

Our Customers Innovation

WAY AHEAD

MOVING FORWARD

Welcome and Encourage Customers to Return and Develop Strategies to Attract New Riders

Simply put, we want you back on our trains. We know the region's recovery and long-term sustainability depends on it. In addition to being safe, clean and reliable, we are seeking innovative ways to attract new riders and improve your customer experience.

Welcome back!

We want you and your family and friends riding our trains instead of adding to the region's post-pandemic traffic jams.

Moving Forward — we will:

- ▶ **Partner with the MTA** on communication campaigns to encourage customers to return
- ▶ **Review fare policies** and consider new options

Improve Your Customer Experience Through Innovation

Moving Forward — we will:

- ▶ Identify and implement innovative **customer experience enhancements** by leveraging industry best practices
- ▶ Roll out the new MTA-wide **OMNY fare payment system**
- ▶ Increase customer utilization of **MTA eTix®** App



NEW HAVEN LINE DEPARTURES			
TIME	TRK	DISTINATION	REMARKS
12:24	20	NEW HAVEN	STAMFORD - 1ST STOP
12:37	18	STAMFORD	FORDHAM - 1ST STOP
1:04		NEW HAVEN	CONNECTION TO DANBURY, NEW CANAAN
1:07		STAMFORD	FORDHAM - 1ST STOP
1:54		NEW HAVEN	CONNECTION TO SLE, WATERBURY
1:57		STAMFORD	FORDHAM - 1ST STOP

NEW HAVEN LINE DEPARTURES			
TIME	TRK	DISTINATION	REMARKS
2:04		NEW HAVEN	CONNECTION TO NEW CANAAN, SLE
2:07		STAMFORD	FORDHAM - 1ST STOP
2:24		NEW HAVEN	CONNECTION TO SLE
2:37		STAMFORD	FORDHAM - 1ST STOP
3:05		NEW HAVEN	CONNECTION TO DANBURY, NEW CANAAN
3:08		STAMFORD	FORDHAM - 1ST STOP

NEW HAVEN LINE DEPARTURES			
TIME	TRK	DISTINATION	REMARKS
3:30		NEW HAVEN	GREENWICH - 1ST STOP
3:34		STAMFORD	FORDHAM - 1ST STOP
3:58		NEW CANAAN	TRK - 1ST STOP
3:58		HARRISON	LIT VERBONK EAST - 1ST STOP
4:02		NEW HAVEN	CONNECTION TO SLE
4:08		SOUTH NORWALK	STAMFORD - 1ST STOP

INFORMATION			
ATTENTION	New Haven Line		
	Tracks will be posted 30 minutes prior to train		