



## COMMUTER ACTION GROUP

# COMMUTER MANIFESTO

We, the riders of commuter railroads in Connecticut, are tired of deteriorating service, rising fares and indifference and ineptitude from Metro-North. As customers and taxpayers we deserve better and expect change. Our expectations are few, and simple:

### SAFETY FIRST

We expect a clean, safe, on-time, seated ride on trains with heat / AC and lights. *Don't treat us like cattle making us ride on railcars you wouldn't ride on yourself.*

We want to know that you make our safety your top priority. Make every employee understand that responsibility. If they do anything that jeopardizes safety, discipline them or fire them. *There is no excuse for stupid mistakes.*

### FAST, ACCURATE AND HONEST COMMUNICATIONS

When things go wrong, immediately tell us what's happened, why and when it will be fixed. When you make a mistake, admit it. *Stop making apologies; get things fixed and don't repeat the same errors over and over again.*

### RESPONSIVE CUSTOMER SERVICE

When we see a problem, give us an easy way to report it to you. Then get it fixed and follow up with us to tell us it's been resolved. *Our complaints shouldn't fall into a black hole.*

Train your employees to be courteous and efficient, treating us like valued customers. When they don't meet those standards, train them again. *There should be zero tolerance for rude behavior by employees ... or commuters.*

### OPEN & TRANSPARENT OPERATIONS

Let us know how you make decisions that affect us by opening all of your meetings to the public and media. Share your goals and self-evaluations and ask our opinions as well. *The way you run the railroad affects our lives and we should have input.*

### LEADERSHIP THAT LISTENS

Meet with commuters on a regular basis at times and locations convenient to us. Hear our complaints and suggestions and answer our questions. *We will listen to you if you will listen to us: we're in this together.*