



August 26, 2019

The Honorable Tony Hwang  
Connecticut State Senator-28<sup>th</sup> District  
300 Capitol Avenue, Suite 3400  
Hartford, Connecticut 06106-1591

Dear Senator Hwang:

Thank you for contacting me regarding the New Haven Line train delays and poor communications experienced by our customers, and your constituents, on August 3 and 4, 2019. We apologize for the inconvenience to our customers as a result of the severe weather that occurred that night. We realize this and other recent weather-related events have impacted our train service lately and we are committed to taking any necessary corrective actions to address this situation.

The primary cause of the service disruption was trees that fell into overhead power lines, cutting power to the signal system. There was a downed tree on the south side of the tracks in Mount Vernon, as well as numerous branches in the signal wires on both sides of the tracks between Mount Vernon and New Rochelle. Metro-North is reviewing the design of the signal equipment to determine what improvements could be made to improve recovery times from these types of weather events.

As part of its track maintenance program, Metro-North has a robust tree trimming program in place to help combat downed branches and trees on the tracks. The railroad will continue its aggressive program to remove trees along the right of way, targeting its efforts to areas most likely to be impacted by storm events. When large storms are forecasted with enough advance notice, Metro-North pre-positions equipment and brings in additional maintenance personnel in order to be prepared to quickly address problems as they arise and minimize impact on train service.

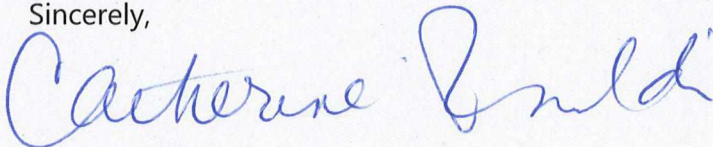
Train personnel are trained and expected to keep customers well informed at all times during an incident. Metro-North is reviewing the actions of the train crews that night and based upon this assessment, will take the appropriate corrective action.

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For customers who experienced travel delays that night, we have directed them to submit a refund claim using the on-line form found under Metro-North's Fare Information webpage at: <http://web.mta.info/mnr/html/fares.htm>. Metro-North's customer service team will respond to each specific concern.

We appreciate our customers patience and understanding during these weather-related events.

Sincerely,



Catherine Rinaldi

cc: Joseph J. Giulietti, Commissioner, CT Dept of Transportation  
Jim Gildea, Chairman, Connecticut Commuter Rail Council