

Dannel P. Malloy

GOVERNOR
STATE OF CONNECTICUT

April 18, 2014

Mr. Joseph Giuliatti
President
MTA Metro-North Railroad
347 Madison Avenue, 5th Floor
New York, NY 10017-3706

Dear Mr. Giuliatti:

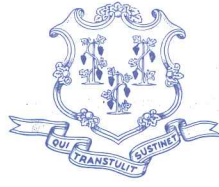
As you move forward with the 100-Day Action Plan, I want to be clear about my expectations for the anticipated May schedule changes. This is an opportunity to demonstrate your commitment to the safe, reliable and timely service that Connecticut residents expect and deserve.

From what I have been told, the schedule changes are adding minutes to train times and reducing the target for on-time performance – and we have not received an adequate explanation for either.

Safety is our number one goal, but safety, reliability and optimal trip times are mutually attainable goals. The May schedule must achieve the right balance for all three; customers must be confident that the railroad is safe, trip times are as short as possible, and that they can expect trains to be on time at least 95 percent of the time. We must have a clear explanation of why these goals cannot be achieved together at this time and a firm target for achieving them.

Customers have registered their complaints about late, crowded and slow trains very clearly and the May schedule change presents an opportunity to address these complaints. Minimizing travel time is critical to all riders on the New Haven Line, and fundamental to my economic development strategy in Connecticut. Even with the speed restrictions imposed by the FRA to address safety goals, it is essential that the May schedule deliver the best possible travel times between Connecticut and New York.

Also, service from New Haven to Grand Central Terminal has significant gaps that are constraining ridership growth between New Haven and Stamford. My budget includes funding to provide half-hourly service for all off-peak and weekend trains between New Haven and Grand Central Terminal, but you have been unable to commit to that. A commitment to operating this level of service is critical for the customers of the New Haven Line.



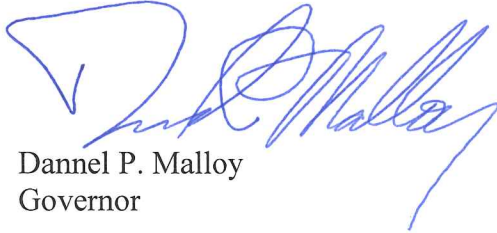
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Finally, service on our branch lines must also be another focus. We are working together to resolve signal issues at crossings on the Danbury Branch, which requires longer travel times and substitute bus service. The Waterbury Branch has experienced very poor reliability due largely to the performance of the equipment – an issue that needs resolution quickly.

It is clear that progress on safety, redundancy, and system modernization has occurred, and I commend you and your team on that. I expect that the new schedule will reflect your commitment to deliver a comprehensive program of safe, reliable and fast service in Connecticut. Indeed, Connecticut will not approve the new schedule without it.

Sincerely,



Dannel P. Malloy
Governor