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Implementing Intercity Passenger Train On-Time Performance and Preference Provisions

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I am an Amtrak rider. I have lived in numerous places, including Santa Barbara, CA, where I earned my PhD in Physics and regularly traveled on the Pacific Surfliner, and soon I will be living in Utica, NY, where I will be a physics professor at Hamilton College and I expect to be riding the Empire Service train. Reliable, on-time performance is essential to travelling, especially by train.