

## **COMMUTER ACTION GROUP SURVEY: April 2014 267 COMMENTS**

If it keeps up, I'll be forced to move out of CT or get a job locally. After 10 years of commuting this decreased performance in the past 8 months is the last straw.

4/13/2014 11:35 AM [View respondent's answers](#)

Wish bus service and trains would coordinate schedules. If I'm lucky and there aren't too many bus stops, no construction, the bus driver isn't talking to someone and the trains are their usual couple of minutes late I make my train. Otherwise I have to wait another half hour. That means a lot in the morning!

4/13/2014 10:56 AM [View respondent's answers](#)

We have had the worst experience with delayed trains to milford from Fairfield this school year. I feel terrible for the freshman girls. We have made other arrangements to travel to school at this point. I understand the power outage. Which we did not get credit for because it was only given to those who requested it. It was a surprise to me that metro North would not credit my account I have with them for automatic monthly train fare. Not angry just disgusted. If they had been thorough with their maintenance checks and stringent with their conductors that the public are vulnerable to when we put our welfare and even our lives in their hands. Makes one wonder how many years they skimmed (for whatever reason) to get to this recent past year of disaster and now leaving passengers getting on the train and hoping they arrive safely. We were angry when our trains were late now we are scared to even get aboard. PS: I shouldn't need to complain as the questions above can give metro north a way to say "if we had no complaints wouldn't know how to fix the problems"

4/13/2014 9:19 AM [View respondent's answers](#)

The New Haven line north of South Norwalk has been underserved as long as I have been commuting. Trains that stop five times pass as 'expresses'. With the new speed restrictions, Westport is approaching commute lengths that cannot be tolerated for extended periods.

4/12/2014 9:47 PM [View respondent's answers](#)

Yard stops should be eliminated. They only make the trains later. This inconveniences passengers. It is especially irritating when the train is already behind schedule.

4/12/2014 9:28 AM [View respondent's answers](#)

Sorry to be so harsh...it is 2014, pseudo-modern, wealthy society and the most laughable public transportation system in any advanced country and

metropolitan area. For the cost to the commuter, it is all around aggravating and embarrassing alike.

4/12/2014 8:33 AM [View respondent's answers](#)

The express service on some branches takes longer than driving, express on mass transit should take less time to reach its destination. For example Danbury branch service from Danbury to south norwalk.

4/12/2014 2:41 AM [View respondent's answers](#)

Frustration around extended train times. Used to be able to get from gct to Ffld main at approx 65 rush up to 75 max. Now even the shortest train is at least 75mins and then add in frequent delays. That time adds up.

4/11/2014 11:17 PM [View respondent's answers](#)

Love Metro-North and would like to see it extend further north on the Harlem division or up the Housatonic Valley.

4/11/2014 9:09 PM [View respondent's answers](#)

we need a political push for more infrastructure funding from both state and federal legislatures

4/11/2014 8:05 PM [View respondent's answers](#)

This service is really shameful for the amount that we pay. I have not been on a train in the last 6 months that has arrived on time and if I have it has not been more than once or twice and I'm a daily commuter. Rude conductors go completely unpunished, even the ones who I have advised metro north sleep on the train during the train ride....how do you not get fired for that? I would be fired immediately if my boss caught me sleeping on the job

4/11/2014 7:05 PM [View respondent's answers](#)

Take a cue from other railways... Tokyo subway rail makes ours look like a joke. Trains on time and orderly

4/11/2014 6:00 PM [View respondent's answers](#)

I do not want to call out conductors because the vast majority really care and do a great job. But I do wish they would be given better authority and tools to handle situations - from asshole commuters who take up more than one seat with their bags to handling a car with no heat. Recently I sat frozen on a car and could not move safely because I had a suitcase with me. All they needed to do was make an announcement such as - "at the next stop, we will hold the train so all those affected can move safely into cars with heat" and it would have been handled OK. But there was no such creative thinking. Just an example - but a telling one.

4/11/2014 12:41 PM [View respondent's answers](#)

Not looking for speed but for consistency!!! The schedules really need to be revised to: 1. reflect the "new" time it takes to get from CT to NYC; 2. better

spread out the trains (not 4 trains within 15 minutes then 1 train 30 minutes later; 3. care for the grounds. Some stations are very well kept - then there's South Norwalk. If you're standing on the NYC-bound platform and look over the railing, I swear there could be a dead body hidden in the garbage (never mind the vermin). The "maintenance/janitor" tries to look busy but does NOTHING except walk around with a little broom and dust pan (bathrooms are disgusting).

4/11/2014 11:01 AM [View respondent's answers](#)

They need to invest time and effort in commuter/customer service. If there was accurate and effective communication on a daily basis, commuters would feel more like people and less like cargo (i.e. the stupid track signs that give the date-not the TIME- and Good Service-even though the train is running behind).

4/11/2014 9:18 AM [View respondent's answers](#)

When I moved here 10 years ago you could set your watch by MetroNorth. Now the timetable is just a suggestion.

4/11/2014 8:53 AM [View respondent's answers](#)

So much would be solved if MN Employees would be nice, treat customers with respect and didn't constantly appear resentful that they have to do their jobs. Also, my ticket price should not be so high and should be discounted when service is poor - 20% late record, 20% discount.

4/11/2014 8:19 AM [View respondent's answers](#)

Trains are always late . And take longer than stated commute time . But all they do is continue to raise prices . It makes no sense

4/11/2014 8:11 AM [View respondent's answers](#)

Trains are just consistently slow, they stop randomly in the middle of the trip and arrive late

4/10/2014 10:07 PM [View respondent's answers](#)

I travel between New Haven (or West Haven) and Grand Central, NYC 6-10 per year for the past several years. Lucky me. I have never had a bad experience. ....except for parking in New Haven (now I use West Haven) Lower fares would be nice.

4/10/2014 8:51 PM [View respondent's answers](#)

Cleanliness continues to decline along with ontime performance.

4/10/2014 8:42 PM [View respondent's answers](#)

trains are constantly delayed. You cannot count on getting your location when you need to. Fairfield Metro Station NEEDS HEAT for winter.

4/10/2014 7:54 PM [View respondent's answers](#)

The conductors are always very nice and helpful. we did file a complaint via the website and the response we got was less than satisfactory

4/10/2014 7:32 PM [View respondent's answers](#)

The Danbury Line is the orphaned stepchild of the system. Our ride to NYC from Wilton ought to be roughly the same as from Westport. The Governor and State Representatives respond to my letters to the Wilton Bulletin by having supporters respond about how much effort they're making to improve the Danbury Line. However, I have been riding it for 22 years and it has gone from worse to worst. It's not enough to declare an effort and, therefore, a victory. Business people like me are held to a standard: tangible results. Otherwise, you're out. We expect no less from the politicians or they'll be voted out.

4/10/2014 7:14 PM [View respondent's answers](#)

Customer service is sorely lacking. Rode home from Manhattan to Bridgeport and the AC failed about 10 minutes into the trip. The Metro North employees did what they could, opened the widows communicated the problem and what they were trying to do to fix it. They provided information on the web site to voice displeasure which my wife did. If that was my company, I would have offered a voucher for the next trip. I wasn't expecting that but expected more than an "oh well" type of supply. RS

4/10/2014 6:24 PM [View respondent's answers](#)

Today, I asked a conductor to issue me a bill since I had forgotten to purchase my ticket. She refused. I spoke to other conductors and they have informed me that metro north policy allows for conductors to issue bills. OF course, I called customer service and the claim there is that it's up to the conductor. This clearly contradicts metro north's #05-14 notice which clearly says that conductors shouldn't put people off the train if they are willing to pay the bill. The manager claims she doesn't know about the letter and wanted to see a copy. How could she not have a letter when clearly she is a metro north employee? Do managers receive different information from train conductors? As far as I am concerned, Metro North managers couldn't care less about resolving customer service issues.

4/10/2014 4:45 PM [View respondent's answers](#)

The trains need to be on time - they are NOT now. The road bed needs to be smoother. The tickets prices need to be reduced. Of course, station parking could be better. Stamford train station is a MESS and NOT SAFE

4/10/2014 4:23 PM [View respondent's answers](#)

How do I apply for a job with Metro-North?

4/10/2014 2:07 PM [View respondent's answers](#)

I had a Conductor named Hecklinger absolutely SCREAM 2 inches from my face (spitting on me in the process) because I had a OFF PEAK 10 pass and mistakenly got on the last PEAK train at 7:56 PM in Grand

Central heading for New Haven. He clicked several spots off of my tickets, screamed and all while I didn't understand what was happening initially. I began to cry, other passengers were outraged and said they would complain about his behavior. Hecklingers behavior was so disproportionate to what turned out to be the issue that I suspect he was not sober. I am still quite upset. I contacted customer service and they assured me they would refund the passages he stole from my ticket extra and they never did. Mike in New Haven promised to help me but did not.

4/10/2014 1:57 PM [View respondent's answers](#)

The fees for a monthly pass continue to rise, but the level of service provided does not match the cost.

4/10/2014 1:24 PM [View respondent's answers](#)

These trains are still SO SLOW. Have you people been to other countries? Their trains are always on time (no "within six minutes" stuff - actually ON TIME). And they don't take 51 minutes to go 40 miles, that's for sure. It's pathetic. The train to Stamford alone, express, should be able to arrive in 30 minutes or less. Metro North is pathetic. I would say, though, that the conductors we seem to get on the train are fabulous. Really nice cordial people.

4/10/2014 1:01 PM [View respondent's answers](#)

You can reference my complaint #140410-000236 to MetroNorth tonight about a disaster on Saturday, March 22, 2014 when I had to depart an extremely slow train at Bridgeport and take a \$150 cab ride to get to my conference only ten minutes late. An attended who entered that same train at Harrison, NY got to my conference one hour and fifteen minutes late!

4/10/2014 12:59 PM [View respondent's answers](#)

The lack of self control of "irate" commuters does not help the situation. Makes us look bad.

4/10/2014 12:44 PM [View respondent's answers](#)

fix it

4/10/2014 12:14 PM [View respondent's answers](#)

My complaint was that the first morning train from Danbury has switched from a through train to a change at Norwalk. I sent it via email and never had a response.

4/10/2014 12:12 PM [View respondent's answers](#)

Start from the top (who sanctions Metro North) and work your way down (to employees) in recognizing whwere the problem starts and how effectively provide resolutions.

4/10/2014 12:09 PM [View respondent's answers](#)

Metro north has some control over Shoreline East and they always make us late waiting for them!

4/10/2014 11:49 AM [View respondent's answers](#)

Riding Metro North is like being transported into a 3rd world nation. Completely unacceptable transportation for the NYC metro area. It is a complete embarrassment and if there were an alternative, the trains would be empty.

4/10/2014 11:30 AM [View respondent's answers](#)

I HAVE SINCE PURCHASED A CAR AND I WILL NO LONGER GIVE METRO NORTH THE MONTHLY FEE I PAID FOR TWO YEARS. ASIDE FROM PAYING FOR TRAIN FARE, I SPENT QUITE A LOT OF MONEY GOING TO DR'S FOR STRESS AND HIGH BLOOD PRESSURE. BECAUSE OF METRO NORTH'S INABILITY TO GET COMMUTERS TO THEIR DESTINATION ON TIME I HAVE LOST TWO PART-TIME JOBS. MY TRUST IN METRO NORTH IS COMPLETELY GONE.

4/10/2014 11:15 AM [View respondent's answers](#)

Danbury Branch: Need more trains going from Stamford/NYC to Danbury. There are not enough night PM trains after 7pm going straight to Danbury. It affects my work schedule greatly as I work in public accounting and feel very restricted not being able to take any later trains than 7pm. Trains are ALWAYS late- even with the new schedule. Going to Stamford, we have to sit in South Norwalk for 10 mins every morning (6:38am train), and it ends up making trains 10+ mins late to Stamford/NYC.

4/10/2014 11:06 AM [View respondent's answers](#)

I just want to say I have never had any complaints about the conductors on the trains. I feel like they get the frustration and they take a lot of anger from customers and I have never heard/seen a conductor respond rudely to a customer. I would like it to be known that the conductors do a great job with what they are able to accomplish and actually seem to feel bad when a train breaks down/loose heating/delays/etc. One thing I would like to recommend that would make the commute a little more understanding is to adjust the schedule - right now I have heard that Metro North has slowed down trains (which is fine) but they should adjust the schedule of when the trains should be arriving at their destinations. Currently I arrive at least 10min late EVERY day to my destination - wouldn't be a huge deal if the schedule was changed to reflect that. It is more of a mind game but I think that would help people to better prepare for pickups/trains arriving late at stations/etc. I know accidents/issues happen in every type of business. I feel there is no blame on one person, it is a group effort and as a

passenger (who has been frustrated at times) knows everyone does need to work together to figure out solutions and not just point fingers.

4/10/2014 10:11 AM [View respondent's answers](#)

I moved to CT in October 2011 when my monthly ticket (from East Norwalk to GCT) was \$280. It's now up to \$330. That's an additional \$600 a year - this needs to stop!!!!

4/10/2014 9:41 AM [View respondent's answers](#)

You shouldn't charge us more but give us a worse commuting experience.

4/10/2014 9:07 AM [View respondent's answers](#)

It seems as if MetroNorth thinks it cannot run a safe system that is also punctual. In its new PR campaign, building a culture of safety is the most important goal. Safety is obviously important, but what about the lack of seating and reliability and punctuality? The service is awful for the amount of money I fork out yet I don't get the sense that's a priority with MetroNorth. Some slug falling asleep at the controls because he is a snorer is not a system problem. It's a personnel problem and there seems to be a lack of accountability within MetroNorth. In addition to the snorer who can't stay awake to do his job, you have the engineer in training who was caught pleasuring himself while hovering over a sleeping passenger. That cretin was suspended with pay. Why shouldn't he be fired on the spot? The MTA union's needs apparently come before the passengers. It needs to be reined in.

4/10/2014 8:55 AM [View respondent's answers](#)

The decline in service has seemed to happen in the last couple of years. My guess is a number of middle managers who knew how to run a railroad retired and the people left do not know how to run a rail road. For example, who authorize the replacement of the power feed to the train controller in GCT during rush hour? Why could that work not be done in the middle of the night. It seem that Metro North is putting dollars ahead of running a safe and efficient rail road. Whoever made the decisions like the power feed replacement at GCT or leave only 1 feeder that failed during feeder replacement shutting down train service for 2 weeks last year should be terminate. There should be ramifications for bad management decisions. The culture of metro north need to change from a public agency treating passengers as cattle to one that promote safety and take pride in efficiently moving passengers.

4/10/2014 8:44 AM [View respondent's answers](#)

As a daily commuter from Shoreline East to NYC..I can not thank you enough for creating this MUCH NEEDED CT 'Commuter Action

Group.Metro North's endless dysfunction might have never changed had you not created this public voice.THANK YOU! Van

4/10/2014 8:13 AM [View respondent's answers](#)

Peak trains need more cars. Accurately adjust timetables. Train is consistently late by the same amount of minutes everyday. Announce when trains are delayed. Accurately update info on metronorth app (when train is late, app usually mentions it but by far less time than it actually is: ex. App says train is 5 min, train is actually 15 min late). Lower fees because the service provided is a commuter service and shouldn't actually cost more than commuting regularly especially with all the problems metronorth seems to have.

4/10/2014 7:47 AM [View respondent's answers](#)

I don't expect my bus or airplane to arrive to the minute. Why should I expect my train to?

4/10/2014 7:26 AM [View respondent's answers](#)

I believe I am experiencing a marginal improvement in the past few weeks. Waterbury branch seems to be more on- time. Time will tell if the 100-day plan results take hold.

4/10/2014 6:39 AM [View respondent's answers](#)

Get your shit together!

4/10/2014 5:30 AM [View respondent's answers](#)

Trains have gotten more and more crowded yet no trains are ever added to accomodate the growing number of commuters. More express trains are needed, instead of taking away express trains as was recently done by adding a Stamford stop to the 6:31 pm New Haven train.

4/9/2014 5:08 PM [View respondent's answers](#)

NEW CEO IS DOING A GREAT JOB SO FAR,PLEASE GIVE HIM A CHANCE ON THE JOB

4/9/2014 4:01 PM [View respondent's answers](#)

The service isn't that bad. It's just when there are issues, it can be a total mess making it very difficult for commuters to get where they need to. Some commuters, like myself, have very long commutes and have to have everything timed correctly in order to get in and out of NYC. If the trains have an issue, my whole schedule can be thrown off.

4/9/2014 3:24 PM [View respondent's answers](#)

add an early train for pete's sake!

4/9/2014 3:12 PM [View respondent's answers](#)

Employees are always helpful & courteous on metro & all of its affiliates.Im sure Mr.Giulietti will bring the RR back to being # 1 - -What CEO makes personal visits (customer forums) to visit with the public regarding the



recent problems ? This speaks volumes about this man,lets give him a chance.Thanks for your time.

4/9/2014 1:50 PM [View respondent's answers](#)

The service is deteriorating rapidly. The company needs strong leadership to pull it out of its tailspin

4/9/2014 1:27 PM [View respondent's answers](#)

It's still safer than driving I-95. That said, I am working at home more. The lack of a commute makes my time more productive, and I avoid catching colds from my fellow commuters.

4/9/2014 12:34 PM [View respondent's answers](#)

To suggest that metro north has historical put on time performance ahead of safety is one of the most ironic statements I've ever read. The New Haven line is, literally, never on time - even when they've built in some extra padding. I'm concerned that they will add even more padding into the new schedule to prop up their on time stats. Pathetic.

4/9/2014 9:50 AM [View respondent's answers](#)

No blame for the conductors--I think most are doing the best they can with the situation. I absolutely blame poor management for these issues.

4/9/2014 8:44 AM [View respondent's answers](#)

Clean the bathrooms

4/9/2014 8:39 AM [View respondent's answers](#)

My 5:34am train is late every single day. I used to brag about how great Metro North was but the last few years Metro North is always late. Being late is the new normal.

4/9/2014 8:03 AM [View respondent's answers](#)

The morning train from Noroton heights is late arriving to grand central everyday. 7:28am train only had one stop and is always around 10 minutes late by the time the doors open. That is close to 20% late- unacceptable.

4/9/2014 7:33 AM [View respondent's answers](#)

thanks for doing this. long overdue.

4/9/2014 6:22 AM [View respondent's answers](#)

I ride the Danbury Branch. The trains are rarely on-time. Service was very bad over the past 3 months. Something is wrong with the new gates and the trains have to stop at every one.

4/8/2014 10:37 PM [View respondent's answers](#)

I used to feel safe riding Metro North but after the recent accidents and safety reports I admit I'm now less comfortable on my daily commute.

4/8/2014 8:17 PM [View respondent's answers](#)

If a train is late everyday, change the time!!

4/8/2014 6:45 PM [View respondent's answers](#)

Reduce rates while you figure out your problems. Bring better service - your passengers deserve it!

4/8/2014 6:44 PM [View respondent's answers](#)

The app doesn't tell true delays. Also some signs outside at Stamford would be great. While your at it please add next train to arrive at ever station on boards/signs

4/8/2014 5:55 PM [View respondent's answers](#)

MetroNorth service has been unreliable for months, and it's insulting and upsetting that in the face of such poor service, not only have we not gotten a discount, but there's talks of fare increases. Before charging us more, give us something worth paying for.

4/8/2014 5:46 PM [View respondent's answers](#)

Need more trains going to and from Danbury. Also need to stop stopping before South Norwalk in the AM for other trains- we get there on TIME but it makes us late, and I miss my shuttle every day to work- which makes me late to work.

4/8/2014 4:50 PM [View respondent's answers](#)

Jim, If late trains are the new norm, I am selling my home next year and moving to north shore of Long Island where I can get premium service on LIRR's Port Washington branch (red line). Once East Side Access is complete, commuting from LI will be a breeze if you work around Park Ave. So I'll only have 1/4 instead of 2 acres - less upkeep, no ticks, walk to station and home earlier!

4/8/2014 4:33 PM [View respondent's answers](#)

third world countries have better service. bring back my 60 min train ride

4/8/2014 4:17 PM [View respondent's answers](#)

The Danbury branch line service has been horrific. In November, 2013 additional trains were finally added to accomodate the needs of the ridership; in January, 2014 a 5% increase went into effect and not long afterwards, HALF of the train service (both the original AND additional train service) was removed due to a foolish decision to hire a contractor to install "updated" signal/gate system which already had a history of failure with Long Island Railroad. Predictably the system failed and to address the problem, HALF of the Danbury train service was removed (no rail service during weekends and off peak trains are cancelled replaced by poor bus service). This lack of foresight and attention to detail speaks volumes to the general customer service practice adopted by Metro North management. Conductors have assured commuters that they have voiced their complaints to Metro North managment and are repeatedly ignored. The evening bus service provided by Peter Pan bus service is a joke. The Peter

Pan bus line is unprofessional, inadequate and provides unsatisfactory service. It is not uncommon for drivers to get lost in route, take "backroads" and or "shortcuts" which causes further loss of time and drivers getting lost plus drivers then perform three-point turns and or other dangerous driving maneuvers on roadways that were never designed to accommodate such large busses which places the commuters' safety in danger - a sharp contrast to the latest Metro North announcement that "safety is our primary concern" By allowing Peter Pan bus line to continue unsupervised, Metro North management has knowingly approved of such a dangerous operation and has accepted the potential consequences. In addition, there is no reason why train commuters that are charged FULL price (monthly, weekly, daily, peak hour fares) should tolerate such an avoidable burden brought on by incompetent management decisions that continue to deliver poor customer service results. This was not brought on by foul weather, water washout or any other unforeseeable issue: this is solely the offspring of poor decision making at the cost of the ridership. To add further insult to the ridership, commuters are told that the "repairs" are long term, i.e. 10-12 week duration and what makes commuter misery further compounded is equipment that was "repaired or replaced" at Branchville station crossing, was again, in need of further repair due to "foul weather" issues. Commuters are told that the "repairs" does not include an overhaul or replacement of equipment clearly not suited for the climate of the Northeast. Metro North's media campaign needs to refocus their marketing campaign as travel weary commuters no longer trust information provided by their well versed robotic campaign managers and redirect their resources to better reflect actions in keeping with 150 YEARS of nationwide railroading experience.

4/8/2014 2:48 PM [View respondent's answers](#)

Poor Organizational structure and oversight ultimately leads to problems throughout the whole Metro-North System...

4/8/2014 1:36 PM [View respondent's answers](#)

Still don't see any changes. Trains are still late, crowded and dirty.

4/8/2014 1:20 PM [View respondent's answers](#)

The service has gotten worse recently. It's very noticeable. I'm thinking about driving given the unpredictability of the train especially when I have to be in by a certain time.

4/8/2014 1:14 PM [View respondent's answers](#)

Overall male crew members are shabbier looking than female counterpart. Trains are not well cleaned and Train crew doesn't seem to put heat on new train or really make use of comfort improvements on train.

4/8/2014 12:28 PM [View respondent's answers](#)

The new trains are a joke, with absurdly loud doors beeping and incessant digital voices on loudspeakers constantly barking out redundant messages every few minutes, over and over again. Worse is the heating/AC blowers. Instead of staying on at an appropriate steady temperature, they blow heavily and directly on the passengers with air that is too hot or too cold until it is so uncomfortable, then they shut off and the air returns to the previously uncomfortable temp, and then they go back on again at uncomfortable extremes, and the cycle starts all over again. people are putting on and taking off jackets and sweaters every few minutes....or else forced to suffer. Very poor design and should have been considered before the new cars were bid out and ordered. What a shame.

4/8/2014 11:59 AM [View respondent's answers](#)

With all the money going towards new equipment, the diesel trains still seem to be the most reliable and the best ride. They don't run enough of them...

4/8/2014 11:40 AM [View respondent's answers](#)

Why is there a short expiration date (or even an expiration date) on tickets? If this were truly a private enterprise the politicians would have a field day with this similar to what they did with expirations of store gift cards. Some conductors are very courteous but there are others that are down right rude. Why in this day and age can't credit cards be used to purchase tickets?

4/8/2014 11:33 AM [View respondent's answers](#)

Although the conductors are doing their job, they don't seem to have any influence over the chronically late trains. Punctuality is first priority to me and Metro North is poor on this front. It can be greatly improved. Also, the manual ticket collection and verification of monthly passes is silly and archaic. It's time to modernize and shift people to work in a more productive capacity.

4/8/2014 11:30 AM [View respondent's answers](#)

New Haven line is much worse than the other three. My train is late every single day

4/8/2014 11:17 AM [View respondent's answers](#)

need train speed to get back to 80 mph...

4/8/2014 11:04 AM [View respondent's answers](#)

I think the MNR has over reacted to the train derailment and imposed speed restrictions without adequate study thereby resulting dramatically increased commuting times. Just over two years ago, my commute from Fairfield Metro to GCT was 64 minutes. Now is 1 hr 17+ at best.

4/8/2014 10:53 AM [View respondent's answers](#)

Need better people skills for train people - one in particular.

4/8/2014 10:50 AM [View respondent's answers](#)

Not sure why prices keep going up and service level does not

4/8/2014 10:37 AM [View respondent's answers](#)

After 30 years of dependable service, the last 9 months have been a disaster. I ride the train at random times in the morning and since last summer a growing percentage of them are late. The delays are expanding to the point where the delays are the norm and perhaps 2 in 10 rides are on time. A year ago I couldn't count on the train running behind. Now, if I have an important meeting in the morning, I find my self driving into the city from CT to make sure I get there on time. My average time to get into the city has expanded by 10-15 minutes. What a disaster. The problems started well before the "polar vortex."

4/8/2014 10:25 AM [View respondent's answers](#)

Our conductors are all super helpful, the issue in my mind is lack of investment in better equipment and a failure by management to develop technology that will make the Rider's experience better.

4/8/2014 10:07 AM [View respondent's answers](#)

Communication, communication, communication. Please.

4/8/2014 9:56 AM [View respondent's answers](#)

I'm really disappointed Metro North's schedules over the last few weeks. Nearly all of my trains are delayed. It is very frustrating to constantly be late to work and then to get home late. Please work to improve on-time service and reliability. On the upside, the stations and trains are always clean and the employees helpful. But I remain very disappointed in service.

4/8/2014 9:53 AM [View respondent's answers](#)

Metro North clearly has issues - but this survey provides possible answers that are pretty one sided. How about I did not complain because I did not feel like doing so? How about weather being probably the biggest issue that had to be dealt with.

4/8/2014 9:45 AM [View respondent's answers](#)

The Conductors can be very rude. Not enough express service. Long waits between trains. Too expensive if you forgot your ticket at home. My ticket price on the train was quadrupled because I forgot my monthly pass at home. I no longer order monthly passes for that reason. Also the trains are unreliable.

4/8/2014 9:44 AM [View respondent's answers](#)

I pay a lot of money, almost \$300 per month, to ride crappy, bouncy, smelly trains. They may get to their destination on time but they are often running

late at the various stops which makes us wait on cold, windy, snowy or rainy platforms. I have been on trains with cockroaches. I have been commuting for 17 years and each year gets worse. We got our hopes up when we started getting new trains and then that stopped and at least one train was cut from the schedule making things over-crowded.

4/8/2014 9:20 AM [View respondent's answers](#)

My biggest issues are late or delayed trains and time being added to existing schedules. My regular (peak - express) train used to be a scheduled 72 minutes in length. Now that same train, no added additional stops, is now scheduled 88 minutes in length, and only once since early last year has that train been on time to GCT. No explanations, no communication and no "on time" service. To top it off, MNR increased my fare 9% in just the last year. I get less service, more headaches and it costs me more. MNR does not seem to care but they will be there increasing my fare another 4 or 5% before long. I have no respect for a company that has so many issues that they cannot seem to fix or just don't care to fix as long as they get their money. Shame.

4/8/2014 9:13 AM [View respondent's answers](#)

I have been riding Metro-North for the past 7 years. I must say over the last few years the service got much worse. The ride has got longer by about 10 minutes, frequent accidents, delays and overcrowding are the biggest issues.

4/8/2014 8:41 AM [View respondent's answers](#)

The conductors are very helpful and friendly. I have never had to complain about your conductors. The new trains are getting dirtier. I was on the Metro North train that stopped at Rowayton in January when the computers went down. The announcer said "Get home the best way you can". How can you get home from a place that had no taxis?

4/8/2014 8:39 AM [View respondent's answers](#)

The longer commute times must be fixed!

4/8/2014 8:16 AM [View respondent's answers](#)

scheduled train time to NYC increased by 6+ minutes and the train (New Canaan line) is still late by 5-10 mins every day.

4/8/2014 8:06 AM [View respondent's answers](#)

Privatize MetroNorth!

4/8/2014 8:05 AM [View respondent's answers](#)

Late every day? That is inexcusable.

4/8/2014 7:55 AM [View respondent's answers](#)

Despite the one incident where I missed my train due to an unannounced track change (and nearly missed the next one for the same reason), I am a

very satisfied, long-term Metro North customers and appreciate the railroad's efforts to provide safe and timely transportation. I am very hopeful that the consistent delays experienced these past few months are temporary. That said, if reliability doesn't return by mid-year, I will no longer be a satisfied customer. :-)

4/8/2014 7:50 AM [View respondent's answers](#)

After all the recent incidents over the past year, I definitely no longer feel safe riding the rails. To make matters worse, these feelings are compounded by being late every day and having to pay more for the honor of fear and tardiness. 6 years ago the ride from Brewster NY to GCT took 10-15 minutes less than today, cost almost \$100 less a month, and was not crowded due to derailments on adjacent lines with passengers coming over. Change has been for the worse across the board. I would just be happy with results from six years ago. More on time trains, that run at the old schedules, at a cost that is not inflated for unnecessary reasons, without accidents or casualties.

4/8/2014 7:43 AM [View respondent's answers](#)

The conductors on the train are the bright spots in the whole Metro-North-mess. They are helpful, courteous, and trying their best to be part of the solution.

4/8/2014 12:08 AM [View respondent's answers](#)

What is a "door light" and why can't I get one?

4/7/2014 11:25 PM [View respondent's answers](#)

This system is beginning to make the LIRR look good. Trains are constantly late and there is little to no communication. I feel like they do not even take the time to apologize or give explanations as to why they are late. Some of the issues are out of their control, but many are due to a lack of coordination and planning. Further, when things do go awry, they need to communicate much better with their customers as opposed to just letting them stand on the platform wondering what the issue is.

4/7/2014 9:42 PM [View respondent's answers](#)

At times the doors don't open, when they should. There has been at least one time, when this occurred, the metro north employees did nothing and my family was forced to get off at another train station stop.

4/7/2014 8:43 PM [View respondent's answers](#)

New Canaan gets the worst cars and pays the most for commuting. Despicable.

4/7/2014 8:30 PM [View respondent's answers](#)

Speed the trains back up. Too long to get home now...

4/7/2014 8:28 PM [View respondent's answers](#)

Please have people keep their feet off the seats. It is disgusting. Also clean the bathrooms for gods sake.

4/7/2014 8:26 PM [View respondent's answers](#)

3rd Request notification : reinstate train schedule train syop at Greenwich 2:13pm and 3:13pm northbound trains to New Haven from Greenwich.

4/7/2014 8:17 PM [View respondent's answers](#)

Considering the alternative, it is the only way I could work in NYC. The infrastructure is aging and needs to be upgraded. The conductors, the outward representatives of Metro North are very good - unfortunately they have to take the heat for mismanagement.

4/7/2014 8:15 PM [View respondent's answers](#)

The whole "safety" vs "on time" debate is ridiculous. It's a public train serving NEW YORK CITY. It should be inherently safe. If it's not, this should be criminally prosecutable! Really! So despite this, it SHOULD be an on time culture, with on time metrics. I think the problem is a cultural one. Metro North culture--from a daily rider's perspective--feels disengaged and depressingly low-expectation. From the "we have old infrastructure!" to "we're doing our best when it snows." Like it just wants people to get tired of complaining and surrender to general lousiness. Trains in Europe don't feel that way. The MTA subways don't feel that way (they seem better and more accountably run!). I don't want to take surveys. I just want to get to work and home ON TIME, not spend any more time on trains than I already have to, and get a seat in relative non-filth with heat or AC for the \$358 a month ticket.

4/7/2014 7:43 PM [View respondent's answers](#)

have been commuting on Metro North since 1988--seems like safety issues are more prevalent now than ever-- even in the days of "square" wheels there were not this many accidents.

4/7/2014 7:41 PM [View respondent's answers](#)

I like the bright lighting and other improvements in the new M8 cars.

4/7/2014 7:31 PM [View respondent's answers](#)

The trains are filthy. It is rare that I get on a train and someone hasn't left some sort of food wrapper or newspaper behind. I won't even go near the bathrooms. Other countries have figured out basic hygiene on their public transportation. Why can't we?

4/7/2014 7:25 PM [View respondent's answers](#)

Speed up the trains. I'll gamble the tiny risk from returning to the old speeds for a ten minute shorter trip to Westport each way. It's the equivalent of driving 55mph on highways. And stop the BS every other day about delays due to unscheduled track work in park avenue tunnel.



4/7/2014 6:57 PM [View respondent's answers](#)

Things need drastic improvement

4/7/2014 6:54 PM [View respondent's answers](#)

At least the new trains are nicer

4/7/2014 6:52 PM [View respondent's answers](#)

Service is awful. And you have added per the schedule 10 minutes each way then another 10 minutes each way because trains are always late... To top it off there are few if any seats and conductors are not customer centric.

4/7/2014 6:41 PM [View respondent's answers](#)

I have been riding Metro North for years, but am now planning on moving or driving into NYC because the service is so awful.

4/7/2014 6:29 PM [View respondent's answers](#)

Electric signs @ stations need to have real time info on arrivals/departures. Congress needs to restore full commuter tax benefit.

4/7/2014 6:28 PM [View respondent's answers](#)

It is not acceptable for doors not to open when they are on the platform at Glenbrook. I have been stuck on the train because the doors did not open to let me off. Also, I have reported dangerous mats being used on the stairwells at Stamford station, and nothing has been done about that.

4/7/2014 6:23 PM [View respondent's answers](#)

Majority of crew is over weight and I question how they would perform in an emergency.

4/7/2014 6:13 PM [View respondent's answers](#)

I fear that it is only a matter of time before I am on a train with a major accident. At the same time, I have no other way to commute.

4/7/2014 6:07 PM [View respondent's answers](#)

Unbelievable. Trains are as slow as ever. A complete disgrace.

4/7/2014 6:03 PM [View respondent's answers](#)

be on time please...

4/7/2014 5:58 PM [View respondent's answers](#)

CT needs to stop stealing out fare hikes for the general budget. The service should be able to cover the 35 miles from Noroton Heights to GCT in a lot less than the hour they give themselves

4/7/2014 5:55 PM [View respondent's answers](#)

Restrooms in 125th Harlem station are closed for more than a year.

4/7/2014 5:54 PM [View respondent's answers](#)

If they would give us a price reduction, to help ease the pain of commuting. For what I pay now, it is not fair trade.

4/7/2014 5:53 PM [View respondent's answers](#)

Service could be better, delay announcements more efficient. Conductors are usually very good. More money needs to be spent to improve MetroNorth.

4/7/2014 5:53 PM [View respondent's answers](#)

I filed a formal complaint in December 2013 that was unprofessionally managed and never resolved.

4/7/2014 5:48 PM [View respondent's answers](#)

a lot of lazy "workers" just showing up for the paycheck and having sex with coworkers on break time. no one is accountable, it's never anyones fault

4/7/2014 5:44 PM [View respondent's answers](#)

30 years and service seems to be spiraling down while costs keep escalating at a greater rate than coat of living or raises!

4/7/2014 5:41 PM [View respondent's answers](#)

It is clear mgmt doesn't actually know what the commuter experience is like. I complained about no signage asking people to stand to one side the escalators in Grand Central and the response was "that's what people do, they don't need signs". But people DON'T do that at Grand Central. That's why a sign is needed. A small example that shows mgmt is out of touch.

4/7/2014 5:39 PM [View respondent's answers](#)

If a train is ALWAYS, EVERY DAY, 5-10min late - why not adjust the train schedule to account for that?

4/7/2014 5:37 PM [View respondent's answers](#)

I am hopeful that new management can implement important changes to improve Metro-North's safety record and on-time performance. While my trains still run late, they are closer to being on time than during the winter months.

4/7/2014 5:01 PM [View respondent's answers](#)

even the new cars are not working well. Half the time the lights are out. seems like the prices keep going up but the service, especially major disruptions are getting worse. The on-line ap is the only cool thing about MNR.

4/7/2014 4:49 PM [View respondent's answers](#)

The new M-8 cars were never given a real on-line user test before their design was frozen. Now we suffer from that. Problems include: - No trash disposal bins - Strobe lights flashing at door closing - High level of PA system with repetitive "brain dead" announcements. Also these type of announcements are shown on Station ID display. - No water fountains - Rough ride - - shocks are too stiff - Station ID display disappears just prior to station stop. - Doors between car pairs are hard to open. Passengers are exposed to elements when walking between cars. - Tinted windows make it

nearly impossible to read station signs at night. - Net result is that it is hard if not impossible to get a peaceful ride home.

4/7/2014 4:39 PM [View respondent's answers](#)

They need to adjust the schedules to have the trains running 5 minutes earlier now that they are traveling at a lower speed - people are late for work - if you commute on a branch - the trains are too far apart early in the morning.

4/7/2014 4:01 PM [View respondent's answers](#)

you had the nerve to raise fares after last falls' disaster

4/7/2014 3:58 PM [View respondent's answers](#)

There needs to be an additional Southeast trains between 6-7 pm. Need to reduce the travel time back to 63 minutes

4/7/2014 3:33 PM [View respondent's answers](#)

The joke among passengers is that they NTSB study highlighted that MNR put safety behind the priority of timeliness. The reality is they did neither. The service is unreliable as you're never sure, on a basis becoming all the more frequent, that you will get to your destination, likely your livelihood, on time. This is despite a slowdown in scheduling times which were done for "maintenance" reasons but have now become permanent. Oh and the scheduling times in the a.m. for New Canaan - no train from 6:20am until 7:12, then another train at 7:29 - make no sense.

4/7/2014 2:11 PM [View respondent's answers](#)

The new trains need to be cleaned more often to keep them looking new.

4/7/2014 2:09 PM [View respondent's answers](#)

you went from being best in class to the worse by a long shot

4/7/2014 1:57 PM [View respondent's answers](#)

Culture needs to change. Most Metro North employees are dedicated and do a good job. They need more support from management

4/7/2014 12:58 PM [View respondent's answers](#)

MN is the worst. Put enough cars on the train for people to comfortably get a seat. Not to mention the lack of enough cars, even the M8's are ALWAYS freezing cold.....

4/7/2014 12:49 PM [View respondent's answers](#)

Need to improve service on New Canaan Branch - additional trains needed around 5:45pm.

4/7/2014 12:46 PM [View respondent's answers](#)

I was very happy with Metro North for the first 20 or so years that I commuted to Grand Central from northern Westchester. But service has been so slow--my train in both directions is late virtually every day--that I have actually considered moving or retiring early.

4/7/2014 12:43 PM [View respondent's answers](#)

I have ridden the Metro North trains for over 30 years. I never felt unsafe and I always regarded it as a well-run, convenient, reliable public service. Only in the last year or two have I come to the opinion that Metro North is declining rapidly. I worry that the quality of life that I have relied on Metro North for is slipping away. I envision declines in property values and diminishing of the business environment that Metro North supports. There is significant ground to make up before it will gain back the confidence and trust that has been lost.

4/7/2014 12:34 PM [View respondent's answers](#)

For the cost, including trains and parking fees, the Metro-North and most all aspects of its services are unacceptably poor. This has been the case for the past decade plus. Unfortunately, most commuters have no choice but to deal with the daily frustrations. Worse, this has been well known and there has been little change for a long time. The fact that operations and safety have deteriorated to this point should come as no surprise to anyone familiar with line.

4/7/2014 12:02 PM [View respondent's answers](#)

Marginal improvement in service (willingness to be helpful). Better announcements about delays in station. About the same lack of announcement about delays on trains. I also noticed Grand Central in general seems to be less maintained. There are water stains and leaks on the ceiling for months now (Lexington Passage) and a taped up plastic cloth covering the leak and a big trash container beneath it to catch any drippings. Don't remember seeing that in the past. Very unsightly. I switched from commuting from Grand Central to commuting from Stamford and find the service on the whole in Stamford better than expected.

4/7/2014 11:49 AM [View respondent's answers](#)

The bad weather this winter made things much worse, but my commute experience was generally negative this year and serious upgrades are needed immediately.

4/7/2014 10:51 AM [View respondent's answers](#)

Service has always been mediocre at best, now it is continuing to get worse. Prior to last May, it took 50 minutes to travel the 38 miles from Noroton Heights to New York on a so-called "express" train. Now it takes a minimum of 65 minutes every morning. Driving to midtown east, even with traffic congestion, is a minimum of 15 minutes faster each way.

4/7/2014 10:48 AM [View respondent's answers](#)

Metro North is truly a third world experience and the fact that we get so little government support for the system is criminal.

4/7/2014 10:36 AM [View respondent's answers](#)

It's the same old song and dance..Late..Late LATE Trains..POOR communication And the useless signs at the stations I am really not sure what the purpose of those are. My train is 20 minutes late but the sign say "Good Service" WHAT?!?!?!?

4/7/2014 10:27 AM [View respondent's answers](#)

MetroNorth should be ashamed of the level of service it provides vs the cost of a monthly ticket.

4/7/2014 10:00 AM [View respondent's answers](#)

CT riders are short-changed relative to NY riders. Funding, management and governance has to change. Management and process is corrupt.

4/7/2014 9:39 AM [View respondent's answers](#)

Should go back to schedule from 2 years ago. It worked fine then. Stop screwing with the schedule. Conductors need to enforce the quiet car.

4/7/2014 9:22 AM [View respondent's answers](#)

Please stop sending less cars than needed!!!!!!!!!!!!!!

4/7/2014 8:42 AM [View respondent's answers](#)

Service is horrid. I am reconsidering continuing to live in Fairfield County. I have begun job hunting outside the area, and the terrible commute is one of the reasons.

4/7/2014 8:34 AM [View respondent's answers](#)

(see comment to question 6)

4/7/2014 8:31 AM [View respondent's answers](#)

Rip off for the cost of monthly, frequency of trains, time constraints on the trains not 24 hour service), and service provided.

4/7/2014 8:16 AM [View respondent's answers](#)

Many of my fellow commuters have also expressed a desire for an earlier train to New Haven weekday mornings. Given how many people ride the earliest train now, I'm sure an earlier train would be very well received.

4/7/2014 8:10 AM [View respondent's answers](#)

Love the conductors, hate everything else. The combo of unsafe, unreliable and filthy is awful. I've started driving more than half the time so at least I have a chance of arriving ontime.

4/7/2014 8:09 AM [View respondent's answers](#)

The lack of security is a ticking time bomb. Train drivers often ride with doors open and certainly unlocked. Airlines have armored doors on the flight deck. What if someone were to take control of a ten car train coming into Grand Central during rush hour. I complained to Metro North and my state senator on this. Nothing. We should all be scared.

4/7/2014 8:08 AM [View respondent's answers](#)

Due to the recent crashes I do not feel safe. But also what really needs to be worked on is either more cars for more seating availability on each train or run trains more frequently. Being crammed into a middle seat is not comfortable for anyone, especially on 1hr+ commutes. Also, just because 5:59 is the standard for being late but "still on time" it is unacceptable. Be better than the standard, and it's the middle stations you need to work on not just the end station, if the time table says my train is getting into my home station at 7:30pm I expect it to get there then, not 7:36or 7:42, commuters have schedules we need to keep too.

4/7/2014 8:04 AM [View respondent's answers](#)

Regarding # 5 - there's been no improvement in ticket collection. Actually it is worse in the afternoons since the new President arrived. Is this an employee slowdown? Re. other complaints to website, after an immediate acknowledgment I have not learned what corrective actions were taken, if any. I always ask that I be advised of the actions taken (in the comment form) but do not hear back.

4/7/2014 8:01 AM [View respondent's answers](#)

Conductors don't care when I complain - they're union workers and have no fear of repercussions. My responses are the same for Shoreline East.

4/7/2014 6:27 AM [View respondent's answers](#)

Trains are running considerably slower than 2 years ago and trains running into Grand Central are very rarely on time

4/7/2014 5:53 AM [View respondent's answers](#)

Worst railroad EVER.

4/6/2014 8:46 PM [View respondent's answers](#)

Smoking on the platforms in CT should be prohibited because (1) it exposes people to second hand smoke and (2) produces trash.

4/6/2014 8:24 PM [View respondent's answers](#)

Train lateness much better than a few months ago, but trains are still not on time. Trains are 10 min late instead of 20-30 min. Safety is a concern. Heating is often unbearably hot.

4/6/2014 8:09 PM [View respondent's answers](#)

The railroad's problems are a lot bigger than conductors missing fares.

4/6/2014 7:48 PM [View respondent's answers](#)

nope!!

4/6/2014 6:53 PM [View respondent's answers](#)

I'm unhappy with the service of the MTA and think that the price of tickets are WAY overpriced considering the type of (poor) service that is recieved. That being said, conductors and MTA employees (at grand central) are

very knowledgeable, hard working and should not take the blame for any complaints that people have.

4/6/2014 5:40 PM [View respondent's answers](#)

There should be a lecture series on how to ride on a train with civility. Loud conversations on cell phones, refusing to yield seats, inability/unwillingness to control children and disgusting behavior in the bathroom are some prime examples that could use attention--asap!

4/6/2014 5:08 PM [View respondent's answers](#)

Have schedules changed so they reflect actual traveling times.

4/6/2014 5:04 PM [View respondent's answers](#)

been commuting Metro North 25 years - service consistently worse - have also seen 1st hand pension scheme to inflate retirement pay - have seen 1st hand engineers blocking there windows with paper so passengers can not see them at "work"

4/6/2014 4:47 PM [View respondent's answers](#)

Metro North is woefully underfunded, and their employees underappreciated, and underpaid. The rolling stock is not updated on the NH Line yet, and that makes for uncomfortable seating and HVAC--but the fault does not lie with the agency, the fault lies with the legislatures and transportation departments that fails to make Metro North, its employees and its commuters a priority.

4/6/2014 4:24 PM [View respondent's answers](#)

Great company

4/6/2014 3:15 PM [View respondent's answers](#)

Waterbury branch needs to be treated equally. Seems like no one cares about us.

4/6/2014 3:06 PM [View respondent's answers](#)

You guys have a ton of expensive office space...you really need to be more efficient instead of constantly raising fares.

4/6/2014 3:05 PM [View respondent's answers](#)

The employees are not totally to blame if their management is doing a poor job which seems to be the case. What kinds of incentives, rewards and periodic evaluations do staff (including management) have?

4/6/2014 2:43 PM [View respondent's answers](#)

Do you really think this survey is going to change anything????

4/6/2014 2:38 PM [View respondent's answers](#)

Upkeep of the new trains is poor. They are almost as dirty as the 35+ year old cars.

4/6/2014 1:00 PM [View respondent's answers](#)

I think the conductors are great

4/6/2014 12:40 PM [View respondent's answers](#)

Our conductors have been exceedingly polite and handle difficult passengers beautifully for the most part. On the negative, lack of seating, particularly during the morning rush hour trains in Darien, makes this trip an uncomfortable and unsafe standing situation. On the return trains, quite often the first two or three cars are locked and unavailable, with no explanation. They are often opened long after we leave the station...in the meantime, we're all jammed into seats or once again, standing in the vestibules. All I ask for on my admin salary is a safe and comfortable ride two hours every day.

4/6/2014 10:52 AM [View respondent's answers](#)

The train is one of the few things which is not better and/or cheaper than 50 years ago (longevity, internet/communications, autos/most consumer goods/computers and we are all responsible for accepting this. Think of the region if it were possible to get to NH in 40 minutes (100mph avg speed) and how it would transform the regional housing and labor markets. After the short term fix, think big!

4/6/2014 10:30 AM [View respondent's answers](#)

Why no first class section. Certainly people can support it

4/6/2014 10:09 AM [View respondent's answers](#)

New Haven trains are in the worst condition and experience the most delays and problems. Conductors are rarely helpful and often rude if you complain about something like lack of heat, AC or lights. They are also the first off the train when it arrives at GCT even if there are problems like doors not opening. I thought they were supposed to be there for our safety?

4/6/2014 8:34 AM [View respondent's answers](#)

world's only superpower has 3rd world train service. embarrassing!

4/6/2014 8:32 AM [View respondent's answers](#)

I commute normally during off peak hours. Also my commute is reverse. I head to the city in the afternoon and leave the city late in the evening

4/6/2014 8:12 AM [View respondent's answers](#)

Yes, I feel safe because the trains average around 25 miles per hour. Safe doesn't necessarily have to mean slow.

4/6/2014 7:57 AM [View respondent's answers](#)

They need to more clearly designate the quiet car and enforce it.

4/6/2014 7:25 AM [View respondent's answers](#)

service disintegrated between 2012 and 2013 on the Hudson line. Fewer cars cause overly crowded seating on rush hour trains. Rush hour trains went from taking 33-35 min to most often 45-50 min (even when scheduled



for 37-40 min). So 15/ea way added to commute. Parking as abominable this winter with snow issues.

4/6/2014 7:15 AM [View respondent's answers](#)

The trains are consistently late I complained about the fact that the new trains are not being cleaned thoroughly at night. The corners of the bathrooms are starting to get dirtier and dirtier. The conductors are fantastic and very professional. I believe that senior management is lousy

4/6/2014 6:57 AM [View respondent's answers](#)

Left my job because Metro North was doing such an incredibly incompetent job. No longer commute using Metro North because they failed so routinely and thoroughly.

4/6/2014 6:57 AM [View respondent's answers](#)

SERVICE. they know what we want, it's not rocket science. On time, no delays, more express, better information and communication and CLEAN the cars.

4/6/2014 5:17 AM [View respondent's answers](#)

I am paying luxury rates for what is basically third-world service. If this is the best Metro North can do, then it needs to sharply reduce monthly commuting fares until its service rivals that of other industrialized nations.

4/6/2014 3:00 AM [View respondent's answers](#)

On some days the the ac is on even though outside is still cold, the temperature should be balanced not too hot or not too cold.

4/5/2014 11:15 PM [View respondent's answers](#)

Paying a fortune for horrible commuting. But have no choice

4/5/2014 10:54 PM [View respondent's answers](#)

cannot find any personnel on a train after tickets are checked. if there was a problem, question, or need of some kind, no one is anywhere to be found.

4/5/2014 10:10 PM [View respondent's answers](#)

late trains + late to work = my pay is docked. or as I was told by a conductors...take the train an hour earlier and you wont be late to work

4/5/2014 9:57 PM [View respondent's answers](#)

The inadequate service we are receiving will eventually have a negative impact on property value in Fairfield County. I moved to Westport because it was within 1 hour of NYC - not anymore. I now have to take an earlier train to get me to work on time, because I can't get to NYC in the same 1 hour time frame I use to be able to.

4/5/2014 9:50 PM [View respondent's answers](#)

Are there financial penalties against MN for poor performance and if not why not?

4/5/2014 9:31 PM [View respondent's answers](#)

Crowded trains regardless of the high price we pay

4/5/2014 9:25 PM [View respondent's answers](#)

The fans on both the new and old trains are too forceful and loud. Also need monitors on the platforms in Stamford.

4/5/2014 8:55 PM [View respondent's answers](#)

I haven't had a problem so far with any safety issues thankfully even in light with past problems. My problem is with the lateness and lack of communication. Delays that pop up 2 minutes before your train is supposed to arrive and then no communication. We pay more than enough and suffer with increases and delays and problems and we get nothing for our trouble. I'm to the point where I am ready to give my money to the gas/oil companies rather than metro north. We don't get any thanks from them for spending our hard earned money.

4/5/2014 8:42 PM [View respondent's answers](#)

I never complained because I'm busy and wouldn't know how to effectively.

4/5/2014 8:39 PM [View respondent's answers](#)

This site and jim cameron are an utter joke and he deserves no attention from any representative of metro north. Jim is an attention whore whom is full of hot air and has no usefull of constructive input as to railroad operations

4/5/2014 8:10 PM [View respondent's answers](#)

Trains are slow, late and uncomfortable. To top it all off it costs me an insulting \$35 / day for the privilege of spending 2.5 hours with them. I truly hate riding metro north. Especially after taking commuter rail in Paris, Milan and even tel aviv and finding comfortable, timely trains - sometimes even with lte or wifi - and all for far lower cost than metro north.etro north ct makes me sad for our country

4/5/2014 7:46 PM [View respondent's answers](#)

It's rather disturbing on how much money was spent on the new train cars. They are noisy, rocky not a smooth ride and the seating materials are thin, flimsy and lumpy – a waste!

4/5/2014 7:38 PM [View respondent's answers](#)

I know my trains are hardly on time but I'm worried about the new May schedules. People that don't commute or who are thinking about it are going to be very put off to see that it now takes, for example, an hour and 40-45 minutes from Milford to GCT when it used to take an hour and 30 minutes. Does less people commuting mean they'll raise the fares of those of us still forced to use them?

4/5/2014 7:23 PM [View respondent's answers](#)

I have not been on a train that arrived on time in 2014. I commute daily. No "disasters" that left me stranded this year means that is still better than 2013. I miss the much faster commute time on these trains I enjoyed when I moved to Fairfield in 2010.

4/5/2014 7:22 PM [View respondent's answers](#)

Have ridden for ten years now. Each year trains run slower and less reliably. My train from Stamford to GCT used to take 44 minutes. Now it says 56 minutes and consistently arrives 8 minutes late and reaches GCT another 10 minutes after that. 99% on time is meaningless when the trains at rush hour are consistently 1% on time. State representatives need to wake up. It's so bad that I don't recommend for my friends to move in southern CT and it will soon affect home prices...nobody will want to commute from here. It seems that managing train congestion is the key...nothing is being done to improve this.

4/5/2014 6:47 PM [View respondent's answers](#)

To publicly state that MNR is going to focus on safety provides an easy excuse for lateness or extended ride times while safety improvements are made. MNR also needs to maintain the cars better to fix hot cars / cold cars and to prevent short trains which cause over crowding. I would like to see the diesels removed from below Southeast on the Harlem line. These engines frequently break down and the cars are noisy and ride rough. Unfortunately, these are used for the popular peak hour express runs.

4/5/2014 6:29 PM [View respondent's answers](#)

Trains must be on Time. My car was vandalized this week at a station parking lot, so I believe parking lots need to be safer.

4/5/2014 5:56 PM [View respondent's answers](#)

I am not proud of my fellow commuters. Farm animals are cleaner. Poo flinging monkeys have more courtesy.

4/5/2014 5:54 PM [View respondent's answers](#)

I like Metro North.

4/5/2014 5:49 PM [View respondent's answers](#)

No bathrooms in new state built Fairfield Metro station. No one has answered why?

4/5/2014 5:38 PM [View respondent's answers](#)

I think the Commuter Action Group is counter-productive and its principles are fundamentally corrupt.

4/5/2014 5:32 PM [View respondent's answers](#)

Very poor value for price. Why can Europe do it well but we suck?

4/5/2014 5:28 PM [View respondent's answers](#)

Don't discount the spur lines. Waterbury has seen many more delays, bus substitutions and cancellations in the last two years than I have been aware of before. Bus substitutions are poorly managed and cause delays of more than an hour most times. Also include New Haven-Stamford in all discussions involving the New Haven line not just Stamford to GCT

4/5/2014 5:12 PM [View respondent's answers](#)

Just care MNR - commuters pay a lot of \$ and rely on the service for their livelihood and ability to pay their debts, which includes you, MNR. Be reliable, courteous, professional, flexible, and safe.

4/5/2014 5:07 PM [View respondent's answers](#)

Please do your best to have the trains come on time.

4/5/2014 5:07 PM [View respondent's answers](#)

They are late all the time to + from the city. No longer dependable.

4/5/2014 5:00 PM [View respondent's answers](#)

I get better communications when I tweet Metro North. I'm always careful to note coach number when I complain so actual follow up action can be taken. I still think it's a crap shoot on the train.

4/5/2014 4:53 PM [View respondent's answers](#)

To make on-time performance look better, MN will use "safety" as excuse to move goal posts and lengthen commute times we've had over past 20 years and reason we moved here. This will hurt all of our communities. WE CANNOT LET MN AND POLITICIANS GET AWAY WITH IT!!!

4/5/2014 4:49 PM [View respondent's answers](#)

Most recent fare increase was a slap in the face considering the degradation of service. If there was an alternative to the train besides driving, I would use it in a heartbeat.

4/5/2014 4:45 PM [View respondent's answers](#)

MNR should not be allowed to use safety as an excuse for extremely slow service. Commuters should not be forced to choose between safety and competent service. Padding the schedule again to make the rides even longer on paper and improve on-time stats is not a real solution.

4/5/2014 4:44 PM [View respondent's answers](#)

Both states need to commit to major investments in track, rolling stock, power, maintenance and staffing. It will cost a fortune, but it will be worth it.

4/5/2014 4:42 PM [View respondent's answers](#)

Fare increases are not reflective of the service. It's actually inverse. As the prices go up, quality of service goes down. But they have a monopoly so nothing will get done.

4/5/2014 4:00 PM [View respondent's answers](#)

Whoever knew how to run a railroad must have retired.

4/5/2014 3:20 PM [View respondent's answers](#)

Noroton Heights station is in a sad state - is there any ongoing maintenance being done?

4/5/2014 3:08 PM [View respondent's answers](#)

Thanks for your efforts on behalf of commuters - this ywinter was pretty depressing in terms of commuting - had to aim for trains 2 ahead of the norm to try to be in NYC on time.

4/5/2014 3:00 PM [View respondent's answers](#)

I am also unhappy about all the junk/materiel employees and contractors leave along the tracks. Aside from being unsightly it suggests a sloppy attitude to work and too low standards.

4/5/2014 2:57 PM [View respondent's answers](#)

Need regular announcements to remind passengers to be courteous and remove bags from seat next to them, just as Amtrak does on every train.

4/5/2014 2:43 PM [View respondent's answers](#)

Third rate system run by amateurs. I never would have moved to CT had I known this pathetic situation existed. Would have sucked it up and stayed in Manhattan.

4/5/2014 2:39 PM [View respondent's answers](#)

It is clear the Danbury line is an after thought. Trains are always late, stopping with no explanation, filthy and uncomfortable. For months we endured delays due to the malfunctioning crossing signals. It took them an unreasonably long time to come up with the idea to leave Danbury 10 minutes earlier. I can't believe I wasn't fired for how frequently I was late to work - no matter which train I took. Additionally, the quiet cars are for a reason yet is rarely enforced.

4/5/2014 2:27 PM [View respondent's answers](#)

More train frequency, on time/schedule, New trains all the time, act like you care, and a better experience all around

4/5/2014 2:20 PM [View respondent's answers](#)

10 years ago there were more express trains to Westport and beyond. There are definitely fewer now. Why do most trains now stop at Greenwich? In addition to the reduced speeds, the additional stops have now increased my normal train ride from about (and often slightly under) one hour to at least 1.25 hours.

4/5/2014 2:18 PM [View respondent's answers](#)

My biggest issue is the lack of seats during my morning and evening commutes

4/5/2014 2:13 PM [View respondent's answers](#)

The lack of seating is a complete joke. In addition, Some New Haven bound trains discharge passengers on opposite side of track in a COMPLETELY random fashion so you can't plan ahead which side to park on.

4/5/2014 2:02 PM [View respondent's answers](#)

Some of the older cars wobble excessively leading to worry re safety.

4/5/2014 1:58 PM [View respondent's answers](#)

It is too early to evaluate the impact of the new president. Years of issues cant be resolved in a few months.

4/5/2014 1:52 PM [View respondent's answers](#)

Let's fix this railroad used to take about an hour from Fairfield now the train is like a slow boat to china!

4/5/2014 1:48 PM [View respondent's answers](#)

On time performance is horrendous and means that it's impossible to plan arriving to work on time without giving a 30 minute cushion for Metro North screw ups. My trains in the evening are never less than 10-15 minutes late.

4/5/2014 1:46 PM [View respondent's answers](#)

The lateness of trains is a scandal. Also the addition of new stations has slowed comutting times from New Haven - we need true express service.

4/5/2014 1:38 PM [View respondent's answers](#)

Get act together regarding the "7:37" PM train out of Grand Central. They always wait until the last second before posting the gate.

4/5/2014 1:30 PM [View respondent's answers](#)

commuters need a reasonable schedule that requires trains to maintain a reasonable speed and for MN to keep the schedule

4/5/2014 1:18 PM [View respondent's answers](#)

I've had it.

4/5/2014 1:17 PM [View respondent's answers](#)

add more apparent signs of track numbers along & throughout platforms, especially in GCT.

4/5/2014 1:15 PM [View respondent's answers](#)

Any other country MTA management would all be thrown in jail!

4/5/2014 1:14 PM [View respondent's answers](#)

Metro North should take a look at Cal Train in SF. Much better commuter rail service.

4/5/2014 1:04 PM [View respondent's answers](#)

biggest issue for me is poor communications by staff. little or incomplete info provided and staff attitude and customer service is frequently rude... a commuter advisory group with real power is needed

4/5/2014 1:03 PM [View respondent's answers](#)

Too many of the trains are just plain DATED looking, e.g. and esp. the ones not updated! Also I have no idea WHY there is no complimentary WI-FI on board- this is very inexpensive to do. It seems like its an issue BETWEEN CT and NY DOT's, being that I am in the New Haven Line and we are just their PAWNS in their interstate SQUABBLE over WHICH state covers WHAT expense up to WHAT point(eg. CT being pressed to cover the line up to and from 125st Harlem stop). The fighting must END over this and make it from the BORDER or Port Chester Stop.

4/5/2014 1:01 PM [View respondent's answers](#)

I have only recently (last 6 months) decided to start commuting to the city for work, and MetroNorth has seriously made me reconsider my choice. I have had nothing but problems. I work in a retail environment that is not always understanding to trains having delays, especially when they are so frequent. I have now had to start leaving 2+ hours in advance for my shift, and in turn it is affecting my health due to lack of sleep, and making my daily errands much harder. I take responsibility for me changing my career path to a place where I need to commute, however having to leave 2+ hours early when I should only have to leave an hour is ridiculous and makes me resent MetroNorth. The other issue I have is that MetroNorth raised the prices for worse service. This makes me even angrier because they were given 100 million dollars a few years ago to make necessary improvements, yet that money sat to receive interest. In doing so now they claim raising the prices of the tickets is to help with necessary improvements. No, take the 100 million dollars and make the service better. Do not punish me for your stupidity.

4/5/2014 12:39 PM [View respondent's answers](#)

I used to feel safe riding Metro-North but with all of the recent issues - some highly publicized and some not at all - I no longer feel safe riding the train. I actually took a new job with the main goal of not having to take the Metro-North trains any more.

4/5/2014 11:39 AM [View respondent's answers](#)

I recently sent a letter to my state and federal representatives regarding the problems of Metro North. In most instances, I received no response. When I did receive a response, the responses were canned and not at all responsive to the points I raised. One specific issue I raised is how the peak weekday commuting times from Westport to Grand Central have increased from 60 minutes (which is what I banked on when I moved here) to up to 1.5 hours w/ the padding and delays. I received no response from any legislator as it this problem -- a problem, btw, which, if not corrected, will certainly depress home values in Fairfield County. The legislators seem

to think that the problem is safety - period. But as we commuters know, the problems are more than just that.

4/5/2014 11:36 AM [View respondent's answers](#)

Conductors are great and very helpful. Enjoy the service

4/5/2014 11:24 AM [View respondent's answers](#)

Amazing that they never seem to have any problems debiting my bank account every month

4/5/2014 11:22 AM [View respondent's answers](#)

MTA sucks. Time to bring in some new blood that's eager to provide a pleasant commute to CT residents

4/5/2014 11:22 AM [View respondent's answers](#)

We deserve more for our money! The cost goes up and quality gets worse

4/5/2014 11:11 AM [View respondent's answers](#)

You are negatively effecting peoples lives and home values. Need all new management and more conductors who actually care and do their jobs like Mike.

4/5/2014 11:06 AM [View respondent's answers](#)

It's amazing that timetables keep updating to create a buffer and they can't even stick to that. My commute is nowhere close to "under an hour to GCT" anymore, causing me to probably relocate closer to NYC.

4/5/2014 10:34 AM [View respondent's answers](#)