

Kess, Quinn

From: Jim Gildea <jgildea@rcbigelow.com>
Sent: Monday, February 11, 2013 12:18 PM
To: Kess, Quinn; Rep. Lavielle, Gail; CTRailCommuterCouncil@gmail.com
Subject: Testimony in Support of HB5127

My name is Jim Gildea and I am a daily commuter on both the Waterbury branch and New haven main lines. I am writing in support of HB5127. I support his bill because as someone who has been affected numerous times in the last year by service outages (summer line work 2012, Hurricane Sandy and now the blizzard), I feel it is only fair to have previously purchased tickets extended or credited for time lost. To tell commuters that their tickers are no longer good based upon circumstances beyond their control is not only unfair but unreasonable. I can think of no other industry or business where the goods or services that were paid for and promised went undelivered and the consumer subsequently had to bear the burden for what was undelivered.

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