

If you have a disability and want help getting on or off a Metro-North train,



Use Our Call Ahead Program!

- **Request help by calling 511**
(from Connecticut, 877-690-5114), and speak with a customer service representative 24/7. Please call at least 15 minutes (we recommend 1 hour) prior to your trip.
- **Provide the representative with your departing station**, the time you plan to travel, and your destination so they can notify the train crew in advance that you need assistance.
- **Ask for assistance from the conductor** if you are already on a train to Grand Central. The conductor can “Call Ahead” and arrange for an usher to assist you.

Customers can also get information on accessible stations and the best place to wait for the train on the platform from the customer service representative or by visiting: web.mta.info/accessibility/stations.htm



Metro-North Railroad

Way Ahead