

Our Customers Safety

WAY AHEAD

MOVING FORWARD

Maximize Customer Health, Safety and Confidence

We know Metro-North Railroad will play a vital role in the region's recovery.

With this in mind, providing you with a safe, clean and comfortable ride has never been more important.

We are here for you, and we are looking out for your health and safety — whether you are commuting to work, going to school, or are out exploring



some of the recreational and cultural destinations New York City and the region has to offer.

We are working hard to provide an excellent customer experience resulting in consistently high levels of safety, customer satisfaction and confidence.

Moving Forward – we will:

- ▶ Ensure all stations and trains are **cleaned and disinfected** frequently
- ▶ Advance the pilot of a **new air filtration and purification system** to enhance the air quality on-board our trains
- ▶ Increase customer utilization of the **new real-time capacity tracking feature** via the [Metro-North Train Time® App](#) and station signage by extending this functionality to the entire Metro-North fleet
- ▶ **Continue to partner with the MTA Police** to ensure customer safety and security at stations and on-board trains
- ▶ Expand the use of **video camera systems** for customer security



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Provide Safe, Responsive and Reliable Services to Meet Changing Customer Needs

The pandemic has fundamentally changed how both employers and employees are approaching office work.



Work from home, work from anywhere and more flexible schedules are reshaping the traditional in-person, 5-days a week 9-to-5 office culture. We know we will need to adapt, so we are looking into ways that our services can be responsive to evolving customer preferences and travel patterns. As more and more people return to the office over the next few months, we are ready to carry them back to work just as we have continued carrying the essential workers who have kept this region moving forward throughout the pandemic. We will need to continue to be responsive to the needs of all of our customers.

Moving Forward – we will:

- ▶ **Adjust train services and schedules** based on changing demands
- ▶ **Partner with and promote connecting services** and other mobility options, including a bike parking pilot program at stations
- ▶ **Utilize and integrate a new centralized scheduling system** to develop schedules more quickly and efficiently

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Increase Customer Safety Awareness

We want you safe.

Slips, trips and falls are still the most common customer injuries. We are redoubling our efforts to generate high levels of customer safety awareness which can lead to fewer preventable customer injuries.

Moving Forward – we will:

- ▶ **Focus new customer safety programs** on slip, trip and fall prevention
- ▶ **Expand the reach of [TRACKS](#)** (Together Railroads And Communities Keeping Safe) and suicide prevention programs

