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RE: Docket Number EP-726-0

I frequently use the train to attend meetings and conferences, to visit family and friends, and to reach recreation and vacation areas.

It is extremely important to me for the trains I use to be on time. The train is just one component of a series of interrelated activities involved in making a trip. These include such things as scheduling transportation to and from the station, making reservations for hotels, rental cars and even restaurants. Most important of all is being able to get to the meetings, family events and/or social gatherings by the time they start, which is the reason for making the trip in the first place.

A train that is more than ten or fifteen minutes late in arriving or departing causes inconvenience and stress for me and others, especially when I am traveling to stations where I've asked friends or relatives to meet me: Naperville, Joliet or Fullerton, for example.

I lived in Palm Springs for several years. My experiences there illustrate vividly why late trains are very bad things. Late trains there not only caused stress but exposed me to physical danger as well. Consider:

- The station is located miles away from the city and far from even any incidental facilities. "Desolate area" is not an understatement.
- Although recently constructed, the station offers no protection from the elements or, more importantly, from wild animals indigenous to the desert.
- There is no way to obtain information or to request assistance unless the passenger has a charged and functioning cell phone.
- Because it is both isolated and unsupervised (i. e. unstaffed), it is frequented by vandals and other undesirables.

It is not a place that I or any other reasonable person would feel (or be) secure waiting more than ten to fifteen minutes for their train.

I urge the STB to consider the following changes to its proposed metrics and standards:

- Establish a schedule adherence tolerance of no more than 15 minutes;
- Do not change this standard on the basis of route length; the length of the route is not necessarily the same as the length of passenger's trip.
- Measure on time performance at intermediate stations not just at route end points. If I'm an hour late, I don't care if the train eventually got to its final station on time.

Thank you for considering my views.