

**Connecticut Commuter Rail Council**

**June 19, 2019**

**CDOT Conference Room**

**Stamford Transportation Center**

**30 Station Place**

**Stamford, CT 06902**

The following Council Members were in attendance: Peter Garneau, Mitch Fuchs, Roger J. Cirella, Jim Gildea, Jeff Maron, Melissa Kane, and Mike Mahoney.

The following Council Members attended by phone: Terry Borjerson, Sue Prosi, and Laura Cordes.

The following people were in attendance: Glenn Hayden, MNR; Samantha Hawkins, MNR; Ben Cornelius, MNR; Michael Shiffer, MNR; Mike Donnarumma, MNR; John Longobardi, MNR; Esther Giordano, Max Maron, Brittany Baker Oehlsen, and Matt Blumenthal, State Representative.

The May 2019 minutes were approved.

**Public Comments**:

Esther Giordano, a commuter had two issues. The first issue is the new garage and the need for a tram to move people who are on crutches. The second issue is the MNR policy on trains for NY Yankees games. There was a game today and the trains were extremely crowded. Mike Donnarumma said Wednesdays are usually busy. Esther said there was no ticket collection. There is a car issue and MNR said sixty-six (66) new rail cars are coming.

Brittany Oehlsen, a commuter is concerned about communications. Brittany said the conductors are professional and courteous. Brittany is impressed with the MNR apps. John Longobardi said emails to MNR about specific trains is helpful.

Jeff Maron asked that MNR be honest with the commuters. John Longobardi said there is a delicate balance in communicating with commuters when it comes to fatalities on the railroad.

**Council Business:**

1. **Metro North Customer Service Satisfaction Results**

Samantha Hawkins, MNR said the survey will be finished in September. The results are flat this year. Two thousand six hundred (2,600) customers are represented in the survey results. The survey was conducted in June 2018. Overall, eighty-five (85%) of the commuters were satisfied with the New Haven Line.

Melissa Kane asked how the surveys are distributed. MNR said they are distributed randomly.

There are sixty-four (64) attributes. For example, commuters were asked to rate customer service and communications during unplanned service disruptions.

Jim Gildea asked to see the surveys on the Branch Lines. Surveys were completed by telephone and paper surveys were distributed.

Jim Gildea asked what was the overall conclusion of the surveys? MNR said capital work is going on so there are delayed trains. The lesson learned is a new sequence of capital work. Summer construction work will accommodate trains.

1. **Metrics on on-board fare collections/seat check policy adherence**

John Longobardi said MNR uses an electronic ticket system. Jim Gildea asked how successful is ticket collection. John said MTA uses an audit program. Trains are audited. In May, there were 161 tests for fares not collected. Four (4) out of the 161 fares were not collected. Nine (9) out of the fifty-six (56) fares were incorrect amounts.

John said conductors are audited. There are twenty (20) random audits per month. There are approximately one thousand (1,000) conductors out there on the trains. MNR is short staffed conductors. The training program for conductors has changed and the workforce will increase.

1. **Main Line Issues-questions for MNR**

Esther, a commuter asked about the seat checks on trains from New Haven to Bridgeport. Mike Donnarumma said seat checks have numbers on them.

1. **Branch Line Issues-questions for MNR**

The Hartford Line celebrated its one (1) year anniversary.

Glenn Hayden said the Atlantic Street reconstruction is scheduled for June 29, 2019 thru July 7, 2019. On July 4, 2019, there will be nine (9) days of busing on the New Canaan Line.

In the Fall 2019, work will be completed on the Devon Bridge so there may be six (6) or seven (7) weeks of busing on the Waterbury Line.

On the Danbury Line, preparations for full PTC have been completed.

1. **Stamford Station infrastructure (garage repairs, perpetual work on the access to track 5/kiss and ride by 95, escalator outages, etc.)**

No discussion**.**

**Adjourn at 8:42pm**

Respectfully submitted,

Roger J. Cirella, Secretary