STATE OF CONNECTICUT

DEPARTMENT OF TRANSPORTATION

2800 BERLIN TURNPIKE, P.O. BOX 317546

NEWINGTON, CONNECTICUT 06131-7546

Office of the
Commissioner

An Equal Opportunity Employer

November 17, 2014

Mr. Joseph J. Giulietti
President
Metro-North Railroad
347 Madison Avenue
New York, NY 10017-3739

Dear Mr. Giulietti:

The recently released MTA Customer Satisfaction Survey repeats and underlines the point that I have made repeatedly over the last year and a half: safe, frequent and reliable train service is critical for New Haven Line customers.

Connecticut has made significant investments to support the advancement of the safety program developed by Metro-North. We have added service to increase the frequency and convenience of the New Haven Line. Yet, Metro-North's on-time performance record is continues to deteriorate. Metro-North's service quality is unacceptable.

The Customer Satisfaction Survey reiterates what you already know from daily performance indicators. With the exception of September 2014, trains have been running well below even your own target of 92 percent, and often well below 90 percent. Yet, I have seen no campaign to identify and attack the causes of this performance.

I am asking you to perform an assessment of every class of service delay for failed train performance and an action plan to bring on-time performance to a minimum of 95 percent. Please deliver this analysis and plan to me by December 1, 2014.

Our customers and Connecticut residents expect Metro-North to focus on the New Haven Line and on continuous improvement of our highly critical commuter rail service.

Sincerely,

James Redeker
Commissioner