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February 11, 2016

Surface Transportation Board  
U.S. Department of Transportation  
395 Street SW  
Washington, DC 20423

ENTERED  
Office of Proceedings  
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Public Record

Dear Surface Transportation Board,

Docket No. EP 728

As a frequent rider of Amtrak, I am asking for a revision for the "Policy Statement on Implementing Intercity Passenger Train on Time Performance and Preference." Please require that Amtrak's on time performance to be set at **no more than 10 minutes late for each intermediate stop** and not just the end point stops. I will not drive if the trip is over 2 hours nor will I fly. Since I have recently retired, I travel by train more often. I depart from Staples Mill Road in Richmond, VA and travel for pleasure to Greenville, SC; Kissimmee, FL; Indianapolis, IN; Washington, DC; and to Chicago, IL for points west.

On time performance is critical for several reasons:

1. It is imperative to connect with connecting trains especially through Chicago.
2. Friends and relatives are planning and taking time out of their own busy schedule to transport me to and from the station. Frequent changes in the train's arrival and/or departure time negatively impact their view on Amtrak and on my continuation to use them for a ride.
3. People (passengers) are more important than commodities (freight).

Sincerely,



Linda C. Nelon