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Press Release

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[Metro-North](#)

IMMEDIATE

Quiet Car Pilot Begins in Connecticut

On Monday January 9, a pilot program introducing "quiet cars" on MTA Metro-North's New Haven Line begins on select rush-hour trains.

The quiet car program, in which cell phone calls and loud conversations are prohibited, begins on a total of 18 AM and PM peak period trains for the comfort and convenience of New Haven Line rail commuters "Quiet cars have enjoyed great popularity and success elsewhere in the Northeast and it's time we brought them to Connecticut," said Connecticut Department of Transportation Commissioner James P. Redeker. "This program has been well received so far and we expect our Connecticut customers to enjoy the respite of this rush-hour only program," said Metro-North President Howard Permut.

New printed train timetables show a "Q" to designate the trains with a quiet car. The quiet car will be the last car for trains going to Grand Central Terminal in the morning and the first car for trains leaving Grand Central in the evening.

The program will be voluntary in nature with customers self-monitoring. However conductors will issue "shh" cards to customers who are non-compliant.

In addition, announcements will be made informing and reminding customers of the location of the Quiet Car and its restrictions. The use of electronic devices in the Quiet Car will be prohibited including cell phones, iPods, DVD players, laptops, etc. unless the device can be used in a manner that does not create any noise. If headphones are used, they must be at a volume that cannot be heard by others.

Customers can converse in the Quiet Car but they must use subdued voices.

Quiet cars have been catching on across the northeast.

New Jersey Transit began its Quiet Car program on the North East Corridor (NEC) Line in September 2010. Following the positive reception it received, Metro-North staff worked successfully with NJT to expand its Quiet Commute program on June 1, 2011 to include all of Metro-North's peak West of Hudson Service, both the Pascack Valley and Port Jervis Lines.

Response was favorable and the West of Hudson Quiet Car Program was made permanent. The pilot expanded to 36 peak Hudson and Harlem Line trains on October 16, 2011. On December 5, the Long Island Rail Road launched its Quiet Car pilot program on select peak hour trains that operate between Far Rockaway and Atlantic Terminal.

Metro-North, in conjunction with the Connecticut Department of Transportation, will conduct customer surveys to gauge feedback on the initiative in both states. If the response is favorable, the pilot may be expanded or become permanent later this year.