

240044

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Del Kittendorf  
2608 Chimney Springs Dr.  
Marietta, GA 30062-6317

Re: Docket # EP-726-0

Members of the STB,

I am a regular user of Amtrak. I travel as much as 10,000 to 12,000 miles a year on their trains. My home station is Atlanta, GA. My travels regularly take me to New Orleans, and frequently to Washington, DC or New York to make connections with other Amtrak trains. These connections usually result in my leaving and boarding at intermediate stops. I enjoy riding the train, to see our wonderful country, take advantage of the camaraderie onboard, enjoy good food, arrive at city centers near my planned activities, and avoid the TSA hassle. Amtrak in a word is "civilized" travel.

Atlanta is an intermediate stop on trains #19 & 20, So it is very important to me for the train to be within 10 to 15 minutes of its scheduled time so that I can plan other activities. I also use this as a guide to arrange ground transportation at other intermediate stops on those connecting routes.. Washington is also an intermediate point, and timeliness is a necessity for making connections to other trains. Under today's processes, any projections at intermediate stops can be very hit or miss, and sometimes add to travel costs.

I sincerely hope to see you adopt a process that measures on time performance and the failure causes for all stops on stops on America's passenger rail system as a true measure of performance of our rail system as a whole.

Sincerely

Del Kittendorf