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Surface Transportation Board

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Re: Docket Number: EP-726-0

My wife and I are both frequent Amtrak riders, using the service for vacations and visiting family. It is our transportation mode of choice, and most of our trips are greater than 400 miles each way.

We live in Saint Paul, Minnesota and begin most of our trips here, and we can tell you from experience that delayed trains mean missed connections to other Amtrak routes, closed car rental offices, missed connections to public transportation, difficulty getting a taxi, very late check-ins at hotels, and friends and relatives left waiting at our destination station.

A train arriving at its final destination on time is not helpful if your destination is an intermediate stop and you are left sitting in an unstaffed station in a desolate area or your daughter and grandchild are waiting around a downtown station late at night because your train was due hours earlier.

I strongly urge the STB to measure on-time performance at all stations, not just end destinations; to maintain this standard regardless of route length; and to not accept delays greater than 10 minutes.

Thank you very much for allowing my input on this matter.