



**Connecticut Commuter Rail Council
Commuter questions September 18, 2019**

- 1 When will more cars be added to the new haven line of Metro north?
66 new M8s will be added during 2020 bringing the total from 405 up to 471 (+16.3%)
- 2 Why is the 7:00AM train from Noroton Heights to Grand Central always a car short? The 7:27AM doesn't have that problem, big difference.
Tr# 1417 at 6:59 is scheduled to have 7 cars and was 100% compliant in August. Tr# 1429 at 7:27 is scheduled to have 9 cars.
- 3 Who decides how to allocate the 60 new train cars coming to the branch lines?
The new cars will be added to trains based on train ridership to provide adequate number of seats by MNR.
- 4 Why are trains always late?
Trains operate late due to unscheduled enroute delays. Trespassers, Medical Conditions, Police Activity, trees/cars on the right of way, extensive track work.
- 5 Why don't Harlem line trains run at full speed? Cars on the BRP go faster.
Trains on all MNR Lines operate at maximum, safe speeds based on FRA Track Safety Standards and to ensure safe train separation to prevent collisions.
- 6 Why doesn't Metro North even respond to customers' questions?
MNR Customer Service provides regular customer responses via email, social media and phone.
- 7 When is Bridgeport station going to get platforms for all 4 tracks?
CDOT
- 8 When are 4 tracks going to be back in service: In Woodlawn/Williams bridge, Westchester/Western Fairfield County, Westport/Greens Farms, Bridgeport/Stratford?
Due to required infrastructure work and extensive Capital Investments track availability will always be below 100%.
- 9 Does M-N have a track renewal train and if so how much track does it replace in an hour?
MNR does not own or operate.
- 10 When will M8 and M7 consists show what car you are in as the M9s now do?
No plans to add due to high retrofit costs.
- 11 Why aren't there any large LCD monitors in M8s or M7s like those found on SEPTA – a requirement under ADA and the world standard?
Displays will begin to be added starting early 2020.

12 With PTC in place, is the speed limit in the GCT throat going to be increased from the current one (10mi/h for a mile from the bumper blocks)?

No. 10 MPH is the maximum safe speed in GCT.

13 When will Metro North schedules revert back to earlier time tables? It was supposed to be sometime in September but nothing has changed yet.

MNR schedules are modified several times each year to reflect what customers can expect based on the status of infrastructure projects.

14 When will additional cars be added to New Haven line trains so that passengers are not jammed in like cattle?

During 2020 66 new M8s will be added.

15 Why don't Hartford line connections merit inclusion on the big board? Especially since this service carries more people than SLE alerts after just one year of operation?

According to Ticket Sales data we track the number of joint MNR/Hartford Line tickets sold. These can be bought at TVM's at New Haven and along the Hartford Line. Riders can purchase their combined MNR/Hartford Line fare in one transaction. Based on this data, we sell about 1800 to 2300 trips between the Hartford Line and MNR. This does not include any persons who may buy tickets on board MNR trains or people who buy a separate New Haven to MNR station ticket instead of a joint ticket. This means on an average weekday, there are between 70 and 100 trips connecting from the Hartford Line, not including the individual tickets I mentioned.

In contrast, according to the 2016 MNR OD Survey, there are about 950 trips per day by Shore Line East Riders connecting to MNR trains. In addition, there are about 400 trips (200 riders) per weekday from SLE stations riding direct SLE trains to Metro North Points between New Haven and Stamford. So on an average weekday there are about 1,350 average weekday SLE trips connecting to or using MNR stations. This contrasts to the approximately 100 to maybe 150 trips per weekday connecting from the Hartford Line. The Hartford Line overall may have more riders than SLE, but in terms of connecting riders to MNR there are about 9-13 times more SLE Riders connecting to MNR than the Hartford Line. This large difference explains why we show SLE connections compared to the Hartford Line.

16 Danbury schedule is terrible for a commuter – no service for the entire 7pm hour!! – 6:53 then 8:01. A work day easily means getting to GCT – 7:30. Connect to the 7:34 and swap the 8:01 with 8:07.... It always gets passed anyway. Then you have 6:53, 7:34, 8:07... tolerable.

17 Regarding the Danbury Branch study, could you guys help me understand how this is feasible? We're currently at two hour commute from Danbury or nearly that from Bethel. It's 90 min from Southeast to Grand Central. Even if it took 15 min to get from Danbury to Southeast via these tracks, you're looking at 1:45 on a good day. Cutting an hour off the commute as the articles mention would mean an hour commute. The math just doesn't add up. Am I missing something?

CDOT

18 There was an announcement today that stated: New Haven Line Customers: the 4:47PM train (#1640) from Stamford to Shore Line East has been cancelled due to equipment availability. Customers will be accommodated by the 4:51PM train (#1542) and 5:07PM (#1644). We apologize for any inconvenience. Please listen for announcements at your station. If we Car availability is 100% , why does this happen?

MNR M8 Availability is 100%. Tr# 1640 is diesel equipment provide by CDOT/Amtrak.