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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 West-of-Hudson Stations

Senior Metro-North Personnel to Hold Open Houses During Rush Hours at Nanuet and Harriman

MTA Metro-North Railroad will bring its "Connect With Us" customer forums to West-of-Hudson stations in March, with the railroad's senior leadership coming to meet with customers in Nanuet on March 12 and Harriman on March 26.

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.

"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 customers to learn about these efforts, as well as to listen and learn what we can do to make service even better for our customers."

The railroad initiated the "Connect With Us" series in 2014, and for the fifth consecutive year, Metro-North bring these events to various locations across its system, fostering an open dialogue with customers about service and progress on major issues.

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 customer dialogs 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.

The upcoming events will be held as follows:

When: Tuesday, March 12 – 6 a.m. to 8 a.m.

Where: Nanuet station, platform shelter

When: Tuesday, March 26 – 6 a.m. to 8 a.m.

Where: Harriman station, platform