



MTA Press Releases

Press Release

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[Metro-North](#)

IMMEDIATE

New Haven Line Customers Asked to Comment on New Rail Car Design

A total of 131 New Haven Line customers mailed in comment cards commented on drawings of the interior and exterior of the M-8 new cars being built for the New Haven Line.

Of the 50,000 flyers distributed to customers last November, 131 postage-paid comment cards were completed and returned. This number represents a response rate of less than one half of one percent. In market research studies, a low response rate such as the one this survey received is often an indication that potential respondents have not been motivated to respond, often because they have no major positive or negative comments to make.

Of those customers who responded, 53 reacted positively, using words such as "attractive" and "beautiful" to describe the new cars. A total of 107 respondents indicated that they would hope to see the M-8 design improved from the current M-2, 4, and 6 cars that are currently in operation on the New Haven Line. Most of these suggestions asked that the current design of the seats be roomier and more comfortable than the seats on current New Haven Line equipment.

"Our customer comments - both positive and negative -- are not unexpected. The cars are very attractive and bright - a departure from our usual designs. And it is certainly understandable that our customers want to be as comfortable as possible while they are riding our trains," said MNR President Peter A. Cannito. "This design goes a long way to maximizing the number of seats for our growing ridership on the New Haven Line while improving the comfort and sense of individual space."

"We have insisted on keeping the customer at the center of the design process. Utilizing focus groups, news articles and this recent comment card, our goal is to provide the kind of equipment the public wants in order to meet our growing ridership demand," said Governor M. Jodi Rell. "Public transportation is an important component of our state's economy and our quality of life. Progress will continue this spring as we await the mock up of an actual car, when the customer can actually see and experience the new design. Each step taken brings us closer to delivery of the new M-8 rail car, which we all eagerly await."

The next opportunity for customers to see the new cars will occur this spring, when a "mock up" of part of an M-8 will be available in New York and Connecticut.

Connecticut Department of Transportation and Metro-North Railroad have contracted to purchase up to 380 M-8 railcars from Kawasaki, Inc., with the first schedule to be put into service by the end of 2009.