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Press Release

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[Metro-North](#)

IMMEDIATE

Metro-North Railroad Continues 'Connect With Us' Customer Forums at Mount Kisco, South Norwalk and Grand Central Terminal

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 will bring its 'Connect With Us' customer forums to Mount Kisco Station, tomorrow, Wednesday, Oct. 16, South Norwalk Station on Tuesday, Nov. 19, and Grand Central Terminal on Tuesday, Dec. 10. The railroad initiated the program in 2014, and for the fifth consecutive year, Metro-North hosts these forums at various 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 leadership 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.

"Connect With Us forums are an excellent opportunity for us to let the public know what we're doing to improve safety, service reliability and customer communications," said Catherine Rinaldi, Metro-North President. "The forums also give us the chance to speak directly to our customers, listen, and learn what matters to them, and find ways we can do to continue to enhance service."

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.

This year, Metro-North has held Connect with Us forums at ten other stations: North White Plains, Beacon, Brewster, Croton Harmon, Nanuet, Harriman, Mount Vernon East, Bridgeport, Woodlawn and Ossining. The program is on-going, and the railroad will continue to host these forums next year.

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.

'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: Tomorrow, Wednesday, Oct. 16

Where: Mount Kisco station platform.

When: Tuesday, Nov. 19

Where: South Norwalk New York-bound station platform

When: Tuesday, Dec. 10

Where: Grand Central Terminal