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Background

I live outside of Cleveland, Ohio and ride Amtrak on a regular basis on both eastbound and westbound trains. I connect in Chicago to continue by travels to California and Texas.

Cleveland is served by trains 29/30 and 48/49. These trains arrive and depart between 1:45 a.m and 5:45 a.m.

On Time Performance of trains effects people.**Safety**

Late trains in Cleveland means that passengers are out during night time. If they arrive 30 minutes before scheduled departure and the train is late, they can be sitting in station anywhere from few minutes to several hours.

Although I normally board in Cleveland, when I pass through cities such as Elyria and Sandusky, which are unstaffed, I can see the frustration in people's faces when they had no idea of when the train would actually arrive. The feeling of being stranded outside an empty station in the middle of the night is a very unpleasant experience which no one wants to repeat.

Expenses

Many Amtrak passengers know that connecting to a train can be difficult with the late train issues. Therefore, the passenger will go a day before they need to catch connecting train. This means additional lodging, food and transportation cost.

Inconvenience

Late trains not only cause passengers additional expenses but can mean they miss business meetings, funerals, family celebrations or other transportation connections. Passengers traveling with young children are very inconvenienced.

Late trains directly effect people's lives. Someone needs to watch out for the users of passenger rail. I am hopeful the STB will be that someone.

End Time Acceptable Minutes

I would like to see no more than 10 minutes late at end time as the new on time standard. Intermediate stations should be no more than 5 minutes.