

240062

EP-726-0

Philip and Mary Ingraham  
P. O. Box 342  
Pomona, NJ 08240

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

We have ridden the U. S. Rail system prior to the initiation of Amtrak. We don't ride it everyday nor every month but we do ride the rails frequently when going on vacations or other frequent trips (we are retired).

For the most part, we travel primarily out of and into Philadelphia 30th St Station making the connection from our home in South Jersey to 30th Street via NJ Transit rail service.

Frequently, these trips require connections to other trains. For example, returning to Philadelphia from Chicago some time ago we had a 2 hour connection in Pittsburgh. We were horrified on boarding to learn that the Capitol Limited from Chicago always ran late by several hours. We were fortunate, we made the Pittsburgh connection with about an hour to spare but we failed to get a good nights sleep in the sleeper we paid for being concerned about the connection. Although Amtrak would have supplied a bus to Harrisburg if the connection had not been made, we were not interested in a bus trip across Pennsylvania when we had paid for a train ride.

Back in the mid '60's I had a summer job working on the Great Northern Railway. Monday through Friday while working near the main line we could virtually set our watch by the arrival of the morning passenger train or the departing evening passenger train. Today in many countries of Europe one may still follow this procedure. Reliable, on time performance is the rail service travelers want. In order to promote future passenger service, on time performance is essential all along the line. Therefore, we feel that an on time performance standard of 10 minutes should be adopted for each station.