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To the STB:

Thank you for soliciting the views of rail passengers as relates to the on-time performance of Amtrak trains.

My wife and I are regular train travelers. This includes the Empire service within New York State, and, within the last nine months alone, the Lake Shore Limited to Chicago connecting to/from the Southwest Chief, California Zephyr , and Empire Builder. The Surfliner service to San Diego was also used. These travel patterns will occur again this summer and fall when we travel to Devil's Lake, ND and Denver, CO via Chicago.

I cannot begin to tell you the hours of delay my family and I have endured due to freight delays in and out of Chicago. We must always plan on missing a connection and staying over in Chicago. While a standard of 30 minutes' lateness is acceptable for a long distance train, I urge the STB to impose penalties when the standards are not met.

I also ask the STB to establish on-time standards for important mid-points of long distance trains. As an example, when we take the Lake Shore Limited from New York City to Syracuse, that train is often an hour late into Syracuse. By the time that same train reaches Chicago, it could well be considered on time. I ride that train. It can easily make up time west of Buffalo. So under current (and I assume, proposed) rules, Amtrak and CSX take no responsibility if we're an hour late on the Lake Shore into Syracuse. Late is late. Someone should be held accountable and it appears to be up to the STB. Please select on-time performance for all trains.

Sincerely,

Stephen J. Salatti