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Submitted by: Chad Cushman-Vice President
Indian Trails, Inc.
109 East Comstock St.
Owosso, MI 48867
ccushman@indiantrails.com

COMMENTS:

Indian Trails, Inc. is one of the longest running bus companies in the country, now in our 106th year of operation. We operate both charter and scheduled services, traveling almost 5 million miles a year while serving approximately 1.2 million passengers annually. Some of our services are marketed by Amtrak as “Thruway” service, where in Indian Trails buses make guaranteed connections with Amtrak at Battle Creek, MI. These services allow a passenger to use a single ticket for transportation on both the Amtrak and Indian Trails portions of their trip. This service has proved to be very popular with the public, helping to allow portions of Indian Trails’ routes to operate without a subsidy.

On-time performance by Amtrak is critical to marketing this service. Amtrak’s on-time performance directly impacts the on-time performance of our connecting buses. We take great pride in the reliability of our scheduled services, and being forced to hold at Battle Creek for late connecting trains negatively impacts our otherwise reliable service.

We feel that Amtrak trains should be held to an on-time standard of arriving at all station within 10 minutes of schedule. It should be noted that Amtrak’s ability to provide on-time service affects the private sector as well as Amtrak.

109 EAST COMSTOCK STREET / OWOSSO MICHIGAN 48867

GARAGE LOCATIONS

OWOSSO – 1226 EAST MAIN

ROMULUS – 28685 SMITH ROAD

KALAMAZOO – 1015 EAST MICHIGAN

989-725-5105

800-292-3831

WWW.INDIANTRAILS.COM

989-725-9584 SALES FAX

989-725-6185 OPERATIONS FAX

989-723-9768 ADMINISTRATION FAX