

15. THE COMMISSION RECOMMENDS THAT CONNDOT MAKE A MORE CONSCIENTIOUS EFFORT TO KEEP THE RIDERS OF METRO-NORTH BRANCH LINES APPRISED OF PROGRAMMED CAPITAL IMPROVEMENTS FOR UPGRADING THOSE LINES.

ConnDOT is making substantial investments in upgrading the infrastructure and improving the service on the three Metro-North branch lines in Connecticut, i.e., the New Canaan, Danbury and Waterbury Branches. Public understanding of and support for this improvement program could be enhanced if riders were better informed of upcoming capital improvement projects on each branch. Advance notice also provides the benefit of increased rider patience and tolerance of any inconvenience once the projects are actually underway. Metro-North's "Mileposts" tends to be too general in its scope to address branch line issues in any detail, while 'seat drops' only reach the people who are riding the train on the particular day of their distribution. Information needs of the riders would be better served by posted signs at the stations listing the start date, duration and the benefits of each construction project affecting that station or branch. These could be easily updated on a monthly or quarterly basis at little cost. Conceivably, MetroPool and Rideworks may be willing to be involved in this public information effort.