

EP-726-0

Hope, Arkansas is Amtrak Station HOP located in Southwest Arkansas, a transportation option that the community pursued for almost twenty years to enhance the transportation alternatives for the citizens of Hope, Arkansas and the surrounding communities of the region. Currently Train 21 stops in Hope at 5:09 a.m. and Train 22 at 9:18 p.m. Because of our Amtrak service, residents of Hope are able to travel to regional centers such as Little Rock, St. Louis, and Dallas, as well as recreational centers such as Austin, San Antonio, and Chicago. Particularly for travel to the regional centers, on time performance at stations such as ours makes the difference in allowing a passenger to choose to use the passenger rail option or not.

A reasonable standard would be 15 minutes. While our waiting room at the Hope station is comfortable, most customers/consumers do not wish to wait hours to travel to a regional destination. We are located conveniently in the middle of the Texas Eagle route, but to have on time performance that may lag up to 2 hours at midpoint of route, makes it inconvenient for actually use the passenger rail option. The on time performance standard should be applicable at each station, rather than just the start and the endpoint of the route.

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