

Pledge to Customers: as approved by CT Rail Commuter Council 12/21/11

Metro-North Railroad is dedicated to delivering safe and reliable transportation. Our highest priority is to ensure your safety and these rights are always subject to that paramount concern:

1. A Safe, Reliable Ride – Our top priority is to provide transportation that gets you to your destination safely, comfortably and on time. Rail cars will have functional lighting, heat in winter, air conditioning in summer, PA system and clean rest rooms. Metro-North will schedule service to meet anticipated demand so as to provide a seat for every customer and conductors will enforce rules to maximize seat availability.

2. Accurate and timely information - We will provide accurate, timely and meaningful information on service conditions, including via email alerts, mta.info, Customer Service phone lines, station displays, news, and public address announcements on stations and onboard trains to keep you informed and allow you to plan your trip wherever you are.

3. Courteous employees –Employees will be helpful and courteous at all times and will provide accurate and timely information to customers. Conductors and Assistant Conductors will wear visible name badges when on duty. Our goal is always to provide excellent service.

4. A Clean Environment – We will maintain a clean environment for our customers and the communities we serve, including on railcars, at stations and in station buildings we maintain. We will work to keep our property on and off the train as clean and litter-free . In areas that MNR does not control, we will work with state and local agencies to pursue the same standards.

When service is disrupted, you can expect us to respond quickly and your safety will remain our No. 1 concern:

5. Alternate Transportation – We will make every effort to stop trains at stations and open the doors to allow riders to seek alternate transportation and will provide customers with information concerning alternate routes and means of transportation. If MNR cancels service, we will make every effort to provide customers with emergency bus service whenever possible.

6. Comfort - If a significant incident occurs that prevents us from bringing a train to a station or that strands a train in a station for an indefinite amount of time, we will move immediately to assist affected riders. Emergency personnel will be dispatched to offer medical assistance and efforts will be made to provide water. Onboard personnel will walk through trains regularly and provide accurate and timely information to customers. If efforts to move the train are unsuccessful, you will be evacuated safely – either to another train, to a nearby station or to another facility designated as a temporary shelter . To facilitate these efforts, it is essential that customers listen for crew announcements. Customers are also encouraged to stay on and never leave a stranded train that is between stations unless directed to leave by under the supervision of the train crew or rescue personnel or if a clear life-threatening situation exists.

7. Weather Emergency Notification: If it becomes necessary to temporarily suspend service when extreme weather is forecast, we will use all our communication means so you can "know before you go."

8. Severe Service Disruption Procedures – MNR customers will be given up-to-date information regarding service restoration, including estimates when service will resume.

9. Refunds: In the event that Metro North cancels train service refunds of one-way and round-trip tickets will be available without payment of \$10 refund fee.

This Pledge will be posted on our web site, on our trains and at our stations. If you are not satisfied with the level of service you have received from Metro-North, email us at mta.info and let us know.

Approved unanimously 12/21/11
CT Metro-North Rail Commuter Council

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