

John D. & Judy E. Langdon
16 E 35TH Street
Holland MI 49423-7007
John-langdon@sbcglobal.net

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DOCKET # EP-726-0

Daniel R. Elliott III
Chairman
Surface Transportation Board
395 E Street, S.W.
Washington, DC 20423-0001
Re: Docket No. EP 726

Dear Mr. Elliot:

My wife & I have traveled on Amtrak many times since our retirement in the mid 80's and find that being delayed by the host railroad is a major inconvenient for both us & the party meeting us at or end point.

There have been times that delays have not only been a inconvenient but costly when we have booked a hotel room based on a guarantee arrival and we become no-shows due to OTP caused by the host railroad.

Being on time at intermediate station is often as important as pointed out above but for different reasons at times, and that being connecting with what Amtrak calls Thruway Connecting Service or Rail Service

A lot of our Amtrak travel has been to Chicago (151 miles by train) for entertainment or shopping and delays in arrival has caused us to miss the beginning or the event or in its entire tie and when it' come to shopping the reduced time has caused a need for a second shopping trip to Chicago.

In measuring OTP for the end point the standard should within 15 minutes and at intermediate station 5-10 minutes.

The proposed definition of on-time performance does not track performance at intermediate stations, which, as shown by FRA's quarterly report, is already being calculated by FRA and could easily be incorporated into this rule. The both of us strongly encourages the inclusion of all-station on-time performance as well as end-point on time performance in the final rule.

If you have any questions, please do not hesitate to contact me at (616) 392-2468, to discuss this matter in greater detail.

Sincerely,

John D. Langdon

John D. Langdon

Sincerely,

Judy E. Langdon

Judy E. Langdon