

New Haven Line Rail Services



New Haven

New Haven Line

Connecticut Department of Transportation
P.O. Box 317546
Newington, CT 06131

Administrative Offices—
CDOT Rail Operations
203-789-7189

Metro-North Customer Service
(fare/schedule information)
1-800-METRO-INFO
(1-800-638-7646)

TTY/TDD Information Line
1-800-724-3322
(Text Telephone/Telecommunications
Device for the Deaf)

Web site:
www.mta.info/mnr

Customer Service Center
Hours of Operation:
Monday through Friday,
8:30AM–5:00PM
Recorded Schedule and Fare
information is available at
all other times



Information about The New Haven Line

- The New Haven Line is operated by MTA Metro-North Railroad and consists of the New Haven Main Line and the New Canaan, Danbury and Waterbury Branch Lines.
- Trains run between New Haven and New York City (Grand Central Terminal) during the following hours of operation:
Monday through Friday, 4:30AM–1:50AM
Saturday and Sunday, 4:40AM–1:50AM
Holidays, 4:40AM–1:50AM
Branch Lines run less frequently throughout the day

- The New Haven Line serves the following towns and makes stops at the following stations:

Mainline Stations

NEW HAVEN (Union Station and State Street)
MILFORD
STRATFORD
BRIDGEPORT
FAIRFIELD (Fairfield and Southport)
WESTPORT (Greens Farms and Westport)
NORWALK (East Norwalk, South Norwalk and Rowayton)
DARIEN (Darien and Noroton Heights)
STAMFORD
GREENWICH (Old Greenwich, Riverside, Cos Cob and Greenwich)

New Canaan Branch Stations

STAMFORD (Glenbrook and Springdale)
NEW CANAAN (Talmadge Hill and New Canaan)

Waterbury Branch Stations

DERBY (Derby-Shelton)
ANSONIA, SEYMOUR
BEACON FALLS
NAUGATUCK
WATERBURY

Danbury Branch Stations

NORWALK (Merritt 7)
WILTON (Wilton and Cannondale)
RIDGEFIELD (Branchville)
REDDING
BETHEL
DANBURY

- Direct train-to-train transfers are available in the same direction of travel.
- Bus connections are available at major stations.

Reduced-Fare Program for People with Disabilities or Senior Citizens (65 or older)

- People with qualifying disabilities who have the required identification can travel on the New Haven Line for half fare. Reduced-fare benefits are available for single-ticket purchases at all times except during the morning New York-bound peak (trains scheduled to arrive at Grand Central Terminal New York between 5AM and 10AM on weekdays). There is no reduced-fare program for weekly, 10-trip or monthly tickets since they already represent a significant discount.

Other Ticket Types

- **One-Way Peak**—For use on weekday trains arriving at Grand Central Terminal (GCT) between 5AM and 10AM and departing GCT between 4PM and 8PM. Valid for three months from date of purchase. Senior/disabled fare tickets are NOT VALID on morning trains traveling toward New York scheduled to arrive at Grand Central Terminal between 5AM and 10AM on weekdays.
- **Weekly Commutation**—Unlimited rides on all trains from Saturday through Friday. Non-transferable.
- **Monthly Commutation**—Unlimited rides in a calendar month for approximately 50 percent off the One-Way Peak fare. For sale 10 days in advance; non-transferable. Monthly tickets are also available with a MetroCard on the reverse side through Mail&Ride Plus, a convenient ticket subscription program offering a wide variety of discounts.
- **UniTicket**—A reduced-rate ticket that combines monthly or weekly round-trip local bus service with train fare. UniTicket is available through Mail&Ride and New Haven Line ticket offices.

Where to Buy

Tickets and passes may be purchased in the following ways:

- From ticket vending machines at all mainline stations and at Danbury, Wilton and New Canaan stations on the branch lines. (Cash and credit/debit cards accepted.)
- At station ticket windows. (Cash, credit/debit cards and checks accepted)
- On board trains (an additional fee is charged if purchased on board when ticket windows are open or a vending machine is available at the departure station). (Cash accepted.)
- Via the website. (**WebTicket** is a convenient way to buy monthly, weekly, 10-trip and senior/disabled fare tickets online using a credit card. Receive tickets by mail in 2 or 3 business days. Postage is free.)
- Mail & Ride program (see details at right.)

MAIL&RIDE

Mail&Ride

If you are a daily or frequent commuter, you may want to use the Mail&Ride program to have your monthly New Haven Line ticket mailed automatically to your home. This program does not provide any additional reduced-fare benefits, beyond the regular monthly ticket that costs approximately half the regular peak one-way fare and may be used during peak or off-peak hours for unlimited rides for the calendar month.

Mail&Ride payments can be deducted from your checking account, charged directly to a major credit card, or paid by check, money order, or Transit Chek. Mail&Ride applications are available at station ticket offices or online at www.mta.info. For more information call 1-800-649-NYNY (1-800-649-6969).



WebTicket



Features of Accessible Stations

The following stations on the New Haven Line in Connecticut are ADA-accessible:

Main Line

New Haven—State Street
 New Haven—Union Station
 Bridgeport
 South Norwalk
 Stamford

Waterbury Branch

Waterbury

Danbury Branch

Danbury
 Bethel
 Redding

New Canaan Branch

New Canaan

ADA-accessible stations have many of the following features that improve accessibility for customers with visual, hearing and mobility impairments:

- elevators or ramps
- handrails on ramps and stairs
- large-print and Braille signs
- audio and visual information systems (visual information systems are in development)
- accessible station booth windows/ Ticket Vending Machines (TVMs), where available
- platform-edge warning strips
- bridge plates to reduce or eliminate the gap between trains and platforms
- telephones at an accessible height with volume control, and text telephones (TTY/TDD). The pay phone is off the platform at the front of the old station at Waterbury.
- accessible restrooms, where restrooms are available





Boarding, Riding and Leaving Trains

To ensure that you have a safe, comfortable, and convenient ride, please follow these guidelines:

- Notify the conductor if you need help boarding the train. Conductors check the platform to identify passengers in need of assistance.
- All fully accessible and newly renovated station platforms have two-foot-wide yellow tactile edge-warning strips. Stay behind these strips until it is time to board the train.
- Customers using wheelchairs waiting for a train should remain at least five feet (if possible) from the platform's edge and position their wheelchairs with the brakes locked and wheels parallel to the track. It is best to wait in the middle of the platform because cars at either end of the train may be closed during certain times or may not line up with platforms at certain stations. Train cars with dedicated spaces for wheelchairs have a handicapped sticker displayed on the car for identification. Conductors will assist customers in wheelchairs or scooters who would like to board these cars.
- When boarding or leaving a train in a wheelchair, back on and off, so that the larger rear wheels lead. This makes it less likely that the small front wheels will get caught in the gap between the platform edge and the train. Whenever the gap or the difference in height between the train and the station is too large, ask the conductor to set a bridge plate in place to span the gap.
- Many cars on the train have designated seating for individuals with disabilities and senior citizens, as well as special wheelchair areas where the seats fold up to provide adequate floor space. Please station your wheelchair in the special area or position it in the vestibule area with wheels locked.
- Notify the train conductor of your destination if you want to be assisted when you leave the train. If you miss your station, please ask a conductor for assistance in determining an alternate travel plan.

Personal Care Attendants (PCA)

Personal Care Attendants (people employed to assist individuals with disabilities) are eligible to ride the train free when accompanying a passenger with a disability. The PCA must carry identification that shows that he or she is employed by an agency that provides services to people with disabilities.

Service Animals

Customers with disabilities are permitted to bring their service animals into all MTA transit facilities. The animals must be securely leashed for the safety of all customers.

Parking

In Connecticut, parking facilities are primarily operated by local municipalities. For parking information call Metro-North Customer Service at 1-800-METRO-INFO (1-800-638-7646) or visit www.mta.info and click on Metro-North Railroad and select "stations" on the side bar to find out about parking at a particular station.

Service Changes and Emergencies

Information about changes in service is provided over the public address system in rail stations and on the trains. If your train is rerouted from an accessible station, ask your conductor or the person at the ticket booth for assistance in determining an alternate travel plan.

In the event of an emergency, trained railroad personnel and members of the train crew will give you instructions on what to do.