

**February 8, 2016**



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**Docket Number: EP-726, Surface Transportation Board.**

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I am an individual, responding to your request for feedback on Amtrak on time performance.

I take Amtrak from my home in Lake Wales, FL, departing from Winter Haven, FL to New York, NY, Washington DC and San Francisco. Last year (2015) I traveled to New York and return three (3) times, to Washington two (2) times and to San Francisco two (2) times plus other Amtrak trips. I traveled 52,245 miles on Amtrak last year.

The main reason I travel by Amtrak is because there is no commercial air flights within sixty (60) miles of my home. I have children in both New York and San Francisco. It is very important to me that my area have reliable train service.

I usually use a hire car for transport from my home to the train station. I am charged for "wait time" as part of my total cost. When the trains are late, my taxi fare increases upon my arrival or I arrive at the station and have to wait for the late train.

In 2015, nearly 50% of the trains were over 15 minutes late. I have also needed to connect with other trains which makes on time performance more critical. I am happy to report that I did not miss a connection in 2015, but I did miss two connections in 2014.

Thank you for requesting comments from individual Amtrak customers.

Mr. Richard McCauley  
4469 Turnberry Lane  
Lake Wales, FL 33859-5758

A handwritten signature in black ink that reads 'Richard H. McCauley'.

2-8-2016.