

Kess, Quinn

From: Tourjee, Kathleen (Kathi) <KTourjee@webmd.net>
Sent: Saturday, February 09, 2013 8:07 PM
To: Kess, Quinn
Cc: Rep. Lavielle, Gail; CTRailCommuterCouncil@gmail.com
Subject: TESTIMONY IN SUPPORT OF HB 5127

Dear Quinn

I would like to express my support for HB5127 to require extension of monthly or weekly tickets when train service is cancelled for more than 48 hours. Train tickets are purchased based on a good-faith assumption that the train will be operating for the period of the ticket and while an occasional service disruption may be unavoidable, it is unfair that no consideration is made when train service is not available, especially for more than one day. In most public companies, a service provider would provide some sort of remedy if the service paid for was not available – in fact, Consumer Protection or other agency might even intervene if none was provided. As it is, commuters have little or no recourse when trains are late, overcrowded, lack heat or AC, or have malfunctioning toilets (which result in a horrible smell). Thank you for the opportunity to express my support for this legislation.

Best Regards,
Kathi Tourjee