

# 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**  
or 212-532-4900 (from Connecticut  
877-690-5114), and speak with a customer  
service representative 24/7, including holidays.  
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 representa-  
tive or by visiting: [http://web.mta.info/  
accessibility/stations.htm](http://web.mta.info/accessibility/stations.htm)



**Metro-North Railroad**

**Way Ahead**

[www.mta.info/mnr](http://www.mta.info/mnr)