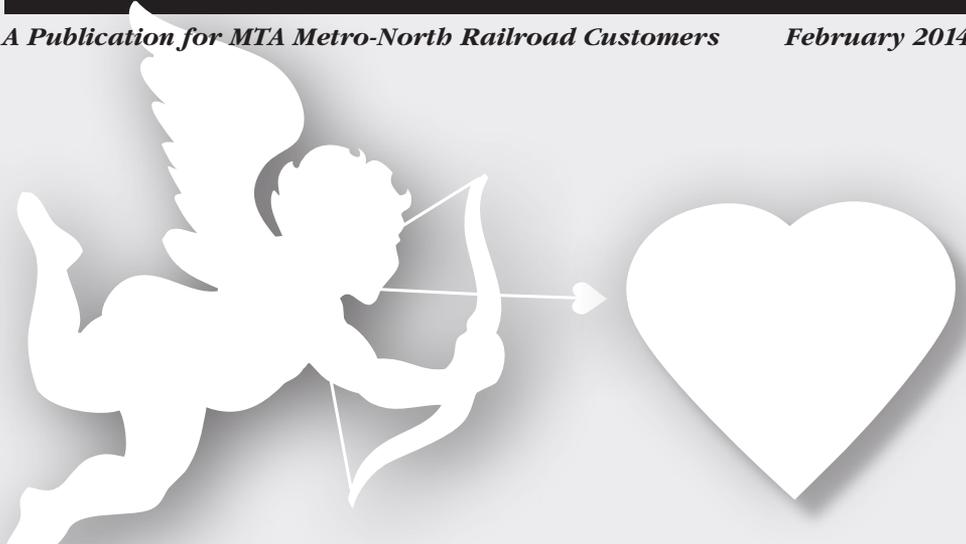


Mileposts

A Publication for MTA Metro-North Railroad Customers

February 2014



Meet Our New President

Our new president, **Joseph Giulietti**, takes the reins of the railroad at a critical time.

Fortunately, he is no stranger to Metro-North, having served as an executive here for 15 years, starting at the railroad's inception.

Most recently, Mr. Giulietti has served as executive director of the South Florida Regional Transportation Authority for more than 14 years. He started there in 1998 as deputy executive director and was named executive director two years later. The authority operates the Tri-Rail commuter rail system through Palm Beach, Broward and Miami-Dade counties, as well as other regional transportation services.

Mr. Giulietti began his career in 1971 with Penn Central while attending Southern Connecticut State University, where he received his bachelor's degree in history and English.

In 1978 he became a road foreman with Conrail, where he advanced to become assistant manager for operating rules.

He joined the newly-formed Metro-North in 1983 as superintendent of transportation, and later became engineer of track for the Harlem and Hudson lines, assistant director of transportation and schedule coordination, and director of a project to reduce operational inefficiencies and increase productivity.

"Having worked at Metro-North when it began operations 31 years ago, I'm honored to have the opportunity to lead a railroad that is such a vital part of life for the people it serves," Giulietti said. "Our customers have learned to have high expectations of their railroad, and I want to ensure it always performs safely, efficiently and effectively for the future."

Farewell And Thank You...

After a 34-year career at Metro-North, I have retired as president of the railroad.

Metro-North has constituted the major part of my career, and a good part of my life. I was privileged to be one of the founding members of the railroad in 1983.

We faced great challenges, many of which, at the time, seemed insurmountable. Yet over the years, we achieved successes that were unimaginable in those early days. We became the busiest railroad in the U.S. and along the way earned a reputation for delivering excellent customer service.

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A Word About Your Service

Many of you have recently asked about the consistency of the service we have been providing, and with good reason.

Trains that once arrived like clock-work now arrive late. This poor reliability has taken its toll on your commute and we want to answer your questions and explain what is going on.

Since the New Haven Line derailment in May of 2013, we have been engaged in an extensive system-wide review of existing safety and operating practices and have aggressively addressed a number of areas.

We have used state-of-the-art technology to perform a complete and comprehensive assessment of our track on all three lines. With this information, we have developed prioritized maintenance programs, keeping our right-of-way safe and in a state of good repair.

The most recent—and wide-reaching—example of this effort is the Bronx Right-of-Way Improvement Project between Woodlawn and Melrose. This work reduced track capacity by up to 50% in this critical six-mile section, *slowing everyone's travel time.*

While that project is now finished, we continue to rebuild our right-of-way in other locations in order to eliminate speed restrictions placed in certain areas. These speed restrictions are based upon track conditions that have been identified and are in need of repair.

This intensive focus on track is critical to the safe and reliable operation of the railroad, improving the condition of our infrastructure and preventing its future deterioration.

But it also impacts our ability to provide a reliable, on-time commute. A single train delayed by even a minute can create cascading delays across the entire network due to tracks being taken out of service.



On the New Haven Line, where the reliability needs the most improvement, ongoing critical infrastructure work continues to affect our ability to operate trains on the busiest rail line in the United States.

The current phase of the Connecticut Department of Transportation's project to replace the overhead catenary wire between Southport and Bridgeport now continues until May.

As a result we have less flexibility and capacity to operate trains as two of the four tracks in this 7-mile area remain out of service and temporary speed restrictions on the two tracks available in that area continue.

At Norwalk (WALK) Bridge, a four-track 100-plus-year-old swing bridge, speed restrictions have remained in place since last summer for ongoing repairs.

Following the December 1 derailment, Metro-North has taken a number of additional steps to enhance the safety of the railroad. These have led to certain speed restrictions and specific changes to our operating practices at five critical curves on all three lines, and the five movable bridges on the New Haven Line. In addition, we have reduced speed limits at 33 locations in our services both East and West of the Hudson River, in order to eliminate all areas where the speed limit drops by more than 20 miles per hour.

Finally, the most obvious factor impacting your service is a recurring one: the season. Winter weather has historically affected your commute, with cold temperatures and snow hampering our ability to provide you with consistent regular service.

This winter has been especially harsh, with sub-zero temperatures, snow and ice affecting signals and switches on all three lines.

And on the New Haven Line, the 100-year-old catenary and five





moveable bridges are highly susceptible to the effects of the winter weather.

Freezing temperatures can also affect our “cars” much like they affect your cars. On our older equipment, powdery snow can blow into traction motors, which turn the train car’s wheels, and the moisture can cause them to short out.

Moisture from powdery snow and ice can also freeze in brake lines, air compressors and door mechanisms, causing them to malfunction.

Unlike one of your cars, when one of our cars is out of service, it affects you and 100 or so of your fellow commuters.

And while we work to get our train cars back “on the road” as soon as possible, your train may have fewer cars — and therefore, fewer seats — creating more crowded conditions than usual.

You have told us how much you value reliable train schedules. And we will continue to work to develop a new schedule for the spring that provides you a safe, reliable service.

The new schedule will be based on an analysis of current operating conditions as well as taking into account the current status of key projects that are affecting your commute, such as: additional remediation of track areas with speed restrictions on all three lines; the catenary rehabilitation project between Southport and Bridgeport, and new bridge timbers on Walk Bridge.

We appreciate your patience as we deal with this series of significant challenges impacting your service.



Making History

Our East-of-Hudson ridership for 2013 was the largest in the railroad’s history.

At 81.8 million, it surpassed the previous record of 81.5 million rides that was set in 2008.

This is an increase of 0.7% above 2012 levels. Combined ridership on the East and West-of-Hudson markets was 83.4 million.

The Harlem Line was the fastest growing line with a 1.2% increase, carrying 26,949,667 customers.

The New Haven Line was up 0.5% and recorded its highest ridership ever, carrying 38,975,052 customers. That’s an increase of more than one million annual rides since 2008, and 175,000 more than in 2012, the previous record year when the line carried approximately 38.8 million customers.

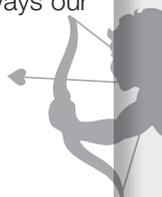
The Hudson Line grew 0.3%, carrying 15,877,559 customers.

Safety Rule(s) of the Issue

With “arctic blasts” a regular occurrence this winter (*Thanks, Canada, our friend to the north... not!*) we present the following cold-weather travel tips:

- Watch for icy conditions in station parking lots, sidewalks, platforms and stairs. Always use stair handrails.
- Even after you board your train, watch for slippery conditions. Snow, slush and ice from boots can make the floors slippery.
- Avoid moving from car to car. Icy conditions can exist in the areas between cars.

We bring you these reminders because your safety, no matter what the temperature, is always our first priority.





During the past year, commutation ridership grew 1.8%, reflecting the strengthening regional economy, while non-commutation ridership decreased 1% from the previous year, due to a variety of factors including weather and major service disruptions.

Celebrity Sightings

No, not at the Golden Globes, but in Grand Central.

The Terminal has been a hotbed of "Hollywood activity" lately, with "Captain America" star Chris Evans helming his directorial debut (*titled "1:30 Train," about a woman who misses the 1:30 AM train and a street musician who spends the night trying to help her make it back home before her husband does. This begs the question, "How late does he stay out?"*).

And then there is "Hands of Stone," a film about legendary boxer Roberto Duran and his equally legendary trainer Ray Arcel (played by Robert DeNiro), and how they changed each other's lives. DeNiro and co-star Ellen Barkin (playing Ray's wife, Stephanie Arcel) were recently filmed in a scene in which they were dining in the Terminal.

Those who like to play "Six Degrees of Kevin Bacon" will be happy to hear that his series "The Following" returns and one episode features Grand Central, as well as scenes on a train and at Crestwood.

And let's not forget the soon to open "Winter's Tale," starring Russell Crowe and based on the novel by Mark Helprin. The protagonist of this story, "Grand Central Pete," lives above the star ceiling in the Terminal.

That's just a partial list. In 2013, we hosted 49 commercial shoots, 15 documentaries, 15 corporate videos, 9 feature films, 6 short films,

8 student films, 6 television pilots, and 36 television shows. (*You would think we do double duty as a soundstage...*)

With the tax credits allowed by both New York City and New York State, our facilities continue to be used as locations for movies, commercials, photography shoots, documentaries... and anything else that may be entertaining!

And that all translates to more of what we call "non-passenger revenue" (revenues not generated from the sale of train tickets), because we charge production companies a fee to use certain facilities and cover our expenses.



Courtesy Corner

Who could hate Valentine's Day? (*People who are single, and people who are not, immediately come to mind, but we bet everyone else probably "loves" it.*)

We realize you want to look your best on this day dedicated to romance, but we ask that you refrain from grooming yourself on the train.

Nail trimming and filing, hair brushing, flossing, shaving, and any other attempts to "primp" are best done in private. (*Use our restroom if you must.*)

Better still, do it all before you board the train. Let people think you always look fabulous, without any extra effort.

It's the courteous thing to do.





Schuss!

Skiers rejoice: There are still a few weeks of winter left, plenty of time to take a Metro-North discount package to some of the area's most enjoyable slopes, including:

Thunder Ridge Ski Area's (now through March 16) scenic slopes are perfect for all levels of skiers and snowboarders — from beginner to expert. There are slow and gentle trails, as well as advanced trails to challenge the daring and adventurous! Go for the day or spend the weekend. Getting there is easy. Take the Harlem Line to Patterson Station where a shuttle bus meets designated trains to take you to the ski area. Later in the day, a shuttle bus will return you to Patterson Station to meet trains for your trip home. Please call **845-878-4100** in advance for weather and snow conditions, or visit **www.thunderridgeski.com**.

Racing downhill on two pieces of fiberglass not your idea of a thrill? How about hunting down your friends and family? (*They say man is the deadliest prey...*) **At Liberty Paintball** (at the Thunder Ridge Ski Area) there are over 350 acres on which to "take your best shot." And anyone ages 10 to 100 can participate. It's a great activity for the whole family. For more information, visit **www.libertypaintball.com**.

Purchase your discount package online through WebTicket (at least ten days prior to travel date), at any Metro-North ticket office or at any full-service ticket vending machine prior to or on date of travel (excluding Patterson Station).

For more details, or a list of all our Getaway Packages, visit **mta.info/mnr** and click on Deals & Getaways.

Farewell And Thank You...

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Last year, we celebrated two significant milestones—our 30th anniversary and the Centennial of Grand Central Terminal, for which we serve as the proud steward.

Amidst all the strides that we have made, however, last year was unarguably the most difficult period in Metro-North history and the most difficult of my tenure. The serious incidents that occurred, including the tragic Spuyten Duyvil derailment, shook us to our core. This event, in particular, will affect me for the rest of my life.

Every employee at Metro-North is committed to working diligently to operate the railroad in the safest manner possible, and to regain your trust. Your safety has always been, and always will be, our first priority.

Leading this railroad has been an honor. Without a doubt, any records that Metro-North has achieved have resulted from the hard work and dedication of its employees. It has been a privilege to be associated with this team.

I thank you for your ongoing patronage through the good, and even the tough times. For their unwavering support of Metro-North through the years, thanks also goes to our service partners and elected officials without whose assistance we could not have accomplished the many service enhancements that benefit our customers and communities at large.

I know that this railroad's new president, and all of its employees, will continue the pursuit of excellence that was set in motion in 1983.

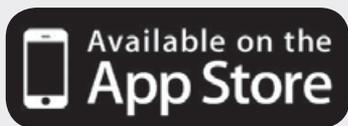
Sincerely,
Howard Permut

2013 On-Time Performance*

Line	AM	PM	Off-Peak		2013 Total
			Weekday	Weekend	
Harlem	94.8%	96.7%	96.4%	98.0%	96.4%
Hudson	95.7%	97.1%	96.6%	97.2%	96.7%
New Haven	88.6%	92.7%	91.8%	96.1%	92.4%
System	92.5%	95.1%	94.5%	97.0%	94.8%

*Arrivals within 5 minutes, 59 seconds of schedule.

**Year to date.



Have You Gotten This Year's Hottest App Yet?

No, it's not the "Love Calculator."
(This app "scientifically" measures the love between two people by entering their names and then calculating their compatibility.)

We're talking about the new, free Metro-North Train Time™ App: It's got everything you need to know on the go and more, including real-time train status and track information, invaluable emergency service alerts and service advisory notices on planned changes, station information, schedules and fares, elevator/escalator status, parking availability and getaways packages.

You'll love the cleanly designed navigation screen offering clearly defined categories from which you can begin quickly tapping your way to what you need to know.

What's the next train departing your home station? Not sure what fare applies to your upcoming trip? Going to a meeting at a station you're not familiar with? Don't fret—you can get it all from the Metro-North Train Time™ App!

And for those of you traveling into Grand Central, there is a map of the Terminal that pinpoints ticket windows, Ticket Vending Machines and kiosk locations.

Whether you are a daily commuter looking for real-time info about your regular trip or an occasional traveler searching for the best trip option, the Metro-North Train Time™ App is the most convenient and accurate way to help you plan a seamless travel experience.

The Metro-North Train Time™ App is available for iPhone and Android smartphones. Download it today!



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