Canaan, resultando en un recorrido dos minutos más largo para los usuarios del tren de New Canaan, y no habrá ningún cambio para los usuarios que viajan en el tren de Port Chester.
- El tren de las 8:30 AM proveniente de New Rochelle, que debe llegar a la Terminal Grand Central a las 9:05 AM, no estará operando. En su lugar, los usuarios que acostumbran viajar en este tren podrán tomar el tren de las 8:15 AM proveniente de New Rochelle, o el tren de las 8:08 AM proveniente de Stamford.
- Un tren de hora pico por la mañana *(AM peak)* operará tres minutos más temprano y tendrá un tiempo de recorrido un minuto más largo.
- Los horarios de siete trenes de hora pico por la tarde *(PM peak)* se ajustarán por uno o dos minutos, y un tren adicional de hora pico por la tarde (PM peak) operará seis minutos más tarde, pero con un tiempo de recorrido cuatro minutos más corto
- Un tren entrante de hora valle (off-peak) operará dos minutos más tarde, y el tiempo de recorrido será un minuto más largo para otros dos trenes entrantes de hora valle *(off-peak)*.

También esté atento a estos ajustes que se harán en la Línea de New Haven en conexión con nuestro proyecto de rehabilitación de estaciones en curso:

- Los horarios de varios trenes que operan por la tarde y por la noche se ajustarán por hasta 22 minutos más temprano o más tarde, siete días a la semana, para acomodar la próxima fase del proyecto de rehabilitación de estaciones del Estado de Nueva York (de Larchmont hasta Harrison). Para mitigar el impacto de este cambio en días entre semana, un nuevo tren local saldrá de Stamford a las 10:05 PM en días entre semana por la duración de este proyecto. Cuando se haya completado el proyecto, volveremos al horario actual y este tren adicional dejará de operar.

Al concluir el proyecto del Bronx, el servicio volverá al horario actual.

La nueva información sobre horarios para el 1ro. de julio está disponible en línea en **www.mta.info/mnr** y los horarios estarán disponibles más tarde esta semana en la Terminal Grand Central y en estaciones periféricas.

Se advierte a los usuarios entre las estaciones de Melrose y Woodlawn:

- Por favor preste atención a los anuncios especiales en su estación o en su tren para abordar o bajarse de los trenes.
- Cuando la vía adyacente a una plataforma esté fuera de servicio, los trenes pararán en las vías interiores (expresas), y se colocarán planchas de acceso (bridge plates) – plataformas temporales que abarcan el espacio sobre la vía fuera de servicio. Por favor no se pare sobre la plancha de acceso mientras espera el tren. Permanezca en la plataforma y espere hasta que el tren se haya detenido y los pasajeros se hayan bajado del tren antes de proceder hacia la plancha de acceso. Tenga siempre especial precaución cuando use estas estructuras de metal.
- Podría haber algunos retrasos de los trenes debido a la combinación de interrupciones de servicio de las vías, el uso de planchas de acceso y el que los trenes paren junto a plataformas en el lado opuesto, lo cual podrá reducir significativamente nuestra flexibilidad de operaciones en el Bronx.

Metro-North estará monitoreando las operaciones ferroviarias durante este proyecto y hará cambios adicionales si es necesario.

Por favor inscríbase en **www.mta.info/mnr** para recibir actualizaciones gratuitas vía correo electrónico o mensaje de texto.

Le agradecemos su paciencia mientras que realizamos estas mejoras a nuestra servidumbre de paso en el Bronx

MTA .info

For Customer Information: 511 (Outside of New York State, 877-690-5114)

July 31 Update: Bronx Right-of-Way Improvements on Schedule

To Our Harlem and New Haven Line Customers

Overview

On July 1, we began a comprehensive right-of-way improvements program in the Bronx between Melrose and Woodlawn—a critical six-mile section of the railroad. New Haven and Harlem Line trains operate over the four tracks in this area and then merge with the Hudson Line south of this location. The project includes track and drainage improvements, tie replacement, fencing repairs and general cleanup of the area.

The extensive program of work is being undertaken one track at a time, requiring that the track being fixed is taken out of service continuously in order to accomplish the improvements as quickly and efficiently as possible.

Work Completed to Date

Right-of-way work will be finished on the inbound (to NY) track by August 5. After making repairs on the two middle tracks, similar comprehensive improvement efforts will begin on the outbound track side starting August 12, lasting through Labor Day.

Highlights of work completed to date include:

- **Excavated and removed 400 cubic yards of mud (resulting in poor drainage along the tracks)**
- **Removed 639 concrete ties**
- **Installed 769 new wood ties**
- **Installed 385 tons of new stone ballast**
- **Trenched 3,570 feet of the shoulder adjacent to the track to improve drainage**
- **Welded rail joints and installed new insulated joints**
- **Removed a significant amount of debris, garbage and graffiti on railroad property**
- **Installed new fencing**

Long-Term Benefits, Short-Term Delays

In the long term, our Bronx Right-of-Way Improvements Program will restore the high reliability of our service through this important section of the railroad and improve your commute.

The work is critical to improving the condition of our track infrastructure—the foundation of our service—due to the effects of years of poor drainage and flooding in the area as well as preventing its future deterioration.

As part of the overall right-of-way improvements, we are also repairing fencing that runs along the top of the "cut" and cleaning up the right-of-way. Because the tracks are below street level in a trough, they are an easy target for litter including old tires, grocery carts and discarded household items.

But, as the work progresses, the reliability of our service has been and will continue to be affected, with average delays of 6-10 minutes due to our significantly reduced track capacity and operating flexibility in the Bronx.

These delays are caused by a variety of factors:

- There is congestion in the Bronx, due to the fact that one of four tracks is out of service during peak commuting periods; two of four tracks are out of service during the off-peak.
- The use of bridge plates (temporary platforms that span the out-of-service track) increases the time it takes for our customers to get on and off our trains. This is due, in part, to the fact that bridge plates limit the number of platform access points and train doors you can use.
- There are speed restrictions and reductions in track capacity in areas both north and east of the Bronx to accommodate other long-term and routine infrastructure maintenance projects, which add to the delays. New Haven Line customers have been the most adversely affected by these additional restrictions.

MTA .info

For Customer Information: 511 (Outside of New York State, 877-690-5114)

August 5 Schedule Changes

We have been monitoring train service and the following schedule adjustments to enable more reliable train operation will go into effect on August 5 to accommodate the ongoing work:

On the New Haven Line

Inbound

- The 3:24 PM train from New Haven-State Street to New York will stop at Westport, South Norwalk, Darien, and Stamford stations 1-2 minutes later than the times shown in the July 1 timetables. **This train will no longer stop at Greenwich.**
- The 4:27 PM from Stamford to New York will depart Stamford station 5 minutes earlier, at 4:22 PM. Times at all other stations remain unchanged.

Outbound

Schedules of the following outbound trains (from Grand Central Terminal) will be adjusted as follows:

- The 5:20 PM train from New York to Harrison will depart one minute later, at 5:21 PM, and arrive at all stations one minute later.
- The 5:49 PM train from New York to New Haven (first stop Stamford) will depart at 5:50 PM, and arrive at all stations one minute later.
- The 5:50 PM train from New York to New Haven (first stop Fairfield) will depart at 5:48 PM, and arrive at all stations two minutes earlier.

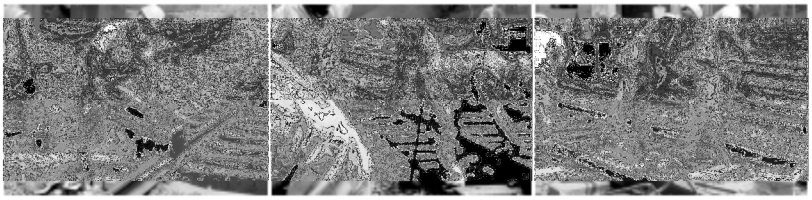
On the Harlem Line

Outbound

- The 9:55 AM train from New York to North White Plains will not stop at Botanical Garden, Williams Bridge, or Woodlawn stations. Customers may take the 9:25 AM train or 10:25 AM train instead. Note this train WILL stop at Fordham and all other stations at the times shown in the July 1 Harlem Line timetable.
- The 3:57 PM train from New York to North White Plains will depart Grand Central Terminal 12 minutes later, at 4:09 PM, and stop at all stations 12 minutes later than the times shown in the July 1 Harlem Line timetable. **Note that off-peak tickets will continue to be valid for travel on this train even though the departure time from New York is in the PM Peak period.** Also, for those customers who board this train at Bronx stations and travel to stations between Valhalla and Southeast, the 4:23 PM train from New York to Southeast will make an additional stop at Mount Vernon West to make a connection.
- The 5:09 PM train from Grand Central to Crestwood will depart at 5:11 PM and arrive at all stations two minutes later

For more details on train times, please visit our schedules page at **www.mta.info/mnr**

We will continue to monitor the work's impact on service, and will make additional changes if required.



Customers between Melrose and Woodlawn stations are reminded of the following:

- When the track next to a platform is out of service, trains will stop on the inside (express) tracks, and bridge plates will be in place. Please do not stand on the bridge plate while waiting for your train. Remain on the platform and wait until the train has stopped and customers have gotten off of the train before stepping onto the bridge plate. Always use extra caution when using these metal structures.
- Please listen for announcements at your station for boarding instructions, and on your train for exiting (you may need to move to the correct car to leave the train).

We appreciate your patience as we conduct these improvements to our right-of-way and will continue to keep you informed as the work progresses.

SCHEDULE CHANGES

Effective August 19th to Improve Service Reliability & Accommodate Bronx Right-of-Way Improvements

To Our Hudson, Harlem and New Haven Line Customers

New schedules go into effect on Monday, August 19th, on the Hudson, Harlem & New Haven Lines. This schedule change will take place while we continue and expand work on the Bronx Right-of-Way Improvement Project. It also reflects changes to the arrival and departure times of trains on all lines.

These schedule changes are necessary to:

- Expand the scope of work to correct additional areas of inadequate drainage. Further inspections, aided by the use of new technology such as ground penetrating radar, have indicated additional areas not visible at the surface where drainage needs to be improved.
- Improve our service reliability and address the delays you have been experiencing.
- Restore the three trains that were cancelled/combined on July 1st, so as to provide the most service possible while allowing our Bronx Right-of-Way Improvement Project to progress.

New August 19th schedule information is currently available on our schedules page at **mta.info/mnr**, and posted at all train stations. Customers may also call **511** for schedule information (in Connecticut call **1-877-690-5114**).

Printed timetables will be available after Labor Day.

This schedule will remain in effect through the fall until the Bronx-Right-of-Way Improvement Project is completed.

Schedule Change Details

The schedules for trains on the Hudson, Harlem and New Haven Lines will be adjusted between two and ten minutes to more accurately reflect travel times due to:

- Congestion due to tracks in the Bronx remaining out of service, reducing capacity.
- Speed restrictions in the Bronx to accommodate the improvements being made, as well as speed restrictions north and east of the Bronx to accommodate other long-term and routine infrastructure maintenance projects.

HARLEM LINE CUSTOMERS PLEASE NOTE:

- The 8:03 AM Harlem Line local train from Mount Vernon West to Grand Central will be restored.

NEW HAVEN LINE CUSTOMERS PLEASE NOTE:

- The 7:35 AM train from Port Chester to Grand Central will be restored.
- The 8:30 AM train from New Rochelle to Grand Central will be restored.

Shuttle Bus Service In Effect at Melrose and Tremont

Special shuttle bus service will operate to and from Tremont and Melrose stations. Customers may take buses to Fordham for train service. Buses will operate on a half-hourly basis during peak periods on weekdays, and hourly during off-peak periods and weekends. See the Melrose/Tremont Bus Plan schedule at **mta.info/mnr** for details.

Melrose customers may also use Yankees-E. 153rd Street Station as an alternative for train service.

Bronx Right-of-Way Improvement Project

On July 1, we began this comprehensive right-of-way improvement program in the Bronx between Melrose and Woodlawn—a critical six-mile section of the railroad. New Haven and Harlem Line trains operate over the four tracks in this area and then merge with the Hudson Line south of this location. The project includes track and drainage improvements, tie replacement, fencing repairs and general cleanup of the area.

Work was completed on the inbound (to NY) track on August 5th. As of August 12th, work has commenced on the remaining three tracks in the area.

The extensive program of work is being undertaken one track at a time, requiring that the track being fixed is taken out of service continuously in order to accomplish the improvements as quickly and efficiently as possible. In addition, this work requires that a second track is removed from service during off-peak periods and weekends. As a result, overall track capacity is reduced 25% to 50%.

The work is critical to improving the condition of our infrastructure as well as preventing its future deterioration. In the long term, our Bronx Right-of Way Improvement Project will restore the high reliability of our service though this important section of the railroad and improve your commute.

We appreciate your patience as we conduct these improvements to our right-of-way and will continue to keep you informed as the work progresses.

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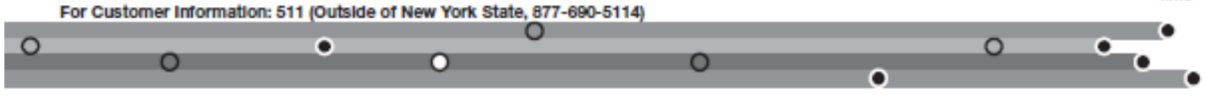
For Customer Information: 511 (Outside of New York State, 877-690-5114)