

## Kess, Quinn

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**From:** anuragjain3@gmail.com  
**Sent:** Tuesday, February 12, 2013 5:53 PM  
**To:** Kess, Quinn  
**Cc:** Rep. Lavielle, Gail; CTRailCommuterCouncil@gmail.com  
**Subject:** TESTIMONY IN SUPPORT OF HB 5127

Dear Quinn Kess:

When I don't go to work I don't get paid. However, when MTA doesn't do it's job, it expects to get paid in full.

Current system provides no incentive for running services every day. At the same time, there are no penalties for not meeting continuous service requirements.

On such service disruption days me and my fellow commuters can't get to work or have to make alternative arrangements to get there which usually involves being late and missing important meetings.

I am a daily commuter and it is only fair that paid-for tickets' (doesn't matter if the are single ride, weekly or monthly) validity be extended and the proportionate amount be refunded with penalty when trains don't run.

Time is now to make the service more accountable to it's customers and feel free to email me if you need any clarifications.

Thank you!  
Anurag Jain  
Stamford CT