

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