

# Staff Summary

<b>Subject</b> Credit For New Haven Line Monthly or Weekly Ticket Holders	
<b>Department</b> Executive Office	
<b>Department Head Name</b> Howard Permut	
<b>Department Head Signature</b>	
<b>Project Manager Name</b>	<b>Program Manager Name</b>

<b>Date</b> October 1, 2013
<b>Table of Contents Ref#</b>

Board Action					
Order	To	Date	Approval	Info	Other
1	MTA Sp. Board Mtg	10/1/13	X		

Internal Approvals			
Order	Approval	Order	Approval
<i>HP</i>	President		Budget
	Sr.VP Administration		Capital Programs
	VP Finance & IT		Engr/Const
	Controller		Project Reporting

Internal Approvals (cont.)							
Order	Approval	Order	Approval	Order	Approval	Order	Approval
	VP Planning		Chief Of Staff		Labor Relations		General Counsel
	Act VP Operations				Personnel		Other

**Narrative**

**Purpose:**  
To authorize the approval of a credit to all New Haven Line customers with monthly or weekly tickets valid during the time period that a Con Edison power failure caused a significant reduction in New Haven Line service.

**Discussion:**  
The New Haven Line is the busiest commuter rail line in the country, carrying approximately one-half of all Metro-North's ridership. Since September 25<sup>th</sup>, the failure of a Con Edison feeder that supplies electricity to New Haven Line trains between Harrison and Mount Vernon East has severely limited the service that Metro-North has been able to provide to New Haven Line customers. Con Edison continues to work around the clock to restore full power to Metro-North's substation in this critical eight-mile section of the line. Nonetheless, this service disruption is estimated to continue for a total of 10-14 days. Metro-North was unable to operate any service through the area during the morning of September 25; as this event has progressed, limited service has been available (33% - 50% of all New Haven Line trains).

The length and magnitude of the impact of this non-weather related event make this disruption unique in MTA's history. As a result, Metro-North proposes that the Board approve relief in the form of a credit to all New Haven Line customers holding monthly and weekly tickets during this time period.

Customers will receive a prorated credit towards the purchase of a future ticket for every week that the service disruption continues. The amount of the credit to be applied will be determined by the duration of the service disruption, the ticket type and purchase price for the zone. The refund processing fee of \$10 will be waived.

This ticket credit is estimated to reduce future passenger revenues by \$2 Million for each week of the service disruption. This will impact the Operating Budget.

**Recommendation:**  
That the Board authorize this credit to all New Haven Line customers with monthly or weekly tickets valid during the time period that the Con Edison power failure caused the significant reduction in New Haven Line service.

# Staff Summary

Approved for Submission to the Board



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Howard Permut, President

The legal name of MTA Metro-North Railroad is Metro-North Commuter Railroad Company