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Attn: Control Center
1234 Market Street
10th Floor
Philadelphia, PA 19107

RE: Previous report under the same name sent January 2009

To Whom It May Concern:

I have been riding the Regional Rail for several years and have always appreciated the ability to ride with SEPTA directly to a large number of places that I may want to go. The SEPTA website provides information on the status of trains, a convenient trip planner and an honest measure of regional rail on time performance. I appreciate the transparency SEPTA has in disclosing this information.

SEPTA regional rail has been below its OTP goal, and I believe there is an opportunity to improve this. I have created a real-time reporting tool that identifies trends in On-Time Performance on SEPTA's Regional Rail lines. This tool allows drill-down to identify trains that contribute to suboptimal OTP and, more importantly, makes specific recommendations to correct the problem.

I am pleased to submit this report to you, which identifies trends of inbound trains, provides recommendations and discusses the methodology used. Please contact me with any questions and to discuss how I can support you with this tool or provide other analytical services that you need. I would be able to show you a trial of the tool, which can be run real-time in a web browser.

Thanks again for all your effort in keeping the regional rail safe and convenient.

Best regards,

Will Entriken

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