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To the Members of the Surface Transportation Board:

I am submitting my comments of on-time performance of Amtrak trains. As a rider of Amtrak trains, mainly for travelling long-distance from Chicago to other cities for professional conferences, arriving at my destination on-time is an important factor. While I may not normally travel the entire route of a particular train, getting to any of the intermediate stops along the way is just as critical for arriving on time as the final destination of a train. Planning for a trip includes arrival at one's destination at a certain time, particularly if connections to other trains are to be met. I need to be assured that I will arrive in time to catch another train. A late arrival into my connecting station complicates my plans for further travel to my final destination. For example, when I have travelled from Chicago to Albuquerque, there is a small window to catch the local commuter train to Santa Fe once I arrive in Albuquerque. If missed, I would have to wait awhile before the next train, as has been the case. Or, when travelling from Chicago to Los Angeles, an on-time arrival ensures my planning on which train to connect to for the trip down to San Diego.

I believe Amtrak passengers have the right to arrive at their destinations within 10 minutes of published arrival times whether they are travelling to intermediate stations or the entire route. A lot of time and effort is put into planning a trip, and the worry of missing an important connection or arriving at a destination 60 minutes or more beyond when one is supposed to does not need to be added to the stresses of travel.

Thank you for your time and attention to this important matter.

Sincerely,

Christian Pace, DVM