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RE: Docket Number EP-726-0

When I travel, travel by rails is generally my first choice. I am a resident of Spring Lake, NC and I most often depart from and return to the Fayetteville, NC station. My initial destination is usually Penn Station in NYC but occasionally travel to Washington, DC.

The cities may not represent my final destination but the end of the first leg of my journey, a place where I change trains and continue on. It should be obvious that on time performance can be critical when I'm trying to make a connection. Late arrivals are not trivial; a missed connection can cost a full day's travel time and play havoc with downstream lodging reservations.

Late trains do more than inconvenience me; they often inconvenience members of my family who have taken time from their lives to take me back and forth from the station at either end of my journey.

It is rare when weather, equipment malfunction, or maintenance delay my trains, especially when I travel along the eastern corridor. It is not rare that the trains I travel on are delayed by being forced to wait on sidings in deference to freight trains.

As for the proposal to measure on time performance only between endpoints is fairly foolish. Assume I board a train at Fayetteville, NC, and that originated in Savannah, GA, and terminated in NYC, NY. Assume that the train departed Savannah and arrived at NYC on time but that the train arrived thirty minutes late at Fayetteville and forty-five minutes late at Washington, DC. By your proposed definition that train was on time. By my definition, that train arrived at my destination forty-five minutes late. You might consider your train to have been "on time", but I was sure as hell forty-five minutes late.

Respectively submitted,  
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