

Docket # EP-726-0

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I use Amtrak service frequently. I board at the Longview, TX station. I use Amtrak because of convenience and just enjoy the relaxation a train ride provides rather than the hassles you go through at the airport. Being on time is very important to me. I have waited for the train at the station for over 2 hours and have been stuck on a train sidetracked for 5 hours. I have made it a point in my life to try to be on time to my appointments. It doesn't matter if you are traveling on business or pleasure there are times when you have connections and if you are late it can ruin the entire trip. We should all endeavor to make it a point to be on time.

I think a reasonable standard is 5 minutes. But I think this standard should not only apply to endpoint stations but to intermediate stations as well. It does no good to the passengers using the train if the train is late to an intermediate station by 2 hours, just to be able to say that the train arrives at the endpoint within 30 minutes of the timetable schedule at its endpoint. On time is, "on time", let's not kid ourselves by trying to gloss over this issue. The way I look at it is, I am at station on time and I expect the train to be at the station on time or within 30 minutes of the timetable schedule. I hereby urge the STB to apply the on time performance (OTP) standard at all intermediate stations.

Thank you.

Larry Clemens