



December 7, 2011

Dear New Haven Line Customer:

After attending a Customer Forum on the incidents that occurred near Westport during July 22nd's record-breaking heat, I made you a promise.

I told you that Metro-North would take steps to improve emergency protocols and customer communications during future incidents.

After carefully listening to what you had to say about service, and an extensive review of what occurred, we outlined a list of 19 initiatives to be acted upon and completed by the end of the year. I am pleased to report that we have completed the work on 17 of these initiatives; the last two will be done by the end of the first quarter 2012. [The action plan of initiatives is presented for your review in the attached document.](#)

In developing these actions, we took into account the concerns and complaints presented at the forum. Thanks to your input, we have been able to pursue a course that improves our customer communications and emergency response, not just for our New Haven Line customers, but for all our customers.

I want to assure you that everyone at Metro-North is committed to providing you with a safe and excellent service on a daily basis. Again, I thank you for your input in this process.

Sincerely,

A handwritten signature in blue ink that reads "Howard Permut".

Howard Permut