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Press Release

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[Metro-North](#)

IMMEDIATE

MTA Board Approves Credit for Metro-North New Haven Line Customers

Starting Wednesday Morning Five Additional Peak Trains Will Operate

The Board of the MTA (Metropolitan Transportation Authority) today approved a credit for Metro-North Railroad's New Haven Line customers with monthly or weekly tickets during the ongoing power outage. The railroad also announced that service on the line will be increased to about 65% of normal on Wednesday.

"Because of the unprecedented magnitude and duration of this disruption, the MTA Board has concluded that a credit for our customers is simply the right thing to do," MTA Chairman and CEO Thomas F. Prendergast said. "I want to thank my fellow board members for taking swift action to address this situation while we work to support Con Edison in restoring full power to the line."

At a special meeting today the MTA Board approved a credit toward future purchases for New Haven Line customers with monthly or weekly tickets valid for travel between September 25, 2013 and the restoration of full service.

An implementation plan as to how the credits will be received is now being developed and will be announced later this week on the MTA website, [mta.info](#). Any customer with a monthly or weekly ticket for transportation during this incident is advised to hold onto the ticket.

There will be five additional peak trains beginning Wednesday morning. The new service is made possible by the installation of a third temporary transformer by Con Edison to serve an eight-mile section where the main electrical feeder cable failed.

For New York customers at stations in the area of the power outage, the railroad is taking steps to reduce crowding. The local diesel trains that are originating in Harrison will now make fewer stops and customers at Pelham and Mount Vernon East will now be boarding electric trains that originate in Stamford. Customers between Harrison and to Mount Vernon East should check the new timetable.

The new timetable will be posted at [mta.info](#) Tuesday afternoon.

Park and ride facilities with free bus service to nearby transit alternatives will continue to operate through Friday. See the website for details.

Metro-North's New Haven Line was crippled by an early morning power failure on September 25. Limited diesel service was implemented immediately and gradually service has been added, including buses to the Harlem Line.

Metro-North apologizes for the inconvenience and is doing all it can to add and improve service and to support Con Ed as its crews work around the clock to restore power to the New Haven Line.