



December 17, 2013

Honorable Dannel P. Malloy  
Governor  
State of Connecticut  
210 Capitol Avenue  
Hartford, CT 06106

Dear Governor Malloy:

In response to your December 3<sup>rd</sup> letter, attached is a report that details the numerous actions Metro-North has initiated and implemented since May to improve the safe operation of the railroad.

While the information in this report provides a comprehensive overview, Metro-North will also prepare and disseminate on an on-going basis a monthly report to the Commissioner of the Connecticut Department of Transportation that summarizes the status of our major projects, maintenance and inspection activities, as well as any ongoing customer impacts. That report will highlight activities that occurred in the prior month as well as a prospective look at the coming month's activities.

Please be aware that it has always been my policy to ensure that CTDOT is apprised of any urgent issues relative to Metro-North's operations. We will ensure that that policy is reinforced throughout the organization.

We value our partnership with CTDOT and are committed to working collaboratively to ensure the safety of our customers and restore the public's confidence.

Sincerely,

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

Howard Permut

cc: J. Redeker  
T. Prendergast