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Press Release

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[Metro-North](#)

IMMEDIATE

Metro-North President Catherine Rinaldi Continues 'Connect With Us' Customer Forums at Stations Across Railroad's Service Territory

Open-House Style Forums Continue to Connect Customers With Senior Metro-North Personnel to Discuss Ongoing and Upcoming Railroad Initiatives Focused on Improving Train Service, Customer Experience

MTA Metro-North Railroad today announced upcoming 'Connect With Us' customer forums, a program that the railroad initiated in 2014. For the fifth consecutive year, Metro-North will hold these forums at locations across its service territory, fostering an open dialogue with customers about service and progress on major issues.

Daily commuters, leisure travelers, community members and stakeholders are encouraged to attend and engage in constructive dialogue with Metro-North President Catherine Rinaldi and senior railroad staff who will be available to listen to customers experiences, share feedback and to answer questions. Customers and community members are welcome to address a range of questions and concerns with Metro-North senior staff members from multiple departments.

Metro-North leadership will take every opportunity to engage in meaningful ways with the public and listen to issues that are most important to customers and neighbors in the communities it serves.

Since Metro-North was formed in 1983, ridership has boomed from just over 41 million customers a year, primarily to and from "9-to-5" jobs in New York City, to an all-time high of 86.5 million customers in 2017.

To address this growth and to improve the experience of its customers, Metro-North created *Way Ahead*, a roadmap for the railroad's future that details actions to enhance safety, service, infrastructure, and communications.

The forums are a chance for Metro-North leadership to discuss how *Way Ahead* lays the foundation for the continued growth and vitality of the railroad and answer questions about what it means for customers.

"Our vision at Metro-North is clear, to set the standard for safety, reliability and innovation in the delivery of excellent customer service," said Catherine Rinaldi, Metro-North President. "'Connect With Us' forums are an excellent opportunity for us to inform the public about these efforts, as well as to listen and learn what we can do to make service even better for our customers."

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'Connect With Us' forums will begin at 7 a.m. and conclude at 8:30 a.m.

The list of upcoming 'Connect With Us' meeting locations is below:

When: Tuesday, January 29

Where: Beacon Station, overpass and underpass

When: Wednesday, February 6

Where: Brewster Station, waiting room

When: Tuesday, February 26

Where: Croton-Harmon Station, waiting room

When: Tuesday, March 12

Where: Nanuet station, platform shelter

When: Tuesday, March 26

Where: Harriman station, platform