

# Our Customers Integrity

## Communicate Timely, Accurately and Openly with Customers

**Metro-North has been focused on implementing new and better ways to communicate with our customers.**



Metro-North Railroad

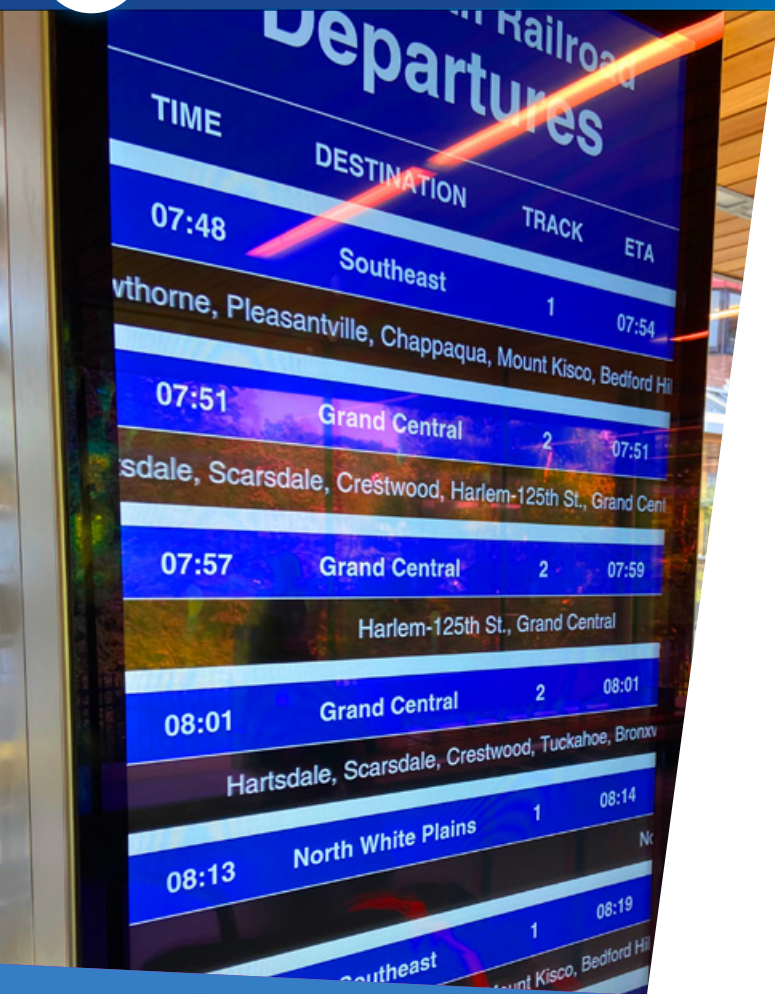
### WAY AHEAD

*MOVING FORWARD*

We have introduced more communication options and we are interacting with you more often — and increasingly in real-time. We are also working hard to make sure you have all the information you need at all points of your journey.

Moving Forward – we will:

- ▶ Provide face-to-face customer service at key stations through our **Station Ambassador Program**
- ▶ **Utilize multiple communication channels** and new technologies for customer information, service alerts and changes
- ▶ **Expand digital displays** throughout our system, including on-board trains
- ▶ **Expand use of the [Metro-North Train Time® App](#)** by introducing new functionality that meets changing needs



Time      Destination      Track      Stops



3:59 PM North White Plains      3      Williams Bridge

4106    4107    4136    4137    4062    4063    4238    4239



## Enhance Accessibility Across Our System

Metro-North has a long-standing commitment to accessibility, and we recently established an **Accessibility Task Force** to strengthen our efforts. The Accessibility Task Force is a forum for the exchange of information about Metro-North services and facility accessibility as they relate to persons with disabilities and their transportation needs.



Moving Forward – we will:

- ▶ Collaborate with the **Metro-North Accessibility Task Force** to identify opportunities for enhancements
- ▶ Partner with MTA Construction & Development to **install ADA compliant elevators** at Scarsdale, Hartsdale and Purdy's stations
- ▶ Promote our **Call Ahead Program** for customers who need assistance getting on or off of the train

# Increasing connectivity



## Deliver on Our Commitment to Equity

We are also now increasing our focus and attention on the issue of equity. The pandemic has highlighted inequalities in so many areas of society, and we want to be part of the solution when it comes to transportation and regional mobility. Providing customers and communities with enhanced transit options translates into more economic and social opportunities for all.

Moving Forward – we will:

- ▶ Participate in the establishment of an **Equity Task Force** to better address equity issues and topics
- ▶ **Focus on opportunities and connectivity for all** in the development of our service plans, including exploring additional first-mile and last-mile connections to our stations that will increase access and improve regional mobility
- ▶ **Continue to prioritize and advocate for additional capital funding** for station improvements in minority and disadvantaged communities throughout our service territory
- ▶ **Partner with MTA Construction & Development to advance the [Penn Station Access Project](#)** which supports equity goals by bringing four new stations to the Bronx, expanding access and significantly reducing travel times for East Bronx residents

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**WAY AHEAD**

**MOVING FORWARD**