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Press Release

September 12, 2019

Metro-North

IMMEDIATE

Metro-North Crews to Make Comprehensive Improvements to Danbury Branch From Monday, Sept. 16, Through Friday, Nov. 15

Substitute Off-Peak Busing and Select, Minor Schedule Adjustments in Effect to Accommodate Branch Upgrade

MTA Metro-North Railroad advises customers that as part of its cyclical maintenance program, crews will be out in force making improvements to the Danbury Branch beginning on Monday, Sept. 16, and continuing through Friday, Nov. 15. Crews will replace ties, surface track, weld joints and cut brush; all this work means a safer, smoother ride for customers.

To accommodate these improvements to the Danbury Branch, beginning on Monday, Sept. 16, and continuing through Friday, Nov. 15, buses will substitute for off-peak trains, and there will also be minor schedule adjustments to select off-peak service.

Service details are below:

Southbound: from Danbury to South Norwalk:

- Buses will substitute for seven off-peak trains between 9:05 a.m. and 6:48 p.m. The bus that substitutes for the 6:48 p.m. train from Danbury will travel to Stamford and connect with the 8:30 p.m. local train from Stamford to Grand Central Terminal.
- The 9:17 p.m. train departing Danbury will operate 14 minutes later, and will operate 14-17 minutes later at intermediate stations. It will connect with the same train at South Norwalk that departs at 10:31 p.m. for Grand Central Terminal.

Buses from Danbury traveling to South Norwalk will depart **10 - 30 minutes earlier** than regularly scheduled trains.

Northbound: to Danbury from South Norwalk:

- Two morning reverse-peak trains, the 7:43 a.m. and the 9:21 a.m. departing South Norwalk, will have substitute bus service;
- Four mid-day off-peak trains between 10:44 a.m. and 4:15 p.m. departing South Norwalk will have substitute bus service;
- Two off-peak outbound trains will have schedule adjustments of 10 and 37 minutes:
- The 9:10 p.m. departing South Norwalk will operate 10 minutes earlier than its regularly scheduled departure, but will still operate as an "off-peak" train although it will be departing Grand Central Terminal at 7:51 p.m. instead of 8:01 p.m.
- The 10:47 p.m. departing South Norwalk will depart at 11:24 p.m., 37 minutes later than its regularly scheduled departure and will connect with the 10:06 p.m. from Grand Central and 10:55 p.m. from Stamford, which arrives in South Norwalk at 11:10 p.m.

Buses from South Norwalk traveling to Danbury will arrive at stations 10 - 30 minutes later than regularly scheduled trains.

Customers can view weekend bus scheduled departure times at this link: http://web.mta.info/mnr/pdf/08-26-19_DanburyBusing_both_v5.pdf

Many Ways to Stay Connected:

Information about the planned schedule change noted in this press release, and all planned service changes, is available through Metro-North Railroad's real-time service information sources.

MYmta app & MTA.info – Customers who use the new, comprehensive MYmta app will see real-time travel information for Metro-North and connecting services all in one place, with push notifications when service is not operating normally. As a caution, trains that start out their trips on time may experience delays en route. The Metro-North Train Time app also remains available for customers to access Metro-North train information. The rail tab of the "Service Status" box at new.MTA.info is always the definitive source for the latest status for each line, updated every minute.

Email and text message service updates – Customers are urged to sign up to receive the alerts by visiting MyMTAAlerts.com. To avoid unwanted messages, a user can tailor the messages to the specific branch, and the specific times of day.

@MetroNorth on Twitter – Twitter users can follow @MetroNorth to receive updates of a similar nature to the email and text alerts, shortened to fit Twitter's format.

The above communications channels can be accessed while at home or on the go. For customers who are located at stations, Metro-North will post the latest service updates on **digital signs** at station platforms and will make **audio announcements** over public address systems, and on-board announcements made by train crews.

For those who prefer the **telephone**, information is available from the Metro-North's Customer Service Center by calling 511, the New York State Travel Information Line, and saying: "Metro-North Railroad." For customers calling from Connecticut, the number is: 877-690-5114. Those who are deaf or hard of hearing can use their preferred service provider for the free 711 relay to reach Metro-North at 511.