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I am writing in reference to on-time performance standards for AMTRAK. I live in Hope, AR (HRO) and travel on the Texas Eagle to stops all along the Eagle route as well as across the nation

I think that AMTRAK on-time performance should be established to be reaching each individual stop within 15 minutes of the time published in the schedule. In addition to traveling by train from Hope, I also work at the local station with other passengers who use Hope (HRO) as their home base for rail travel. These passengers travel as far as 125 miles to get on AMTRAK and it is very important for them that the trains be on schedule as nearly as possible in order that their travel does not disrupt family or friends that bring them to the station and also pick them up on return. Lack of on time performance is very disruptive to personal schedules and result in loss of work time.