

240009

ENTERED
Office of Proceedings
February 5, 2016
Part of
Public Record

Docket No. EP 726

On time performance

John Fay
12505 Kuhl Rd.
Wheaton, Maryland 20902-1443
Email Address: jhfay@verizon.net

Group/Affiliation:

I wish to be recorded as recommending a maximum delay of 10 minutes at any station, including the final destination. My wife and I ride Amtrak frequently, particularly the long routes: Capitol Ltd., California Zephyr, Empire Builder. It's crucial for us to be able to make the connection in Chicago for all these trains. In the past we had to cancel two trips because Amtrak could not guarantee a decent connection.

Also, as a volunteer for Narp at Washington Union Station I was well aware of the many times passengers were left in a quandary because their train (frequently the Capitol Ltd.) was late so they missed connecting with another train. This shows that although Washington is an end point for us it's a connecting point for many people.