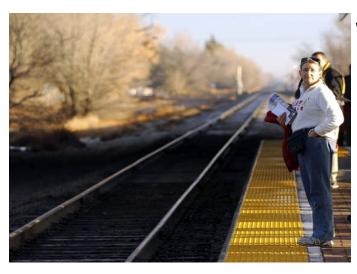
## Was your train late today?



Was it late by an hour? 2 hours? 4 hours? 8 hours? More??

Unfortunately **you're not alone**. This has been one of the worst years for rail delays to passengers AND for freight.

Yet the worst thing you can do is stay silent or complain to the wrong audience. So what do you say and to whom?

## Write down the who, what, when, where & why:

- > Who: what was your train's # riding (it's on your ticket/confirmation)?
- > What: how long was the delay?
- > When: the date & time your train was scheduled to depart and arrive?
- > Where: between what stations were you traveling and roughly where did the delay(s) occur?
- > **Why**: did you hear from a railroad employee or public safety officer (provide as much information about that person identity as possible) what caused the delay(s)? Was your train stopped while other trains moved passed you in the same or opposition direction as your train?

## Then please send copies of that information ASAP to:

Surface Transportation Board Attn: OPAGAC 395 E Street, S.W. Washington, DC 20423-0001

Toll-free: 866-254-1792

E-mail: STBHelp@stb.dot.gov

Amtrak Customer Service 60 Massachusetts Ave NE Washington DC 20002 Toll-free: (800) 872-7245 Senator Sherrod Brown/Robert Portman United States Senate Washington, D.C. 20510 Capitol switchboard: 202-224-3121 Email via www.senate.gov

Office of Rep \_\_\_\_\_ U.S. House of Representatives Washington, DC 20515 Capitol switchboard: (202) 224-3121 Email via www.house.gov

**Thank you!** For more information contact: All Aboard Ohio, Tower City Center, 230 West Huron Road Unit 85, Cleveland OH 44113, toll-free: 844-464-7245, e-mail: info@allaboardohio.org