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I'm pleased to see that the Board is addressing the importance of improving Amtrak's on-time performance. As my wife and I have aged into our 70s, we've have increasing difficulty driving long distances, so we now use Amtrak to visit our adult children in Chicago. We rely on the train to get us there safely, but we cannot rely on Amtrak to get us there in on time. Our nominally 4-1/2 hour trip often takes 5-1/2 and has stretched into as long as 6-1/2 (and one time, 7-1/2) hours, which is becoming more of a problem as we've gotten older.

We'd visit our kids more often if the trip didn't get so long and get so uncomfortable as we sit somewhere waiting for the traffic in front of us to clear. And I feel bad for the business people on board who are constantly checking the time and on their cellphones re-scheduling their Chicago appointments.

We'd certainly appreciate anything your board could do to improve the on-time performance of rail travel – which is an increasingly important part of our nation's transportation infrastructure.

Respectfully,



Warren S. Williams, Ph. D.