

Docket #: EP -726 -0 -

240024

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ENTERED
Office of Proceedings
February 8, 2016
Part of
Public Record

EP-726-0

On-Time Performance

On-Time Performance is of course desirable and therefore important. I think that **this should not be equated with any measure that suggests how fast a trip should be**. If a trip *could* be completed in 3 hours under ideal circumstances but in actuality takes 4-5 hours due to factors including incidental track conditions, weather, interference or failure on the part of a host railroad, and other recurring delay factors, then the on-time measure should be so established to allow for such contingencies. In brief, do not establish an on-time metric of 3 hours, when it should really be 5 hours.

I personally do not care how long a trip takes. The train experience by itself is what is important. That would include, the ride and view itself, the comfort, the safety, the convenience and opportunity to reach unique destinations not served as well, or a perhaps at all by other transportation modes and carriers. I would like to arrive at the destinations near the time of stated arrival.

The reasonable standard should be 15 to 25 minutes, and it should apply to intermediate stations. On-time, early or late arrivals should be credited wherever Amtrak arrives and departs

IF, for example Amtrak is delayed by freight traffic, an accident or other non-controllable circumstances, then Amtrak should be held harmless, or not be left holding the bag so to speak, of public ill-will, media criticism, or official reprimand. This has been the status quo for over four decades. It is time that a policy of fairness and equitable evaluation is included with this policy.